



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

### **November 16, 2022 Meeting Summary**

#### **Purpose:**

The purpose of the MEAC meeting is for members to talk about their experiences with Health First Colorado's (Colorado's Medicaid Program) healthcare.

Northeast Health Partners' (NHP) MEAC met on Wednesday, November 16, 2022. This meeting was the first 'Hybrid' meeting. This means the meeting was held in-person and online through Zoom. The in-person meeting was held at Centennial Mental Health Center in Ft. Morgan, Colorado. The meeting lasted one (1) hour.

11 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 August 17, 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, The Members were asked to introduce themselves and answer an icebreaker question. The question was "What was good about your last medical appointment? Was there something not-so-good?" The members shared:

- One member shared that it was time for him to choose his Medicare insurance. The member has Medicaid and Medicare. He was able to get a new Medicare insurance that gave him more benefits than he had before.
- Another member said that she preferred to see a doctor in person and not with telehealth.
- A member was very happy to share that she had lowered her A1C by one (1) point. The council congratulated her. She also said that she had a hard time getting in to see her provider and she had a hard time getting a hold of them too.
- Another member said he had to get injections in his back. The injections hurt, but they helped with the pain for a little while.

#### **Health Equity Task Force**

Ashley from NHP talked to the council about the state's Health Equity Task Force. She explained that Equity is when everyone, regardless of who they are or where they come from has the opportunity to thrive. This requires eliminating barriers like poverty and repairing injustices in systems such as education, health, criminal justice and transportation.

The Colorado Department of Health Care Policy & Financing (HCF) put together task forces to make changes that will address equity, diversity, inclusion, and accessibility efforts. HCPF wanted a member from NHP's region to be part of the task force. She asked if anyone from the Council would be interested. One member said she would like to be part of the task force. The task force will start meeting in January, 2023.

Ashley also shared that NHP was interested in addressing health equity in their region. They want to hear member perspective and experiences on equity, diversity, and inclusion. She asked if the council thought it was a good idea to start a regional task force. The council agreed. The council also agreed to extend the MEAC meeting by half an hour. The last half hour of the meeting will be for the health equity meeting.

### **Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey**

Ed Arnold is the Performance Improvement Analyst with NHP's Quality Department. His job is to gather data and see if NHP is doing their job well. Ed talked about the CAHPS Survey.

The CAHPS Survey is sent to members that have been to the doctor. The State of Colorado uses this survey to get the member's experience with their doctor visit. There are two surveys, one for adults and one for children.

Ed shared the survey results. Of the 1,579 surveys sent to adults, 104 people completed the survey. Of the 1,943 child surveys sent, 185 surveys were completed. We had a discussion of how to increase the survey return rate.

The survey results had a lot of information, but Ed focused on the questions that looked at how fast members can get care when they need it, how easy it was to get care, and how well doctors explained things to members. The questions were for adults and children.

Ed explained that it was important to have wellness appointments. Wellness appointments may also be called well visits, annual check-ups, or physicals. He said that having a wellness appointment may prevent disease and disability and identify services that will prevent a health problem.

Ed told the members about how they can find care after regular business hours. The after-hours options Ed shared with the council were:

- Extended Clinic Hours with Primary Care Provider
- Nurse Advice Line: 1-800-283-3221
- Health First Colorado Website: Find a Doctor - [www.healthfirstcolorado.com/find-doctors/](http://www.healthfirstcolorado.com/find-doctors/)
- Care On Location - [www.careonlocation.com/medicaid](http://www.careonlocation.com/medicaid)

### **Member Material Review**

Dawn shared the new look for the complaint guide. The council liked it and did not have any feedback. She also shared the Vaping Tip Sheet. A few of the members felt that it should be more direct. The tip sheet says, "Do you have what it takes to stop?" The council members suggested, "Do you want to quit?" They felt the tip sheet was good.

### **National Alliance for Mental Illness (NAMI) Summer Bash**

One member is part of the local NAMI chapter. He shared pictures of the Summer Bash. The Summer Bash is an event that NAMI holds in the park every year. This is the fourth year. The member said it was the best barbeque they have had. There was food, games, and music. Local businesses sponsored the event. Organizations were allowed to set up tables and provide information. NHP sponsored the event and had an information table.

### **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, February 15, 2023 at 11:00AM. It will be held in-person in Greeley, but they have not decided on a location yet. Dawn will send an Outlook invitation.