

A. Date of Meeting: 03/28/2025

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

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members indicated they have never used Telehealth.
 - II. We like having the option of both under certain circumstances.
 - b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. Lack of knowledge on how to use Telehealth.
 - II. Reliable and/or lack of internet
 - c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
3. Transportation Review – Some members reported vehicles untidy or dirty. One member reported driver talking on his cell phone during transport.
4. Member Portal Review – Well received by members
5. Value Add Services Review – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Educate members on Telehealth via Member Newsletter

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO provided feedback to Communication and Marketing Director.
3. MCO provided feedback to Prover Services for follow up
4. MCO provided feedback to Health Equity Director
5. MCO Provided feedback to MTM during Delegation Oversight Meeting

Closed Meeting.

A. Date of Meeting: 03/20/2025

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

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members use both. We use it for convenience when possible.
 - II. Majority of the members indicated they prefer Telehealth for their BH services
 - III. We like having the option of both.
 - b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. One member indicated His PCP was a no-show.
 - II. Member stated. Reliable internet
 - c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
3. Transportation Review – Well received by members
4. Member Portal Review – Well received by members
5. Value Add Services Review – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Educate members on Telehealth via Member Newsletter

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO provided feedback to Communication and Marketing Director.
3. MCO provided feedback to Prover Services for follow up
4. MCO provided feedback to Health Equity Director
5. MCO Provided feedback to MTM during Delegation Oversight Meeting

Closed Meeting.

A. Date of Meeting: 03/21/2025

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

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. Prefer in person. The relationships are very important All members use both. We use it for convenience when possible.
 - II. We would use telehealth for Specialist and Pre-surgery consultations.
 - III. We like having the option of both if we had access to the internet.
 - b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. Internet access.
 - II. We do not have a tablet
 - III. Member stated. Reliable internet
 - c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
3. Transportation Review – Well received by members
4. Member Portal Review – Well received by members
5. Value Add Services Review - – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Remembers did not have any recommendations.

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO provided feedback to Communication and Marketing Director.
3. MCO provided feedback to Prover Services for follow up
4. MCO provided feedback to Health Equity Director
5. MCO Provided feedback to MTM during Delegation Oversight Meeting

Closed Meeting.

A. Date of Meeting: 03/24/2025

B. Location of Meeting: BJ's Restaurant, 11315 Edmondson Rd, 45246

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members use both. We use it for convenience when possible.
 - II. One member did not have any familiarization with Telehealth
 - III. We like having the option of both.
 - IV. We like the relationships.
 - V. We prefer in person; even if the appointment is 2-4 weeks out; the telehealth is in two days.
 - b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. We do not have any barriers.
 - II. Internet reliability.
 - III. One member perceived the PCP looked down at Medicaid Members
 - c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
 - III. Educate members on the benefits to getting Telehealth right in the comfort of your home.
3. Transportation Review – One member reported waiting two hours for a return ride home.
4. Member Portal Review – Well received by members
5. Value Add Services Review - – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Educate members on Telehealth via Member Newsletter
2. Provide more education for members diagnosed with BH Services and PTSD

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO provided feedback to Communication and Marketing Director.
3. MCO provided feedback to Prover Services for follow up
4. MCO provided feedback to Health Equity Director
5. MCO Provided feedback to MTM during Delegation Oversight Meeting

Closed Meeting.

A. Date of Meeting: 03/05/2025

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

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members preferred in person doctor visits.
 - II. Majority of the members indicated their medical history keeps them from utilizing telehealth
 - III. Three members reported having telehealth appointments. All stopped because they did not get a sense of connection with their doctor versus in-person.
 - b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. All members reported they did not have any barriers.
 - II. Member stated. Being placed on hold to get on telehealth
 - c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
 - III. Can you incentivize certain telehealth visits? (members did not have any specific incentives)
3. Transportation Review – Well received by members
4. Member Portal Review – Well received by members
5. Value Add Services Review - – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Member ACOH provide free internet service.

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO Community Health Educator – provided contact at Digital C (affordable internet service)

Closed Meeting.

A. Date of Meeting: 03/27/2025

B. Location of Meeting: Golden Corral 2620 Elida Road, Lima, OHIO 45805

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth

- a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members preferred in person doctor visits.
 - II. Majority of the members indicated their medical history keeps them from utilizing telehealth
 - III. Three members reported having telehealth appointments. All stopped because they did not get a sense of connection with their doctor versus in-person.
- b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. All members reported they did not have any barriers.
 - II. Member stated. Being placed on hold to get on telehealth
- c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
 - III. Can you incentivize certain telehealth visits? (members did not have any specific incentives)
3. Transportation Review – Well received by members
4. Member Portal Review – Well received by members
5. Value Add Services Review - – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Member ACOH provide free internet service.

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO Community Health Educator – provided contact at Digital C (affordable internet service)

Closed Meeting.

A. Date of Meeting: 03/12/2025

B. Location of Meeting: O' Charley's Restaurant, 930 Windham Court, Boardman, OH 44512

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 1. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. Member (newly Medicaid eligible, planning to choose ACOH): I like to use telehealth when it makes sense, when I know what the symptoms are, when I'm trying to avoid getting other people sick. Especially when you have little ones, and you basically know what it is and you just need to see your doctor to get it taken care of. I know a lot of people that like it for counseling. And then like if something crazy happens with your transportation that day of your appointment and you don't have

- time to set up another appointment, if you can switch it to telehealth, that's good. It would be something welcomed, if that's not available.
2. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. Sometimes people don't have a phone or internet, sometimes it's lack of money or their phone got busted or one bill suffers so another can prevail, like their electricity is off so the water can be on. I've been privy to other people having telehealth visits. It's just the electricity, phones, wifi access that matters.
 3. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. know a lot of places that have reward systems, but I know a lot people don't bother to pay attention to them.
 - II. think the younger generation really isn't aware that it's available for more than just counseling. Educate the younger pre-teen and teens.
 - III. Ensure ACOH has resources on telehealth when people have hearing or vision issues
 4. Transportation Review – Provided detailed overview of benefits. If you have any issues with transportation, a driver, etc. we need to know so that we can fix it. It's not complaining, it's using your benefit.
 5. Member Portal Review – Provided detail overview of portal. Recommended using website over member portal, especially for provider searches. Well received by members.
 6. Value Add Services Review - Provided detailed overview of each service. Emphasized Mission GED as AG needs to utilize this benefit. Well received by members.
 7. Open Discussion
 - i. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Member ACOH provide free internet service.

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
- 2.

Closed Meeting.

A. Date of Meeting: 03/11/2024

B. Location of Meeting: Salvation Army: 420 MARKET AVENUE SOUTH, CANTON, OHIO 44702

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?

- I. All members use both. We use it for convenience when possible.
 - II. Majority of the members indicated they prefer Telehealth for their BH services
 - III. We like having the option of both.
- b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. Two members indicated their PCP was a no-show.
 - II. Some members indicated their PCP rushed through their appointments
 - III. One member perceived the PCP looked down at Medicaid Members
 - IV. Member stated. Reliable internet
- c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
 - III. Educate members on the benefits to getting Telehealth right in the comfort of your home.
 - IV. Member diagnosed with PTSD; educate on the benefits of telehealth.
3. Transportation Review – One member reported waiting two hours for a return ride home.
4. Member Portal Review – Well received by members
5. Value Add Services Review – Well received by members
6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

1. Educate members on Telehealth via Member Newsletter
2. Provide more education for members diagnosed with BH Services and PTSD

MCO Response:

1. MCO provided feedback to ACOH Chief Medical Officer.
2. MCO provided feedback to Communication and Marketing Director.
3. MCO provided feedback to Prover Services for follow up
4. MCO provided feedback to Health Equity Director
5. MCO Provided feedback to MTM during Delegation Oversight Meeting

Closed Meeting.

A. Date of Meeting: 03/06/2025

B. Location of Meeting: Golden Corral Buffet & Grill, 4750 E. Main Street, Whitehall, OH 43213

C. Names of all those in Attendance (Medicaid, MMP Members, MCO, Stakeholders):

D. Agenda:

1. Welcome
2. Your Voice-Telehealth
 - a. How do you prefer to see your doctor? In person or telehealth (either video or phone call)?
 - I. All members use both. We use it for convenience when possible.

- II. Majority of the members indicated their medical history keeps them from utilizing telehealth
- III. Three members reported having telehealth appointments. All stopped because they did not get a sense of connection with their doctor versus in-person.
- IV. Some members did know we offered Telehealth. Continue to provide education on the benefit.
- V. We use Telehealth for BH services.
- b. Are there barriers for you to use telehealth to see your doctor (either video or phone call)?
 - I. All members reported they did not have any barriers.
 - II. Member stated. Reliable internet
- c. What could your health plan do to help you use telehealth more often to see your doctor?
 - I. Educate members on the benefits to telehealth versus in person
 - II. Assist with internet access
 - III. If I am used to going to in person office visit; tell members why and how Telehealth will benefit me. Help me understand the benefit to using telehealth versus in-person.
 - IV. Ensure interpretation Services are available for telehealth appointments. Perhaps Dragon Speak offered to members and providers.
 - V. Tell us why telehealth.
- 3. Transportation Review – Well received by members.
- 4. Member Portal Review – Well received by members
- 5. Value Add Services Review - – Well received by members
- 6. Open Discussion
 - a. Member did not have any additional feedback or concerns.

Meeting Notes:

Recommendation Summary:

- 1. Educate members on Telehealth via Member Newsletter
- 2. Offer Dragon Speak to members and provider partners.

MCO Response:

- 1. MCO provided feedback to ACOH Chief Medical Officer.
- 2. MCO provided feedback to Communication and Marketing Director.
- 3. MCO provided feedback to Prover Services for follow up
- 4. MCO provided feedback to Health Equity Director

Closed Meeting.