



Community Health Plan of Washington (CHPW) Member Advisory Council (MAC) DSNP English MAC Meeting Third Quarter 2024 – September 23, 2024

Meeting Name	CHPW Member Advisory Council Meeting – Q3 2024 (DSNP)
Date/Time	Monday, September 23, 2024, 11 am – 1 pm PST
Location	Zoom
Meeting Purpose	Quarter 3 Dual Special Needs Plan (DSNP) Meeting
Facilitator	Abha
Note Taker/Tech Support	Fathiya

Agenda

Topic	Presenter	Time
1. Introductions and Welcome <ul style="list-style-type: none"> a. Who we are <ul style="list-style-type: none"> i. Share your name, preferred pronouns, and why you joined b. MAC Updates c. Community Agreements 	CHPW Team & MAC Members	30 minutes
2. Q2 Meeting Follow-up Recommendations and Action Items <ul style="list-style-type: none"> a. Review member recommendations and follow-ups b. Feedback Loop 	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. Members experience using the internet <ul style="list-style-type: none"> a. What works and what doesn't? b. Challenges and barriers 	CHPW Team	55 minutes
4. Wrap up <ul style="list-style-type: none"> 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