



**Member Experience Advisory Committee (MEAC)
May 20, 2026, 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 NHP plan members are welcome to attend.

NHP's Member Experience Advisory Committee met on May 20, 2026. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. There were 16 members in total, with 12 members attended in person and 4 attended virtually. Cailey and Mia facilitated the meeting as a team. Joanna was a guest presenter for NHP Care Coordination. Brittany Jackson from CACP also presented on the toolkit that will be used for HR1 messaging

WELCOME AND MEETING AGENDA:

The May 20, 2026 agenda was reviewed. No one had any additions to the agenda. Mia went over ground rules as we had a few new members join our group.

WELCOME AND INTRODUCTIONS:

MEAC members were asked to introduce themselves and answer the question "How do you like to get communications? (mail, social media, text, call, video)"

- Most people say they prefer to receive text messages and emails.
- One person said they prefer calls and physical mail.

REMINDER

Mia shared how we are giving feedback on what is shown and asked about and being shown, in relation to HR1 communications. She reminded members to save any other comments until the end of the meeting if it does not apply to HR1.

CACP Presentation:

- Discussed HR1 changes, and the website landing page they had been working on
- Went over what member scan do right now (update contact information, get involved, stay informed)
- Starting in January, work requirements start for those aged 19-64.
- Still working on who this does not apply to and what activities will count towards the work requirements

Conversation:

- Members discussed having CACP in person if they come back
- Members suggested CACP to present at Independent Living Centers
- The group wants a special icon for updates, commenting it should be a contest that members could submit artwork for
- Many members prefer the PEAK app compared to the website, commenting that they have the communications on both the website and App

CLOSING:

Raina and Cailey reminded the council that they could reach out to any member on the team with any questions. The meeting ended by giving the date for **the next NHP MEAC meeting. The meeting will be on Wednesday, August 19, 2026, at 11:00AM.** The meeting will be held in-person at Zoe's Café and Event Center and online through TEAMS. We will be discussing NEMT changes, and have a care coordination corner.

