

# Member Advisory Board Meeting Minutes



September 11<sup>th</sup>, 2024  
6pm – 7pm  
Location: Virtual

## Member Discussions/Feedback

**Introduction:** Staff member 6 opened the meeting with a welcome and greetings to those in attendance. 8 staff and 1 ACNH member in attendance.

- Staff member 6 invited Staff member 5 to present on the Health Equity and Culturally & Linguistically Appropriate services. Topics discussed included health equity, health disparities, HECLAS programming and how ACNH collects information. The presentation slides will be shared following the meeting.
- Staff member 5 had asked if there were any questions regarding the presentation or information presented.
  - There were no questions for the Health Equity and Culturally Linguistically Appropriate Services presentation.

## Feedback Continued/Open Floor

- Staff member 6 asked member 1 if she had experience with the other MCO plans or if she had always been an ACNH member.
  - Member 1 stated that she has always been an ACNH member and had not looked at the other plans since being enrolled.
- Staff member 6 invited member to share with the group the issue she was experiencing.
  - Member 1 communicated an issue she was experiencing with getting a procedure approved. Staff member 4 stated she will follow up and communicate with staff member 6 to update the member.
- Member 1 communicated how massage therapy was a great benefit to the Living Beyond Pain program she participates in and how she feels that she greatly benefitted from the service and was able to better manage her condition with the massage benefit. She advocated that when massage was removed from the benefit, she feels putting the time into being active in care management for the program is not as beneficial to her when she can get the other services as a member not in the program. Member 1 also explained that chiropractic care and acupuncture care require multiple visits in the beginning and then monthly follow up. As an ACNH member in the LBP program you are provided 12 visits per year covered by ACNH but after that the services are not covered. Member 1 stated that covering more sessions would be helpful to the members.

-Staff member 4, 2, and 3 thanked the member for sharing this feedback regarding the Living Beyond Pain program. By having feedback from participants this allows potential changes to be made to better support the member and their care.

- Member 1 also shared she was experiencing a challenge in finding mental health services for her

daughter. She shared her daughter prefers in-person appointments and when she reaches out to providers, she is only able to be on one waitlist at a time, which is a challenge due to limited resources on pediatric providers that provide the specific services that her child needs.

-Staff member 7 thanked member for the feedback and let member know he will follow up with his team to provide resources and communicate any solutions to staff member 6 who will communicate to the

member. Staff member 7 reported that anytime there is a provider that may not be in network please communicate that and his team can outreach to the provider to try and work with them and make them an ACNH provider.

- Staff member 6 thanked group for attendance. No other comments or questions from the group, Staff member 6 ended meeting and reminded everyone to keep an eye out for next quarters MAB email invite and for and email with tonight's presentation slides