



Consumer ADVISORY BOARD

AGENDA

January 31, 2024

12pm-1pm

Microsoft Teams meeting

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Meeting Title: Molina Healthcare New Mexico Quarterly Consumer Advisory Board Meeting – Quarter 3 Review

Meeting Facilitator: Buffie Saavedra, Molina Member & Community Engagement Director

Recorder: Michele Briody, Executive Assistant

1. Welcome & Introductions
2. Customer Service Updates & Discussion
3. Appeal & Grievance Review & Discussion
4. Customer Experience Accomplishments & Opportunities
5. Next Meeting Date: April 30, 2024 Quarter 1 Review
6. Close