

Member Advisory Board Meeting Minutes



September 26, 2023
6:00pm-7:00pm
Location: Virtual

Member Discussions/Feedback

- Introduction: Community Health Educator-Paige Beleski Opened the meeting with a welcome and greetings to those in attendance. 4 staff and 5 ACNH members in attendance.
- PB shared flyer for Halloween costume distribution event that will be held in Wellness and Opportunity Center in October.
- PB requested feedback from members on how to better engage them with Care Management services.
 - Member AM: States that an initial text message from Care Manager would be helpful introduction and prepare them for what phone number to look for.
 - Member NN: States that she was unaware Care Management was offered. Shared that better communication about this offering would be beneficial for members.
- PB requested feedback from members on provider network options.
 - Member PD: States that she has a few specialty doctors due to chronic diseases and has not had a problem finding a doctor in network.
 - Member JA: Shares that she has found ACNH covers a lot of recovery providers. States that she recently switched MCOs to ACNH, as she had greater options for providers for her recovery needs.

Feedback Contd.

- PB requested feedback from members on brand awareness. ACNH distributed backpacks at no cost to students. Backpacks did not have full ACNH logo and only included flag from the logo.
 - Member NN: States that for privacy purposes for children, it is preferred that their Medicaid eligibility is not advertised.
 - Member PD: States she attended back to school event and received two back packs for her grandchildren
- Member AM: States that children may recognize that Medicaid may mean that a family is low income and fears her child would be made fun of that by other children.