

**A. Date of Meeting: 03/26/2024**

**B. Location of Meeting:** Golden Corral Buffet & Grill, 5730 Opportunity Dr. Toledo Oh 43612

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit. Members in Darke County reported not being picked up or very late pick for appointments.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

**Recommendation Summary:**

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Replace with Your Health and your community.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - A. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth. Committee members supported Ambassador Card.
  - B. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.

C. AmeriHealth could do the ambassador card on a magnet, keeping it business card size.

4. No recommendations on Transportations. Members expressed concern on being notified when transportation has been confirmed.
5. No recommendations on the Member Portal

MCO Response:

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
3. Member Engagement team working with Communication; Legal; and Compliance to present draft to the committee members in Q2.
4. Member Engagement presented member feedback on the JOC transportation call for process improvements.

Closed Meeting.

**A. Date of Meeting: 03/28/2024**

**B. Location of Meeting:** Golden Corral Buffet & Grill, 4750 E Main St., Whitehall Ohio 43213

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly

Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.

5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit. Members in Darke County reported not being picked up or very late pick for appointments.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

Recommendation Summary:

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” The committee wanted to keep the how you live. The committee thought the “how you live” indicated their personal healthcare journey, not the community.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - D. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth. Committee members supported the Ambassador Card. However, the committee member thought being happy with current services and support was enough to refer family and friends to AmeriHealth.
  - E. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc. Additionally, the committee asked the Medicaid 12-digit number and the Plan ID 8-digit number be spelled out in the document helping new members understand the difference.
4. No recommendations on Transportations.
5. The Member Portal – Educate members signing up for the portal to use their Plan ID – 8-digit number.

MCO Response:

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
3. Member Engagement team working with Communication; Legal; and Compliance to present draft to the committee members in Q2.
4. Member Portal – Member Engagement working with IT create change to Plan ID number.

Closed Meeting.

**A. Date of Meeting: 03/21/2024**

**B. Location of Meeting:** Golden Corral Buffet & Grill, 6611 Miller Lane. Dayton Ohio, 45414

**D. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.

5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit. Members in Darke County reported not being picked up or very late pick for appointments.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

**Recommendation Summary:**

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Replace with Your Health and your community.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - F. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth.
  - G. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.
  - H. AmeriHealth could do the ambassador card on a magnet, keeping it business card size.
8. No recommendations on Transportations- Members in Darke County reported not being picked up or very late pick for appointments.
4. No recommendations on the Member Portal

**MCO Response:**

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.

3. Member Engagement team working with Communication; Lega; and Compliance to present draft to the committee members in Q2.
4. Transportation – Member Engagement noted service failures in the MTM JOC meeting. Member Engagement asked MTM to ramp up its' Independent Driver Program recruitment in Darke County to improve member experience.

Closed Meeting.

**A. Date of Meeting: 03/27/2024**

**B. Location of Meeting:** Golden Corral Buffet & Grill, 1519 W River Rd N, Elyria, OH 44035

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit. Members in Darke County reported not being picked up or very late pick for appointments.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

Recommendation Summary:

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Replace with Your Health and your community.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - I. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth.
  - J. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.
  - K. AmeriHealth could do the ambassador card on a magnet, keeping it business card size.
4. No recommendations on Transportations
5. No recommendations on the Member Portal

MCO Response:

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
3. Member Engagement team working with Communication; Lega; and Compliance to present draft to the committee members in Q2.

Closed Meeting.

**A. Date of Meeting: 03/18/2024**

**B. Location of Meeting:** Golden Corral: 21 Russell Plaza Drive; Ashland, KY 41101

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

Meeting Notes:

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.



3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

Recommendation Summary:

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Did have any recommendation for change.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - A. Member Ambassador Business Card (ABC) for members to present to inquiring family and friends showing their support for AmeriHealth.
  - B. Provide ABC to members in Care Coordination
  - C. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.
4. Transportations – Make NICU Transportation Unlimited
5. No recommendations on the Member Portal

MCO Response:

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
3. Member Engagement team working with Communication; Lega; and Compliance to present draft to the committee members in Q2.
4. AmeriHealth changed transportation protocol to reflect unlimited NICU Transportation request.

Closed Meeting.

**A. Date of Meeting: 03/14/2024**

**B. Location of Meeting: O’ Charley’s Restaurant, 11315 Prince-Pike, Springdale, 45246**

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.

3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

#### **Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. Committee members did have any questions on their transportation benefit.
7. All committee members signed up for the portal. Members did not have any concerns or follow up.

#### **Recommendation Summary:**

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Change to Your Health and your environment.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:
  - D. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth.
  - E. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.
4. No recommendations on Transportations
5. No recommendations on the Member Portal

#### **MCO Response:**

1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
3. Member Engagement team working with Communication; Lega; and Compliance to present draft to the committee members in Q2.



Closed Meeting.

**A. Date of Meeting: 03/19/2024**

**B. Location of Meeting:** TGI Fridays – Strongsville 18400 Royalton Road, Strongsville, Ohio 44136

**C. Agenda:**

1. Welcome
2. Health Risk Assessment Feedback– follow up.
3. Redetermination Feedback– Follow up.
4. NCQA Usability Testing of Member Materials – Question follow up.
5. Effective Member Engagement – Outreach & 1<sup>st</sup> 10 days
6. Transportation
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. Welcome
2. In Quarter two, members reported the word Health Risk Assessment had a negative connotation resulting in a barrier to completing the survey. As a result of Member feedback, ACOH changed the name and added softer verbiage describing the survey. Well received by members.
3. In Quarter two, members recommended AmeriHealth create a one pager outlining the Annual Renewal Process to assist and support member understanding to the importance of the renewal. Well received by members. There were not any recommended updates or changes to the document.
4. Member were asked to complete the usability survey in Q4. AmeriHealth presented Questions 7.2 (A-D) “Does the notice explain what information will be shared without needing your consent” to the committee to determine if 7.2D “Did you receive the notice question needed further explanation.” All members Strongly Agreed on 7A-7C); disagreed on (7D). Committee Members were asked if AmeriHealth should reword 7D for better understanding or are there recommendation on how AmeriHealth can improve in this area.
5. Member were asked for recommendations on how AmeriHealth could better engage members outside the current known best practices.
6. New Committee members were provided a detailed breakdown of their transportation benefits. The benefits and FAQ one pager were well received.
7. New committee members were asked to sign up for the portal. New members were provided a detailed one pager on how to sign up. Members were instructed, for further guidance, please call member services. New Members were asked to come Q2 meeting with their input on how to improve their portal experience.

**Recommendation Summary:**

1. Health Survey – Well received-the new name change “Health Survey.” did not present any recommendation for this reporting period. Review: “Your health and how you live.” Did have any recommendations.
2. Usability Survey - Did not have any recommendations or thoughts. Committee members asked to be allowed to review the question further at the Quarter two committee meeting.
3. Engaging Members -Create the following:

- F. Member Ambassador Business Card for members to present to inquiring family and friends showing their support for AmeriHealth.
- G. Create and send a call-to-action mailer to members in their first 10 days of enrollment: Call Member Services if you have questions about your Primary Care Provider, etc.
- 4. No recommendation on transportation benefit.
- 5. No recommendations on the Member Portal

Open Discussion:

- 1. New committee members asked about the Prior Authorization process. The process was explained. Members provided examples of outstanding PA for medication and DME.

MCO Response:

- 1. Presented recommendations to Communications and Senior Leadership team for further evaluation.
- 2. Presented recommendations to Communications and Senior Leadership team for further evaluation to present additional thoughts.
- 3. Member Engagement team working with Communication; Legal; and Compliance to present draft to the committee members in Q2.
- 4. Prior Authorization – Member Engagement worked with Pharmacy Department to push through the member PAs. Additionally, four members were referred to Care Coordination.

Closed Meeting.

**A. Date of Meeting: 03/20/2024**

**B. Location of Meeting:** Golden Corral 2819 S. ARLINGTON ROAD, AKRON, OHIO 44312

**C. Agenda:(All prior Committee Members no longer on plan)**

- 1. Welcome
- 2. Value-Add Services
- 3. Transportation Benefit
- 4. Voice of the Customer
- 5. Communication Preface
- 6. Care Coordination
- 7. Member App and Portal
- 8. Open Discussion
  - A. Providers are stating they are not PAR with AmeriHealth. Following up with Member Services, the same providers are showing as PAR providers.

**Meeting Notes:**

- 1. AmeriHealth Caritas History
  - (A) All participants never heard of ACOH. Welcomed the history of the organization.
- 2. Member Value Added Services

- (A) Current members are not using, nor had any awareness of their VAB benefits. MAF members will evaluate VAB. Each will be ready to provide their input on VAB at the Q2 Meeting.
- (B) Only one member offered potential future VAB – A program to help members gain weight. Member indicated; she has tried everything possible to gain weight. We will explore further at the Q2 meeting.
- 3. Transportation Benefit
  - (A) Transportation benefit well received. One member indicated problems with transportation. Transportation was a no-show. Member information was taken for follow up and correction moving forward.
  - (B) The members were not aware of the family and friends' mileage reimbursement. Members will evaluate benefits, be ready to discuss improvements at the Q2 meetings.
- 4. Voice of The Customer
  - (A) Members were informed, all VOC surveys will have presented them to evaluate and provide feedback prior to survey launch. Well received by Members.
  - (B) Members were presented an example of a VOC – How is ACOH doing as your help care provider – Most were happy. Feedback was presented on the members Pharmacy benefit. Members reported, when accessing benefit, they were told, "We only accept Gainwell. We took the locations and members for follow up. Second Question – How can ACOH improve as your healthcare provider – 2 Members reported, timely return call calls from Care Coordination. Need to improve the pharmacy communication and prescription need. The remaining did not have any feedback.
  - (C) What is your communication Preface: Text – 7; Email – 3; Telephone – 1.
- 5. Care Coordination
  - (A) – Define and spoke of the importance of the HRA. Zero members has completed the HRA. Hard Copies of the HRA was presented to the other members. Three HRA completed.
- 6. Member Portal
  - (A) All members were asked if they signed up for the Member Portal. All stated, they have not. We walked through the process. One member used their cell phones to sign up for the portal. Other members indicated they will sign up for the portal.
  - (B) MAF were asked to sign up for the portal; come ready to provide feedback on how user friendly the portal is for use and convenience; what improvements and/or enhancements would each like to see.
- 7. Open Discussion – The open discussion focuses entirely with issues being experienced on the pharmacy. How we can improve the process.

Recommendation Summary:

- 1. AmeriHealth History – Well received. No recommendation
- 2. Member Value Added Services - Well received. No recommendation
- 3. Transportation Benefits – Well Received. Providers are leaving prior to assigned pick up times.
- 4. Voice of the Customer – No recommendation for future VOC
- 5. Care Coordination – Well Received. 3 Members asked to be connected to Care Coordination
- 6. Member Portal – Well Received – 4 members had not signed up for the portal. Member asked to sign up, bring recommendations to Q2 to improve their experience.

MCO Response:

- 1. Transportation – AmeriHealth worked with Transportation broker to update ODM Arrival and return guideline protocols. Addressed during Transportation JOC.
- 2. Care Coordination- Member Engagement referred 3 members to Care Coordination

3. Providers – Member Engagement provided Provider Services a list of providers to re-educate to their contractual status with AmeriHealth.

Closed Meeting.

**A. Date of Meeting: 03/22/2024**

**B. Location of Meeting:** Golden Corral 2620 Elida Road., Lima, Oh

**C. Agenda: (First Time Committee Member Attendees)**

1. Welcome
2. Value-Add Services
3. Transportation Benefit
4. Voice of the Customer
5. Communication Preface
6. Care Coordination
7. Member App and Portal
8. Open Discussion

**Meeting Notes:**

1. AmeriHealth Caritas History
  - (B) All participants never heard of ACOH. Welcomed the history of the organization.
2. Member Value Added Services
  - (C) Current members are not using, nor had any awareness of their VAB benefits. MAF members will evaluate VAB. Each will be ready to provide their input on VAB at the Q2 Meeting.
  - (D) Only one member offered potential future VAB – A program to help members gain weight. Member indicated; she has tried everything possible to gain weight. We will explore further at the Q2 meeting.
3. Transportation Benefit
  - (C) Transportation benefit well received. One member indicated problems with transportation. Transportation was a no-show. Member information was taken for follow up and correction moving forward.
  - (D) The members were not aware of the family and friends' mileage reimbursement. Members will evaluate benefits, be ready to discuss improvements at the Q2 meetings.
4. Voice of The Customer
  - (D) Members were informed, all VOC surveys will have presented them to evaluate and provide feedback prior to survey launch. Well received by Members.
  - (E) Members were presented an example of a VOC – How is ACOH doing as your help care provider – Most were happy. Feedback was presented on the members Pharmacy benefit. Members reported, when accessing benefit, they were told, "We only accept Gainwell. We took the locations and members for follow up. Second Question – How can ACOH improve as your healthcare provider – 2 Members reported, timely return call calls from Care Coordination. Need to improve the pharmacy communication and prescription need. The remaining did not have any feedback.
  - (F) What is your communication Preface: Text – 7; Email – 3; Telephone – 1;

5. Care Coordination  
(B) – Define and spoke of the importance of the HRA. Zero members has completed the HRA. Hard Copies of the HRA was presented to the other members. Three HRA completed.
6. Member Portal  
(C) All members were asked if they signed up for the Member Portal. All stated, they have not. We walked through the process. One member used their cell phones to sign up for the portal. Other members indicated they will sign up for the portal.  
(D) MAF were asked to sign up for the portal; come ready to provide feedback on how user friendly the portal is for use and convenience; what improvements and/or enhancements would each like to see.
7. Open Discussion – The open discussion focuses entirely with issues being experienced on the pharmacy. How we can improve the process.

Recommendation Summary:

1. AmeriHealth History – Well received. No recommendation
2. Member Value Added Services - Well received. No recommendation
3. Transportation Benefits – Well Received. No recommendations.
4. Voice of the Customer – No recommendation for future VOC
5. Care Coordination – Well Received. 3 Members asked to be connected to Care Coordination
6. Member Portal – Well Received – 4 members had not signed up for the portal. Member asked to sign up, bring recommendations to Q2 to improve their experience.

MCO Response:

1. Care Coordination - Member Engagement referred 3 members to Care Coordination

Closed Meeting.