



Member Experience Advisory Council (MEAC)

November 15, 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 November 15, 2023 at Zoe's Coffee Shop in Greeley, CO and virtually through TEAMS. There were five (5) members who participated in the meeting. Three (3) members and one (1) NHP staff member met at the coffee shop. Two (2) members participated virtually. Dawn Surface facilitated the meeting.

The Council reviewed the August 16, 2023, MEAC Meeting Summary and the November 15, 2023 meeting agenda. The council did not have any changes for the summary or any additions to the agenda.

Introductions

The meeting began with an icebreaker question. Icebreaker questions are used to help members feel more comfortable speaking in the meeting.

The group was asked to introduce themselves and answer "When was the last time you had the flu? Have you had your flu shot this year?"

Most of the members said they have had their flu shot. One member said she needed to get it. Another member shared that he did not have the flu but did have Covid. The group was informed that the Frontier House had a day where members could get their flu shot and their Covid 19 booster shot at the same time.

NHP Consumer Assessment of Healthcare Providers & Systems Survey (CAHPS Survey)

Stephanie Miller-Olsen, who is part of the NHP Quality team, presented the CAHPS Survey results. She explained that the CAHPS Survey was for Health First Colorado (Colorado's Medicaid program) members. The survey gave members the opportunity to rate their NHP health care plan and their providers. The survey asked members to rate how they were treated and the services they received at their appointment.

The surveys were sent to members between December 2022 and May 2023 and were confidential. Confidential means the members name was not on the survey. The survey was not sent to every Health First Colorado member. It was sent to 1,620 adults and 1,980 children received the survey. 137 (8.74%) of the adult and 202 (10.35%) of the child surveys were returned. The survey results were shared with NHP to help NHP improve programs that serve members.

Stephanie shared how well NHP was doing compared to the whole state and to other plans. The ratings were shown by percentages and stars. The star ratings were:

Stars	Percentiles
★★★★★ Excellent	At or above the 90th percentile
★★★★ Very Good	At or between the 75th and 89th percentiles
★★★ Good	At or between the 50th and 74th percentiles
★★ Fair	At or between the 25th and 49th percentiles
★ Poor	Below the 25th percentile

NHP rated about the same as the other Colorado plans and the state overall. Some areas showed how NHP improved in the past year. There were areas where NHP could improve.

The full report can be found by clicking on [CAHPS Survey Full Report](#).

When the member's were asked what NHP could do get more people to return the survey, they said that it would be nice to have an incentive to return it. One member gave an example of giving an incentive for surveys. He said he had never completed the Nielson Rating Survey. The Nielson Rating Survey is sent to people to rate their television experiences. This member said he would always throw them away until he learned that the survey had a dollar bill in it. Now, he opens and completes the survey.

Member Material Review Workgroup

The members learned that a new group was formed that would be responsible for reviewing member materials. In the past, the MEAC group usually looked at member materials during the MEAC meeting. There were times when materials needed to be reviewed before the MEAC meeting was scheduled. NHP put together a Member Material Review Workgroup that will meet once a month for one hour. During the meeting, the workgroup would review member materials and give suggestions on how to make them better.

The workgroup started in September and met again in October. MEAC members were invited to join the workgroup. The Member Material Review Workgroup would meet on the third Tuesday of each month at 11:00 AM. Members would receive a \$20 gift card for their time. Two MEAC members said they would like to be part of the Member Material Review Workgroup.

State MEAC Updates:

A State MEAC meeting update was given. The State MEAC group was still looking for members who were interested in being part of the State MEAC group. Members that were interested could complete an application online at <https://hcpf.colorado.gov/meac>.

The State MEAC group was still asking for members who were willing to have a video made about how Health First Colorado has helped them. Dawn reminded the group that they watched “Bunny’s Story” at the August 16, 2023 meeting. If the members were interested in sharing their story, the members could fill out an online form. Dawn gave them the link, [Share Your Story](#).

Wellness Topics

MEAC members were reminded that during the NHP “Getting Started” webinars, members can learn about different health related topics. The “Getting Started” webinar is the first Thursday of the month and is only 30 minutes. The next topics are:

- November – smoking cessation programs
- December – Immunizations and flu shots
- January – Well Visits
- February – Healthy Hearts/Ways to Reduce Stress

MEAC members suggested having a presentation on Stress and Anxiety. They also said it would be nice to have a presentation on “self-care.”

Language Assistance Discussion

The group talked about the need for language assistance. One member said having language assistance would give some members the opportunity to participate in groups like MEAC. Another member said that the Frontier House has a member that speaks Spanish but they do not have a translator, so it is hard to talk to the member.

Reminders:

The group was reminded of the webinars that Northeast Health Partners has.

MEAC participation incentive

- \$25 gift card for attending the meeting

Getting Started Webinar, 1st Thursday of each month at 11:00AM

- <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:

There were not any items for open discussion.

Closing:

The council was encouraged to contact NHP if they had questions or needed help with benefits. The meeting ended by giving the **next date for the Northeast Health Partners’ MEAC meeting. The meeting will be Wednesday, February 14, 2024 at 11:00AM.** The meeting location has not been chosen.