



## **Adult-Focused Member Advisory Council (MAC) MEETING MINUTES**

**DATE:** January, 21, 2026

**LOCATION:** Virtual

**TIME:** 9:30AM – 11:00AM

**RECORDED BY:** Kelly Shanahan

### **Welcome, introductions and connections**

*Collaborate and Inform*

Comments/Feedback:

- Everybody took a turn at introducing self
- New Member and Family Experience Program Manager, Cristina Bejarano introduced self and talked about her role within COA

### **Review of Meeting Agenda & Purpose**

Based on shared materials, today's meeting focused on:

- Member Advisory Council goals and updates
- Member-centered feedback on Colorado Access programs
- Review of [MAC Charter Draft](#) (01/22/2026)

## 1. Review of Updated Charter

As a result of feedback provided to COA staff in November, a Charter was created to provide clear expectations, roles and group norms for the council. The charter was created to ensure alignment and build a shared understanding of the purpose of the MAC. We'll continue to learn from each other, and we'll create quarterly and annual priorities.

### Main Points

Cristina presented the revised charter, emphasizing:

- Clear expectations and priorities
- Roles of members and Colorado Access
- Communication commitments (agendas, supports, honorarium, accessibility)
- Members (Anthony, Bob, others) expressed strong support for clarity and structure.
- Discussion clarified the *purpose* of the charter:
  - Primary purpose: Agreement among council members on participation and expectations
  - Secondary purpose: Documentation required by the state (e.g., for ACC 3.0 compliance, grant artifacts, contract renewals)
- Members discussed wanting authenticity and space to bring their own voice ("add your adjectives, passions").

### Decisions Made

- Members will review and send edits to the charter.
- The charter will be customized with member input before finalization.

### Timeline

- Feedback due: Tuesday, 1/27/26.
- Final draft sent back to members: Wednesday, 1/28/26.

### Next Steps

- Members send charter edits to Cristina by the deadline.
- Cristina will compile edits and send final draft back for confirmation.
- If there is significant conflicting feedback → discussion added to next meeting agenda

## 2. Approval of November Meeting Minutes

### Main Points

- Members were asked to approve November minutes (sent via email the day prior).
- Clarifications:
  - Minutes will be de-identified before being posted publicly (required by state contract).
  - Member noted missing date and "recorded by" information.

### Decisions Made

- **Motion to approve passed**, with:
  - Abstentions from those not present in November

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| <ul style="list-style-type: none"> <li>○ Agreement to correct the missing date info before posting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <p><b>Next Steps</b></p> <ul style="list-style-type: none"> <li>• Cristina will update the November minutes with the corrections.</li> <li>• De-identified, corrected minutes will be posted publicly as required.</li> <li>• Future packets will be sent with more advanced notice (improvement with Cristina onboarding).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| <p><b>3. Adult Membership Data Overview</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <p><b>Main Points Covered</b></p> <ul style="list-style-type: none"> <li>• Colorado Access membership overview: <ul style="list-style-type: none"> <li>○ ~535k total members; ~271k adults</li> </ul> </li> <li>• Adults represent <b>50.6%</b> of total membership.</li> <li>• County distribution: <ul style="list-style-type: none"> <li>○ Highest in Denver (36%), then Arapahoe (26%) and Adams (23%), and Douglas (6%).</li> </ul> </li> <li>• LTSS population among adults: <ul style="list-style-type: none"> <li>○ ~7% receive long-term services and supports.</li> </ul> </li> <li>• Top adult health conditions: <ul style="list-style-type: none"> <li>○ Anxiety</li> <li>○ Substance use disorder</li> <li>○ Depression</li> <li>○ Hypertension</li> <li>○ Obesity</li> <li>○ Diabetes</li> </ul> </li> <li>• Risk tiering system for levels of medical complexity across membership was explained (Tiers 1, 2 and 3).</li> <li>• Much missing demographic data (race/language), limiting insight.</li> <li>• Explanation of the Medicaid structure: <ul style="list-style-type: none"> <li>○ Colorado is divided into four regions (RAEs)</li> <li>○ Physical health claims paid by State of Colorado vs behavioral health claims paid by RAEs</li> <li>○ Brief overview of Medicaid history in Colorado before and after the Affordable Care Act</li> </ul> </li> <li>• Members asked the following data questions that staff either didn't know the answer to or didn't have sufficient time to answer: <ul style="list-style-type: none"> <li>○ Why do the top health conditions data show 'disability' as zero and why is autism called out separately?</li> <li>○ Do the data include the Medicaid buy-in programs as well?</li> <li>○ Why is data not available on race and language? How is that possible? Aren't we required to answer some of these demographics to even receive care in the first place?</li> <li>○ For the risk tiering, does the algorithm include income?</li> <li>○ How many people use care management/care coordination, and to what degree can cm/cc affect people's placement and movement within the risk pyramid?</li> <li>○ For the health condition data, does any of it come from the SIP data at the federal level and/or from the patient risk scores from electronic medical records?</li> </ul> </li> </ul> |  |

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| <ul style="list-style-type: none"> <li>Members raised critical concerns regarding Medicaid policy and disability advocacy: <ul style="list-style-type: none"> <li>Impacts of upcoming Medicaid budget cuts on disabled members.</li> <li>Interest in seeing an org chart with explanation about the BHA vs. the RAEs.</li> <li>Concerns about overreliance on CCDC representation in disability policy advocacy.</li> <li>Challenges of accessing coverage (e.g., glasses not covered, prior authorization delays).</li> <li>Need for stronger advocacy around access barriers.</li> </ul> </li> </ul> |                                                                               |
| <b>Decisions Made</b> <ul style="list-style-type: none"> <li>Colorado Access leadership committed to: <ul style="list-style-type: none"> <li>Bringing policy team updates on Medicaid cuts at future meetings.</li> <li>Following up on complex-care tiering questions.</li> <li>Investigating member communications around 2026 prior authorization changes.</li> </ul> </li> <li>Members encouraged to raise questions and curiosities about the data. Staff will follow-up with data experts within COA to get answers.</li> </ul>                                                                  |                                                                               |
| <b>Next Steps</b> <ul style="list-style-type: none"> <li>Members will send detailed data questions in chat or email.</li> <li>Kelly/Cristina will bring data analysts or policy experts to future meetings to address: <ul style="list-style-type: none"> <li>Data questions asked during the meeting that were unanswered</li> <li>Medicaid cuts and impacts</li> <li>Complex care identification methods</li> <li>RAE structure and policy ramifications</li> </ul> </li> </ul>                                                                                                                      |                                                                               |
| <b>4. Closing, Survey, and Administrative Items</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                               |
| <b>Main Points Covered</b> <ul style="list-style-type: none"> <li>Members will complete the meeting survey after each session.</li> <li>Honoraria (gift cards) will be mailed to members as promised.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       |                                                                               |
| <b>Decisions Made</b> <ul style="list-style-type: none"> <li>Complete meeting survey</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Timeline</b> <ul style="list-style-type: none"> <li>Immediately</li> </ul> |
| <b>Next Steps</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                               |

- Cristina will increase communication frequency between meetings.
- Next MAC Adult meeting is scheduled for the third Wednesday every two months. The Next meeting is March 18<sup>th</sup>, 2026, 9:30-11:00am and will be on zoom.