



## **Member Experience Advisory Council (MEAC)**

### **September 16, 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 September 16, 2020 via Zoom. The meeting lasted one (1) and a half hour.

Four (4) members and four (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 June 23, 2020 meeting summary, then moved on to the ice breaker.

#### **Ice Breaker:**

As an icebreaker for this meeting, Dawn asked the council how they were adjusting to the "New Normal." One council member said he realized he had to adjust socially because he enjoyed the local music industry and listening to live music. The Safer-At-Home order had limited his ability to experience this part of his life. He did say that it was slowly getting back to the 'old' normal. Another member stated she was still adjusting to working from home and having her kids at home. She was still nervous about the pandemic so she had not experience the 'old' normal yet.

#### **Dentaquest Presentation**

Betsy Holman, Dentaquest Outreach Coordinator, presented to the council. She talked about how oral health is part of whole body health and gave statistics showing the impact of oral health in our state. Betsy shared information on Member benefits for children and adults, as well as Member on waivers. She also explained the future changes to adult dental coverage. One change is the decrease from \$1500.00 per year to \$1000.00 per year for dental coverage. The other change is that adult members will have to pay a co-pay for each office visit. The changes are expected to go into effect January 1, 2021. Betsy showed the council how they can access the Dentaquest website and where they can get their questions answered. The council did not have any feedback for Betsy.

#### **State Member Experience Advisory Council (State MEAC) Update:**

The State-level Member Experience Advisory Council (MEAC) presented a poster at the Institute for Patient- and Family-Centered Care (IPFCC) 2020 International Conference. Dawn shared poster with the council and discussed the ongoing efforts to build strong member experience advisory councils.

#### **Material Review – Well Visit Tip Sheet:**

The council and visiting staff reviewed the Well Visit Tip Sheet. The council members felt the tip had good information, but it was not eye catching. Their thought was that the tip sheet should catch someone's eye

so that they want to pick it up. Items like this are used as reading material in a waiting room. They also stated the tip sheet was heavy on 'facts', which could be difficult for someone that does not read well. The council's suggestions were to make the tip sheet eye catching by adding more pictures and using fewer words. They also suggested printing in other languages or adding that translated copies were available.

**Closing:**

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

- Northeast Health Partners Life Care Planning / Advance Directive Workshop on September 24, 2020.
- Northeast Health Partners Welcome Q&A on October 1, 2020.

The next Virtual Northeast Health Partners Member Experience Advisory Council Meeting will be December 16, 2020.