



Member Experience Advisory Council (MEAC)

May 19, 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, May 19, 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 did not have anything to add to the agenda. The council also reviewed the February 17, 2021 meeting summary. There were no additions or corrections.

Introductions and Ice Breaker:

To start the conversation of health care off, Dawn asked the members to introduce themselves and to tell the group "What is one positive change they have seen in their healthcare." This is what was they said:

- One person stated that the doctor's office seems more organized and there is not as much waiting time. She thought it was because of the COVID-19 changes.
- Another person said he had "a mixed bag". He had not seen one of his providers in two (2) years. When he called to talk to them, they returned his call quickly. He also left a few voice messages for a new doctor and the doctor has not returned his calls.
- One member shared that he was happy that they could have more clients in the building.

State Member Experience Advisory Council (State MEAC) Update:

Dawn shared with the Council that the State MEAC is putting together a new set of member videos that share a member's healthcare story. They are looking for members who want to talk about how Health First Colorado (Colorado's Medicaid Program) helped them. Dawn gave the Council the link where they could fill out the interest form:

https://link.zixcentral.com/u/126bb87a/VM_gC5mu6xGQDch1sebhgQ?u=https%3A%2F%2Fforms.gle%2FtRkbfrVhFvN9oAer5.

Last year's videos can be found here:

<https://link.zixcentral.com/u/a91f39f9/Ij2hC5mu6xGQDch1sebhgQ?u=https%3A%2F%2Fyoutube.com%2Fplaylist%3Flist%3DPL-IVeXcArnBUzLejaZcGmW0OEtBy8fP7i>

The State MEAC will also be looking for women to participate in the Maternity Advisory Committee this summer. The Council was asked to share this information with other members.

Material Review

Dawn asked the Council for their feedback on:

- Two (2) Tip Sheets. Tip Sheets are for people to pick up and read while waiting for their appointments. The two (2) tip sheets were on “Mental Health” and “Tobacco Free Teens.”
 - One member said that the Tip Sheets should have more “gimmicks” or pictures. He felt they needed to be more “eye-catching”. He appreciated the one picture, but felt there should be more.
 - For the Tobacco Free Teen Tip Sheet, a member said the “facts” needed a qualifier. He could not tell what the fact was for. The member suggested, “Myth: I won’t get addicted” and then “Fact: No one wants to get addicted.” He felt that if someone just read the title “I won’t get addicted”, they could walk away thinking they would not get addicted.
 - Another member said they like that the titles are a larger font and different color to break up the text.
- Your Opinion Matters Survey
 - Dawn asked the Council how Northeast Health Partners could get more people to complete the Your Opinion Matters Survey. The Council felt using a QR code would be the easiest to use. QR codes are “Quick Response” codes. They work like a bar code that connects to a website or application.
- Social Media Posts
 - Only one member followed Northeast Health Partners on Facebook. He felt he gets information faster when he sees the event on Facebook.
- Onboarding Name Change
 - Dawn explained to the Council that Northeast Health Partners was thinking about changing the name of the “New Member Welcome Q &A” webinar to “Getting Started”. One member felt it was a good change. He suggested, “How Do I Get Started?” He stated it might interest more members because it is a question they are asking.

Closing:

Dawn asked the members to continue to think about the purpose of MEAC and to keep inviting members to join. The meeting ended by giving the Zoom Meeting information for the next Virtual Northeast Health Partners’ MEAC will be August 18, 2021.