

**Community Health Plan of Washington (CHPW)**  
**Member Advisory Council (MAC)**  
Apple Health MAC Meeting  
Third Quarter 2025 – September 2025

<b>Meeting Name</b>	CHPW Member Advisory Council Meeting – Q3 2025 (Apple Health)
<b>Date/Time</b>	Wednesday, September 10, 2025, 2pm – 4pm PST.
<b>Location</b>	Zoom
<b>Meeting Purpose</b>	Quarter 3 Apple Health MAC Meeting
<b>Facilitator</b>	Abha
<b>Note Taker/Tech Support</b>	Laura

### Agenda

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are i. Share your name, preferred pronouns, and why you joined - Icebreaker b. MAC Updates c. 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. Access to Specialty Care and Telehealth services a. Member's experiences when navigating Specialty Care referrals. b. Challenges and timelines accessing Specialty Care. c. Member's familiarity and outlook on telehealth services. d. Feedback on the CHPW's Telehealth program, MDLive.	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 & slide deck, escalations and survey.	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