

# Member Advisory Council Minutes

## Spanish Council –

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RMHP Spanish Member Advisory Council  
June 13, 2023

Attendees: Jose Luis Chavez, Silvia Chavez, Martha Escobar, Maria Luisa  
RMHP: Maureen Carney, Todd Lessley  
CCDC: Bianca Ochoa, Julie Reiskin

Bianca – Introductions and purpose of meeting

Presentation by Bianca:

- “Nothing for us without us.”
  - Purpose – to communicate concerns to Medicaid
- Create a safe space and talk about the problems that are most impactful. We
- don’t want people to feel fearful. We will make this a safe space. We have to talk about the most difficult topics so we can find solutions. If we work together, we can come up with solutions to problems.
- We have to educate our community on how to navigate the healthcare system. Members of this group should share what we know/learn with the community
- Bianca will be taking tough cases to one of her meetings for additional support/consultation from the team
- RMHP leaders to listen to concerns and share the information

### Member question

Is it normal for the finance person at a hospital to ask a patient if they are documented?

### Response/discussion

Hospitals/medical professionals cannot report someone to immigration/ICE. They may be checking to see if the patient is eligible for emergency Medicaid. If they don’t have insurance, an undocumented person can qualify for emergency Medicaid.

### Member question

Why is there inconsistency between workers in a hospital related to asking a patient if they are documented? Experience discussed: Member was unable to pay a bill after receiving a service at the doctor. When she told the billing person she needed help, they provided her with an application to pay a sliding scale. Her sister, however, was asked many questions about her immigration status when she asked for help with a bill at the same office.)

### Response/discussion

If an individual receives State benefits, their identity must be verified. The funding the individual receives may depend on their answers to question that are asked. There have been a number of concerns with St. Mary’s related to how they are treating individuals. One Member’s sister was unable to pay her emergency room bill. She was very fearful of asking for help with the bill due to inconsistencies in responses of employees who are supposed to be helping. These inconsistencies are common at St. Mary’s.

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### Question

How do I know if I can share my personal information in a healthcare setting. How do I know how much information to share. How will I know my information is safe?

### Answer/discussion

Healthcare providers can only share information unless it's relevant to the care.

### Question

Is it normal that a care coordinator would outreach me by phone?

### Answer/discussion

Yes. Discussed situation. An RMHP care coordinator, named Maria (x50168) outreached the Member today.

- The Member shared she needs a wheelchair with a high back for her son (recently received it through Hammer Brothers – no longer in business??). She was told to have her son's physician place an order to Grand Mesa Medical Supply. Medicaid is refusing to pay.
- The Member needs a specialized vehicle for her son.
- Strive case manager was supposed to reach out to her but never did.
- Son is 29 with significant disabilities.
- Medicaid has refused many services (if paperwork is completed incorrectly, he is denied). Paperwork problems also cause delay in service delivery.
- Order was incorrectly placed for her son's diapers. She was sent 8 packs, and then called by the Medical Supply Company to say they had mistakenly given her too many, and they came to pick them up.
- She was also provided with a machine that can help lift her son when he falls.
- She does feel lucky that she's gotten a lot of help.

### Additional discussion

- People make the excuse – that's how the system works. But that's not right because they are there to help people. It's not like the workers are personally reaching into their purses to pay for the services themselves. People working in these offices will say "that's not my job."
- Member was applying for food stamps. She turned in all her paperwork, they reviewed and put her papers in a box. After two months of waiting, she never received her SNAP benefit. They said they never received her information.
- When we go ask for help, it's because we need it. Sometimes you want to give up. Not everyone is the same. If the system works that way, we have to change it.

### Action items

- Julie: invite bilingual expert in billing to present at an upcoming meeting.
- Todd: Investigate Member issue – Silvia Chavez' son (double check with Bianca)