



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

### **May 18, 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, May 18, 2022. It was a virtual meeting held via Zoom. The meeting lasted one (1) hour.

Eight (8) members attended the meeting. The meeting was facilitated by Dawn Surface.

The meeting opened with a review of the meeting's agenda and the summary for the February 22, 2022 MEAC meeting. The council did not have anything to add to the agenda or change on the summary.

#### **Introductions and Ice Breaker**

To start the conversation off, Dawn shared that May is Mental Health Awareness month. She asked the members to introduce themselves and to tell the group "what would you want others to know about Mental Health Awareness." Below is a summary of the discussion:

- One member had recently been in the hospital. She was given a case manager to help her over "the hump" when she was discharged. She thought that was very helpful.
- Two members had concerns with the changes that will be coming with Colorado's new Behavioral Health Administration (BHA). They were concerned because they felt the BHA would oversee local behavioral health facilities and change the way local organizations provide services. They felt that there would be too much control and organizations that are doing things well would have to change the way they do things. "Those that have a good system will be messed with."
- Another member said she would like to join the National Alliance for Mental Illness (NAMI). NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of American's affected by mental illness. She thought it was a good organization to work with.
- One member wanted people to know that people should try a therapist and see if they work for them.
- Another member had a negative experience when he called to make an appointment with his therapist. He called because he had not heard from her. He was frustrated because the person scheduling him said he would have to start the program over because he had not been seen in a long time. When he explained that his therapist was supposed to contact him and did not, they were able to get him scheduled.
- The last member wanted people to know that they can work with case managers that will help them.

### **Increasing Participation Discussion**

In an effort to increase attendance at the MEAC meetings, Dawn asked the council why they came to the MEAC meetings. The responses were:

- Understand Medicaid better and to give feedback.
- Initially it was to give to the community and then the member started working with NAMI. He felt that NAMI helped him. Now he comes to get information that he can share with others.
- To be an advocate, someone that can help.
- To understand what is going on with my benefits.

She also asked the members what could be done to increase participation in MEAC. The responses were:

- Advertise more at the Clubhouse (Frontier House).
- Make sure it's on Facebook.
- Put the meeting in different newsletters.

The member shared that they want to get more people involved that live outside of the Greeley area. They think it's important to have people from all over Northeast Health Partners' region.

Dawn asked what topics the council felt would be good to discuss so the meeting was interesting and helpful to the people attending. The council gave these suggestions for meeting topics:

- Availability of Resources.
- Laws and how they are changing. They want to know what the changes mean to members.
- More details about benefits.

### **Updates:**

- Public Health Emergency (PHE). Dawn shared a link and reviewed the information on this page. <https://hcpf.colorado.gov/phe-planning>. The current extension end date is July 15, 2022. She also reminded them of the importance of updating their contact information.

### **Closing:**

Dawn encouraged the council to contact her if they had questions or needed help with benefits. The meeting ended by giving the date for the next Virtual Northeast Health Partners' MEAC will be August 9, 2022.