

Member Advisory Board Meeting Minutes



March 11, 2026
6pm – 7pm
Location: Virtual

Attendance

Staff Member 1	Staff Member 8
Staff Member 2	Staff Member 9
Staff Member 3	Staff Member 10
Staff Member 4	ACNH Member 1
Staff Member 5	ACNH Member 2
Staff Member 6	ACNH Member 3
Staff Member 7	

Member Discussions/Feedback

Introduction: Staff member 1 opened the meeting with a welcome and greetings to those in attendance. 10 staff and 3 ACNH members were in attendance.

ACNH staff and members went around the room and introduced themselves.

- Staff member 1 announced upcoming Member Advisory Board meeting dates.
 - June 24- 11am to 12pm
 - September 16- 6pm to 7pm
 - December 16- 11am to 12pm
- Staff member 1 discussed recent updates to the ACNH website and demonstrated how members can now check their Care Card balance through a link on the website.
- Staff member 1 reviewed the new transportation updates and went over the process for both Nonemergency Medical Transportation and Social Transportation.
- Staff Member 1 requested feedback on ACNH Communication
 - Redetermination information- Members agreed that having multiple forms of communication is preferred. Having a physical letter is helpful for redetermination information
 - ACNH Programs- Members are open to multiple forms of communication including email, text, and letters
 - Social media- Facebook is commonly used for social media.
 - ACNH Members 1 and 2 both mentioned having motivational, inspirations topics posted is helpful. It is also helpful to have health reminders or screening reminders available on social media.
 - ACNH Member 3 mentioned sharing the transportation services would be helpful
 - ACNH Member 2 mentioned that they use the website to gather information on the insurance plan
 - Staff Member 2 requested feedback on our texting campaign and how to encourage members to open the text messages
 - Member 1 mentioned sharing with members before text go out on social media with the trusted number or through email

- Staff Member 3 requested feedback on member experience with their primary care physicians or specialists.
 - ACNH Member 1 mentioned having a great experience with their primary care provider and that they were kind and compassionate and they completed standard health risk assessments while in the primary care office. The member mentioned they had a challenging experience with a chiropractor specialist, and the provider was trying to upsell more services beyond what insurance covered, and this made the member feel very uncomfortable.
 - ACNH Member 2 mentioned that they recently visited their primary care and that the PCP office did not mention any specific insurance resources or programs available to them. The member did mention a negative experience when completing an HRA with their provider. They mentioned that there is a disconnect between the provider's office and billing that led to the member having to follow up with insurer multiple times to receive their

incentive on the Care Card. The member mentioned that this causes stress and that it was not incentivizing health if the member must follow up to receive the benefit. Staff member 1 will follow up with the incentive team to check if the information was received for the HRA incentive for this year's appointment.

Open Floor

- ACNH Member 2 suggested increasing the Care Card eligible items to purchase pressure cookers and cooking equipment that help people prepare healthy foods easier. The member also suggested adding some stores that allow members to purchase items in bulk like spice markets.
 - Staff Member 2 mentioned that a member can use their Care Card at Walmart and other stores and should be able to purchase cooking supplies with their Care Card funds
- Staff members thanked the group for attending and providing great feedback. No other comments or questions from the group, staff member 1, ended the meeting.

