

Rocky Mountain Health Plans Case Management Agency



Meeting Agenda

- **Community Advisory Committee (CAC)**
- **Governing Body Update & Public Comments**

Location: Virtual on Zoom <https://us02web.zoom.us/j/83730974915>

Meeting ID: 837 3097 4915

Dial in by phone: +17193594580,,83730974915# US

Dates and Timing: Thursday May 22, 2025 9:00 am – 10:00 am

**Please note the timing has changed for CAC and Governing Body meetings.*

The rest of 2025 meetings will be:

- *July 8th 1:00 pm – 2:30 pm*
- *September 18th 2:00 pm – 3:30 pm*
- *November 14th 11:00 am – 12:30 pm*

To join the council, contact jreiskin@ccdconline.org and alisonsbrana@gmail.com

Agenda

9:00 am – 10:00 am: Community Advisory Committee Agenda

9:00 am – Welcome

- Introductions, reminder of CAC focus
- Updates:
 - Note-taking change
 - CMA changes based on CAC recommendations

9:14 am – Member Satisfaction

- Policy review – CMA Member Satisfaction Policy
- Review Member Satisfaction Survey results

9:35 am – 10:00 am – Complaint Trends & Complaint Log presentation and discussion

10:00 am – 10:30 am: Governing Body Agenda

10:00 am – Public Comment

- If you are unable to join us and would like to submit public comment, please email your comments to CMA-Public-Comments@uhc.com. Your comments will be read during the public comments portion of the meeting.

10:15 am – Governing Body Updates

- Patrick Gordon, RMHP CEO
- Rose Stauffer, RMHP CFO – Financial Update
- Billie Bemis, VP of Long-Term Services and Supports