



Member Experience Advisory Council (MEAC)

August 17, 2022 Meeting Summary

Purpose:

The purpose of the MEAC meeting is 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 17, 2022. It was a virtual meeting held via Zoom. The meeting lasted one (1) hour.

Nine (9) 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 May 18, 2022 MEAC meeting. The council did not have anything to add to the agenda or changes to the summary.

Introductions and Ice Breaker

Dawn welcomed all the members. As an icebreaker, she asked them to introduce themselves and if they had updated their contact information (if they needed to) or if they have received their renewal packet. The members that responded said they completed their renewal packet and it was easy. None of the members had any problems.

COVID Anti-Viral Discussion

Ashley Clement (NHPs' Regional Care Coordination Manager) shared information on COVID Anti-Viral Medications. She started the conversation about Colorado's Test to Treat Program. In this program, members can be tested for COVID-19, get a prescription for treatment if they need it, and have the prescription filled at the same appointment. She said they could get more information at <https://covid19.colorado.gov/treatments>.

Ashley also talked about COVID-19 vaccines for children and encouraged the members to have their children vaccinated. Ashley talked to the members about Vaccine laws and regulations. She said that employers and schools might require the member to show proof of vaccination. Members can learn more about state and federal laws at <https://covid19.colorado.gov/vaccine-laws-regulations>. Ashley told the members that Mile High United Way would provide transportation for vaccinations if it was needed. They can dial 2-1-1 or visit www.211colorado.org. Member can also get vaccinations at Mobile COVID-19 vaccination clinics. Members can find out where the mobile vaccination clinics are by going to <https://www.mobilevax.us/clinics>.

The members were told how they could order free at-home COVID-19 test kits. Ashley said they could order them online at <http://covidtests.gov/>. Members can also get test kits that are for people who are blind or have low vision. These tests work with a smartphone app to give audio instructions and test results.

Ashley closed the presentation by asking the members:

- What information would be helpful to received regarding COVID-19 as we move into the pandemic's 3rd year?
- What can we do to support and protect members who are experiencing COVID symptoms?
- Would you be interested in participating in the Test to Treat program if you were to become sick?
- Did you know you could order at home COVID tests to be delivered, free of charge?
- Have you ever used an at home COVID test?

The members did not have any feedback. One member asked if the vaccinations cause brain damage. Ashley said he would need to talk to his doctor about the vaccination. Another member wanted to know more about ordering at-home tests. Dawn pulled up the website to show the member how to order the tests.

Emergency Department Use Report

Dawn shared some information from the Health First Colorado (Colorado's Medicaid Program) Analysis of Emergency Department/Room Utilization and Drivers for Services Report. Health First Colorado released this report in July 2022. They wanted to see why members went to the Emergency Department/Room (ED). ED visits are very expensive for Health First Colorado. If they could understand why members were going to the ED, they might know how to decrease ED visits and lower the cost. Dawn shared:

- Four percent of members went to the ED six times or more in a 12-month period and accounted for more than 20% of ED visits. A substantial portion of this group was unhoused.
- Potentially preventable ED visits, such as uncontrolled diabetes, comprise a small percentage of overall ED visits (5%); however, these conditions can often be treated and managed more appropriately in primary care settings.
- Other reasons members end up in the ED for potentially preventable visits include limited access to after-hours care, work and transportation challenges, cost and efficiency reasons, and even perceptions that the ED may provide better care.
- Pregnant members tend to have higher ED utilization rates on average, while children have among the lowest ED utilization rates.

After reviewing this information, Dawn asked the council if they felt this information was accurate for their rural areas. One member described their experience when they went to the ED for Covid-19. He was told to go home and wait it out. He did not want to, but he did. He was concerned because he did not know how it would affect his other medical issues. The council members did not provide any specific feedback to the report.

988 Transition –Age Youth Survey

Dawn informed the council about the new 988 Crisis Number which is for behavioral health emergencies. She explained that the 988 directs a member to the state that is associate with the area code number they are calling from. This would impact a large number people who have moved to Colorado from other states and have kept their cell phone numbers. Dawn let them know that the state of Colorado will continue to use the Colorado Crisis Line until the technical issues with the 988 number are fixed.

Dawn also asked the council if they knew anyone between the ages of 18-25. She shared the link to the Transition-Age Survey. The survey results would be used to make the 988 number friendlier for people in that age group.

Members Preferred Outreach Method

Dawn asked the council two (2) questions:

“How do you prefer to get information from Northeast Health Partners?”

“Do you prefer phone, email, or text?”

Of the nine (9) council members, five (5) said they prefer email and three (3) said they would prefer either email or text messages. One member stated they would prefer either a text message or mail. Another member wants to receive her information in writing through the mail. Most of the members agreed that if they get an automated phone call or robo-call, they hang up on it and do not listen.

Volunteer for Program Improvement Advisory Committee (PIAC)

The group was asked if someone would like to volunteer to attend the next PIAC meeting. Dawn explained that the person would need to share how Northeast Health Partners has helped them with their health care. One member volunteered.

Update on upcoming MEAC meetings

Dawn shared that she will be visiting one location in person for each MEAC meeting. The meetings will be “hybrid.” “Hybrid” means that the meeting will be held in person and virtually. The members were excited to have a face-to-face meeting.

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 Northeast Health Partners’ MEAC will be Wednesday, November 16, 2022 at 11:00AM. Dawn will send the Outlook invitation.