

Member Advisory Board Meeting Minutes

March 23, 2021

6:00 PM - 7:30 PM

Location: **Virtual**

1. Introductions

Member Engagement Director:

- AmeriHealth Caritas New Hampshire is currently in the process of hiring a new Plan President.
- State dental services are tentatively in place for 2023.
- Discussed the Family and Friends Reimbursement benefit for members and shared where on the AmeriHealth Caritas New Hampshire website that form is [HERE](#).

Public Affairs Specialist:

- Presented the AmeriHealth Caritas New Hampshire New Member Orientation presentation. Was well-received by members in attendance.
- Talked about approach to the MAB meetings. We are looking for honesty, transparency, and two-way communication.
- Our community center, once open, will allow many opportunities for help, support and education for our communities.
- Quality Improvement Director discussed use of the Care Card. Gathered contact info for all advisory board members and will reach out to ensure members understand benefit and are using it appropriately.

2. Member feedback

Member 1 suggested a pre-authorization notification for members.

Member 2 has experienced a few challenges:

- Multiple doctors to find the right match. Concerns with providers not being open to alternative, non-western techniques.
- Member did receive PowerPoint presentation in advance of the meeting. Feedback indicated that the presentation was more helpful to understanding benefits than the handbook. Suggests making the presentation available to all members.

Member 3 enjoyed and appreciated the presentation on the Care Card. Mentioned the kiosk is not working at her local Walmart. The kiosk will be checked and feedback will be reported at the next MAB meeting on May 18th, 2021.