

Consumer Advisory Board Agenda

Meeting title:

Molina Healthcare New Mexico
Quarterly Consumer Advisory
Board Meeting – Quarter 4 Review

Meeting facilitator:

Erica Archuleta

AVP, Health Plan Operations

Recorder:

Michele Briody

Executive Assistant

January 21, 2026

11 a.m.-12 p.m.

Join via Microsoft Teams here

Meeting ID: 226 838 071 081 6

Passcode: qs2g2oR3

Dial in by phone

+1 806-319-6391

Phone conference ID:

975 764 751#

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: January 16, 2026, Quarter 4 Review
7. Close

Upcoming Consumer Advisory Board Meeting Schedule



20-Feb-26

11 a.m.

Microsoft Teams

17-Apr-26

11 a.m.

Microsoft Teams

24-Jul-26

11 a.m.

Microsoft Teams

16-Oct-26

11 a.m.

Microsoft Teams