



Member Experience Advisory Council (MEAC)

June 23, 2020 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) Member Experience Advisory Council (MEAC) met on June 23, 2020 via Zoom. This meeting was rescheduled from the original date, June 17, 2020. The reason the meeting was rescheduled was because there were not any Members on the June 17, 2020 meeting. The meeting lasted one (1) and a half hour.

Four (4) members and two (4) staff attended. The meeting was facilitated by Dawn Claycomb, Member Engagement Specialist.

The meeting opened with a review of the 'house rules' and the agenda, then moved on to the ice breaker.

Ice Breaker:

As an ice breaker for each meeting, the council answers one (1) question from the John Wasson "What Matters Index." For this meeting the question was: "If you could change one thing about your health care, what would it be?"

Some Members of the council brought up different things they would change about their health care. One Member said they would make it easier to maneuver they system. When the Member was asked what she meant when she said "easier to maneuver", the Member stated that it's important to get answers when you call someone. She feels she gets told to call someone else too often. Another Member stated that when he gets notices that his prescriptions might cost him money it triggers his anxiety even though he has not had to pay the co-payment. Some of the notices say the prescription could cost \$100. Dawn informed the Member that the provider is responsible for making sure the Member's procedures and medications are a covered service.

Another Member said she would like to see more dental benefits. The last Member to speak said that he would make the health care system less complicated, provide better communication with the Members and have people that "take ownership of their answers". The common concern in the council responses was that the health care system is complicated and the Member gets the "run-around" when they are looking for answers about benefits.

Update by Tammy Arnold, Contract Manager for NHP:

Tammy talked to the council about the changes they are seeing in healthcare, especially the increased use in telehealth. She mentioned that telehealth has had a positive impact on healthcare it will be used more in the future.

State Member Experience Advisory Council (State MEAC) Update:

Dawn discussed how there is a decrease in the state Health First Colorado budget because of Medicaid reducing the amount of money the state gets and that Health First Colorado membership is expected to increase by a large number due to the impact of Covid 19.

Dawn gave information on how a Northeast Health Partners (NHP) MEAC Member could join in a virtual State MEAC meeting. She stated that it might be good for an NHP Member to represent NHP at the state level and bring information back to the council.

Key Performance Indicator Overview

Next, the group moved on to discuss Northeast Health Partner's Key Performance Indicators (KPIs). Dawn reviewed the purpose of the KPIs and explained that the State of Colorado wants to see more Member input in the KPIs and how Northeast Health Partners can achieve the goals. Dawn asked the council if they were interested in reviewing the KPI data. The council felt it would be worthwhile to look at. The next MEAC meeting agenda will include a review of the Northeast Health Partners KPI scores.

Population Health Framework Presentation by Lisa Clements:

Lisa Clements presented on the Population Health Framework. Lisa reviewed the Population Health Pyramid and how it is broken down. Lisa explained the three (3) parts of the Population Health Pyramid. The top part's focus is on Complex Care Management; the middle part's focus is on Condition Management, and the bottom part's focus is on Prevention Support & Resources.

Lisa also explained how Social Determinants of Health affect someone's health and well-being. Social determinants of health are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. Resources that enhance quality of life can have a big influence on population health outcomes. Examples of these resources include safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services, and environments free of life-threatening toxins.

One Member used her own experience as an example that when you increase healthy behaviors it has a positive impact on you. For this Member, she ate right and lost weight. The positive impact for her was that she did not have to use insulin anymore and she did not have to take her heart medicine.

Material Review – Your Opinion Matters Survey:

The final discussion was a material review. The Northeast Health Partners Quality team asked the council to give feedback on the "Your Opinion Matters" Survey. One council member used her most recent medical visit to answer the questions and give a 'live' view of the survey for the Members that were present. The council felt the questions were good and they did not have any feedback.

Closing:

Dawn ended the meeting with by giving the Zoom Meeting information for

- Northeast Health Partners Life Care Planning / Advance Directive Workshop on June 25, 2020.

The next Virtual Northeast Health Partners Member Experience Advisory Council Meeting will be September 17, 2020