



Member Experience Advisory Council (MEAC)

May 17, 2023 Meeting Summary

Purpose:

The purpose of the MEAC meeting is for members to talk about their experiences with Health First Colorado (Colorado's Medicaid Program). By sharing their experiences, members can help change policies that affect 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.

NHP's MEAC met on Wednesday, May 17, 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.

Four (4) members of the Frontier House participated in the meeting. Because the Frontier House was going through renovations and there were not any members participating online, the meeting only lasted 30 minutes. The meeting opened with a review of the meeting's agenda and the summary for the February 15, 2022 MEAC meeting. The council did not have anything to add to the agenda or changes to the summary.

Introductions

The Council reviewed the February 14, 2023, Member Experience Advisory Council Meeting Summary and the meeting agenda. The council did not have any changes to the summary or have anything to add to the agenda.

There were new members for this MEAC meeting. Dawn reviewed the "Ground Rules" for the meetings. The "Ground Rules" are:

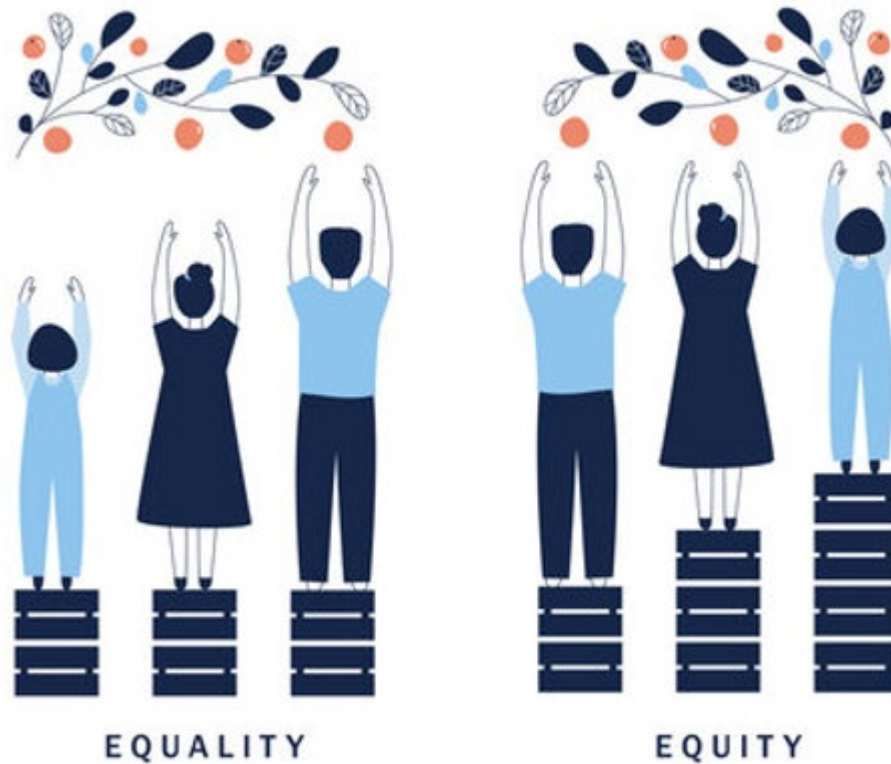
- We can agree to disagree.
- Titles are "left at the door."
- Let's be tough on problems, easy on people.
- Remember the vision!
- Confidentiality.
- Let people finish their thoughts / One person speaking at a time.
- Make recommendations for how to solve problems.
- Seek first to understand.

The members introduced themselves and said where they were from.

Health Equity Discussion

Instead of having an Ice Breaker question, Dawn asked the members what Health Equity meant. The members who answered said Health Equity is being able to get care just like anyone else.

Dawn shared a picture that helped them understand what Health Equity was. The members liked the picture and felt it helped them understand the difference between Health Equality and Health Equity.



The members like how this picture showed how some members need more help getting care than others do. They mentioned that members who live in the rural areas have a hard time getting the same health care as people who live in the cities.

Dawn asked what the members felt they needed to be able to get their best health. Members said that going to Denver for appointments is hard. It takes more time to go and sometimes it is hard to get a ride for the appointment. Dawn explained that members can get rides to their appointments by calling IntelliRide or their preferred transportation company. She shared that if they need help, they can call Northeast Health Partners for help.

Peer Support/Health Navigators

Dawn asked the members if they felt having peer support or health navigators would help more members get the care they need. Peer Supports or Health Navigators are people that are just like members that can help them work through the health care system. The members said that they felt having someone to go to who understands the system would be very helpful. They felt it would be easier to talk to someone that uses the health care system than someone that works for it.

Member Material Review

There were no member materials to review at this 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 meeting. The meeting will be Wednesday, August 16, 2023 at 11:00AM.** The location has not been chosen. Dawn asked Clark if he would email the members addresses for their gift cards.