



Member Experience Advisory Council (MEAC)

February 22, 2022 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, February 22, 2022. It was a virtual meeting held via Zoom. The meeting lasted one (1) hour.

Three (3) members and two (2) staff members attended. The meeting was facilitated by Leah Agee, Member Engagement Specialist.

The meeting opened with a review of the meeting's agenda.

Introductions and Ice Breaker

To start the conversation off, Leah asked the members to introduce themselves and to tell the group "the best thing and the worst thing about going to the dentist." Below is a summary of the discussion:

Everyone agreed that there are "good" and "not good" things about going to the dentist.

- One person shared that they had a bad experience that caused them to avoid going to the dentist for about 2 years, but that they want to find a new dentist.
- One person shared they are happy with their dentist.
- Included in the "good" things were having healthy teeth, relief from pain after getting a cavity fixed, and having a good checkup.
- Included in the "not good" things were having the dentist's hands in your mouth, getting a cavity fixed, the drill in your mouth and the smell of the dentist office.

November MEAC summary: To save time in the meeting today, members agreed to review the summary independently and email Leah with questions, or changes if needed.

Updates:

- Public Health Emergency (PHE). Leah shared a link and reviewed the information on this page. <https://hcpf.colorado.gov/phe-planning>. The current extension end date is April 16, 2022. There

will be a 60-day notice period before any end to the PHE. The end of the PHE could be coming soon.

- What can members do now to be prepared for when the PHE ends? Leah shared that members can use the PEAK website or APP, or they can call the county DHS to make sure their contact information is correct, and watch their PEAK account or the mail for renewal notices. Leah encouraged members to open mail they get from the county and return any paperwork requested as soon as possible. Emphasis was placed on the importance of signing and returning the renewal notice to avoid losing benefits.
- Housing resources. Leah shared a link and members all said they were aware of <https://www.211colorado.org/> resource.

Peer Specialist Training:

Leah shared the Peer Specialist training flyer and provided an overview of what is included. Natasha and Leah encouraged members to contact one of them if they have questions about how to get help with travel or hotel costs.

One member shared some of the barriers identified by Frontier House members when this was offered before. Clubhouse operates according to protocol including a WOD (Work Ordered Day). To have multiple members and 1 or more staff be absent for a full week to attend training disrupts this schedule, travel from Greeley to Fort Morgan would be 10 hour days **or require everyone to stay in Fort Morgan for the full week, **both of these options can be physically too much for members, some members cannot attend a weeklong training.

Material review:

SNAP & WIC tip sheet – There was some discussion of the “Double up Food Bucks” program as part of how to get the most out of the SNAP amount.

Treatment options tip sheet

There were no edits suggested for either tip sheet.

Parking lot:

- Dental benefits (DentaQuest) Leah went to the NHP website and “Tooth” link that goes to the Colorado DentaQuest site. Leah showed how to use the search option to find a provider.
- Updating email addresses and mailing addresses. One member shared their new email address and Natasha offered her email for member contact. One person shared that someone who attended the last MEAC told them they did not receive a gift card or information about the MEAC schedule. Leah asked for this person to contact her for follow up.

- MEAC schedule – the next MEAC will be May 18, 2022 @ 11am, with the same ZOOM meeting ID. MEAC is the third Wednesday of the month (quarterly) February, May, August, and November 2022. Leah asked members to let her know if a different day of the week or a different time is better.

Action Items:

1. Leah will send the summary from the MEAC meeting on November 17, 2021 for members to review and accept.
2. Leah will update email contact for the member with a new email.
3. Leah will follow up with the member who did not receive their gift card for attending November MEAC.
4. Leah will contact the member wanting more information about “Double up Food Bucks” and talk to Renee about sharing more information about SNAP/Double up Food Bucks in a clubhouse meeting.

Closing:

Natasha encouraged members to contact her or Leah if they have questions.

The meeting ended by giving the date for the next Virtual Northeast Health Partners’ MEAC will be May 18, 2022.