



**Member Experience Advisory Council (MEAC)  
May 21, 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 Northeast Health Partners plan members are welcome to attend.

Northeast Health Partners' (NHP) Member Experience Advisory Council met on May 21, 2025. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. Five members attended in person and three attended virtually. Dawn, Marissa, and Raina facilitated the meeting as a team.

**WELCOME AND MEETING AGENDA:**

The May 21, 2025 agenda was reviewed. Dawn let the council know that she would share benefit updates if there was enough time. The group gave permission to adjust the agenda.

**WELCOME AND INTRODUCTIONS:**

MEAC members were asked to introduce themselves and answer the question "Why did you choose to be part of Northeast Health Partner's Member Experience Advisory Council (MEAC)?"

These are the answers that were given by the members:

- Most of the member's pointed out that another member invited them. They also enjoyed being able to come and share their experiences and also get insight into programs.
- Member's like that they can contribute.

**PRESENTATION BY TAMARA KEENEY, RESEARCH, AND INNOVATION SECTION MANAGER**

Tamara's is responsible for evaluating how the Accountable Care Collaborative 3.0 is working. She wanted to meet with the council to get their ideas on what kinds of things her team should be looking at.

The research team's goals are to evaluate

- Access to Care
- Quality of Care
- Health Equity
- Member and Provider experience
- Cost of Care

They want to know how these goals are being met for Behavioral Health/Substance Use Disorder (SUD), Physical Health, and Care Coordination.

Tamara asked how her team could get information for these goals, the council told her

### Behavioral Health/SUD

- A member suggested that they talk to people on the streets because they have behavioral health and mental health issues and the lack of housing adds to behavioral health and mental health problems.
- Another member suggested partnering with North Range Behavioral Health (NRBH). NRBH started as a holistic healing and have grown into their vision.
- One member felt that if a member is getting help with mental health issues and is getting better, it is hard to get out of the mental health system.
- Lastly, a member felt that the holes in Medicaid need to be addressed. He felt that the income levels need to be raised because everything is so expensive that the members' money goes to living expenses and they cannot afford medical insurance.

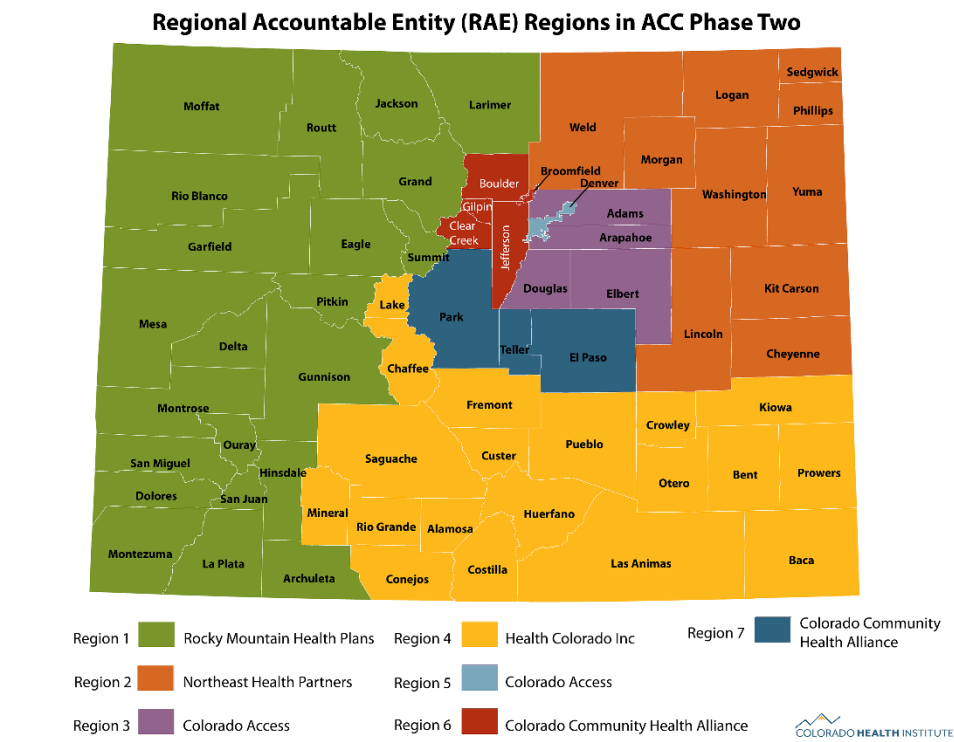
### Physical Health

- One member felt that non-emergent transportation is important because if a member does not have transportation, they may not have access to care.
- Another member said that appointments are hard to get.

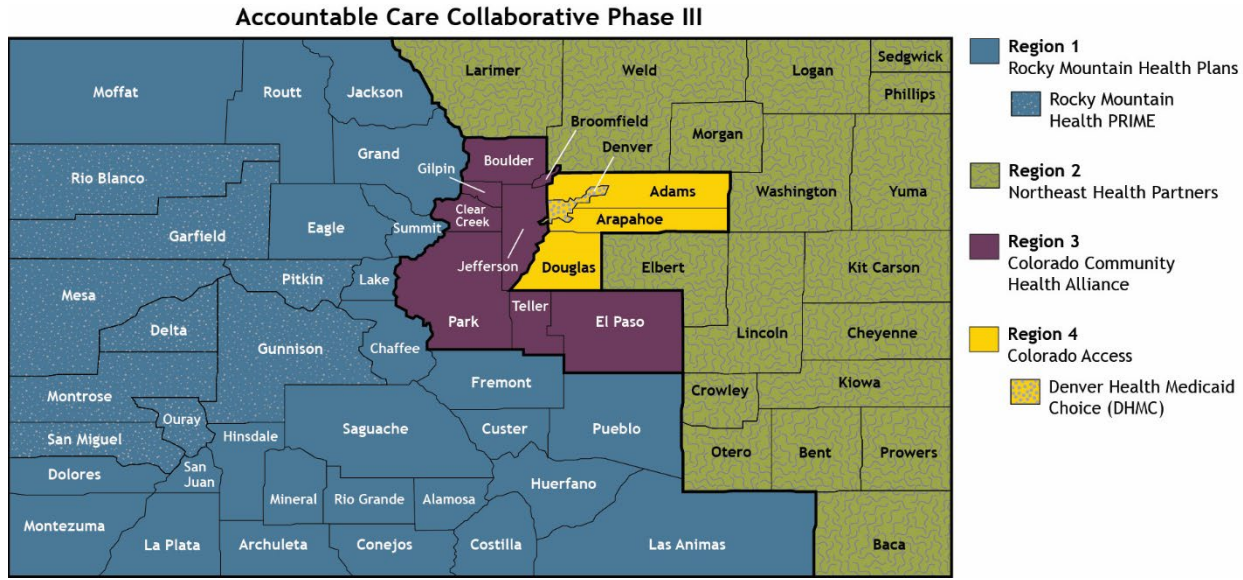
Tamara thanked the council for their ideas and asked if she could come back again to talk to them. The council said yes.

### CHANGES FOR ACC 3.0 AND NHP


Raina shared the changes that would be happening on July 1, 2025 for ACC 3.0. She showed the council how the state of Colorado is presently divided into 7 Regional Accountable Entities (RAEs).



Raina explained that starting July 1, 2025, Colorado will only have four RAEs and NHP's region will grow from 10 to 18 counties.



What's NEW?

- New Logo: 
- New Partnership with Rocky Mountain Health Plans (RMHP) for Behavioral Health Network Management. Members may see RMHP or United on some NHP materials or items.
- New Website: [nhprae2.org](https://nhprae2.org)
- New Member Service Number: **800-541-6870**
  - This is the number for complaints and to report any issues
- New Member Engagement Email: [Nhpmembersupport@nhpllc.org](mailto:Nhpmembersupport@nhpllc.org)
- New Meeting invites and materials will be sent to the members

What's changing?

- Getting Started Webinars will end after June
- Member Material Review Workgroup will be moved to Quarterly Meetings

NHP will also have many ways for members to engage with multiple Member Advisory Committees (MAC'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)

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

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

- And, she gave the social media handles and asked member to follow NHP on Facebook and Instagram:
  - **Facebook: Northeast Health partners**
  - **Instagram: Nhprae2**

#### **NHP MEMBER ENGAGEMENT OPPORTUNITIES:**

- Members were reminded that they will receive a \$25 gift card for attending the MEAC meeting.
- Getting Started Webinar is the *first* Thursday of each month at 11:00. Members were told that previous “Getting Started” presentation recordings were available to watch on the website.  
<https://www.northeasthealthpartners.org/news/calendar-events/>
  - June’s topic would be Supplemental Nutrition Assistance Program (SNAP) and Women, Infant and Children (WIC) benefits.
- Life Care Planning – Life Care Planning –Members can schedule individual meetings so that it might fit their schedule better. Next workshop is June 26, 2025 at 12:00 pm.

#### **CLOSING:**

Dawn reminded the council that they could continue to contact her if they had questions or needed help with benefits through June 30, 2025. The meeting ended by giving the date for **the next Northeast Health Partners’ MEAC meeting. The meeting will be on Wednesday, August 20, 2025 at 11:00AM.** The meeting will be held in-person at Zoe’s Café and Event Center and online through TEAMS.

***Raina will be sending a new meeting invitation.***