



Member Experience Advisory Council (MEAC)

February 15, 2023 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. By sharing their experiences, members can help change policies that effect their health coverage.

Northeast Health Partners (NHP) values member opinions on their website, the member handbook, and other letters that members may receive. NHP will take the members ideas and make member information easier to understand.

NHPs' MEAC met on Wednesday, February 15, 2023. This meeting was a 'Hybrid' meeting. This means the meeting was held in-person and online through Zoom. The in-person meeting was held at the Frontier House in Greeley, Colorado. The meeting lasted an hour and a half.

Thirteen (13) members attended in person and two (2) attended through Zoom. The meeting was facilitated by Dawn Surface and Ashley Clement.

The meeting opened with a review of the meeting's agenda and the summary for the November 16, 2022 MEAC meeting. The council did not have anything to add to the agenda or changes to the summary.

Introductions

Dawn welcomed all the members and introduced herself and Ashley Clement.

Health First Colorado (Colorado's Medicaid Program) Continuous Coverage Ending and SNAP Benefit Reduction

Dawn shared that Health First Colorado's Continuous Coverage would be ending and that members would be receiving a Renewal Packet in the mail or by email. The renewal packet is the new name for the 'redetermination packet'. She told them about Health First Colorado's Campaign called "Take Action on Your Renewal." The campaign would start by sending renewal packets to members who have to renew their benefits by the end of May 2023. She showed them what the envelope would look like so they would know what to look for.

The members were given the webpage, www.healthfirstcolorado.com/renewals/. This page provides more information on renewals. One member said they received their packet and it was very thick. Dawn let the members know that even if nothing has changed, the still needed to sign the signature page and turn it in.

Members were informed that they could update their information on the CO/Peak.gov website or on their Health First Colorado app. Dawn shared that some members have had trouble logging in to the Peak site.

Dawn said she would find out how members could update their login information if they do not remember it.

The members also discussed the reduction in Supplemental Nutrition Assistance Program (SNAP) benefits. In March, members who received SNAP benefits would lose the emergency allotments they get in their second monthly deposit. One member was concerned because he was diabetic. Losing the extra allotment would make it harder for him to buy healthy food because food prices had gone up.

Information about the “Double Up Food Bucks” program was shared with the group.

- If a member spends \$10 on vegetables at their local farmers market, they can get an additional \$10 in vegetables. The farmer’s markets need to be participating in the program and take EBT cards.

Member Material Review

The members reviewed the Well Child Visit vs. Sports Physical Tip Sheet. The members said:

- The tip sheet was eye catching.
- It was easy to understand.
- Nothing needed to be changed.

Website Review and Resources

Dawn reviewed NHPs’ website with the members and showed them where to find different resources. A question was asked about Dentaquest. Dawn provided information on how the member could access information about Dentaquest and their dental benefits on the website, <https://www.northeasthealthpartners.org/members/benefits-and-services/>.

Another member asked about co-pays. The group was shown how they could access information on co-pays on both the NHP website and Healthfirstcolorado.com.

Health Equity Discussion

Ashley led the group in a discussion about Health Equity. Health Equity is when everyone has the ability and opportunity to be healthy. She asked the members who they felt NHPs’ priority populations were. The members gave her different populations that they felt were groups that needed more information on health care. The list the members provided was:

- Latino, mentally ill, age, religious groups, senior citizens, generational, sexual orientation, immigrant/refugee/undocumented, political groups and affiliation, homeless populations, criminal justice involved, low income or people on social security, people with labels like ADHD, Autism, or developmental disabilities, and people in recovery or are addiction involved.

One member also felt that people who have had traumatic experiences with the health care system should be included in Health Equity outreach. He explained that the trauma affects the member’s comfort level while at a provider, gives them labels that follow them through the health care system, and they fear of being judged.

Ashley asked “How can NHP support these groups of people?”

The member’s agreed that educating the community through media and more outreach overall. One member felt that people will not seek out help due to intimidation and fear of rejection. The members suggested using peers and trusted members to share the messaging.

The members were asked how NHP could include the community in Health Equity conversations. They said:

- Work with the National Alliance for Mental Illness (NAMI).
- Use community agencies/trusted members to spread the word.
- Identify groups and people that people feel safe working with.
- Promote cultural change in the community.
- Visit schools and community centers.

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, May 17, 2023 at 11:00AM.** The location has not been chosen yet. Dawn will send an Outlook invitation with the new TEAM login.