



**Member Experience Advisory Council (MEAC)
February 19, 2025 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 Northeast Health Partners plan members are welcome to attend.

Northeast Health Partners' (NHP) Member Experience Advisory Council met on February 19, 2025. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. Two members attended in person and six attended virtually. Dawn, Marissa, and Raina facilitated the meeting as a team.

WELCOME AND MEETING AGENDA:

The February 19, 2025 agenda was reviewed. Dawn asked if she could move the agenda around and complete the Benefit Updates and Discussion first. If there was time left after these topics, she would give the presentation on Change and Resilience. The group gave permission to adjust the agenda.

WELCOME AND INTRODUCTIONS:

MEAC members were asked to introduce themselves and answer the questions "What kind of change have you had to deal with recently? How did you handle it?"

These are the answers that were given by the members:

- Dawn started the icebreaker by saying that she had emergency surgery a few weeks ago. That was a big change for her. She handled the recovery well and was healing.
- Marissa said that as a mother of a young boy, she has change daily. She handles them by dealing with the change as it comes.
- The cold weather has been a change that one member has been dealing with. He is paralyzed so he has to plan more and dress in more layers.
- One member has been on a weight-loss journey. The change has been good, and she has lost 30 pounds.
- Another member also said the weather has been a challenge for him. He said, "This is Colorado. I have to be prepared for anything at any time." Some medications he takes affect how he handles the cold, so he has to plan differently.
- A member said he has a lot going on. He has been left by a lot of taxis, so he has had to adjust.
- One member said he has been experiencing some change and has been getting things straightened out. He has been lucky to have someone that helps him.
- Another member said she just had to have a reset done on her heart to get it back in sync. She is handling it well.
- One member said that because he is so active in the community, he is working on a lot changes. The work itself can be challenging.
- One member said she slept through a fire alarm in the past, so her change is that she had a strobe alarm installed in her home.

- Raina shared that her change is that she is engaged and being engaged comes with exciting and overwhelming change. She is handling the change by enjoying it and taking it day by day.

BENEFIT UPDATES

Transportation:

The group discussed how the Colorado Department of Health Care Policy & Financing (HCPF) made the decision to move to a Single Broker Model for transportation at the end of 2025. The Single Broker Model means that HCPF will have one company that all members will call to schedule their Non-Emergent Transportation (NEMT) rides. The broker will take care of scheduling, the forms that are needed, and managing the transportation providers for all Colorado counties.

HCPF held several stakeholder meetings in 2024 to find out what was good and bad about the present transportation model. They made the decision to have one broker to take care of the whole state. The focus will be on Member Safety, Access to Care, Customer Service, and Preventing Waste.

One member asked what people are supposed to do in the meantime because transportation is hard to get. The group was told that they have to follow the process that is in place at this time. Member's in Weld and Larimer counties can call Transdev to schedule NEMT rides. If a member is out side of those counties, Member's can find a list of transportation providers in their county at <https://hcpf.colorado.gov/nemtlist>. Dawn opened the website so the members could see the available list. Raina shared that the list is updated frequently.

The same member asked if the Over 25-mile form could be changed to be an Over 50-mile form because so many people have to go to Denver. Dawn shared that HCPF is aware that many people in rural areas have to travel more than 25 miles for their health care appointments and this form can be a barrier to transportation if it is not completed on time. She let the group know that HCPF is looking at changing the form to be an Over 50-mile form, but a decision has not been made yet.

This member said that members cannot trust if the driver is going to show up. He recommended that HCPF send a short survey at the end of each trip so the member could provide immediate feedback on the driver and the trip. This member also asked if a member has Health First Colorado and Veteran's Affairs (VA) benefits can they schedule a NEMT trip to the VA clinic.

Another member asked if the process of scheduling a ride is efficient and that the member can get a ride to their provider. Dawn explained that Transdev and the transportation providers have to verify that the doctor is a Health First Colorado doctor and the address is in the Find A Doctor website, <https://www.healthfirstcolorado.com/find-doctors/>. If the transportation provider can find the doctor and the address on this website, they can schedule the ride for the member. She tried to locate a VA provider to see if a member could schedule a ride to the VA, but she did not have a provider name to look for.

A couple of the members were concerned about local city transportation. Dawn explained that any changes to local transportation would have to go through the City of Greeley or Weld County.

Health First Colorado Medicaid Buy-In Program:

Starting in May 2025, members that have Health First Colorado Medicaid Buy-In Program will have to start paying their premiums again. Medicaid Buy-In members have not had to pay their premiums since 2020, when the premiums were paused to help members during the Covid19 pandemic.

Premiums will be due on the 15th of each month. Members started receiving letters in February letting them know that their premium payments will resume. Additionally, they will receive a letter in April telling them how much their premiums will be. Members can find out about their premium payments

earlier through their PEAK app. The PEAK app will be updated with the member’s premium starting March 9, 2025. This premium chart was provided in the letters.

Your monthly premium is based on your gross monthly income from your job and other unearned income (money not earned from a job). Not all the income you earn from a job will be counted. Other factors can affect the premium amount.

2024 Monthly Premiums for Working Adults with Disabilities*

Monthly income for a person	Amount you pay each month
\$0 to \$502	\$0
\$503 to \$1,670	\$25
\$1,671 to \$2,510	\$90
\$2,511 to \$3,765	\$130
\$3,766 to \$5,648	\$200

* Some people earning more may still qualify. These limits are updated every year in April.

2024 Monthly Premiums for Children with Disabilities*

Family size	Monthly income			
1	\$0 to \$1,670	\$1,671 to \$2,322	\$2,323 to \$3,138	\$3,139 to \$3,765
2	\$0 to \$2,266	\$2,267 to \$3,152	\$3,153 to \$4,259	\$4,260 to \$5,110
3	\$0 to \$2,862	\$2,863 to \$3,981	\$3,982 to \$5,380	\$5,381 to \$6,455
4	\$0 to \$3,458	\$3,459 to \$4,810	\$4,811 to \$6,500	\$6,501 to \$7,800
Amount you pay each month	\$0	\$70	\$90	\$120

EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT BENEFITS (EPSDT):

The group was given information on the EPSDT program.

- EPSDT is a federally mandated Medicaid benefit. It is not a program or a waiver. Medicaid members aged 20 and under have Medicaid benefits under the Title 19 program and are entitled to EPSDT benefits. Children do not have to enroll in or request EPSDT – it is part of their benefit structure.
- EPSDT is a comprehensive healthcare plan focused on prevention and early treatment. It is a flexible plan with a menu of benefits available to be tailored to children’s individual and development needs, not to private insurance benchmarks.

- EPSDT is not a special funding program, a stand-alone coverage with a special application process, or a freestanding funding source for a limited class of services.

Dawn explained that if a member is 20 or younger and needs medical treatment that is not covered by Health First Colorado, but it is medically necessary for the health of the member, EPSDT may cover the cost of the treatment.

GETTING STARTED WEBINAR:

Dawn shared information on the Getting Started Webinar. She asked the group if any of them had attended the monthly webinars. One person attended in February for the dental presentation. He said he really enjoyed it.

She also asked the group if they felt offering a Getting Started Webinar at another time of the day would help increase member participation in the webinars. One member said he did not think it would help and that the time did not matter. He felt that members do not know about the webinar. Another member agreed with him saying that he did not know about the webinars until today. Additionally, another member said that having the webinar outside of work hours was not necessary.

Marissa shared that members could find recordings of all the past Getting Started Webinars on the website. Dawn showed the members where to find the recordings on the website. The members responded well to know where the presentations were.

One member suggested moving the Getting Started Webinar to 12:00pm because it would allow people to watch during their lunch hour if they are working.

NHP MEMBER ENGAGEMENT OPPORTUNITIES:

- Members were reminded that they will receive a \$25 gift card for attending the MEAC meeting.
- Getting Started Webinar is the first Thursday of each month at 11:00. Members were told that previous “Getting Started” presentation recordings were available to watch on the website.
<https://www.northeasthealthpartners.org/news/calendar-events/>
 - March’s topic is Healthy Eating and Diabetes Prevention
 - April’s topic is Health Equity
- Life Care Planning – Life Care Planning –Members can schedule individual meetings so that it might fit their schedule better. Next workshop is March 27, 2025 at 12:00 pm.

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 on Wednesday, May 21, 2025 at 11:00AM.** The meeting will be held in-person at Zoe’s Café and Event Center and online through TEAMS.