



North Central Accountable Community of Health

Consumer Engagement Workgroup

FIMC Advisory Committee – North Central Accountable Community of Health

MEETING NOTES

3:00 PM – 4:30 PM July 11th, 2017

Attendance: Isabel Jones, Jessica Diaz, Clarice Nelson, Darci Miland, Alejandra Gonzalez, Donny Guerrero, Deb Miller, Christal Eshelman, Kathleen Boyle, Stuart Batterby, Megan Gillis **Via phone:** Victor Andino, Deb Sullivan, Jason Bergman, Gwen Cox, Karen Richardson, Mary Jo Ybarra Vega, James Morris **Notes:** Teresa Davis

Welcome and Opening Comments

Christal opened meeting and let everyone know that three apparently successful bidder MCOs have been announced however, there is still an active protest. NCACH has been advised by HCA to proceed with planning knowing that if there are changes due to the protest we will adjust planning and materials accordingly.

Printed Communications: Jason went over the draft postcard and flyer ready to be sent for translation.

- Postcard
 - He left the call center number off because at the time that these items will be received by clients, the call center will not be staffed to answer the questions.
 - Drug and Alcohol treatment should be written without a comma
 - All agreed with the above change, that the postcard is ready for translation.
- Flyer
 - He asked if our clients will understand FIMC or Apple Health better, all agreed that Apple Health will be understood better.
 - The group brought up that Medicaid should be referenced, Victor will add to the body of flyer.
 - The flyer will be in Spanish, Ukraine, and Russian and will be mailed in the language that is marked as their preference in the HCA database.
 - Will be translated at 5th grade reading level
 - First paragraph, it needs to be easier to understand (explain behavioral health services). Use sentences like this change does not affect your benefits. (Isabel will reword and send out to the group).
 - Second paragraph, discussed listing out the 5 BH providers.
- 4 Things to know sheet
 - Correct all to read either in first or third person. It reads both ways now.
 - Make sure the translated version references medical coupons.
 1. Instead of “one organization” say “your health plan”
 - Bullet - This change will not reduce any benefits paragraph
 2. Add Medicaid after Apple Health “Medicaid” Coverage
 3. Remove the word “yet” and the last sentence
 4. Add soon to the end of the first sentence. Remove the last sentence.

Other Discussion:

Alejandra said that the Ombuds have a document that they are giving to clients. She will try to get a copy of what they are handing out.

Next Steps / Action Items

Isabel will get the revised letter out to the group by 7/18, send comments back by 7/21.

Next Meeting: August 1, 2017 – Conference call 3:00 PM