



**Member Experience Advisory Council (MEAC)  
November 20, 2024 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 November 20, 2024. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. Ten members attended in person. Dawn and Raina from Northeast Health Partners co-facilitated the meeting.

**WELCOME AND INTRODUCTIONS:**

While waiting for other members to arrive, the MEAC members were asked to introduce themselves and answer the questions "Have you gone to get your flu shot? How did it go? If not, why not?" These are the answers that were given by the members.

- Four individuals stated that they had already received their flu shot. One person said that she is a lifelong vegetarian, and the flu shot might make her sick because it is made with eggs. She did not have a reaction to the shot this time.
- Four individuals had not received their flu vaccination, but they intend to get it within a few weeks. All of these members said that the reason they have not got it yet was because they forgot.
- Three individuals said they did not intend to get the flu vaccination. One member said that his friend got sick from the vaccination, and he did not want that happening to him. Another member said that she cannot get the flu vaccination because she has Multiple Sclerosis (MS), and the vaccination interacts with her medications.
- One member did not answer.

**MEETING AGENDA:**

The November 20, 2024 agenda was reviewed. There were no additions to the agenda.

**WHAT'S WORKING? WHAT'S NOT?**

Dawn asked the group to give some examples of What's Working? and What's Not Working? with their healthcare, benefits, or health plan.

What's working?

- One member shared that he was recently diagnosed with Congestive Heart Failure (CHF). He is thankful that the doctors found it. He thought his symptoms were related to when he had Covid-19. This member also shared that he used to have to wait a long time to schedule a ride with TransDev (IntelliRide), but now he did not have to hold for as long.

- Another member said she is dual eligible and has both Health First Colorado and Medicare. She feels that having both insurances works well. She was also able to sign up for an additional \$200.00 in healthy food through her Medicare plan.
- One member said that he has had a lot of dental work done in the past few months and everything has gone smoothly.

What's not working?

The majority of responses received when asked "What's not working?" were about Non-Emergency Medical Transportation.

- One member said the transportation process is a mess and needs to be cleaned up because some people do not get the transportation benefit, and some do not. This member stated that Transdev, the transportation broker, should do a better job finding transportation providers. He said the transportation providers do not show up on time and sometimes they do not show up at all.
- Another member said that a NEMT driver dropped her off at the wrong address.
- One member said that the NEMT driver would argue about addresses all the time. The member was told he had to walk to the end of the block to be picked up because that was where the driver said the address was. He felt that if an address was wrong in the transportation providers system, it was difficult to correct it.
  - Dawn explained that drivers are only allowed to go to addresses that are verified in the scheduling system or are in the Health First Colorado Find-A-Doctor system.
  - Raina told the group that NHP has been tracking the member's transportation concerns and sharing the concerns with the state. She let the group know that the state is listening to members and doing their best to make positive changes. Dawn let the group know that Courtney Sedon, the person in charge of transportation with Health First Colorado, is going to present at the January NHP Getting Started Webinar. She explained that Courtney would talk about the transportation benefits and would be able to answer questions. Dawn said she would send the information for the NHP Getting Started Webinar. She also told the group that a transportation information sheet was being developed to help people understand how to use NEMT transportation.

One member had a referral for a dermatologist. When she went to schedule the appointment, she had to wait for a few weeks. She felt that Health First Colorado needed more dermatologists.

## **BENEFIT UPDATES**

### **Transportation:**

The Child Accompaniment Rule was approved by the Medical Services Board on July 12, 2024 and went into effect August 30, 2024. The rule update will allow children, siblings, or adult dependents to travel with parents/caregivers to medical appointments if the parent/caregiver is unable to find someone to provide care. This benefit went into effect August 30, 2024.

Additionally, Family members of children receiving EPSDT care at an authorized facility (inpatient, NICU, residential, etc.) may use non-emergent medical transportation to visit their child, if the presence of the parent, family member or other caregiver is necessary for participation in child's treatment or intervention. Dawn shared that some examples of this could be family therapy, medical decision making, or, to provide breast milk or to breastfeed.

### **Cover All Coloradans:**

A [new law](#) called "Cover All Coloradans" will go into effect January 1, 2025. The law will help children and pregnant people get health coverage, no matter what their immigration status is. The law will help all qualifying children and pregnant people see a doctor and get care when they need it. The

newly eligible populations will get the same support and services provided to Health First Colorado and Child Health Plan Plus (CHP+) members.

One member asked how Cover All Coloradans would affect members that already have Health First Colorado. He stated a lot of people lost their benefits when they should not have, and he was concerned this law will cause more people to lose their benefits. Dawn explained that no one will lose their benefits by offering benefits to these eligible individuals.

#### **STATE MEMBER EXPERIENCE ADVISORY COUNCIL UPDATES:**

Dawn shared that the State MEAC group is accepting applications for new members. She let them know that if they are interested in putting in an application to be a State MEAC member they could fill out the application on the website. Dawn showed the members where to find the application on the website. She also explained that they can submit their story of how NHP and Health First Colorado have helped them with their health care. The website is <https://www.healthfirstcolorado.com/meac/#current>.

#### **NHP MEMBER ENGAGEMENT OPPORTUNITIES:**

- \$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/>
  - December’s topic is Crisis Services
  - January’s topic is NEMT Transportation
- Life Care Planning – Life Care Planning –Members can schedule individual meetings so that it might fit their schedule better. Next workshop is December 19, 2024 at 12:00 pm.

#### **PARKING LOT/OPEN DISCUSSION:**

One member shared that there was a Veterans Town Hall where they discussed transportation for veterans. This member felt that the Veterans Administration and local entities should work together for better transportation overall. He also shared that there is a possibility that another veterans clinic will open in Greeley in the future.

#### **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, February 19, 2025 at 11:00AM.** The meeting will be held in-person at Zoe’s Café and Event Center and online through TEAMS.