



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

Date: August 5, 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:

- Share input on member communication and care coordination improvements.
- Review member satisfaction survey results and discuss what the results may mean for members and families.

Meeting Attendees: Children/Youth-Focused MAC Members.

Guest: Tamara Keeney and Lina Major, Colorado Department of Health Care Policy & Financing (HCPF), Matt Gray, Civic Canopy.

Colorado Access Staff: Cristina Bejarano.

Recap

The Children and Youth-Focused Member Advisory Council meeting focused on the ACC 3.0 care coordination evaluation, member experiences, and member satisfaction survey results related to customer service and PEAK. The group experienced technical challenges with Zoom interpretation during the first part of the meeting. Staff worked to resolve the issue and clarify how participants should use interpretation channels. Members shared personal stories about what is working and not working in health care for their children and youth. Themes included long waits for mental health care, confusion about care steps, unclear anesthesia guidance, difficulty managing multiple care coordinators, and the need for clearer follow-up after calls. Tamara Keeney from HCPF presented the ACC Phase 3 evaluation plan. The seven-year evaluation will study behavioral health, primary care, and care coordination. Goals include improving access, quality, health equity, member and provider experience, and cost of care. Members recommended that care coordination be easier to understand, include clear contact information, improve language access, and offer one consistent point of contact when families are working with multiple providers or systems. The group also reviewed member satisfaction survey findings. This included 525 surveys completed in October 2025 about reasons for calling Colorado Access and 612 surveys completed in April 2026 about PEAK use and improvement needs. Members emphasized that follow-up after calls is important, that survey results may miss members who cannot reach a live person, and that PEAK needs clearer instructions, easier navigation, and more accessible support. The meeting closed with updates on member communication, recruitment, collaboration with other MACs, and upcoming agenda topics for October and December.

Action Items

Item	Owner	Status	CLEF	Due Date
Follow up with members who requested support related to customer service, care coordination, mental health access, and care next steps.	Cristina Bejarano	In progress	No	Before 10/7/2026
Work with Communication and Marketing teams at Colorado Access to update the website and member materials. Clarify how members can access a care coordinator and which phone number they should call.	Cristina Bejarano	In progress	Yes	12/1/2026
Send the meeting follow-up notes, including Tamara's contact information and any member support information shared after the meeting.	Cristina Bejarano	In progress	No	8/8/26
Members provided feedback on the care coordination evaluation. They asked for clearer information about what care coordinators do, how members can access them, and how language access can be included. Members also recommended that care coordinators help connect care across systems so families do not have to coordinate multiple care coordinators on their own.	Jamie Zajac	In progress	Yes	10/7/2026
Share PEAK feedback with HCPF coordination teams and with MACs at other RAEs. Members suggested breaking the PEAK process into smaller steps, making the website easier to navigate, allowing members to skip sections that do not apply to them, and offering direct human assistance when online instructions are not enough.	Cristina Bejarano	In progress	Yes	10/7/2026
Continue MAC recruitment efforts and share the QR code for upcoming information sessions.	Everyone	Ongoing	No	Ongoing
Provide more information about the Caring Heart Award process for the October 7 meeting.	Cristina Bejarano	In progress	No	10/7/2026
Share updates on collaboration with other MACs from different RAEs.	Cristina Bejarano	Planned	No	10/7/2026
Follow up with members separately to clarify details of care coordination evaluation interview interest.	Lina Major	In progress	No	After meeting
Submit the meeting satisfaction survey.	All members	Two members submitted	No	After meeting

Activity/Discussion Item	Participation Spectrum and Purpose of Agenda Item
Connection and Agenda Setting	<i>Connect, Inform, Collaborate</i> Members were invited to share one example of what was working or not working in their child or youth's health care. Several members shared personal experiences related to mental health access, provider communication, oxygen-related care needs, eczema care, audiology testing, anesthesia concerns, and confusing care steps. A common theme was that families often face too many steps, unclear instructions, and inconsistent support when trying to get care. The program manager will follow up on pending questions and bring updates to a future meeting, as appropriate.
ACC Phase 3 Care Coordination Evaluation by Tamara Keeney, HCPF	<i>Inform and Consult</i> Tamara Keeney from HCPF presented the ACC Phase 3 evaluation plan. The evaluation will run for seven years and will study behavioral health, primary care, and care coordination. The evaluation goals include improving access to care, quality of care, health equity, member and provider experience, and cost of care. Tamara shared that HCPF is gathering member feedback throughout the process so improvements can be made along the way instead of waiting until the end of the evaluation period. Tamara shared an opportunity for members to participate in interviews about care coordination experiences. Participants may receive a \$25 Tango gift card. Members discussed experiences with multiple care coordinators and the burden on families to coordinate between providers and systems. Members said care coordination should include clearer role descriptions, one central point of contact, better coordination across care teams, and stronger language access. Members also shared positive experiences with care coordinators who helped find providers and followed up during difficult times. Members approved the following three takeaways from this presentation: • Members need clearer information about what a care coordinator does and how to access care coordination, including language access. Providers and other contact points should also share care coordination as a resource. • The care coordinator role should help members use benefits and coordinate care across systems. Members should not have to coordinate multiple care coordinators on their own. - <i>"I don't need to coordinate the coordinator," [but I could use the single point of contact].. managing all the different care coordinators that are within the team and what they do;</i> • Colorado Access should scale effective care coordination practices. Members valued care coordinators who helped find providers, called offices,

	checked insurance and availability, helped make or reschedule appointments, listened, problem-solved, and provided ongoing support.
Member Satisfaction Survey Results	<i>Inform and Consult</i> Cristina reviewed member satisfaction survey results and invited members to identify the most important improvement areas. The Member Experience team partners with Customer Service to collect feedback from members about twice a year through calls to the call center. In October 2025, 525 surveys were completed. The survey identified the top reasons members called Colorado Access and asked what, if anything, members tried before calling for help, and what Colorado Access could do to improve their experience with Health First Colorado or CHP+. Key October 2025 findings showed that most callers contacted Colorado Access first. When callers tried another option first, they most often contacted the Health First Colorado Member Contact Center, a provider or another health plan, PEAk, a county human services department, the Colorado Access website, or the Health First Colorado website. Three out of four callers had no suggestions for improvement. Suggestions included clearer information about covered procedures, shorter phone wait times, better access to benefit information, easier access to identification cards and cost-sharing information, clearer automated phone menus, and clearer guidance on who to contact. Members approved two key takeaways from the discussion: • Follow-up is key. Members want to know whether someone got the appointment, whether the appointment happened, and whether more help is needed. • The data set may be incomplete. Survey results may not fully capture members who cannot reach a live person, get stuck in long automated phone messages, or end the call before speaking with someone. Cristina presented April 2026 PEAk survey results. Customer Service representatives asked members and caregivers how often they use PEAk and what would improve PEAk for them. A total of 612 surveys were completed. About 58% of respondents said they use PEAk, about 14% had heard of PEAk but do not use it, and about 28% said they do not use it. About 24% of callers commented on their PEAk experience; among those comments, about one-third reflected a negative experience and about two-thirds reflected a positive experience. Members approved the following key takeaway from the discussion: • Common PEAk improvement themes included clearer instructions, easier navigation, more timely alerts, easier account creation and login, easier access to member identification cards and letters, easier document uploads, clearer letters, fewer technical issues, and stronger accessibility support for older adults and members who prefer help by phone.

	Members recommended breaking the PEAK process into smaller steps, making the website easier to navigate, allowing members to skip sections that do not apply to them, and offering direct human assistance when online instructions are not enough.
MAC Business and Updates	<i>Collaborate</i> The group discussed upcoming activities, including policy development preparation, continued recruitment for the MAC, information sessions using the QR code, collaboration with other MACs from different RAEs, and the Caring Heart Award process. The next meeting is scheduled for October 7, 2026.
Session Reflection	<i>Collaborate</i> Members were asked to complete the meeting satisfaction survey. Two members responded. They generally agreed that the information was valuable, the meeting was worth their time, and they looked forward to the next meeting. The meeting closed with appreciation for member participation and for the lived experiences shared during the discussion. No additional feedback was provided about changes needed or future topics.

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*).