



**Member Experience Advisory Committee (MEAC)
August 20th, 2025, Meeting Summary**

PURPOSE:

Northeast Health Partners' MEAC meeting is a place for plan members to talk about their personal experiences with Health First Colorado (Colorado's Medicaid Program). All NHP plan members are welcome to attend.

Northeast Health Partners' (NHP) Member Experience Advisory Committee met on August 20th, 2025. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. Eight members attended in person and two attended virtually. Raina, Bekkah, and Cailey facilitated the meeting as a team.

WELCOME AND MEETING AGENDA:

The August 20th, 2025 agenda was reviewed. Raina asked if there were any additions to the agenda, and care coordination overview was requested by a member. The group gave permission to adjust the agenda.

WELCOME AND INTRODUCTIONS:

MEAC members were asked to introduce themselves and answer the question "What are you looking forward most to in Fall?"

These are the answers that were given by the members:

- Most of the members were ready for some cooler weather, the leaves changing color and football season.

BENEFIT UPDATES

Raina shared information regarding the new regional organization changes 7/1 and that some member may have received a letter from the state explaining that their RAE or primary care provider was changing. One member said they had a family member receive this letter.

988:

- Larimer MAC The group talked about 988 Colorado and how the crisis line would now connect to 988 Colorado.
- The members agreed that 988 was much easier to remember and would be easier to use and were very happy with the change.
- In preparation of 988 day, the NHP team offered a way to get involved by staying to record a clip for 988 day. One member wanted to stay and record one. They signed a release to do so.

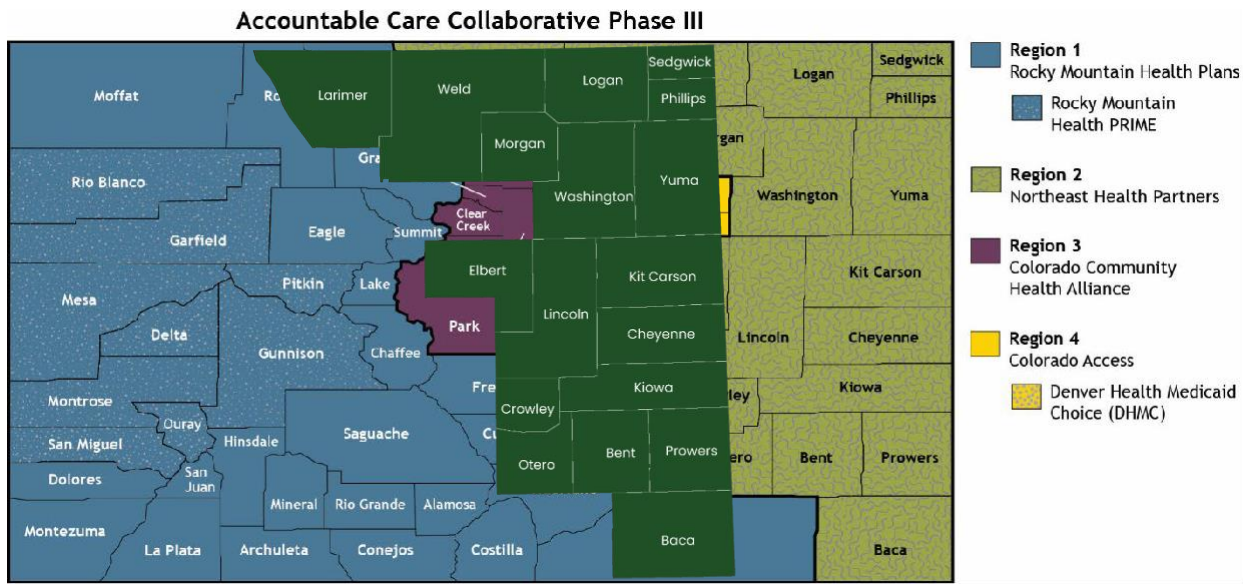
CirrusMD:

- Raina introduced CirrusMD, a new platform for Region 2 members where they can talk to a doctor 24/7, 365.


- CirrusMD connects members to care in under one minute for primary, acute, and preventative services.
- Members can chat, video call, or talk on the phone with a doctor,
- Cailey handed out flyers and registration sheets to members in person.
- Members can register through this link: <https://patients.cirrusmd.com/>

TRANSITION TO ACC 3.0

Raina shared the changes that took effect July 1, 2025 for ACC 3.0 again briefly. She shared the new RAE and NHP Regional Map, went over the new complaints process, and added Member engagement opportunities.



Reminder of What's NEW:

- New Logo: 
- New Website: nhprae2.org
 - Raina opened the website and walked members through the find a provider tab, members tab and resources tab.
- Care Coordination:
 - Raina Went over care coordination, a free benefit for Medicaid members, that brings their care team together. Care coordinators assist you to ensure you are making the most of your benefits and assist with anything from transportation support, medication management, to finding a provider.
 - Raina shared where members could refer into care coordination online, or call the care coordination line at **888-502-4190**.
- New Member Service Number: **800-541-6870**
 - This is the number for complaints and to report any issues or members may contact the member support email address at nhpmembersupport@nhpllc.org or reach out to Raina.

NHP will also have many ways for members to engage with multiple Member Experience Advisory Committees (MEAC's) that will meet one time each quarter:

- Region 2 MAC
- Larimer MAC
- Spanish Speaking MAC
- Deaf and Hard of Hearing MAC
- Youth Voice Council, ages 13-20
- Member Material Review Workgroup (moving to a quarterly meeting)
- Program Improvement Advisory Committee (PIAC)

Raina explained what PIAC is, and that NHP would like to have a representative talk about what our MEACS in the PIAC. She also explained that NHP has a PIAC representative, Jodi Walker from Kids at their Best, in the State PIAC meetings. The Members asked if Jodi could attend the next MEAC meeting. Raina said she would add that to the November agenda. Three members expressed interest in joining the PIAC, and asked for a follow up email closer to the PIAC meeting. Raina will send reminders.

Raina encouraged members to continue to stay in the loop and provided different ways for members to get information:

- She suggested that member make their email address is correct on the sign in sheet for meeting invites and reminders
- She provider her contact information for questions, raina@nhpllc.org or 970-909-4318

COMMUNITY FORUMS

Bekkah asked members how they would like to learn about community events or ways to get involved with NHP. Members listed the following ways:

- Facebook Created Events
- Email reminders
- Ad Hoc Texts
- Flyers

NHP MEMBER ENGAGEMENT UPCOMING FORUMS:

- Members were reminded that they will receive a \$25 gift card for attending the MEAC meeting.
- The Next Member Material Review Workgroup is September 23, 2025 and will be Virtual only. Members will receive a \$25 gift card for attending.
- Next PIAC, Urban: October 22, 2025, 10-11:30. Rural: October 29, 2025, 10-11:30 ♣ \$25 gift card for attending
 - nhprae2.org/members/join-a-team/piac/

CLOSING:

Raina reminded the council that they could reach out to any member on the team with any questions. The meeting ended by giving the date for **the next NHP MEAC meeting. The meeting will be on Wednesday, November 19, 2025, at 11:00AM.** The meeting will be held in-person at Zoe's Café and Event Center and online through TEAMS.