Position Description:
Member Experience In-Person Advisory Council

The Department of Health Care Policy and Financing’s vision is that the Coloradans we serve have integrated health care and enjoy physical, mental and social well-being. A foundational value of the Department is to engage our clients in their own health in a manner that is person-centered. To this effort, the Department is creating a Member Experience (formerly Person-and Family-Centeredness) In-Person Advisory Council (“In-Person Advisory Council”) of Medicaid and Child Health Plan Plus (CHP+) clients, family members and/or caretakers.

Purpose

The purpose of the In-Person Advisory Council is to help the Department create sustainable culture change toward person-centeredness. The Advisory Council is solely consultative; it is not a decision-making body for the Department. In this role, members work collaboratively with the Department to identify and implement person-centered practices. The Department’s goal is that all employees, providers, and clients and their families experience person-centered policies, practices, and partnerships that respect and value individual preferences, strengths, and contributions. The Council will provide the Department with a better understanding of how to achieve this goal by proactively offering feedback and recommendations on planning, policies, and procedures.

Membership

The In-Person Advisory Council will consist of 7-15 members who are currently or were recently enrolled in Medicaid or Child Health Plan Plus (CHP+), or who are family members/caretakers of a current Medicaid or CHP+ member. Our goal is for the In-Person Advisory Council to be ethnically, racially and geographically diverse and representative of the demographic profile of the Colorado Medicaid and CHP+ population. We accept applications at any time and we will be seeking applicants based on specific demographic or geographic needs from time to time.

The Department seeks individuals who bring personal client experiences and are not actively engaged in working with the Department, formally or informally, in another way. Preference will be given to those individuals who do not represent an advocacy organization – either paid or unpaid.
We are currently seeking members who became newly eligible for Medicaid after January 1, 2014 (adults without dependent children with incomes less than about $15,000 a year). If you became a Medicaid member after January 1, 2014, you are strongly encouraged to apply.

Selection Criteria

Council selection criteria is roughly representative of the demographics of the adult Colorado Medicaid population.

- 50% Adults enrolled in Medicaid or Child Health Plan Plus (CHP+)
- 25% Individuals with a disability or a parent/caretaker of an individual with a disability enrolled in Medicaid or Child Health Plan Plus (CHP+)
- 25% Parents of a child enrolled in Medicaid or Child Health Plan Plus (CHP+)

Qualifications

The Department seeks applicants with the skills, interest and commitment necessary to serve effectively on the In-Person Advisory Council. These qualifications include:

- Interpersonal skills.
- Oral and/or written communication skills.
- The ability to share insight and personal experience in ways that help others to learn.
- The ability to look beyond personal experience and see the “big picture.”
- Respects and listens well to diversity and differing opinions and other points of view.

Generally, an In-Person Advisory Council member also:

- Exhibits a sense of humor and ability to connect with people.
- Collaborates with others on solutions.
- Is interested in more than one agenda item or issue.
- Is passionate about improving the experience of Medicaid and CHP+ members.

Length of Term

Terms are typically for one year.

Time Commitment

- In-person meetings no more than once a month for approximately four hours.
- Advance preparation includes reviewing the agenda and meeting materials.
- Between-meeting work includes email communication.
- Members may also be asked to provide feedback through email, surveys or other online forums.
Meetings Logistics

- The In-Person Advisory Council meets in Denver no more than once a month.
- Meeting dates, times and locations will be shared with In-Person Advisory Council members after appointment.
- Conference and video call-in options may be arranged with advance notification, but in-person participation is strongly preferred.
- Food will be provided during the meetings.
- Gift card stipends and reimbursements for transportation and parking are available to members. Childcare can also be arranged.

Advisory Council Member Responsibilities

- Actively participate in council activities and attend at least eight meetings yearly. If a member is unable to attend, they should notify the Department in advance.
- Maintain an ability to address health care issues of all members.
- Collaborate with staff and other members to provide feedback on communications and activities asked for by the Department.
- Provide input and feedback in a timely and appropriate manner and regularly respond to document/communications/website review requests.

Department Responsibilities

The Department will support the In-Person Advisory Council with coordination by a dedicated staff member and active participation from key decision makers. The Advisory Council is a place where people should be able to freely share their opinions and give uncensored feedback. To preserve an atmosphere of trust, Council meetings are currently closed to non-members, but in an ongoing effort to be transparent in our communications, the Department will share information about Council feedback and its impact, on a quarterly basis.

Individuals interested in participating in the In-Person Advisory Council are invited to submit an application. Applications will be reviewed by the Project Core Team. A follow-up interview may be performed and the Core Team will determine final selection of the In-Person Advisory Council. Apply at Colorado.gov/HCPF/MEAC-Apply.