

# Member Advisory Board Meeting Minutes



May 28, 2025  
11am – 12pm

Location: Hybrid (Zoom or at the ACNH Wellness and Opportunity Center)

## Attendance

Staff Member 1	Staff Member 9
Staff Member 2	ACNH Member 1
Staff Member 3	ACNH Member 2
Staff Member 4	ACNH Member 3
Staff Member 5	ACNH Member 4
Staff Member 6	ACNH Member 5
Staff Member 7	ACNH Member 6
Staff Member 8	

## Member Discussions/Feedback

**Introduction:** Staff member 1 opened the meeting with a welcome and greetings to those in attendance. 9 staff and 6 ACNH members in attendance.

- Staff member 1 announced upcoming Member Advisory Board meeting dates.
  - September 10<sup>th</sup> 6pm-7pm
  - December 3<sup>rd</sup> 11am-12pm
- Staff member 1 and 2 discussed upcoming Wellness and Opportunity Center programs and events.
  - Monthly Healthy Cooking on a Budget- June 18<sup>th</sup> 2pm-3pm
  - Yoga- Every Wednesday 9am-10am
  - Employment Resource Fair- June 11 12pm-2pm
- Staff Member 1 reviewed updates to the AmeriHealth Caritas New Hampshire added benefits for open enrollment, and asked members if they had any questions.

-AmeriHealth Caritas New Hampshire has submitted to the state approval for added social rides and massage.

-Staff Member 3 and 4 expressed changes to the social transportation benefits were a result from feedback from Member Advisory Board.

-Member 1 recommended continuing to increase number of trips for this benefit as the non-medical rides are very useful.

-Member 2 mentioned that he appreciates all the transportation benefits, and he highly recommends using the Pelican transportation vendor with CTS because they have been the most reliable with getting him to and from medical appointments.

-Member 3 recommended updating mental health and substance use services throughout the state of NH.  
-Member 4 recommended expanding the care card benefits to include incentives for attending medical specialist appointments and having a care card benefit for when you stay physically active or buy healthy foods.

## Feedback Continued/Open Floor

- Member 5 thanked the Wellness and Opportunity Center Staff for offering so many programs throughout the year. She has found they have been helpful not only to her physical health but for her mental and social health. She highly recommends the weekly yoga classes, the Chronic Disease Self-Management program, the Slow Cooker Program, and the monthly Healthy Cooking on a Budget.
- Member 6 shared a provider challenge she is experiencing with getting care for her daughter. For specific services she is being told by multiple providers that AmeriHealth members can only be on one waitlist at a time. Member stated behavioral health and mental health services should be easier to access because for many individuals they are needed to succeed in school and with life skills.
  - Staff member 5 will be outreaching to providers to investigate waitlist information being provided to members.
  - Staff member 6 thanked Member 6 for sharing the issues she is experiencing with behavioral and mental health services and for sharing possible solutions with the AmeriHealth Caritas team.
  - Staff member 7 recommended being involved with Care Management to help coordinate

services.

- Member 2 stated that care management has been very helpful while getting treatment and having someone to check in on him every few weeks. He recommends other members to get connected with care management.
- Staff Member 1 will connect interested members to staff member 8 to become

connected with Care Management.

- Staff Member 4 requested feedback on RSVPing to our annual Back to School Event at the Wellness and Opportunity Center scheduled for August 29<sup>th</sup>.  
-Members agreed an online RSVP is preferred.
- Staff member 1 thanked group for attendance. No other comments or questions from the group, staff member 1 ended meeting.