

Community Health Plan of Washington (CHPW) Member Advisory Council (MAC)

Apple Health MAC Meeting
Fourth Quarter 2024 – November 13, 2024

Meeting Name	CHPW Member Advisory Council Meeting – Q4 2024 (Apple Health)
Date/Time	Wednesday, November 13, 2024, 11 am – 1 pm PST
Location	Zoom
Meeting Purpose	Quarter 4 Apple Health MAC Meeting
Facilitator	Fathiya
Note Taker/Tech Support	Ugbad

Agenda

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are: share name, preferred pronouns, and why you joined. Returning members share a highlight from their experience so far. b. Community Agreements	CHPW Team & MAC Members	30 minutes
2. Q2 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. Understanding your experiences in accessing health care services that support emotional well-being a. Barriers to access b. Improving care	CHPW Team	55 minutes
1. Wrap up a. Is there anything else that you want to share? b. We will be following up with gift cards & feedback loop summary 1. 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