



Community Health Plan of Washington (CHPW) Member Advisory Council (MAC) DSNP English MAC Meeting Second Quarter 2024 – June 21, 2024

Meeting Name	CHPW Member Advisory Council Meeting – Q2 2024 (DSNP)
Date/Time	Friday, June 21, 2024, 9 – 11 am PST
Location	Zoom
Meeting Purpose	Quarter 2 Dual Special Needs Plan (DSNP) Meeting
Facilitator	Abha
Note Taker/Tech Support	Fathiya

Agenda

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are i. Share your name, preferred pronouns, and why you joined b. Ongoing Recruitment c. Community Agreements	CHPW Team & MAC Members	30 minutes
2. Q1 Meeting Follow-up Recommendations and Action Items a. Review member recommendations and follow-ups b. Feedback Loop	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. New Care Management Team Structure & Care Advocate Roles a. Overview of Case Management b. Introduce *New* Care Advocate Role	CHPW Team	55 minutes
4. Wrap up a. Is there anything else that you want to share? b. We will be following up with gift cards & feedback loop summary c. Ongoing support needed?	CHPW Team	10 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