



Adult-Focused Member Advisory Council (MAC) DRAFT Meeting Minutes

Date: September 16, 2026

Time: 2:00 p.m. – 3:30 p.m.

Location: Virtual

Shared Resources for Meeting

- [Slides](#)
- [Charter](#), [Minutes](#), [Action Item Tracker](#)
- [Feedback Form](#)

Meeting purpose:

- Learn about Communication Efforts and Data Sharing Consent Management
- Co-create 2026 Caring Heart Award
- Receive an update on Activity Tracking and general MAC business

Meeting Attendees

MAC members

Colorado Access Staff: Bridget Anshus, Cristina Bejarano, Katie O'Donnell, and Kelly Shanahan.

Recap

The meeting began with an optional member check-in focused on what is working well and what remains challenging in members' health care experiences. Several members shared positive provider experiences and reflected on their growing understanding of how a primary care provider can support care navigation. Members also discussed ongoing barriers to accessing services, including challenges influenced by factors outside the medical system. The official meeting opened with a celebration of the Adult-Focused MAC's first anniversary and introductions from new and returning members. Katie O'Donnell, Director of Marketing and Communications, introduced herself and discussed plans to improve communications, particularly around upcoming H.R.1-related changes. The group also revisited the Caring Heart Award, reviewed its history, and discussed plans to relaunch it with a more accessible nomination process. Additional updates included the H.R.1 communication toolkit, the activity tracker, an upcoming policy and legislative advocacy training, and opportunities to expand member engagement through the Your Voice Counts program. The meeting closed with reminders about upcoming draft agendas and an invitation for members to suggest future agenda topics.

Action Items

Item	Owner	Status	CLEF	Due Date
Distribute draft minutes and meeting follow-up within a week of the meeting.	Cristina Bejarano	Done	No	9/30/2026
Katie O'Donnell will continue sharing communications and marketing materials with MAC members. Her email address was included when the meeting notes were distributed. Members requested a central place to report misinformation and find accurate information. Colorado Access communication efforts will align with HCPF's toolkit, and outreach and training will be shared with providers.	Katie O'Donnell	Ongoing	No	Ongoing

Policy and legislative advocacy training dates will be provided for October training.	Bridget Anshus	In progress	No	Follow up from previous meeting
Caring Heart Award: Timeline was provided and approved. Members recommended including the award's origin story and clearer eligibility criteria in promotional materials and on the nomination form. A draft for the member newsletter was submitted on 9/18. Content for additional outreach materials will be shared on 9/21 with MAC members who volunteered to review Caring Heart Award materials, with planned submission to the marketing department on 9/23.	Cristina Bejarano	In progress	No	9/30/2026
Members were reminded to register for Your Voice Counts if they are interested in engaging with Colorado Access in additional ways. Members were also encouraged to promote the program within their networks.	Members	Ongoing	No	Ongoing
Update the Action Tracker so action items are listed from newest to oldest.	Cristina Bejarano		No	11/1/26
Member follow-up needed: care coordination, story sharing, and expectations for Colorado Access support.				
MAC members were asked to complete the post-meeting survey.	MAC members	3 members completed	No	9/16/2026
MAC members: Consider and suggest new member candidates, especially to address missing perspectives (e.g., children/youth, disability) and replace inactive or departing members.	MAC members	Ongoing	No	Ongoing

Activity/Discussion Item	Participation Spectrum and Purpose of Agenda Item
What Is Working / Not Working	<i>Connect</i> Optional session for members to share what is working and not working in their health care experiences. Healthcare Experience Sharing Meeting The meeting focused on sharing positive and negative healthcare experiences. Several participants discussed improvements in their healthcare access: • A 21-year-old member who had previously experienced difficulty connecting with providers and feeling respected shared that she found a provider with whom she feels comfortable. She shared that she is learning that providers can help her feel comfortable and supported while she continues building skills to navigate the system and strengthen coping strategies. The member also shared that her provider joined Team Hoyt Denver and checks in regularly to learn how she is doing. She is also navigating the appeals process to obtain approval for a power wheelchair, which she has used since age 4. • Another member shared that, while he was able to resolve prescription issues, he has concerns about antibiotic treatment for a gut issue and about his provider not fully addressing his individual needs. He shared that this has led him to explore alternative

	treatments online. Cristina offered to follow up with Antjuan to help make additional connections related to his health care concerns.
Transition and Agenda Setting	<i>Inform</i> Introductions and review of the agenda. The group celebrated their first-year anniversary of meetings. Introductions for new and existing members took place.
Communication Efforts & Data Sharing Consent Management by Katie O'Donnell, Director of Marketing and Communications	<i>Inform</i> Katie O'Donnell introduced herself and outlined her role in improving communication at Colorado Access. Moving forward she will request member feedback on current communication efforts and ask members to identify gaps in knowledge or understanding, particularly in light of upcoming H.R.1-related changes affecting Medicaid members. Katie discussed feedback collection methods and confirmed that email feedback is acceptable for ongoing input, including feedback related to H.R.1 updates. A member raised concerns about misinformation being shared with patients about Medicaid changes, specifically related to physical Medicaid cards and October 1 requirements. Katie explained that Colorado Access is waiting for HCPF's toolkit release by the end of September before providing detailed guidance. She also confirmed that feedback about misinformation can be reported through the Colorado Access customer service team, which logs questions and supports frequently asked questions.
Caring Heart Award	<i>Inform, Consult, and Collaborate</i> The history of the Caring Heart Award was reviewed. The award was created in memory of Laurie Baldwin and Katie Broeren, who demonstrated exceptional advocacy and devotion to supporting other members. Nominations will be open from October 1 to November 8. MAC members will review nominations in a separate meeting and vote on the winner during the November 18 MAC meeting. The award ceremony and donation to the winner's chosen nonprofit will be held in December or January. Announcements are planned for newsletters, with a goal of leveraging Giving Tuesday to support donations. A new member asked for clarification on the award's eligibility criteria and nomination process, including who can be nominated and whether nominations can be submitted anonymously. Cristina explained that the award is for Health First Colorado or CHP+ members age 16 or older who advocate improvements in the health care system. She also clarified that the nomination form was designed to be simple to encourage submissions. A member involved in creating the award provided context on the intended scope, emphasizing the goal of recognizing advocates who work across different areas to improve Medicaid services, even if they are not direct Colorado Access members. The group discussed ways to improve the nomination process and raise awareness to increase nominations. It was recommended to add the origin story to award page, provide more information on the selection criteria, and make it clear that both names for nominator and nominee are required.

	Members recommended reaching out to previous awardees for advice. Bob, Hiba, Marc, and possibly Kathleen offered to help co-design the promotion approach. Approach is attached with permission to co-create for those members. Cristina will continue to work with marketing experts to make the language more approachable while maintaining the award's significance. A draft for the member newsletter was submitted on 9/18. Content for additional outreach materials will be shared on 9/21 with MAC members who volunteered to review Caring Heart Award materials, with planned submission to the marketing department on 9/23 for publication the first week of October. Proposed Timeline: • Nomination period: October 1–November 8, 2026 • Review nominations: November 9–14, 2026 • Finalize selection: November 18, 2026, during the Adult MAC meeting • Announce winners: November 23, 2026 • Celebrate winners: December 2026 or January 2027 • Make winner donations on Giving Tuesday: December 1, 2026
MAC Business	<i>Inform and Collaborate</i> Activity Tracker update, H.R.1 activity, and MAC collaboration across RAEs. The meeting included updates on the H.R.1 communication toolkit, policy training, and the activity tracker created to monitor progress on MAC-related initiatives. Cristina also shared an update on collaboration with other MACs on policy and advocacy training, building on previous individual conversations about members' contributions to the MAC. Legislative Training Planning Update Bridget Anshus, health policy analyst at Colorado Access, announced plans to develop a legislative training by the end of October in collaboration with the policy team and lobbyist Kevin. The training is intended to increase engagement in the legislative process and provide tools for policy advocacy. Cristina encouraged members interested in the training to indicate their interest in the chat. She also provided an update on the Your Voice Counts program, which has nearly 30 participants registered to provide feedback and share their stories. Members interested in Policy Training: Sarah, Chantal, Elizabeth, Hiba, Kathleen, Bob, and Anthony. MAC Member Experience Sharing Discussion The group discussed ways for MAC members to share their experiences and provide feedback, with particular attention to accessibility concerns Rachel raised about forms and QR codes. Cristina agreed to schedule a follow-up conversation with Rachel to discuss alternative methods for sharing stories, potentially with support from the communications team. Kelly and Cristina clarified that registration is an initial way for members to indicate interest in engagement opportunities. Follow-up opportunities may include story sharing, focus groups, surveys, and co-design activities. Staff invited

	members to help shape the program. The meeting also included updates about coordination with other state organizations and an announcement about an upcoming Colorado Cross-Disability Coalition event. Announcements: • Sarah shared that she is an Athlete Ambassador for the HOYT local Chapter and invited members to reach out to her if interested. • Elizabeth founded FND Hope, a functional neurological disorder international organization. Congratulations, Elizabeth! • Bob invited members to attend the Beats and Eats Event: https://ccdconline.org/take-action/attend-disability-community-event/
Session Reflection	<i>Collaborate</i> Three members responded to the post meeting survey. Two members totally agreed with the meeting being a good use of their time. One member recommended streamlining things to make the meeting shorter. Thank you for taking time to provide feedback, we appreciate it and will continue to adapt.
Adjourn	

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*).