

# Member Advisory Board Meeting Minutes

September 10, 2025  
6pm – 7:15pm  
Location: Zoom

## 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	
Staff Member 7	
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 4 ACNH members in attendance.

- Staff member 1 announced upcoming Member Advisory Board meeting dates.
  - December 3<sup>rd</sup> 11am-12pm
- Staff member 1 discussed upcoming Wellness and Opportunity Center programs and events.
  - Monthly Healthy Cooking on a Budget- September 24<sup>th</sup> 2pm-3pm
  - Yoga- Every Wednesday 9am-10am
  - SCARE Costume Distribution October 1<sup>st</sup> 4pm-6pm
  - Community Baby Shower November 7<sup>th</sup> 11am-1pm
- Staff Member 2 presented on 2024 and 2025 Health Equity goals and programs. Staff Member discussed the importance of completing surveys sent out to members and how they help shape the programs being offered to members. Staff member also shared about the language services that are available to members.
  - Time was provided for questions or comments for this presentation and there were no questions or comments at this time.
- Staff Members 3 and 4 from Digital Experience and Solutions team requested feedback about how members hear from AmeriHealth Caritas, how they would prefer to hear from us, and if there were any challenges or feedback on the messages members received.
  - All members said they receive calls, and some receive text messages
  - Members mentioned communication through email would be helpful as well
- Member 1 mentioned that overall text messages were helpful, but they received a general message that was concerning. They did speak with customer service about the message being insensitive and had information regarding medication that was not relevant to the member in a text that was not protected by a password. These messages continued multiple times. Member suggested if there was a way to separate text messages received by general messages like a reminder message to come through as a regular text message and anything containing personal information to be sent as a secure message.
- Member 2 mentioned they received similar medication messages and agreed the wording in the messages should be more sensitive. The member also mentioned some of the messaging received is overwhelming and unnecessary. There are too many medication reminder messages that require them to log in securely for something that is not important for them. Member suggested having an option to opt out of certain text messages but not all messages.
- Member 3 mentioned that the language in the text messages need to be more sensitive and

tactful. Some of the messages received can negatively affect members if they are not doing well especially with multiple reminder messages about the same topic.

- Staff Member 4 shared that they are working to add an opt out option for certain messages for members. Staff Members 3 and 4 thanked the members for sharing their feedback and for the members' time.

## Open Floor

- Member 1 mentioned it would be great to receive updates about ACNH Wellness and Opportunity Center Events through text messages.
  - Staff member 5 shared that members will be able to get updates about ACNH Wellness and Opportunity Center programs through text message. The Back-to-School event was shared through the texting platform and future community events will also be shared.
- Member 1 shared that they learned about the Social Transportation benefits out in the community where they saw a flyer posted but would like to receive

updates about new benefits like this through text messages.

- Member 2 shared some challenges with the Living Beyond Pain program and how some of the benefits offered would be more helpful to members living with chronic pain if they could get more services through out the year.
- Member 1 discussed some challenges with medical transportation. Some of the challenges include long wait times including waiting to be picked up after an appointment, CTS picking up more than one patient per ride, and CTS cancelling transportation without notifying the member and that left the member unable to get to the appointment and unable to see their provider.
  - Staff member 5 asked the member if the member would be okay with discussing these transportation challenges with our ACNH Transportation Coordinator.
- Staff members 1, 5, and 6 thanked the group for attending and providing great feedback. No other comments or questions from the group, staff member 1 ended the meeting.

