



**Member Experience Advisory Committee (MEAC)
August 19, 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 August 19, 2026. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. There were 12 members in total, with 11 members attended in person and 1 attended virtually. Raina facilitated the meeting as a team. Tamara and Collette from the Colorado Department of Health Care Policy and Financing (HCPF) also presented HCPF and gave an overview as well and wanted to hear from members.

Attendance: 12 members attended

WELCOME AND MEETING AGENDA:

The August 19, 2026 agenda was reviewed. No one had any additions to the agenda. Raina went over ground rules to remind everyone.

WELCOME AND INTRODUCTIONS:

MEAC members were asked to introduce themselves and answer the question "Have you ever worked with an NHP Care Coordinator?"

- 7 members responded with they have worked with an NHP Care Coordinator at some point in time.
- 5 members responded with they have not worked with an NHP Care Coordinator or were not sure if it was.

HCPF Presentation:

- Colorado Department of Health Care Policy and Financing (HCPF) Guest Presentation: Tamara and Liana Major
- HCPF made it clear they want to learn about how things are going across the state with Medicaid, following up from last time they visited (spring 2025).
- Gave an overview HCPF and what they do for the state.
- Their role is to study how HCPF programs are going by using data research and talking to partners in Colorado and other states.
- There is an ongoing project on how the RAEs are doing throughout the state.
- 5 goals of HCPF: increase access, increase care, increase quality, increase health equity, and address

cost of care.

- For the study, there are 3 topics which include behavioral health, PCP, and care coordination.
- They plan to make reports, changes to HCPF, and share findings with people.
- Members have been co creating an interview guide for care coordination.

Conversation:

- HCPF wanted to know:
 - 1. What is most important to you in a PCP?
 - 2. What experiences (good or bad) would you like to share about your PCP?
- Members brought up troubles with NEMT and other transportation barriers getting in the way of accessing their appointments in person but also not trusting telehealth
- Multiple members brought up having great experiences with a provider with UC Health, saying that “we love her as a doctor and that she listens and takes care of problems all within the same appointment”.
- Many members said they have worked with a cc, and had a good experience, mostly with NHP direct CC;s, a few noted NCHA CC’s had also helped them but they arent sure of the difference
- One member stated they only use CC when they need help, but do not contact otherwise

NEMT:

- Raina presented on the NEMT chnages, and checked in on how things are going
- She noted that for Weld, the new broker started July 1, and will roll out to the rest of the state on January 1, 2027
- Raina shared MediDrives information, including how to contact NHP if transportation issues occur
- Raina asked if anyone had used it, one member stated yes, and another said they tried but their appointment was cancelled
- One member needed help scheduling a ride, Raina assisted following the meeting.
- Raina let the group know that this will stay as an agenda topic each meeting.
 - Schedule rides online or download the app here: <https://member.medidrive.com/login>
 - Call NHP care coordination is you would like help scheduling: 888-502-4192 (toll free)

CLOSING:

- The next meeting is set for November 18, 2026 from 10-11, both in persona nd virtual.
- We will discuss H.R.1 and have a care coordination corner at the next MEAC.