

Member Advisory Board Meeting Minutes

May 18, 2021

6:00 PM - 7:30 PM

Location: **Virtual**

1. Introductions/Discussions

Public Affairs Specialist

- Opened the meeting with a welcome and greetings to those in attendance.
 - Dental benefits presentation was shown to members. Discussion also of new coverage codes (certain X-Rays, 2 yearly cleanings).
 - Member #1 inquired about the plan covering crown costs. Out of pocket costs were discussed.
 - Member #2 requests we acquire additional dental providers in Portsmouth.
 - JH shared the website nhhealthcost.nh.gov.
 - KM shared that total mouth X-rays are being discussed for implementation.
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2. Member feedback

Discussion focused on feedback/ideas for open enrollment.

- Member #1 suggested grocery stores and inserting flyers into bagged groceries.
- Member #2 shared the opinion that many residents might have vaccine hesitancy. Member #1 responded stating that their food allergy prevents them from receiving the vaccine thus they will continue to wear a mask for the long-term.
- Fears surrounding society "reopening too soon" and prolonging the pandemic are discussed.
- Member #2 indicates CVS/pharmacies as good marketing locations. Suggests producing a mini-booklet to get the message out (similar to an abridged member handbook).
- Member #1 suggests a QR code in the aisles of pharmacies as a potential marketing opportunity.

Member #1 notes that their Care Card incentives stopped. Quality Director confirms that she did allocate all available incentives and that the incentives, largely, are a one-time deposit. Discussion regarding making incentives a larger topic at an upcoming board meeting.
