

Consumer Advisory Board Agenda

Meeting title:

Molina Healthcare New Mexico
Quarterly Consumer Advisory
Board Meeting – Quarter 1 Review

Meeting facilitator:

Stuart R. Hamilton

Member, Family,
Stakeholder Engagement
Coordinator

Recorder:

Michele Briody

Executive Assistant

April 16, 2025

11 a.m.-12 p.m.

Join via Microsoft Teams here

Meeting ID: 280 556 026 170

Passcode: a5FU9AZ7

Dial in by phone

+1 323-553-3589

Phone conference ID:

767 128 606#

1. Welcome & Introductions
2. Customer Service Updates & Discussion
3. Appeal & Grievance Review & Discussion
4. Customer Experience – Quality Accomplishments & Opportunities
5. Next Meeting Date: August 15, 2025, Quarter 2 Review
6. Close

Upcoming Consumer Advisory Board Meeting Schedule



28-Feb-25

11 a.m.

Microsoft Teams

16-Apr-25

11 a.m.

Microsoft Teams

15-Aug-25

11 a.m.

Microsoft Teams

17-Oct-25

11 a.m.

Microsoft Teams