



Member Experience Advisory Council (MEAC)

August 18, 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, August 18, 2021. It was a virtual meeting held via Zoom. The meeting lasted one (1) hour.

Four (4) members and three (3) staff members attended. The meeting was facilitated by Dawn Claycomb, Member Engagement Specialist.

The meeting opened with a review of the meeting's agenda. One member asked to add the NAMI Union Colony Summer Bash to the agenda. The council also reviewed the May 19, 2021 meeting summary. There were no additions or corrections. Both the agenda and summary received motions to approve by two (2) members.

Introductions and Ice Breaker:

To start the conversation of health care off, Dawn asked the members to introduce themselves and to tell the group "one thing you have done to take care of yourself this summer." This is what was they said:

- One person stated that they had finally went to the chiropractor and she was feeling better.
- Another person said she had put in housing applications.
- One member shared that he was happy to have social interaction with outdoor music and "Sculpture in the Park." He felt this helped him to feel less isolated.
- The fourth member said he just took time to relax and work on his vision for the future.
- One staff member said she was happy to spend more time doing things outside.

Introduction to New MEAC Facilitator:

Dawn introduced Leah Agee as the new Northeast Health Partners MEAC Facilitator. Leah is the Member Engagement Specialist for NHP and has previously visited The Frontier House.

Wellness Focus:

Leah shared the new Wellness Focus for NHP on the NHP Website. She showed the council how they could get to this information by clicking to the "Quarterly Menus: Staying Healthy Tip Sheets" button on the homepage, <https://www.northeasthealthpartners.org/>. She explained how NHP is sharing information with members about Immunizations, Mental Health and Well Visits. Leah shared the tip sheets for each focus. The members liked the look of the tip sheets.

State Member Experience Advisory Council (State MEAC) Update:

Dawn shared that members are always encouraged to join the state MEAC group. Leah provided the link to the state MEAC web page for more information, <https://hcpf.colorado.gov/meac>. Natasha asked if member could participate without being part of the council. Dawn said she would research the participation requirements for the state MEAC and let the members know.

Local MEAC meetings:

Dawn shared an idea of having local MEAC meetings that would meet monthly as a group and then attend the scheduled quarterly meeting as a region. She gave the example of The Frontier House having a local MEAC meeting. They would meet monthly discussing topics specific to their area and members. That local group would attend the Northeast Health Partners quarterly meeting. The members liked the idea. One member said he would bring it up at the Clubhouse meeting to see if it could be approved.

IntelliRide Update:

Dawn shared that members can contact their local transportation provider to schedule their Non-Emergent Medical Transportation rides. She let them know that IntelliRide will not be scheduling for any of Northeast Health Partners counties, except for Weld County. One member shared that he chose to use the Greeley-Evans Transit. They pick him up and drop him off. It costs \$6.00 for a round trip or \$3.00 one way.

NAMI Union Colony Summer Bash:

Two of the MEAC members are also part of the National Alliance for Mental Illness (NAMI) organization. They head up the Union Colony Greeley group. The NAMI Union Colony Greeley members host an annual Summer Bash. They shared that the summer bash would have a pig roast, live music and information booths from community partners. The Summer Bash was held on Saturday, August 21, 2021 at Bittersweet Park. They also shared that if anyone is interested in joining NAMI or had questions, they could send an email to nami.greeley@yahoo.com.

Closing:

The meeting ended by giving the date for the next Virtual Northeast Health Partners' MEAC will be November 17, 2021.