



Adult-Focused Member Advisory Council (MAC) Meeting Minutes

Date: March 18, 2026

Time: 9:30 a.m. – 11:00 a.m.

Location: Virtual

Facilitator and recorder: Cristina Bejarano

Presentation Slides:

Meeting purpose:

- Present individual feedback summary results; initiate prioritization
- Follow up on member policy questions from past meeting

Next meeting: May 20, 2026

Quick Recap

The Colorado Access Member Advisory Council (MAC) held a meeting focused on connecting with members and discussing policy priorities. Carrie Jones from the policy team presented an overview of the current legislative session and Medicaid budget challenges, explaining how budget deficits are affecting long-term services and supports (LTSS) for adults with disabilities. The council reviewed six potential priority areas identified through previous member feedback, including improved education and outreach, system navigation, provider access, and policy engagement. Members voted to prioritize education/outreach efforts and policy engagement, with decreased coverage barriers receiving the third highest votes. The group also discussed moving future meetings to 12:00 PM or later to better accommodate members who have scheduling conflicts. The conversation ended with discussions about sharing information about community resources and organizations that Colorado Access partners with, with members suggesting ways to better connect members with relevant external resources and organizations.

Action Items

Item	Owner	Status	Due Date
Send meeting minutes MAC members who were not present at the meeting to: • Collect votes on MAC priorities • State preference regarding being listed on website or intranet and provide media release • Consider rescheduling future MAC meetings to later times of the day to improve membership attendance. Cristina will send a poll to identify best time.	Cristina	Complete	3/20/26

Item	Owner	Status	Due Date
Update MAC members on the final selected priorities after collecting all votes and confirming new meeting time.	Cristina	Complete	3/25/26
Collaborate to develop a proposal for consolidating and presenting concise information/resources. Present to Cristina for consideration.	Members		Before next MAC meeting
Connect members to discuss and potentially expand the list of community resources and relevant organizations for MAC member information and engagement.	Cristina	Complete	3/23/2026
Present the “ambassador program” idea—MAC members and other volunteers helping Colorado Access members with enrollment and renewal, providing additional navigation support (paperwork requirements, resources, etc.) when the counties are too busy and less responsive.	Cristina	Cristina to add to CLEF	3/26/2026
Take feedback regarding county case management delays and communication issues to the policy team for advocacy or process improvement.	Carrie and Cristina	Cristina to add to CLEF	3/27/2026
Coordinate with Care Coordination and Population Health teams to present at upcoming meetings and address member questions, including possible user testing opportunities.	Cristina	In process	5/15/2026
Share information about upcoming presentations (e.g., HCPA evaluation, care coordination) and schedule accordingly for the next two MAC meetings.	Cristina	Ongoing	Ongoing
Resume sharing information about relevant community events and partner organizations with MAC members, being mindful of diversity and sensitivity to different perspectives within the community.	Cristina		Ongoing

Agenda and Notes

Time	Activity/Discussion Item	Participation Spectrum and Purpose of Agenda Item
9:30		<i>Connect</i> The meeting began with participants joining and engaging in casual conversation. Cristina welcomed everyone and outlined the agenda, which included policy questions, data discussions, individual feedback summaries, and priority processes, as well as upcoming meetings. She reminded attendees of the meeting's purpose, which is to provide input and guidance to improve services and outcomes for adult members in Colorado Access, and

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		emphasized the importance of maintaining respect, confidentiality, and HIPAA compliance throughout the session. The meeting then transitioned into a check-in activity where participants were encouraged to connect with each other. Members introduced themselves, sharing their backgrounds, and highlighting personal or professional highlights. The conversation ended with a transition to the next section, where Carrie was set to address policy questions and data-related topics.
9:45	Policy Questions Follow up Carrie Jones, Policy Analyst	<i>Inform</i> Colorado Medicaid Legislative Priorities Overview Carrie presented an overview of the Colorado legislative session and the Colorado Access Policy team's role in addressing legislation impacting Medicaid members. She explained the current budget challenges facing the state, including a significant deficit, and outlined the team's three guiding priorities: protecting access to health coverage, promoting Medicaid sustainability, and enhancing connections to whole-person care. The discussion covered long-term services and supports (LTSS) in Medicaid, including eligibility criteria and the current impact on the Medicaid budget, with LTSS representing about 42% of Medicaid spending. Medicaid Budget Cuts Impact Discussion Carrie discussed the impact of Medicaid budget cuts on long-term services and supports (LTSS), explaining that while RAE entities like ours are not involved in designing the cuts, they are working with partners to understand their effects on members. She acknowledged the challenges faced by families and members affected by these changes and expressed hope that benefits could be restored when the budget situation improves. A member raised concerns about implementation issues at the county level, particularly in Denver, where caseworkers were unresponsive and delays in processing paperwork led to lost coverage and financial hardship for individuals. Carrie noted these comments and said she would share them with her team for potential advocacy efforts. Disability Advocacy and Policy Discussion Carrie thanked member for acknowledging differing opinions in the disability advocacy space and expressed gratitude to member advocates for their important work. Another member raised concerns about level of care criteria and policy restrictions on

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		adjusting caregiving hours, which Carrie noted would be more appropriate for the case management agency to address. Carrie explained the differences between Regional Accountable Entities (RAEs) like Colorado Access and Behavioral Health Administrative Service Organizations (BASOs), clarifying their distinct roles in serving Medicaid members versus uninsured and underinsured individuals.
10:00	Individual Feedback Summary Initiate Prioritization Process Cristina Bejarano	<i>Inform and Collaborate</i> MAC Member Feedback Discussion The meeting focused on summarizing feedback from individual MAC (Member Advisory Committee) member meetings and discussing priorities for the group's work. Cristina presented key themes that emerged from member discussions, including improved education and outreach, system navigation, provider access, coverage barriers, enrollment processes, and policy engagement. The group reviewed member-identified skills and roles they could contribute, including community advocacy, system navigation, analysis, communication, transparency tracking, policy engagement, and subcommittee creation. The conversation ended with members being asked to share their preferred contribution skills in the chat. Subcommittee Skills and Roles Discussion The team discussed skills and roles for potential subcommittees, with members sharing their preferred areas of contribution including presentations, amplified member voice, policy work, and subcommittees. Cristina presented a table outlining six proposed activities, focusing on areas within Colorado Access's control such as improving education and outreach efforts. The discussion included examples of potential actions like creating educational materials and piloting tests, with the goal of matching team priorities to organizational needs. Community Engagement and Roles Discussion The group discussed roles and engagement within the organization, with Cristina clarifying that members can participate in multiple roles based on their strengths and interests. Member proposed an ambassador program staffed by community volunteers to assist members with Medicaid enrollment and navigation, drawing inspiration from Aetna's use of a vendor, Ventalite, that provides additional enrollment support. Kelly

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		acknowledged the idea and mentioned ongoing conversations at Colorado Access about addressing work requirements and implementing technology to help with paperwork, suggesting that Anthony's perspective could be valuable in future discussions about member journeys and obstacles. MAC Meeting Strategy Discussion The group discussed strategies for immediate impact within the MAC meetings, member suggested focused presentations on topics like non-emergency medical transport to educate members and help them identify areas for involvement. Cristina acknowledged this feedback and confirmed plans to continue working on transparency and amplifying member voices within the MAC structure. The conversation ended with plans to vote on priorities from a list of six options, with members able to select their choices through a poll or chat. Priority Voting and Planning Discussion The team discussed and voted on priorities, with education and outreach efforts and decreased coverage barriers emerging as top choices. They agreed to move forward with these three priorities pending additional votes from absent members.
10:50	Upcoming Meetings Co-create agenda for next meeting	<i>Collaborate</i> The group discussed updating the website with member information. - Chantal, Sarah, Anthony, Marc, Bob, were fine sharing their information on website and intranet. - Others didn't want to be identified. Considered changing the meeting time to accommodate all members. Cristina will identify best time for member availability for a later time during the third Wednesday of the month, every other month. Upcoming meetings were planned to address population health and care coordination topics, with potential user testing and a presentation from HCPF colleagues in July. Community Resources Information Sharing Initiative The group discussed ways to better share information about community resources and organizations with MAC members. Bob

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		suggested creating a concise presentation of relevant organizations and events, similar to a recent successful overview he witnessed at a food systems roundtable. Cristina and Kelly acknowledged the value of sharing information about community partners while being mindful of promoting balance among different organizations. The group agreed to explore developing a proposal for presenting this information in future MAC meetings, with Bob and Anthony planning to collaborate on this initiative over the coming months.
10:55	Session Reflection	<i>Collaborate</i> Take a quick survey that provides staff with feedback about this meeting.
11:00	Adjourn	