

Member Advisory Board Meeting Minutes



December 17, 2025
11am – 12pm

Location: Hybrid (Zoom and Wellness and Opportunity Center)

Attendance

Staff Member 1	ACNH Member 1
Staff Member 2	ACNH Member 2
Staff Member 3	ACNH Member 3
Staff Member 4	ACNH Member 4
Staff Member 5	ACNH Member 5
Staff Member 6	ACNH Member 6

Member Discussions/Feedback

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

- Staff member 1 announced upcoming Member Advisory Board meeting dates.
 - March 11- 6pm to 7pm
 - June 24- 11am to 12pm
 - September 16- 6pm to 7pm
 - December 16- 11am to 12pm
- Staff member 1 discussed upcoming Wellness and Opportunity Center programs and events.
 - Monthly Healthy Cooking on a Budget- January 21 1pm-2pm
 - Yoga- Every Wednesday 9am-10am
 - Winter Break Event December 29 1pm-3pm
 - Healthy Start- 4-week program scheduled for Wednesday's January 7-28 10:30am-11:30am
- Staff Member 1 requested feedback on ACNH Website
 - The ACNH website was used by all members.
 - ACNH Member 1 mentioned that some links on the website load to page not found.
 - ACNH Member 2 mentioned that they use the website, but it is not as easy to find information you are looking for. They must spend a lot of time to really dig for the information they are looking for. They did suggest having more tabs available like the Wellness and

Opportunity Center page because that information is easy to find and locate on the page.

- Staff Member 1 requested feedback on Care Card incentives. We reviewed the current Care Card brochure with the current information and benefits.
 - All members on the call stated they use their Care Card benefits
 - ACNH Members 1 and 2 both mentioned being notified through text or email would be better to find out more about the incentives they qualify for.
 - ACNH Member 2 asked about getting more incentives for members with diabetes
 - ACNH Member 3 mentioned having more Care Card incentives for other chronic illnesses. For example, providing more ways to earn incentives for more types of services like different blood work needed
- Staff Member 1 presented MCO Side by Side Document and provided overview of current value-added AmeriHealth Caritas New Hampshire benefits to members.
 - ACNH Member 4 asked questions about how the MCO plans work and staff provided information on how every member each year gets the choice of 1 MCO plan. Staff Member 1 and 2 was able to assist with giving an overview of how Medicaid plans work in the state of New Hampshire

- ACNH Member 3 suggested increasing the number of social transportation rides as they are very helpful with meeting members' social and emotional needs. It would also be helpful to have more on an on-call option as sometimes having to book transportation 48 hours in advance can be a challenge.
- ACNH Member 3 and 4 suggested having a gym membership benefit and having more benefits that are not focused on pregnancy and children

Open Floor

- ACNH Member 5 shared they had more feedback to

present about the Care Card benefits, staff member 1 said they can connect with member to provide time for the feedback that was missed.

- ACNH Member 4 shared that the Help line tool is very helpful
- ACNH Members 1, 2, and 6 did suggest having texting or email notification for more information about member benefits and Wellness and Opportunity Center programming. They said it would be more helpful to be notified of resources rather than having to search for information.
- Staff members 1 and 2, thanked the group for attending and providing great feedback. No other comments or questions from the group, staff member 1 ended the meeting

