

# Consumer Advisory Board Agenda

## Meeting title:

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

## Meeting facilitator:

**Wendy Santiesteban**

Director, Growth & Community  
Engagement

## Recorder:

**Michele Briody**

Executive Assistant

**October 17, 2025**

11 a.m.-12 p.m.

### Join via Microsoft Teams here

Meeting ID: 267 073 958 625 9

Passcode: Eu7Lu6t8

### **Dial in by phone**

+1 806-319-6391

Phone conference ID:

631466540#

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