



Member Experience Advisory Council (MEAC)

November 17, 2021 Meeting Summary

Purpose:

The MEAC meeting is a meeting for members to talk about their experience with Health First Colorado's (Colorado's Medicaid Program) healthcare.

Northeast Health Partners' (NHP) MEAC met on Wednesday, November 17, 2021. It was a virtual meeting held via Zoom. The meeting lasted one (1) hour twenty-two (22) minutes.

Eight (8) members and two (2) staff members attended. Of the eight (8) members in attendance, four (4) members were in attendance for the first time. The meeting was facilitated by Leah Agee, Member Engagement Specialist.

The meeting opened with a review of the meeting's agenda. There was one item added to the agenda by NHP staff, Natasha Lawless, to give a brief overview of who Northeast Health Partners are and how NHP helps members. Leah asked for grace during first time leading this meeting.

Introductions and Ice Breaker:

To start the conversation off, Leah asked the members to introduce themselves and to tell the group "about a favorite family holiday tradition or something they are most looking forward to this holiday season." Below is a summary of the discussion:

- One person stated that their family was going to travel to Texas for Thanksgiving.
- Another person said they were looking forward to being in a new home.
- One member shared that they were looking forward to the tradition of spending time with family and watching football.
- Three members shared they look forward to having a free holiday meal provided by community restaurants or churches.
- One member said they like to cook for their family on Thanksgiving.
- One staff member said they were looking forward to visiting family for Christmas and playing board games.
- Several members shared excitement for the activities planned for the Wednesday before Thanksgiving at the Frontier Clubhouse. One member considered the clubhouse family.

State Member Experience Advisory Council (State MEAC) Update:

Leah shared that members are always encouraged to join the state MEAC meetings. State MEAC updates included:

- Eleven (11) new members joined the State MEAC meeting in September;
- The executive director, Kim Bimestefer attended the September meeting;
- The focus of the October meeting was county member experience and the types of lived experiences members have had with their counties; and
- The group reviewed a draft website from Connect for Health Colorado. The review included information about the new Tax-Time Easy Enrollment program where Colorado residents who do not have health insurance can check a box while filing their taxes online. If residents check this box and request information about finding out about health insurance plans, Connect for Health Colorado will contact them to get them connected and signed up for a plan. Leah added more information about Connect for Health Colorado will be provided with the open enrollment update.

NAMI Union Colony Summer Bash update:

Two (2) of the MEAC members are also part of the National Alliance for Mental Illness (NAMI) organization. They head up the Union Colony Greeley group. The NAMI Union Colony Greeley members hosted an annual “summer bash” on Saturday, August 21, 2021 at Bittersweet Park. They shared that the summer bash was a great success! There was between 60 – 80 people at the event throughout the day. Activities included a pig roast, live music and information booths from community partners. A reporter from The Greeley Tribune was in attendance and conducted an interview with several of the local NAMI members which was later published in an article on September 6th. To view the article, visit this weblink: <https://www.greeleytribune.com/2021/09/06/national-alliance-on-mental-illness-continues-to-sine-light-on-mental-wellness-in-weld-county/>.

NHP was a proud sponsor of this event. The funds which were raised go directly back to the community such as:

- Veteran’s Day breakfast hosted by Frontier House. The event served free breakfast to 40+ people;
- Connections group for support hosted by NRBH and NAMI
- Tabling events in partnership with North Range Behavioral Health, local school and other community partners;
- Printed materials; and
- A website for Union Colony NAMI (coming soon).

They also shared that if anyone is interested in joining NAMI or had questions, they could send an email to nami.greeley@yahoo.com.

FAFSA and CASFA information:

Natasha provided an overview of the Free Application for Federal Student Aid (FAFSA) and Colorado Application for State Financial Aid (CASFA) programs available to members. She let the members know that a one document will be sent to them with information on how to apply, website links, and offered additional help for members if they were interested in applying.

Open Enrollment and renewal of coverage:

Leah reminded the group of the Colorado PEAK portal APP and that this is a helpful place to look for a provider, get information about benefits, apply for other programs and submit any paperwork for their renewal of benefits. One member shared how they use the APP and that it is easy to use. Another member

asked about how to get a new member ID card. Leah explained a new card can be requested on the APP or on the website. Leah shared information for Connect for Health Colorado and how this website can be a resource to help member's looking for information on applying for Medicare and it is a resource members can share with family, friends and the clubhouse to help them find insurance plan options if they do not qualify for Health First Colorado (Colorado's Medicaid program). Two members asked about how to find out more and wondered if they may be eligible for Medicare due to a disability. Leah offered to contact Renee at Frontier House to see if it would be possible to schedule a time to present information to the Clubhouse members on this website and how to find out if they are eligible for Medicare.

Material review for new MEAC flyer:

Leah showed members the updated MEAC flyer with new colors, pictures and new meeting ID and password for 2022. Several members said they liked the new colors. One member said they liked the new look. There were no edits suggested.

Parking lot: No items were added to the parking lot.

Action Items:

1. NHP will send the summary from the MEAC meeting on August 18, 2021 for members to review and accept.
2. NHP will send the three (3) health tip sheets with are NHP's wellness topics for this quarter (October – December, 2021).
3. NHP will share the FAFSA and CASFA informational sheet with members.
4. NHP will share hard copies of the meeting materials with members who do not have access to internet.

Closing:

Natasha encouraged members to contact her or Leah if there are any topics they have questions about or would like to hear more about. Natasha offered NHP's help with presenting information members want to know more about including community resources they may not have heard of and benefits they may not know are part of their health plan.

One member agreed to gather the Frontier House member's information to send to Leah for attendance, gift cards and communication about MEAC.

The meeting ended by giving the date for the next Virtual Northeast Health Partners' MEAC will be February 16, 2022.