



# Rocky Mountain Health Plan

## Non-profit Community Health Plan, Colorado

Rocky Mountain Health Plans (RMHP) has stood out as a national leader for transforming how health care is delivered and paid for. RMHP is a nonprofit health insurance plan and Medicaid care coordination entity working closely with providers to promote a more integrated model of care for its 350,000 enrollees who live across the Western Slope of Colorado; this includes 180,000 Medicaid, CHIP and dual-eligible enrollees. Vital Healthcare Capital and RMHP are collaborating to identify capital needs among key providers in the health plans network, and opportunities for V-Cap financing to support the transformation to better integrated and person-centered care throughout RMHP's network. The collaboration is focused on investments in integrated behavioral health and primary care, and on expansion of needed services for medically complex populations, including at-risk kids, frail seniors, and people with significant mental health needs.

RMHP fosters a strong community-based orientation to its approach to care, promoting close alignment with providers it works with. RMHP's focus is on promoting total primary care, fostering neighborhood medical homes, developing new and better payment models and using health information technology in a meaningful way to help primary care physicians leverage data to provide better care. RMHP's initiatives aim to improve systems of care which better support community health.

RMHP's community health worker pilot exemplifies its innovative approach to creating transformative models of care to addressing the social, behavioral, and environmental factors that influence health and carve pathways to novel frontline healthcare jobs. To reduce unnecessary emergency department visits and hospital readmissions and help patients make healthier choices, RMHP has brought together non-medically trained healthcare workers, to help patients set and meet goals. All of these workers have either four-year degrees, extensive related experiences or both. All receive classroom and experiential training. Community health workers meet patients at home, at a local coffee shop, at a library, or wherever is most comfortable, which creates a better dynamic and can generate trust. These workers often accompany them to medical appointments and ensure that they understand what they are told;

RMHP's longstanding commitment to health equity and access for all members of the community includes connecting community services; sharing data through health information exchange; integrating behavioral health; and providing advanced, proactive primary care services.



they even assist patients with obtaining medical supplies or completing grocery shopping within a budget. Many of the patients have mental health and/or substance abuse issues. RMHP directly funds the deployment of these workers as well as transportation.

RMHP is also one of a group of Regional Care Collaborative Organizations (RCCO) implementing an accountable care program to provide better care to Medicaid patients. It works with local public health agencies, federally qualified health centers, hospital districts and foundations to create community care teams that offer behavioral, social and health and wellness skills along with non-licensed community health workers to extend the reach of primary care medical homes. The integrated teams of medical and other kinds of support such as social workers link patients to things like transportation and mental health and substance abuse services and address food insecurity issues - beyond the walls of the office setting. For example, RMHP assists patients navigating Medicaid's labyrinth. It is assisting medical practices and supporting providers by working collaboratively with medical and behavioral health providers to ensure that members have access to appropriate services. RMHP is supporting development of analytic tools and supports to practices so that they can target activities effectively.

Leveraging new payment models to improve care is another major focus for the RMHP. It is testing how a global payment model can support the delivery of behavioral health care among primary care practices. Under the model, participating practices are accountable for the total costs of care, and earn incentive payments for demonstrating improvement in health outcomes.

All of RMHP's transformation initiatives are value-focused: aiming to improve quality of care and community health, while lowering costs to the system. Getting there requires investments across the Western slope: expansion of provider organizations providing integrated care, adoption of information systems and analytic capacity among providers, development of community-based services for people with complex medical and behavioral health needs, development of telehealth strategies for bringing specialty care to remote mountain communities, and more. V-Cap is working with RMHP to determine which opportunities in its network can best take advantage of V-Cap financing to advance transformation.

"We're a small health plan fostering big changes, and are excited to have V-Cap as a new collaborator," said Patrick Gordon, associate vice president of RMHP. "The V-Cap team has immersed themselves in our work with provider organizations, and we expect this collaboration to result in important investments in better health for people living in the Western Slope of Colorado."

"Rocky Mountain is showing great leadership in building a value-based payment and delivery system. We're excited to be a potential source of catalytic financing for key providers in Rocky's network," said V-Cap CEO Steven Weingarten.