



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

### **December 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) MEAC met December 16, 2020 via Zoom. The meeting lasted one (1) hour.

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

The meeting opened with a review September 16, 2020 meeting summary and the agenda. One member asked to add an agenda item to discuss the new substance use disorder benefits that will go into effect on January 1, 2021.

#### **Ice Breaker:**

To establish a level of comfort and prompt discussion, Dawn asked, "What does a 'COVID' holiday look like for you?" The Members discussed their plans for their holidays and how they were handling the state requirements for small gatherings. One member stated his family is using ZOOM to meet together and it was "awesome" because people that normally could not attend were able to. Another member is meeting with his family, but it is very small.

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

The State-level MEAC are meeting weekly to review all Member facing letters sent by the state. The state has started a formal improvement project to make sure all letters are easy to read and easy to understand. The council also discussed the possible changes to co-pays after the public health emergency as it was presented at the state MEAC meeting. The council viewed the new video developed by the state that shows how Health First Colorado helped one family meet their daughter's medical needs. Click [here](#) to watch the video.

#### **Health Colorado App Feedback**

When the meeting invite was sent out, Dawn asked the council to visit the Peak Website and to download the Health Colorado App. No one had downloaded the app. The Members said they would and let Dawn know what they thought of the app.

#### **Purpose / Projects for 2021:**

Dawn asked the members to start thinking about the purpose of MEAC and possible projects. One member said he needed to start making more of an effort to be more active in MEAC. He said he would like to participate in the state MEAC as well. Dawn suggested it would be good to have a member participate at the state level because they could relay information to and from the state. Another member suggested we increase membership to MEAC. He stated he would talk to more people to see if they would like to be involved.

**Substance Use Disorder (SUD) Benefits:**

One member asked for an update on SUD benefits. Dawn shared that on January 1, 2021, Northeast Health Partners' will start paying for residential treatment and inpatient treatment for SUD. The members were happy to know this is an added benefit for members.

**Additional Discussion:**

One member suggested having an email between meetings that would:

- Remind them of the next meeting and encourage them to invite other members;
- Share information;
- Keep them thinking of MEAC between meetings.

Dawn said she would send out an email to "check in".

It was also suggested that the meeting be scheduled for one (1) hour.

**Closing:**

Dawn asked the members to continue to think about the purpose of MEAC. She also asked them to think about developing an official charter for MEAC. The meeting ended by giving the Zoom Meeting information for the next Virtual Northeast Health Partners' MEAC will be February 17, 2021.