



**Member Experience Advisory Council (MEAC)
February 21, 2024 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) Member Experience Advisory Council met on February 21, 2024. The group met virtually. This means the meeting was held online through Microsoft TEAMS. Five (5) members attended the virtual meeting.

The Council reviewed the November 15, 2023, MEAC Meeting Summary and the meeting agenda. The council did not have any changes to the summary or have anything to add to the agenda.

ACCESS TO CARE:

This conversation was started by letting the members know that Northeast Health Partners is always looking for feedback and we want to know if members have any issues accessing care. Dawn asked the council to share anything that they felt made getting health care more difficult.

One member said that it is hard to schedule in-person appointments.

She felt telehealth appointments were more available. She also stated that at her clinic, the provider could reschedule the telehealth appointment at any time. She said the only reason she agreed to a telehealth appointment was because she could not get a face-to-face appointment without waiting.

Another member shared that using Non-Emergent Medical Transportation (NEMT) was frustrating and made getting care more difficult.

She mentioned that she had to schedule four hours out of her day to go to an appointment to have blood work done. She felt having to depend on others to set up the NEMT rides made things more difficult too. The provider says they will do it, but sometimes they forget. The member had a care coordination intake appointment scheduled, so that a care coordinator could help her with transportation and referrals.

Many members felt that NEMT transportation is not dependable.

One member said, "You don't know if they'll show up."

Another said, "The free taxi rides sometimes pick you up late."

Dawn shared that Health Care Policy & Financing (HCPF) was working closely with IntelliRide to make the scheduling system and the whole NEMT transportation experience better.

One member suggested having a speaker come and talk about NEMT transportation at one of the meetings.

NETWORK ADEQUACY STANDARDS:

Dawn explained to the members that they could find Northeast Health Partners' Network Adequacy Standard on the website, <https://www.northeasthealthpartners.org/members/find-a-provider/>. She told the group that it is Northeast Health Partners' goal to have industry standards for all network providers and to have providers within a certain distance from members.

MEMBER MATERIAL REVIEW WORKGROUP:

Marissa gave an update on the Member Material Review Workgroup. She shared that the workgroup provides feedback on tip sheets, letters, and social media. Marissa invited MEAC members to join the workgroup. She told them the Member Material Review Workgroup would meet on the last Tuesday of each month at 1:00 PM. Members would receive a \$20 gift card for their time. Marissa said she would send the meeting invitation to anyone that was interested. She put her email address in the chat, Marissa.martinez@carelon.com.

STATE MEMBER EXPERIENCE ADVISORY COUNCIL UPDATES:

Dawn shared some state MEAC updates with the group. The state MEAC:

- Continue to work with Colorado Health Institute (CHI) and internal Accountable Care Collaborative Phase 3 (ACC 3.0) team on planned improvements.
- Health First Colorado Dental Team and DentaQuest attended the Member Experience Advisory Council (MEAC) Meeting to talk about benefits and hear "pain points."
- State MEAC Alumni Group is going strong with many members serving as patient advocates across the state and the nation.

ADDITIONAL REMINDERS:

- \$25 gift card for attending the MEAC meeting.
- Getting Started Webinar is the *first* Thursday of each month at 11:00. Members were told that previous "Getting Started" presentation recordings were available to watch on the website. <https://www.northeasthealthpartners.org/news/calendar-events/>
 - The topic for March will be Diabetes and Health Weight Management.
 - The topic for April will be Behavioral Health and Substance Use Disorder benefits.
- Life Care Planning – Advanced Directive Workshop is on the *last* Thursday of each month. Dawn explained that Northeast Health Partners will be offering the online workshop quarterly instead of monthly, starting in April. Members will also be able to schedule individual meetings so that it might fit their schedule better. The group liked the idea of offering the workshop in different ways.
 - One member also suggested offering the class at the Frontier House or once each quarter at the library.

Parking Lot/Open Discussion:

The members discussed having the MEAC meetings in person. They found it is easier to talk about the topics. Dawn suggested having the meetings at Zoe's Coffeehouse again. The group liked that idea.

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, May 15, 2024 at 11:00AM.** The location has not been chosen.