



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

### **February 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 February 17, 2021 via Zoom. The meeting lasted one (1) hour.

Five (5) members and two (2) staff members attended. The meeting was facilitated by Dawn Claycomb, Member Engagement Specialist.

The meeting opened with a review of the meeting's agenda. The council also reviewed the December 16, 2020 meeting summary.

#### **Ice Breaker:**

To start the conversation of health care off, Dawn asked, "Thinking about your last appointment (medical or behavioral), what was good and what needed improvement?" A few members responded saying that their appointments had gone well. One council member said he was confused with the Covid-19 vaccination. He was told he was "top priority" due to his health, but he was number 3500 on the list. To him it did not seem like he was a priority.

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

Dawn shared with the Council the Covid-19 vaccination information that Health First Colorado (Colorado's Medicaid Program) has added to their website, <https://www.healthfirstcolorado.com/covid/>. This website was developed to educate Members on the Covid-19 vaccination so the Member can feel safe getting the vaccine.

The Council was encouraged to participate in the state level MEAC, the Program Improvement Advisory Council: Member Engagement Group and the Accountable Care Collaborative: Program Improvement Advisory Committee.

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

Dawn asked the council what they felt the purpose of MEAC was. Members said:

- To help get members involved in their own healthcare.
- To get members to speak up more and be part of their treatment.
- To advocate for strong mental health programs so members know they are not alone and do not feel isolated.

One member asked, “How can we be more visible?” The council members suggested participating members invite a friend to the next meeting. Another person suggested putting flyers in doctors’ offices and clinics.

The discussion centered on getting more people to participate in MEAC. Dawn discussed the importance of hearing about members’ experiences with their health care. She also mentioned how MEAC members need to reach out to members in the rural areas too. One of the staff members suggested developing a survey for MEAC members. The survey would get information to focus on projects, ideas and suggestions from the participating member. It would give them time to think about their suggestions. The council liked this idea.

### **Additional Discussion:**

One member suggested going to the Frontier House and having a meeting there. The Frontier House is open and follows state guidelines for social distancing and wearing masks. The member felt meeting face to face would be more welcoming than a Zoom meeting. Dawn explained that at this time, MEAC has to follow the governor’s orders as well as our organization’s directive to meet virtually.

### **Closing:**

Dawn asked the members to continue to think about the purpose of MEAC. She also told them she would work on developing a survey for them to share their ideas. The meeting ended by giving the Zoom Meeting information for the next Virtual Northeast Health Partners’ MEAC will be May 19, 2021.