

MEAC, Region 2
November 19, 2025

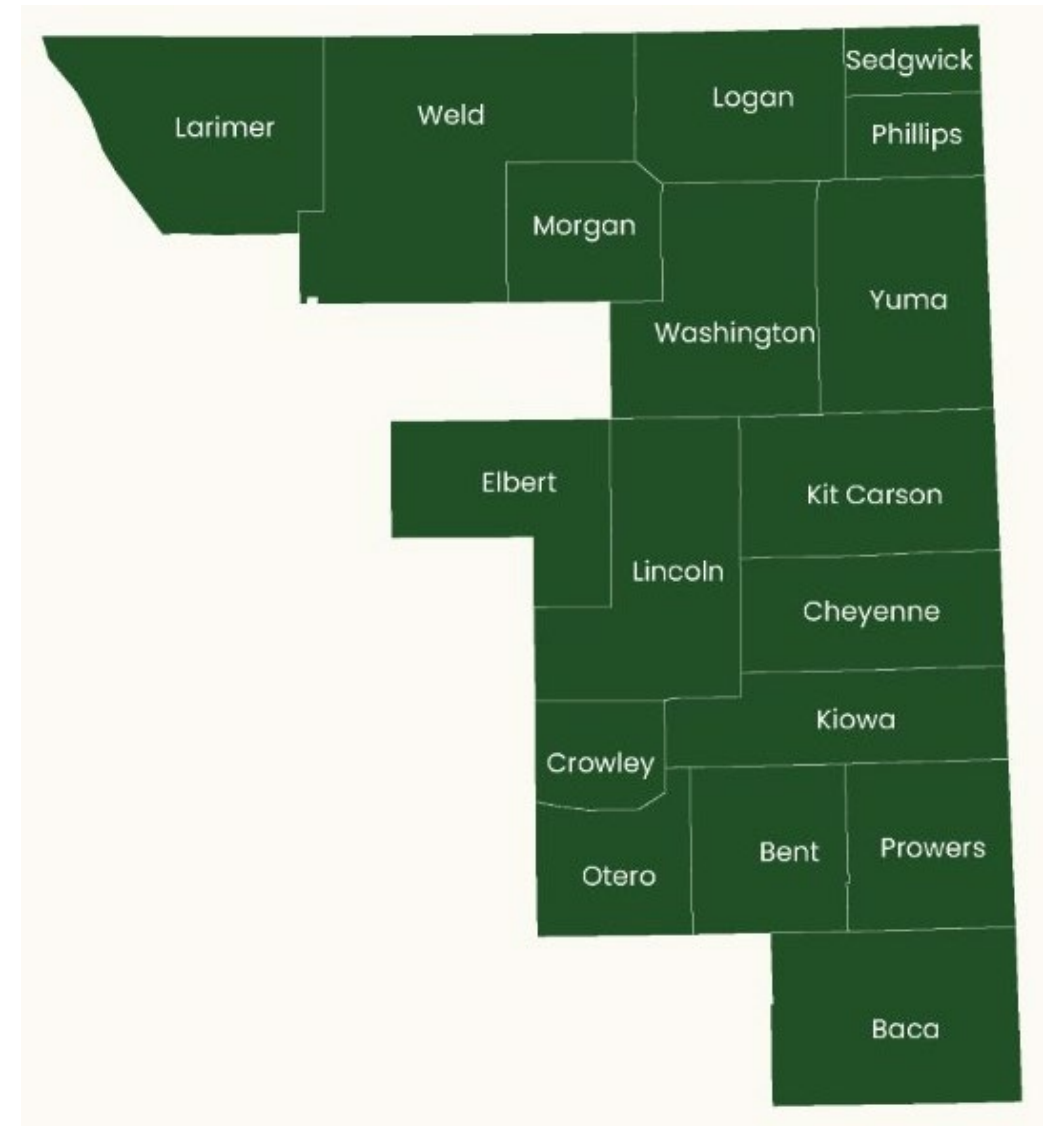
nhprae2.org



Member Experience Advisory Committee

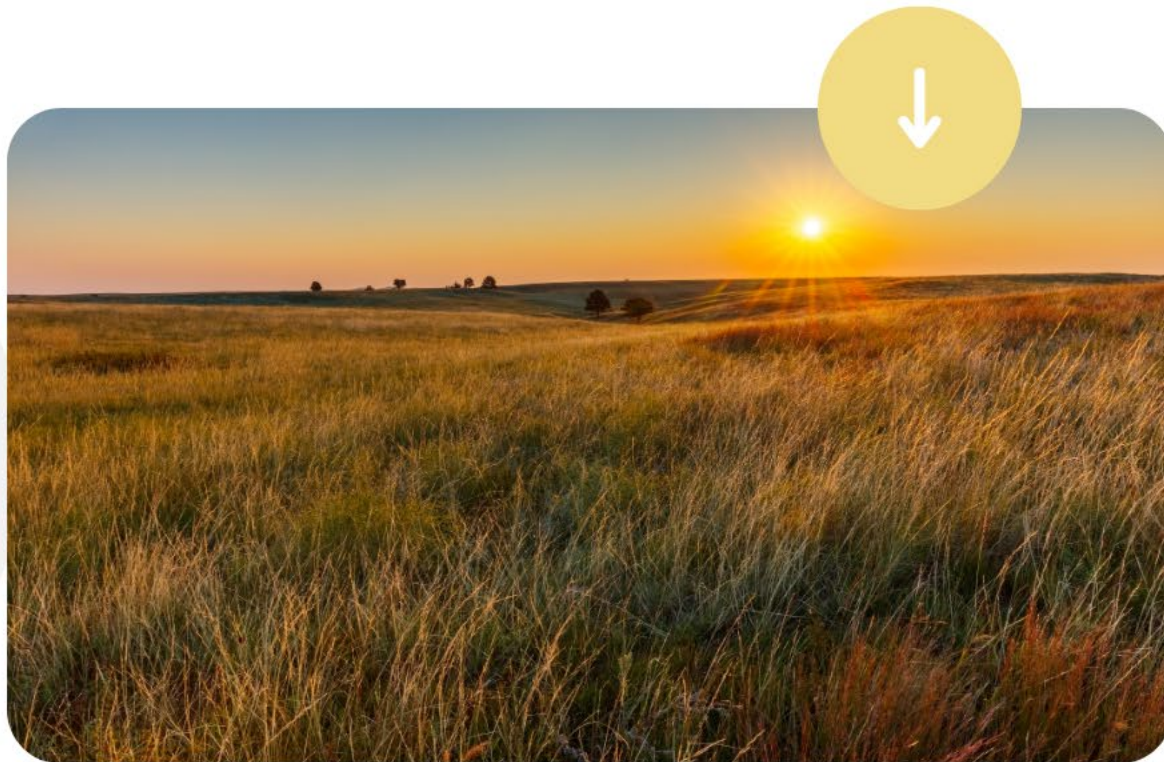
Ground Rules

- 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

Region 2 MEAC



1. Welcome Question
2. Member Benefits
3. Federal Updates
4. Community Events
5. Next Time
6. Reminders

**Please share
if you feel
comfortable**

**Did you get your
Flu Shot this
season?**

Why or why not?



Member Rights & Responsibilities

Member Services

Member Rights



You have the right to:

1. Receive a [member handbook](#) and get information about your coverage, plans, benefits, services, advance directives, or disenrollment rights.
2. Be treated with respect and consideration for your culture, privacy, and dignity .
3. Get information in a way you can easily understand. This includes language services.
4. Get information from your provider about treatment choices and alternatives for your health condition.
5. Be involved in all decisions about your health care, obtain a second opinion, and say “no” to any treatment offered.
6. Not be secluded or restrained as a punishment or to make things easier for your provider.
7. Ask for and get a copy of your medical records from your provider and ask that they be changed or corrected.
8. Get quality, available, and nearby health care services in a timely and coordinated way.
9. Use your rights to file a complaint or tell others your view of services without fear of being treated poorly.
10. Any other rights guaranteed by law, for example the Health Insurance Portability and Accountability Act (HIPAA) and Americans with Disabilities Act (ADA).
11. Be free from discrimination based on race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, disability, health status including Acquired Immune Deficiency Syndrome (AIDS) or whether you have made an advance directive.
12. Ask your health plan for help if your provider does not offer a service you need because of moral or religious reasons and be told if your provider stops seeing members or has changes in services.

Member Responsibilities

You have the responsibility to:

Understand your rights.

Follow the Health First Colorado's (Colorado's Medicaid Program) handbook to learn about your benefits and how to use them.

Treat other members, your providers, and their staff with respect.

Choose a Primary Care Medical Provider (PCMP) and go to Enroll.HeathFirstColorado.com or call 303-839-2120 or 888-367-6557 (State Relay 711) if you want to see a different PCMP.

Go to your appointments on time or call your provider if you will be late or cannot keep your appointment and pay for services you get that are not covered by Health First Colorado.

Tell your provider and Health First Colorado if you have any changes to your family, income, jobs, other insurance, or address within 10 days of the change.

Tell your treatment team (PCMP, specialist, therapist, or care coordinator) information they need to care for you, such as your symptoms or if you do not understand your treatment plan or want to learn more.

Follow your treatment plan and take medications as prescribed and tell your provider about side effects or if your medications are not helping.

Invite people who will be helpful and supportive to you to be included in your treatment.

Report suspected member or provider fraud or abuse to Member Fraud at 844-475- 0444 or Provider Fraud at 855-375-2500. Or go to CO.gov/hcpf/howreportsuspected-fraud.

EPSDT

**Early and Periodic
Screening, Diagnostic
& Treatment**

EPSDT

Overview of Benefit

The EPSDT benefit offers free, comprehensive health care for **children and youth age 20 and under**, as well as for **pregnant adults** enrolled in Health First Colorado (Medicaid).

These services are provided at no cost to the member when covered under the **EPSDT benefit**.

EPSDT covers:

- Regular check-up's
- Vision services
- Dental screenings
- Hearing Screenings
- Lead screenings
- Other medically necessary services



To learn more about EPSDT you can always contact NHP at 800-541-6870 or get connected to a Care Coordinator.

Advance Directives

**Planning Ahead
for Medical Care**

Advance Directives

Planning Ahead

Advance Directives let you plan ahead and ensure your medical choices are respected—no matter what the future holds.

In Colorado, Advanced Directives include:

- **Medical Durable Power of Attorney.** This names a person you trust to make medical decisions for you if you cannot speak for yourself.
- **Living Will.** This tells your doctor what type of life-sustaining procedures you want and do not want.
- **Cardiopulmonary Resuscitation (CPR) Directive.** This is also known as a “Do Not Resuscitate” or DNR Order. It tells medical personnel not to revive you if your heart and/or lungs stop working.



Learn more about Advanced Directives on our website, [Advance Directives](#).

An Advance Directive Learning Session with NHP may be scheduled at nhpmembersupport@nhpllc.org.

The background of the slide features a large, solid blue circle on the left side. Above this circle, there are several light gray, teardrop-shaped elements arranged in a semi-circular pattern, resembling a stylized sunburst or a flower.

Member Disenrollment

Right to Disenroll

Disenrollment

Members Leaving NHP

Members may request Disenrollment for the following reasons,

For Cause at any time:

- The member has moved out of the Contractor's service area.
- The Contractor does not (due to moral or religious objections) cover the service the member seeks.
- The member needs related services to be performed at the same time, not all related services are available from the Contractor's plan, and the member's primary care provider (or another provider) determines that receiving the services separately would subject the member to unnecessary risk.
- Poor quality of care.
- Lack of access, or lack of access to providers experienced with dealing with the members specific needs.

Without Cause at the following times:

- During the 90 days following the date of the member's initial enrollment
- At least once every 12 months thereafter
- Upon automatic re-enrollment if temporary loss of eligibility has caused the member to miss the annual disenrollment opportunity
- When HCPF has imposed sanctions on the RAE

Member Disenrollment

Right to Disenroll

Available in Spanish,
nhprae2.org

MEMBER RIGHTS

Right to Disenroll

Disenroll means a member chooses not to be a registered member with NHP.



Disenrolling without having a reason during these times:

- During the 90 days after the enrollment date
- At least once every 12 months after the first 90 days
- If a member lost eligibility, upon renewal they missed the chance to disenroll in the 12-month period
- If there are sanctions on NHP



If you need help with the information in this document, including written/ oral translation; or in a different format like large print or as an audio file, we can help you at no cost. Call NHP at 800-541-6870 or State Relay 711 for callers with speech or hearing disabilities.

Disenrolling for certain reasons at any time:

- Member has moved out of NHP service area.
- Member received poor quality of care.
- There is lack of access to providers or services needed.
- Member needs more than one service to be performed at one time, and not all services are offered by NHP.
- The service is not covered based on a moral or religious reason.
- A member's provider leaves NHP network, impacting long term services and support care.

HOW TO DISENROLL

Call the NHP's Member Support Center at 800-541-6870 (no cost call) or State Relay at 711.

Send a written request to Health Care, Policy and Financing (HCPF) or one of their agents.

800-541-6870

 nhprae2.org

 State Relay: 711



Care Coordination

**Free Benefit for Health First
Colorado Members**

Care Coordination

NHP Care Coordinators are your partners in care. Navigating health care can be challenging. NHP care coordinators are here to help guide you. Our Care Coordinators support you, whether you're managing a health condition, need help with appointments, or simply have questions. You don't have to navigate the system alone. A care coordinator can assist with:

- Finding a provider
- Getting an appointment
- Understanding your benefits
- Connecting to resources
- Navigating long-term care
- Medication management
- Individual care plans
- And more!



How to get Care Coordination:

- Call our CC line:
 - 800-599-4716
- Fill out our referral form online, nhprae2.org
- Contact Raina and she can help you

Federal Updates

What to Know



6 Month Eligibility Redeterminations

For Certain Members

Active January 2027

Member Impact: Approximately 375,000 members. This does **NOT** apply to kids, adults 65+, individuals with disabilities or anyone on the Working Adults with Disabilities or Children with Disabilities Buy In programs.

Beginning December 31, 2026: Low income adults without disabilities (also referred to as the ACA expansion population) must have their Medicaid eligibility redetermined every 6 months instead of 12 months.



This will require you to keep your address up to date so you can make sure you get your renewal.

Work Requirements

For Certain Members

Active: January 2027

This does NOT apply to:

Kids under 19, adults 65 and older, individuals with disabilities, medically frail individuals, Native American or Alaskan American residents, pregnant people, parents or caregivers of children ages 13 and under or disabled individuals, veterans with total disability ratings, those participating in substance abuse treatment programs, those already meeting work requirements for TANF or SNAP, or individuals experiencing qualifying short-term hardships.

Applies to: Low income adults without disabilities, ages 19-64, who are applying for coverage or renewing their current Medicaid coverage.

Work Requirement Options:

- Working
- Going to school
- Work training program
- Volunteering
- Mix of school and above for 80 hours

Upcoming Greeley Events



December 2nd, StarRise at North Weld Village
Grand Opening
1-4, Greeley CO

- Do you know of any upcoming events?
- Keep up to date on upcoming events form our community newsletter that goes out monthly!



Reminders



Member Material
Review Workgroup

November 25, 1-2

Next MEAC

February 18, 11-12

PIAC

Want to get
involved?

Email
NHPmembersupport@nhpllc.org



THANKS

Connect with us

 northeasthealthpartners |  nhprae2

nhprae2.org