



**Member Experience Advisory Council (MEAC)
May 15, 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 May 15, 2024. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. two (2) members attended the meeting virtually and five members attended in person. The meeting was also attended by Raina and Marissa from Northeast Health Partners.

The Council did not review the summary of the February 21, 2024 meeting because there was a special presentation on Wisdo.

WISDO HEALTH:

Joe Travers gave a presentation on Wisdo Health. Wisdo is an online peer support platform to help people that are battling loneliness and social isolation. The app can be accessed through the app, a tablet, or on a computer. It is free for all NHP members.

Over 72% of Medicaid members suffer from loneliness and social isolation. Studies show that lacking social connection can increase the risk for premature death as much as smoking 15 cigarettes a day and the risk of heart disease by 29% and stroke by 32%. It also doubles the risk of developing depression and anxiety and lowers adherence to treatment plan across physical and mental health. (Wisdo Health, 2024)

Members can join different "communities" to participate in discussions and share their thoughts. Wisdo is a safe way for NHP members to talk to other people that have had similar struggles. Members can remain anonymous on the app, so that they feel comfortable sharing their stories with others. All chats are monitored to make sure the conversations are safe, respectful, and inclusive. Wisdo watches for words that people might use if they are trying to sell something or get personal information.

Each group has a coach and peers that are there to help. There are coaching sessions that members can sign up for.

Wisdo Health is a platform designed to address the harmful consequences of loneliness and social isolation on health outcomes and engagement rates. The platform provides over 30 peer communities to support members struggling with mental health, chronic conditions, life stressors, and social determinants of health.

Wisdo is a friendly online space that is safe, private, and full of people who provide each other with companionship and want to help each other feel better.

The platform uses AI to proactively connect members with specific peers who have been in their shoes and can provide emotional support and companionship to reduce their loneliness and improve their mental health and wellbeing. With the Wisdo app, members are never alone because they are always surrounded by people they can lean on 24/7.

One member asked, “Who gets the data from Wisdo and what is the data used for?” Joe explained the data collected is data for a group not an individual. For instance, Wisdo will be able to tell NHP how many members are part of the Wisdo community, but they cannot tell NHP who those members are; or they can tell NHP how many NHP members are part of the community that deals with depression, but they cannot tell NHP who those members are.

Another member asked, “How do I download the app?”

Joe explained that the member can use the QR code which will link to the app in the app store.

This is the QR Code to scan to get the Wisdo app:



Another question asked was, “Who leads the coaching sessions?”

Coaching sessions are led by Wisdo coaches that are subject matter experts for the topic they are discussing.

MEETING AGENDA:

The May 15, 2024 agenda was reviewed. There were no additions to the agenda.

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.

TRANSPORTATION DISCUSSION:

The group discussed the requirement for IntelliRide and Health Care Policy & Financing's (HCPF) Verification Form for services more than 25 miles. Dawn also explained that members will need to have their provider complete the form and that the form must be sent to IntelliRide before a trip can be scheduled. Dawn will send a copy of the form to everyone that attended the meeting.

A member asked if the form was required for trips less than 25 miles?
The form is only for trips that are over 25 miles.

STATE MEMBER EXPERIENCE ADVISORY COUNCIL UPDATES:

Dawn shared a state MEAC update with the group.

- The state MEAC group is working on the Medicaid Care Advisory Council (MCAC). The MCAC requires the addition of an *all-member advisory council* which they call the Beneficiary Advisory Council (BAC). The state has about one year to get everything up and running. Planning has begun and they want to get member input along the way.

TELEHEALTH DISCUSSION:

NHP asked the group to provide feedback on their telehealth appointments. The members shared:

- Telehealth appointments are okay if it's the only option, but they are not preferred.
- It seems like you get more time with the provider during a telehealth appointment.
- Telehealth appointments are easier if the member has children at home.
- Telehealth is a convenience.
- Dental Triage offers telehealth appointment. The dental telehealth appointments are to check the issue and the pain level to help someone until they can get to a dentist.
- Medications appointments and referral appointments are good telehealth appointments, but some issues need to be seen.

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 June is Men's Health.
- Life Care Planning – Life Care Planning –Members can schedule individual meetings so that it might fit their schedule better. Next workshop is June 27, 2024 at 12:00 pm.

PARKING LOT/OPEN DISCUSSION:

One member asked if it would be possible to add the Colorado Medical Power of Attorney form to the website. Dawn said she would share the request.

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 on Wednesday, August 21, 2024 at 11:00AM.** The meeting will be held in-person at Zoe's Café and Event Center and online through TEAMS.