



## **Member Experience Advisory Council (MEAC)**

### **August 16, 2023 Meeting Summary**

#### **Purpose:**

The purpose of the MEAC meeting is for members to talk about their experiences with Health First Colorado (Colorado's Medicaid Program). By sharing their experiences, members can help change policies that affect their health coverage.

Northeast Health Partners (NHP) Member Experience Advisory Council met on August 16, 2023. The group met virtually. This means the meeting was held online through Microsoft TEAMS. Five (5) members attended the virtual meeting.

The Council reviewed the May 17, 2023, MEAC Meeting Summary and the meeting agenda. Someone pointed out that the date in the May Summary needed to be changed from 2022 to 2023. The council did not have any changes to the summary or have anything to add to the agenda.

#### **Introductions**

The meeting started late because the members at the Frontier House were having trouble logging in. Everyone introduced their self. Dawn introduced Marissa Martinez-Gonzalez to the group. Marissa will be working with Dawn and attending the meetings. Everyone introduced their self to Marissa.

#### **Your Opinion Matters Survey**

Dawn asked the members to look at the homepage, [www.northeasthealthpartners.org](http://www.northeasthealthpartners.org) and locate the "Your Opinion Matters Survey." One member said that he could not find it and no one else commented. Dawn pointed out the survey is the "What Would Make My Healthcare Better" button. A member said he would not have known that was a survey. Another member suggested having a "Health Survey Emoji" or something that would let a person know where to go to take the survey. The group felt the survey needed to be clearer.

The Tooth icon on the homepage made sense to the members. They knew they could click that icon to find dental information.

#### **Member Material Review**

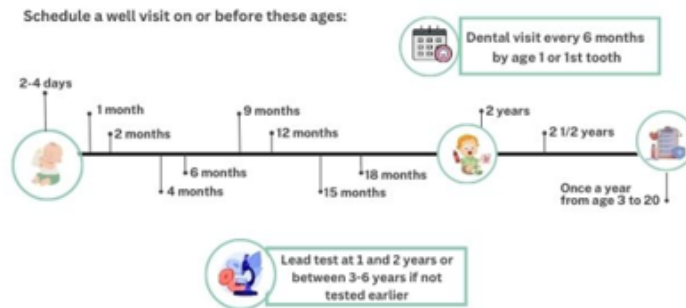
The group reviewed the Well Visit Letter that is sent to parents letting them know that their child may be due for a well visit. They said the information was okay. It was understandable.

Date

Dear Health Colorado Member,

Your child may be due for a well visit. It is important to take your child for well visits even if they are not sick. A well visit may also be called a physical, an annual exam, or a check-up. There is a timeline below to show you when doctors recommend your child has a well visit. Regular well visits can help keep your child healthy. They can find and address health problems early. You should discuss with your doctor if your child needs any recommended immunizations. Immunizations can help prevent serious infections, like the flu, including infections that can be fatal.

All well visits and recommended immunizations are covered at no cost to you as part of your child's Health First Colorado (Colorado's Medicaid Program) coverage. A well visit can include a sport physical if your child needs to have a form completed for a sports program.



You can schedule a well visit by contacting your child's Primary Care Medical Provider (PCMP). You may also call us at 888-502-4185 to help find a PCMP and/or dentist and discuss free transportation to your appointments. Thank you for taking the time to schedule your child's well visit today.

Northeast Health Partners

### **State MEAC Updates:**

Dawn shared that the state was recruiting for MEAC members. She gave the group the website where they could complete the application to be a member, <https://hcpf.colorado.gov/meac>.

The group was asked if anyone wanted to share their story about Health First Colorado helping them. Dawn explained that the state would record a video about them. They watched "Bunny's Story" on YouTube as an example, <https://www.youtube.com/watch?v=koviU87neos>. The group liked the video. One person was interested in telling her story. Dawn said the members could fill out an online form if they wanted to share their story. She gave them the link to the form: [https://docs.google.com/forms/d/e/1FAIpQLSd\\_yZQKD6KSmx914m144PXniNLUSjFeQfzEJvEJ2APQq8cRIQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSd_yZQKD6KSmx914m144PXniNLUSjFeQfzEJvEJ2APQq8cRIQ/viewform).

### **Member Material Review Workgroup**

Dawn explained that Northeast Health Partners was starting a Member Material Review Workgroup. The workgroup would meet for one hour every month to review member materials. She told them that anyone participating in the workgroup would get a \$20 gift card for their time. Everyone from the group said they

would like to participate. Dawn told them she would get the meeting scheduled and send them the invitation.

### **Reminders:**

Dawn reminded the group of the webinars that Northeast Health Partners has.

MEAC participation incentive

- \$25 gift card for attending the meeting

Getting Started Webinar, 1<sup>st</sup> Thursday of each month

- <https://www.northeasthealthpartners.org/news/calendar-events/>

Life Care Planning - Advanced Directive Workshop

- Last Thursday of each month
- <https://www.northeasthealthpartners.org/news/calendar-events/>

### **Parking Lot/Open Discussion:**

One member wanted to remind everyone that it is “People First, Condition Second.” That we should help people understand that they are not what they have been diagnosed with. People do not have to share their diagnosis.

### **Closing:**

Dawn encouraged the council to contact her if they had questions or needed help with benefits. The meeting ended by giving the date for **the next Northeast Health Partners’ MEAC meeting. The meeting will be Wednesday, November 15, 2023 at 11:00AM.** The location has not been chosen.