



## Community Health Plan of Washington (CHPW) Member Advisory Council (MAC) DSNP English MAC Meeting First Quarter 2024 – March 25, 2024

<b>Meeting Name</b>	CHPW Member Advisory Council Meeting – Q1 2024 (DSNP)
<b>Date/Time</b>	Wednesday, March 27, 2024, 11 – 1 pm PST
<b>Location</b>	Microsoft Teams
<b>Meeting Purpose</b>	Quarter 1 Dual Special Needs Plan (DSNP) Meeting
<b>Facilitator</b>	Abha
<b>Note Taker/Tech Support</b>	Fathiya

### Agenda

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are i. Share your name, preferred pronouns, and why you joined b. Community Agreements	CHPW Team & MAC Members	30 minutes
2. MAC Background and Purpose a. What is the MAC b. Feedback Loop	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. Navigating Health Plan Benefits Conversation a. How do you learn about what your health plan covers? b. What works and what doesn't? c. What is most difficult in understanding what is covered?	CHPW Team	50 minutes
4. Wrap up a. Additional opportunities to give feedback b. We will be following up with gift cards & post-survey in the mail c. Ongoing support needed?	CHPW Team	5 minutes

### Community Agreements

- We respect confidentiality
- We take care of ourselves
- One person speaking at a time
- We are mindful of lived/living experience
- We keep an open mind
- We ask questions
- We are prepared to participate