Health Plan of Nevada
A UnitedHealthcare Company

Health Plan of Nevada Medicaid

Member Advisory Board Q3 - Meeting Minutes

Topic:	**General Focus**
Meeting Date:	9/3/2026
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
Community Health Worker Manager
Partnership Development Manager
Clinical Quality RN
Clinical Quality RN

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 Q3. 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	**Behavioral Health Access**	- Members described difficulty finding and scheduling appointments with therapists. - Many were unaware that HPN offers behavioral health case managers and care coordination services. - Members requested clearer information about substance use treatment resources and alternative providers when contracts change. - Members experiencing homelessness and depression described needing more hands-on support navigating healthcare and social services. - Members preferred text and email communication
3	**Emergency Room Follow-Up Care**	- Members reported that discharge instructions were not always clearly explained. - One member missed a follow-up appointment because the need for follow-up was not understood.
4	**Vaccinations**	- Most participants reported not receiving an annual flu vaccine. Reasons included concern that the vaccine causes illness, general concerns about pharmaceuticals, lack of perceived need, and inability to manage possible short-term side effects while unhoused. - Members reported limited awareness of HPN vaccination outreach and available quality reward incentives. - Participants indicated that an on-site community event offering voluntary vaccines could improve access.
5	**Primary Care Provider Access**	- Members described difficulty obtaining appointments, unclear appointment times, and limited follow-up after requesting care. - Some members did not feel heard by their providers and expressed a lack of trust. - Members valued a one-stop-shop model with primary care, pharmacy, and support services in one location. - Transportation, heat, and the effort required to visit multiple locations were identified as barriers.

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7	**Additional Feedback**	- Many participants were unaware of case managers and care coordinators with HPN. The Community Health Worker role was explained as helping members access healthcare, community resources, transportation, and value-added benefits. - Members want faster fulfillment, clearer status updates, and better coordination for medically necessary equipment. - Members appreciated the opportunity to provide feedback directly to HPN at this meeting.
8	**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.