Children/Youth-Focused Member Advisory Council (MAC) Minutes - DRAFT

Date: October 7, 2026
Time: 11:30 a.m. – 1:00 p.m.
Location: Virtual meeting

Shared Resources for Meeting

- Slides
- Charter, Minutes, Action Item Tracker
- Feedback Form

Meeting purpose:

- Continue to build connection through optional pre-meeting check-in on what is working and not working in members' healthcare experiences.
- Introduce the new Director of Communications and Marketing (Katie O'Donnell) and gathering member feedback on the Colorado Access website.
- Provide MAC business updates, including the activity tracker, policy training announcement, Caring Heart Award nominations, and the "Your Voice Counts" member engagement program.
- Establish high-quality simultaneous English/Spanish interpretation services.

Meeting Attendees: Children & Youth MAC Members
Interpreter: Andrea Steadman Syko
Colorado Access Staff: Cristina Bejarano, Katie O'Donnell, Kelly Shanahan.

Recap

The Children/Youth-Focused Member Advisory Council reviewed member experiences with Medicaid communications and renewal notices, consulted on the Colorado Access website and provider search, and received MAC business updates. Members said important information can be difficult to find or understand, especially when letters use technical language, website tools are not fully available in Spanish, or provider directory information is inaccurate. Members recommended clearer paths for new and existing members, plain-language labels and definitions, sample letters with next steps, easier access to community resources, and more accurate provider information. The council approved the website feedback for follow-up. Staff also shared reminders about keeping contact information current in PEAK, explained the Caring Heart Award nomination and review process, reported progress on the MAC activity tracker, confirmed policy training for October 20, 2026. Members provided feedback Your Voice Counts registration. Because of technology and time limitations, members could not fully review the screener during the meeting; staff will send it for review after the meeting.

Action Items

Item	Owner	Status	CLEF	Due Date
Member reported receiving confusing letters from Colorado Access and HCPF. Members were offered to send de-identified letter for staff to review. At time of follow up, member had not found letter. Once letters are received, staff will clarify the sender, meaning, and next steps and	Member; Cristina Bejarano; HCPF Coordinators, Communications and Marketing	In progress	No	12/2/2026

explore posting sample letters with plain-language explanations.				
Members shared website feedback, including clearer member navigation, paths for new and existing members, plain-language terminology, easier access to grievances and appeals, and community resource links. Members identified inaccurate insurance and new-patient information in provider-search, distance-filter results, vision-care information, and fully translated interactive tools.	Katie O'Donnell, Provider directory team.	In progress	Yes	12/1/2026
Plan opportunities for members to participate in future website user testing after staff training is completed and website is updated.	Katie O'Donnell and Cristina Bejarano	Planned	Yes	To be determined
Send Caring Heart Award information and the nomination form, including separate follow-up for members to share with other community groups.	Cristina Bejarano	In progress	No	With follow up notes
Confirm review-committee volunteers and allow members who cannot attend the review meeting to submit votes independently.	Cristina Bejarano	Planned	No	11/9–11/18/2026
Send the calendar invitation and confirmed details for the policy training.	Cristina Bejarano	Planned	No	By 10/9/2026
Send the Your Voice Counts screener for member review, request feedback on clarity and bilingual presentation, and consider adding clearer role and experience options.	Cristina Bejarano	Done	No	After meeting
Complete the post-meeting satisfaction survey.	All members	Requested	No	After meeting

Activity/Discussion Item	Participation Spectrum and Purpose of Agenda Item
Connection and Agenda Setting	*Connect and Inform* Members used the optional pre-meeting check-in to share what was working and not working in their health care experiences. Members discussed confusing Medicaid and Colorado Access letters, uncertainty about renewal and policy changes, and difficulty understanding how notices may affect their families. One member shared a positive experience with automatic renewal but did not understand why the renewal occurred automatically. Staff asked

	members to share de-identified examples of confusing letters so the sender, meaning, and next steps can be clarified. Staff also reminded members to keep their address and phone number current in PEAK so they receive eligibility and renewal information. The meeting agenda included website feedback, member communication updates, the Caring Heart Award, the MAC activity tracker, policy training, and the Your Voice Counts member engagement program.
Communication Efforts: Website Content and Layout	*Inform and Consult* Katie O'Donnell, Director of Marketing and Communications and Colorado Access staff invited members to share what information they expect to find on the Colorado Access website and what is working or not working. Staff identified two primary audiences: people who are newly enrolled and may know little about Colorado Access or Medicaid, and current members who need to find providers, benefits, forms, and support. Members said the site contains useful information but can feel overwhelming because important member content is located far down long pages. They recommended placing member choices near the top of the site, creating clearer paths for new and current members, and making high-priority information easier to find. **Plain language and member communications:** Members and staff noted that terms such as “provider,” “PCP,” “grievance,” and “appeal” may not be familiar to everyone. They recommended plain-language labels, short definitions, and consistent wording across pages. Members also requested a way to report confusing letters without always having to call. Staff discussed posting examples of common letters with explanations of who sent them, what they mean, and what action to take. **Provider search:** Members appreciated that provider listings show languages spoken at each location. Concerns included an overwhelming map, a distance filter that did not appear to narrow results correctly, pagination that leaves users at the bottom of the page, inaccurate “accepting new patients” information, and providers listed as accepting Medicaid who said they did not. A member also requested clearer information about eye exams and glasses. Katie shared that an updated provider search interface is being tested and is expected within the next few months. **Language access:** Members reported that the Spanish website may lead to provider-search fields that remain in English. They recommended translating all interactive fields and instructions so Spanish-speaking families can complete searches accurately. **Community resources:** Members recommended featuring practical resources such as food banks and other community supports, rather than limiting the resources section to manuals and provider guides. Staff introduced Find Help as a community-resource tool that may be linked to the website.

	User testing: Staff explained that future user testing may ask members to complete specific tasks, such as finding the customer service number or locating complaint information. The purpose will be to test whether the website is clear and easy to navigate, not to test members. **Decision:** Members used a five-point hand signal or chat response to approve feedback.
MAC Business and Updates	*Inform and Collaborate* **Member notices and PEAK:** Staff reminded members to update their contact information in PEAK. Colorado Access cannot change member addresses or phone numbers, and current information helps the state reach members about Medicaid eligibility and renewals. **Caring Heart Award:** Staff explained that the award was created in 2023 to honor members with lived experience who use their voice and time to improve their communities and the health system. Nominations are open through November 8. The review period is November 9–14, final selection is planned for November 18, and awardees are expected to be notified during Thanksgiving week. Three awardees will receive recognition, have their names added to a Colorado Access plaque, and select a nonprofit to receive a $300 donation from Colorado Access. Members cannot nominate themselves. MAC members may be nominated by someone else, but a nominee may not serve on the review committee. Nominees must be Health First Colorado or CHP+ members age 16 or older. Members may review nominations independently and submit votes if they cannot attend the review meeting. A member requested additional information about the time commitment and will consider participation after more information about time commitment is shared. Another member wants to share the opportunity with a Spanish-speaking parent committee at Children's Colorado; staff offered to send the nomination information separately and to provide a program presentation if helpful. **Activity tracker and accountability:** Staff reported that 19 activities have been tracked since the council began documenting commitments. Eight were complete and eight were in progress. Staff explained that feedback requiring work across departments may take longer, but it remains tracked through the Consolidated List of External Feedback so Colorado Access can report what is happening and explain when an item cannot move forward. **Policy training:** The member-requested policy training is scheduled for October 20 from 3:00–5:00 p.m. Members from this MAC, the Adult MAC, and other councils will be invited. Staff will send a calendar invitation. **Your Voice Counts:** Staff reviewed the two-step process: members first register their interest, Colorado Access verifies membership without asking for a Medicaid identification number or date of birth, and members then complete a screener about how they want to participate. Opportunities may include surveys, member-facing materials review, interviews, focus groups,

	storytelling, and advisory councils. Staff also described a proposed points approach based on the time required for each activity. A member who completed the initial registration said that was generally easy but some questions could better describe a person's role, experience, and ways they can contribute. Staff asked whether members prefer English and Spanish together or a language-selection format. The group could not fully test the screener because the shared link opened the Smartsheet home page and screen sharing did not work. Staff will send the screener after the meeting for feedback on clarity and bilingual presentation.
Session Reflection and Adjournment	*Collaborate* Members were asked to complete the post-meeting satisfaction survey. Two members completed the survey. They were generally content with how the meeting proceeded and didn't have additional feedback. Staff thanked members for their time, feedback, and participation. The meeting adjourned at approximately 1:01 p.m.

PARTICIPATION SPECTRUM:

CONNECT: Everyone takes time to connect before Council business

INFORM: COA provides the Council with balanced and objective information *(FYI only)*.

CONSULT: COA obtains Council feedback on analysis, alternatives, and/or decisions to ensure concerns are understood and considered *(Council is advisory, COA makes final decision)*.

COLLABORATE: COA partners with the Council in each aspect of the decision including alternatives and solutions *(COA and the Council design and decide together)*.