



**Member Experience Advisory Council (MEAC)
July 31, 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 July 31, 2024. The group met in-person at Zoe's Café and Event Center in Greeley, CO, and virtually through the TEAMS platform. one member attended the meeting virtually and ten members attended in person. The meeting was also attended by Raina and Dawn from Northeast Health Partners.

MEETING AGENDA:

The July 31, 2024 agenda was reviewed. There were no additions to the agenda.

WELCOME AND INTRODUCTIONS:

Members were asked to introduce themselves and answer the questions "Have you used non-Emergent medical Transportation (NEMT)? What was your experience – Good or Bad?" These are the answers that were given by the members.

- The only time one member tried to schedule a NEMT ride, she couldn't because Health First Colorado wouldn't cover it. The appointment was to see an eye specialist. The appointment was not a covered benefit, so she could not schedule the ride.
- One member had driven a friend to an appointment and was reimbursed for his mileage without any problems.
- One member had not used NEMT, but his friends have, and his friends give the NEMT program a grade of "F" because they often get left behind or not picked up.
- A family member who attended the meeting said her son had to ride his electric wheelchair home from an appointment after he waited an hour, and no one picked him up.
- NEMT should set a pick-up time from appointments because members often have to wait a long time to get picked up.
- NEMT is a "free" ride, and one member said he just has to work with it. He knows members are left or forgotten, but he has not had that issue. He understands it is a benefit, so he needs to be flexible. This member also felt that some members are apprehensive of the NEMT drivers because of the race of the driver.

TRANSPORTATION DISCUSSION

The group transitioned from the ice-breaker question to a discussion on benefit updates. The members were reminded that IntelliRide had changed their name to Health Solutions by Transdev (Transdev).

The group discussed the verification form for services more than 25 miles and were very happy that providers could complete the form so that it covered 90 days, instead of one month. The group was shown where they could find the forms.

The MEAC members were also told about the Child Accompaniment Rule that was approved by the Medical Services Board on July 12, 2024. They were told that on August 30, 2024 the rule update will go into effect and allow children, siblings under age 18, and adults with disabilities to travel with parents/caregivers to medical appointments if the parent/caregiver is not able to find care for them.

POP QUIZ:

The MEAC members were asked:

- What is one member right that is listed on Member's Rights & Responsibilities?
- What is one member responsibility that is listed on Member's Rights & Responsibilities?

The member reviewed the lists for Member Rights & Responsibilities that are located on NHP's website at <https://www.northeasthealthpartners.org/members/rights-responsibilities/>. They discussed the different rights and responsibilities and the importance of knowing them.

The MEAC members were then asked:

- What is one right that you did not know you had?
- What is one responsibility that you did not know was yours?

The members that answered the four questions directly were given either an NHP baseball cap, a backpack, or a water bottle. All members were given fidget toys for attending the MEAC meeting.

BENEFITS UPDATES:

The members received benefit updates. They were told that some of the updates may not apply to them, but it would be good for them to share the information with friends and family members.

They discussed the Keep Coloradans Covered initiative which will expand health coverage to children and pregnant persons regardless of immigration status.

The members were told that Certified Mid-wives and doulas were added as a provider type for pregnant persons in 2024 and that there were expanded breastfeeding benefits as well.

The group also learned about Early and Periodic Screening Diagnostic and Treatment (EPSDT) benefits. They were told

- Health First Colorado (Colorado's Medicaid Program) is federally required to have EPSDT benefits for members 20 years of age and younger.
- The goal is for kids to stay as healthy as possible by having regular screenings at well visits.
- All services are **free** for Health First Colorado members 20 years of age and younger.
- Colorado uses Bright Future guidelines for screenings.

Lastly, the members were informed of different Food Resources available for children and adults and where they could find the information.

Grocery Benefits: The Summer Electronic Benefits Transfer (Summer EBT or S-EBT) program provides eligible families with a pre-loaded card of \$120 per eligible student for three months of grocery purchases. The group was given this link to find out more information, <https://cdhs.colorado.gov/summer-ebt>.

Neighborhood Meal Sites: Beginning on June 3rd, community sites have been offering no-cost breakfasts, lunches, snacks, and/or suppers to any youth from 0 - 18 years old. The children do not need to provide identification or registration. Families and caregivers can text FOOD to 304-304 or visit KidsFoodFinder.org to locate sites in their area.

Meals-to-go: Some rural communities have been offering meals for pickup or home delivery. Members were told they could click this link, <https://www.fns.usda.gov/summer/sunmeals2go>, to find out where this is available in Colorado.

STATE MEMBER EXPERIENCE ADVISORY COUNCIL UPDATES:

Dawn did not have any state MEAC information to share.

NHP MEMBER ENGAGEMENT OPPORTUNITIES:

- \$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 August Prenatal and Postpartum Care.
- Life Care Planning – Life Care Planning –Members can schedule individual meetings so that it might fit their schedule better. Next workshop is September 26, 2024 at 12:00 pm.
 - The group felt that this would be a good presentation to hold at the Frontier House.

PARKING LOT/OPEN DISCUSSION:

One member asked if Health First Colorado could raise the income limit so that members do not lose their benefits. She felt that the incentive to work is taken away because members know they will lose their medical benefits. Dawn explained that the federal government sets state income limits for Health First Colorado. They adjust income limits when they see it is needed.

A member asked if they could get a copy of the Health First Colorado Handbook. Dawn said she would have one sent to her.

Another member asked where she can get a “sharps” container. A “sharps” container is used to collect used hypodermic needles so that they do not go in the trash. She explained that she is not allowed to throw her insulin needles in the trash, but she cannot afford a “sharps” container and cannot afford to pay the fine for throwing them in the trash. Raina and Dawn said they would look into it.

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, November 20, 2024 at 11:00AM.** The meeting will be held in-person at Zoe’s Café and Event Center and online through TEAMS.