



MEMBER EXPERIENCE ADVISORY COMMITTEE - REGION 2

Date/Time: Wednesday, September 17, 2025; 6:00 pm – 7:00 pm

Location: **Teams virtual meeting**

or

[Join the meeting now](#)

Meeting ID: 299 493 527 631 6 - Passcode: JS7hd7b6

Or call

1-970-628-3535, Conference ID: 789 701 447#

Facilitators: Raina Ali and Alyssa Perez

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 problems, soft on people
- Remember the vision!
- Confidentiality
- Let people finish their thoughts / One person talking at a time
- Make recommendations on how to resolve issues
- Seek first to understand

Agenda items:

Welcome

All

- What interested you in today's meeting?

Review the agenda

Raina / Alyssa

- 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



Objective of this Committee:

Raina / Alyssa

- New Regional Organization or PCMP 7/1
- CirrusMD
- 988

NHP Overview

Raina / Alyssa

- ACC Phase III
- CirrusMD
- 988

What would you like to cover this year?

Raina / Alyssa

- What's good, bad, problems?

Reminders:

Raina / Alyssa

- Member Material Review Working Group
 - The next meeting is on September 23, 2025, from 1 to 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/

Conclusion/Thank you

Raina / Alyssa

Northeast Health Partners Member Services: 800-541-6870

Northeast Health Partners Care Coordination: 888-502-4190

Visit our website at: nhprae2.org