



Meeting Minutes: Larimer Member Experience Advisory Council

Thursday, May 7, 2026 11:30am-1pm / Virtual Meeting on Zoom

Summary

The Larimer Medicaid Advisory Council meeting focused on two main topics: feedback on state communication materials about upcoming Medicaid work requirements, and an overview of available telehealth options. The council reviewed social media images and messaging from the state about federal changes to Medicaid, providing detailed feedback on language, accessibility, and clarity concerns.

The second portion of the meeting featured presentations from NHP about three telehealth options: the Nurse Advice Line, CirrusMD (a 24/7 virtual care service), and Goodness Health (a hospital follow-up program). Council members shared their experiences with these services, with particular enthusiasm for Goodness Health's care coordination support, and discussed preferences for future meeting formats, with most members favoring a virtual approach over in-person meetings due to accessibility concerns.

Attendees

Administrators

- Raina Ali - NHP, Community Relations Manager
- Mia Colby - NHP, Community and Member Engagement Specialist
- Brittany Jackson - PFCC Partners, Community Connections Coordinator (Working with the state on communicating Medicaid changes)
- Lindsey Galli - PFCC Partners (Working with the state on communicating Medicaid changes)
- Ryan Barstow - Larimer County Behavioral Health
- Facilitator Alison Sbrana

Lived experience:

- Nine members in attendance



Agenda - 90 minutes

The Larimer Medicaid Advisory Council meeting began with members sharing what they like about living in Larimer County, highlighting its open spaces, community involvement, and accessible trails.

Health First Colorado Messaging Review

The main focus of the meeting was to review and provide feedback on a toolkit developed by Patient and Family-Centered Care Partners and the Center to Advance Consumer Partnership regarding upcoming Medicaid work requirements taking effect January 1st. Facilitator Alison Sbrana explained in plain language to the council what Medicaid changes we are giving communications feedback on, that we will be focused on the upcoming work requirements (as opposed to the already-happening long term care cuts.)

Lindsey Galli introduced the project, explaining their goal to ensure Medicaid members receive understandable, accessible, and timely information about these changes, and Brittany Jackson was set to present the initial toolkit draft for feedback.

The team reviewed social media images and captions for Health First Colorado Medicaid program changes, seeking feedback from council members. Key suggestions included separating instructions to match bullet points, adding specific contact information and URLs, and shortening text to reduce overwhelming content. Mary Michael Justice recommended changing "update your contact information" to "choose how you want to receive information" and suggested being more specific about action steps rather than using general instructions like "take action." The discussion highlighted concerns about trust in automated messages from PEAK and the emotional impact of the language used, with participants noting that the messaging helped alleviate some panic by providing clear action steps.

Design Feedback

The team reviewed and provided feedback on multiple design options for communicating about federal changes to Colorado's Medicaid program. Participants discussed preferences for color schemes, with purple being favored for its calming effect, and emphasized the importance of using "official" rather than "trusted" language in communications. The group also suggested removing the word "federal" from the messaging to be more inclusive of state-level changes. Lindsey announced the formation of a Medicaid Member Table community to gather ongoing member perspectives, and the conversation ended with plans to discuss telehealth options with NHP in the second half.



Opportunities for more feedback

Members can fill out the interest form link to be notified of other opportunities to give feedback:

[Centering People with Lived Experience in Colorado Share Your Experience with Colorado Medicaid](#)

Telehealth Options for NHP Members

Raina Ali presented three telehealth options available to NHP members: the Nurse Advice Line, CirrusMD, and Goodness Health. The Nurse Advice Line provides 24/7 medical guidance and triage, while CirrusMD offers 24/7 virtual care with prescription refills and connects within 15-20 seconds. Goodness Health provides care coordination for members discharged from hospitals, with a nurse practitioner following up to help with transitions and appointments. Alison Sbrana shared positive experiences with both CirrusMD and Goodness Health, particularly praising the latter for providing much-needed support in managing complex medical needs. The group discussed logistics for the next meeting, with members preferring virtual meetings and considering fall in-person format instead of July due to heat and accessibility concerns.

Links for Nurse Advice Line

- [Nurse Advice Line](#) state webpage
- 24/7 Nurse Advice Line: 800-283-3221

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About the Larimer Member Experience Advisory Council:

A council for people in Larimer county who use Medicaid, to share our experiences of accessing care covered by Medicaid. We help shape the system that serves us to improve access for everyone. Our council has operated for over 8 years under the leadership of Colorado Cross Disability Coalition, led by a Medicaid member themselves. Our council works on system change by advising the regional organization on how to better serve and outreach Medicaid members in Larimer county, bringing various community leaders in to listen and talk with us.

Areas we have worked on:

- Ensuring people with chronic pain have appropriate access to care, including by working with the state on physical therapy approvals for maintenance care
- Access in Larimer county to behavioral healthcare for people with Intellectual/Developmental Disability, by working with our regional organization, Larimer County, and the new Longview facility

Why join the council?

If you are a Medicaid member in Larimer county, and you are passionate about making sure people with Medicaid (Health First Colorado) in our communities can access the care they need



when they need it, please join us! Email facilitator [Alison Sbrana](#) to be added to the list. We meet every other month on the odd months, the first Thursday from 11:30am-1pm on Zoom.