Member Experience Advisory Committee (MEAC)
February 18th, 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 20th, 2025. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. There were 19 members in total, with nine members attended in person and nine attended virtually. Raina, Bekkah, and Cailey facilitated the meeting as a team. Joanna was a guest presenter for NHP Care Coordination.

WELCOME AND MEETING AGENDA:

The February 18th, 2025 agenda was reviewed. There were no additions to the agenda.

- 11 members attended
- Raina, Mia and Cailey facilitated, NHP
- Joanna presented Care Coordination/prevention, NHP
- Heather Schenkel, DentaQuest
- Jodi walker, KATB

WELCOME AND INTRODUCTIONS:

MEAC members were asked to introduce themselves and answer the question "What are you looking forward to most this Spring?"

These are the answers that were given by the members:

- Spring rain showers (or snow)
- Gardening
- Sunshine and flowers
- Warmer weather
- Rockies games

PROGRAM IMPROVEMENT ADVISORY COMMITTE (PIAC) UPDATES:

Jodi Walker, from Kids At Their Best, was in attendance to let the group know about her role as NHP's PIAC representative.

- She reports back to the State and in our regional MEAC's.
- Her goal is to improve systems and raise the member voice.
- One member asked about policy,
    - Jodi noted NHP advocates all the time and is looking forward to more information for members.

BENEFITS OVERVIEW

Raina kicked it off with member benefit overview:

- Access member handbook here: https://www.healthfirstcolorado.gov/benefits-services/member-handbook/
- How to file a complaint guide: https://www.nhprae2.org/members/complaints-appeals/
    - Call 800-541-6781
    - Email: nhpmembersupport@nhpllc.org
    - In person let us know!
- Rights and responsibilities was covered with a pop quiz, including prizes!
    - Member rights & responsibilities: https://www.nhprae2.org/wp-content/uploads/2025/09/Eng-Member-Rights-and-Responsibilities-2025.pdf
    - Jay answered first, won a hat.
    - Steve answered and won a water bottle
- NEMT changes starting 7/1/26
    - New broker for Non-emergent medical transportation was awarded
    - More to come as we find out more, be aware changes are happening
- Care coordination: free benefit to Medicaid members
    - Online referral form
    - Call 888-502-4190
    - Email: nhpccreferrals@nhpllc.org
- Physical health, behavioral health, vision and dental are covered.

Guest presenter Heather Schenkel (DentaQuest) was in attendance to walk through Dental Benefits.

- Raina will attach presentation slides with the meeting summary send out.
- There is no copay, no out-of-pocket cost, or annual maximum for the services that are covered.
- Transportation was one questions members had questions about, as well as feedback to emphasized the importance of the Oral Health Connection with the different items listed (kidney disease, diabetes, cancer, etc.)
- Members noted this information in not widely knows enough, and the website is sometimes misleading trying to find a Dental provider.

CARE COORDINATION- JOANNAS CARING CORNER

- Care coordination is a free benefit to help you navigate care in any capacity you need. From managing a health condition to helping you understand your benefits to assisting with scheduling appointments and finding providers. Raina showed members how to complete the form online.
    - Members can fill out the online referral form: https://site-emju3.powerappsportals.com/en-US/
    - Call the care coordination line: 888-541-4190
    - Or contact Raina or joanna at raina@nhpllc.org or Joanna@nhpllc.org
- Joanna played an interactive game noting what you should have in an at home medical kit, and some papers to have available on your fridge in case of an emergency along with ideas for medical kits to have on hand.
- Joanna talked with the group around how to prevent emergencies, and things that can become serious that we don't usually think about including stress, colds, diet, flu, no follow up visits, or no care plan.
- Joanna gave out starter kit bags.

NHP MEMBER ENGAGEMENT UPCOMING FORUMS:

- Members were reminded that they will receive a $25 gift card for attending the MEAC meeting.
    - nhprae2.org/members/join-a-team/piac/

CLOSING:

Raina 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, May 20th, 2026, at 11:00AM**. The meeting will be held in-person at Zoe's Café and Event Center and online through TEAMS