



**Spanish Speaking Member Experience Advisory
Committee (MEAC)
September 17th, 2025, Meeting Summary**

39 Members Attended

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 September 17th, 2025 agenda was reviewed.


WELCOME AND INTRODUCTIONS:

NHP Staff Rain and Cailey introduced themselves, along with Sylvia Gallegos from NCHA who Co-Facilitated/Translated.

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.

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

- She suggested that member make sure their email address is correct and in the chat or emailed to the team for meeting invites and reminders
- Raina provided her contact information for questions, raina@nhpllc.org or 970-909-4318

BENEFIT UPDATES

Raina shared information regarding what the purpose of this group is, and who it is intended for (Health First Colorado members in NHP's 18 counties, along with care givers or family members). Information on NHP was presented the new regional organization changes 7/1. Some members may have received a letter from the state explaining that their RAE or primary care provider was changing.

988:

- 988 was reviewed as resource to Colorado Mental Health line.
- This can be called, texted, or chatted online.

CirrusMD:

- 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/>

NHP MEMBER ENGAGEMENT UPCOMING FORUMS:

- Members were reminded that they will receive a \$25 gift card for attending the MEAC meeting.
 - *Members may only attend one NHP MEAC meeting per quarter, but may attend other NHP member engagement opportunities such as the Member Material Review Workgroup or PIAC. If attending PIAC please email nhpmembersupport@nhpllc.org following the

meeting.

- The Next Member Material Review Workgroup is November 25th, 2025 and will be Virtual only. Members will receive a \$25 gift card for attending.
- Next PIAC, Urban (Larimer and Weld Counties): 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/

Upcoming Meeting Topics:

- Raina asked the group if there were any specific topic they would like discussed at upcoming meetings.
 - Transportation was named as a topic.
 - Medicaid benefits was named as another
 - Prenatal and postpartum care was another topic of discussion for the next meeting
 - Raina encouraged members to reach out if they needed assistance or wanted to discuss any topics in detail in a future meeting.
 - Member asked about other opportunities for involvement.

CLOSING:

Raina reminded the council that they could email nhpmembersupport@nhpllc.org for any assistance or questions. She recapped the overview of covering prenatal/postpartum care, transportation and care coordination in future meetings, and will send out meeting information in an email. She thanked the group for attending the first NHP Spanish Speaking MEAC.

The next meeting will be held December 17th, 6-7 PM virtually.