



## **MEMBER EXPERIENCE ADVISORY COMMITTEE – REGION 2**

Date/Time: Wednesday, August 20, 2025; 11:00 am – 12:00 pm

Location: **Zoe's Café**, 715 10th St, Greeley, CO 80631

or

[Join the meeting now](#)

**Meeting ID: 212 148 850 751 8 - Passcode: SH6vJ7PB**

**Or Phone in**

**1-970-628-3535, Conference ID: 656 174 119**

Facilitator: Raina Ali and Bekkah Abeyta

### **Objectives**

---

- Create a safe place for Members to share their voice
- Provide feedback and experiences about your Health Care

### **Ground rules**

---

- We can agree to disagree
- Titles are "left at the door"
- Let's be tough on problems, easy on people
- Remember the vision!
- Confidentiality
- Let people finish their thoughts / One person speaking at a time
- Make recommendations for how to solve problems
- Seek first to understand

### **Agenda Items:**

---

#### **Welcome**

All

- What are you looking forward to this Fall?

#### **Review Agenda**

Raina

- Anything to Add?

Northeast Health Partners Member Services: 800-541-6870

Northeast Health Partners Care Coordination: 888-502-4190

Visit our website at: [nhprae2.org](https://nhprae2.org)

**Benefit Updates:**

Raina

- New regional organization or PCMP 7/1
- CirrusMD
- 988

**Transition to ACC 3.0**

Raina

- New Website Walkthrough
- New Complaints Process Review
- Other MEAC Options

**Community Events/NHP Forums**

Bekkah

- How do you like to learn about events?
- PIAC representative

**Reminders:**

Raina

- Member Material Review Workgroup
  - Next Meeting is September 23, 2025, from 1-2
    - \$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/](https://nhprae2.org/members/join-a-team/piac/)

**Wrap up/Thank you**

Raina

Northeast Health Partners Member Services: 800-541-6870

Northeast Health Partners Care Coordination: 888-502-4190

Visit our website at: [nhprae2.org](https://nhprae2.org)