



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

Meeting Name	CHPW Member Advisory Council Meeting – Q3 2025 (DSNP)	
Date/Time	DSNP Rural Friday, September 12, 2025, 10am-12pm PST.	DSNP Urban Tuesday, September 16, 2025, 10am-12pm PST.
Location	Zoom	
Meeting Purpose	Quarter 3 Dual Special Needs Plan (DSNP) meeting	
Facilitator	Abha	
Note Taker/Tech Support	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 Meetings Follow-up Recommendations and Action Items a. Feedback Loop b. Feedback on action	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