

Health Plan of Nevada Medicaid

Member Advisory Board Q1 - Meeting Minutes

Topic:	General health plan updates, information and feedback request
Meeting Date:	2/25/2026
Meeting Time:	11am-12pm
Location:	In-Person at NBH Support Center Belrose
Health Plan Participants	
Title	
Community Health Worker	
Sr. Business Analyst	
Community Engagement Specialist	
Partnership Development Manager	
Community Health Worker Manager	
Member Participants	
12 Members attended in-person at the NBH Support Center	

Agenda Topics

Item	Description	
1	Welcome/Opening	- HPN introduced herself and welcomed everyone to the Member Advisory Board Q1. Attendance was taken for internal and external attendees. - HPN provided a brief overview of the Member Advisory Board and explained the purpose of the meeting.
2	Discussion Summary	- Awareness of Benefits & Programs

		○ Requested greater outreach: flyers, clearer website info, digital ads (YouTube/Spotify), and more HPN presence in shelters. - Communication & Coordination ○ Requested better coordination (care management), simpler explanations of available programs, and more proactive engagement. - Provider Network & Experience ○ Members praised specialty care and psych provider availability. ○ Concerns about sudden provider network changes—members want smoother transitions and clearer notice. - Member Services Feedback ○ Overall positive feedback on HPN customer service. ○ Confusion remained around accessing dental (Liberty Dental) and transportation (MTM) separate from HPN services. - Website Navigation ○ Requested simpler layout, fewer words, and tutorial videos showing how to find benefits. - Community Engagement ○ Members want more pop-ups, in-person events, and HPN visibility at shelters and recovery centers. ○ Food at events increases turnout. - Phone & Communication Barriers ○ Many members lack consistent phone service. ○ Requested help obtaining service plans or devices. - Motivators for Members ○ Incentives/gift cards ○ Reliable transportation ○ Trusting provider relationships ○ Success stories from people in recovery - Additional Member Requests
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		- More uplifting content and member success stories in group settings.
3	Closing	- All members who needed follow-up care or expressed interest in more information were referred to a Community Health Worker (CHW) to assist them at the end of the meeting. - HPN thanked all participants and acknowledged all members. With no further discussion, the meeting was adjourned.

10/06/2026

X *Anjali Hale*