

Consumer Advisory Board Agenda

Meeting title:

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

Meeting facilitator:

Wendy Santiesteban

Director, Growth & Community
Engagement

Recorder:

Michele Briody

Executive Assistant

July 25, 2025

11 a.m.-12 p.m.

Join via Microsoft Teams here

Meeting ID: 247 911 703 842

Passcode: uCBo4E

Dial in by phone

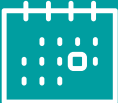


+1 323-553-3589

Phone conference ID:

171 091 787#

1. Welcome & Introductions
2. Customer Service Updates & Discussion
3. Appeal & Grievance Review & Discussion
4. Customer Experience – Quality Accomplishments & Opportunities
5. Member Portal Discussion
6. Next Meeting Date: October 17, 2025, Quarter 4 Review
7. Close

Upcoming Consumer Advisory Board Meeting Schedule

		
28-Feb-25	11 a.m.	Microsoft Teams
16-Apr-25	11 a.m.	Microsoft Teams
25-Jul-25	11 a.m.	Microsoft Teams
17-Oct-25	11 a.m.	Microsoft Teams