

A. Date of Meeting: 06/25/2024

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. Prior Authorization Presentation
3. Redetermination
4. How is your Healthcare experience with AmeriHealth
5. Care Coordination
6. Transportation
7. Member App and Portal
8. Open Discussion

Meeting Notes:

1. Amy Edge presented the Prior Authorization and Con-current Review presentation to the Advisory Members. Well received.
2. Members were provided their upcoming redetermination dates and FQA documented. Well received by members.
3. Members were happy with services and support provided by AmeriHealth. Members stated, they are very happy with the Care Card program and incentives.
4. A member assigned a Bright Start Care Manager is very happy. All stated their CM follow up timely; calls them off; and provide any requested resources.
5. Members reviewed and discussed the transportation benefit and transportation one pager. Well received by members.
6. Member reviewed and discussed the Member Portal. All Committee members have signed up for the portal. Members were happy with the portal usability.

Recommendation Summary:

1. Prior Authorization - Members did not have any recommendations and/or concerns.
2. Redetermination - Members did not have any recommendations and/or concerns.
3. Improvements – Cannot find Pediatric Dentist.
4. Care Coordination - Members did not have any recommendations and/or concerns.
5. Transportation - Members did not have any recommendations and/or concerns.
6. Member Portal -Members did not have any recommendations and/or concerns.

MCO Response:

1. Ms. Amy looked up PA for member going to have surgery in July on her knee. The provider has not put in the request. Ms. Amy called provider to put in the request.
2. Member Engagement confirmed in-network provider within 5 miles of member's zip code. Member Engagement called each of five providers to confirm status prior to giving to member.

3. Member Engagement team provided transportation FAQ and One Pager
4. Member Engagement team provided detailed steps on how to log on to the Member Portal.

Closed Meeting.

A. Date of Meeting: 06/20/2024

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. Prior Authorization Presentation
3. Redetermination
4. How is your Healthcare experience with AmeriHealth
5. Care Coordination
6. Transportation
7. Member App and Portal
8. Open Discussion

Meeting Notes:

1. Amy Edge presented the Prior Authorization and Con-current Review presentation to the Advisory Members. Well received.
2. Members were provided their upcoming redetermination dates and FQA documented. Well received by members.
3. Members were happy with services and support provided by AmeriHealth. Two members stated issues with prescription Prior Authorization.
4. The two members assigned a Care Manager is very happy. All stated their CM follow up timely; calls them offend; and provide any requested resources.
5. Members reviewed and discussed the transportation benefit and transportation one pager. Well received by members.
6. Member reviewed and discussed the Member Portal. All Committee members have signed up for the portal. Members were happy with the portal usability.

Recommendation Summary:

1. Prior Authorization - Members did not have any recommendations and/or concerns.
2. Redetermination - Members did not have any recommendations and/or concerns.
3. Improvements – Two members asked for process improvements with Valley Transportation. Valley had both members pick up address incorrect prior to Member Engagement outreaching to Valley this morning.
4. Care Coordination - Members did not have any recommendations and/or concerns.
5. Transportation - Members did not have any recommendations and/or concerns.

6. Member Portal -Members did not have any recommendations and/or concerns.

MCO Response:

1. Ms. Amy looked up PA for members prescription prior authorizations. Both providers had the wrong pharmacy fax number. Member engagement provided the fax number to both providers.
2. Member Engagement sent the feedback to MTM. MTM reviewed and found the address on file was the address inserted into Valley as the pickup location. MTM asked Valley to review its system and provide additional associate education to prevent future issues with accepting member address.
3. Member Engagement team provided transportation FAQ and One Pager
4. Member Engagement team provided detailed steps on how to log on to the Member Portal.

Closed Meeting.

A. Date of Meeting: 06/11/2024

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. Review Member ID Card
3. Health Survey
4. How is your Healthcare experience with AmeriHealth
5. Transportation
6. Member App and Portal
7. Open Discussion

Meeting Notes:

1. Welcome - All members attending were new participants to the Athens Member and Family Advisory Meeting.
2. Committee members reviewed the Member ID card for quest or concerns.
3. Members were provided one pager and details on completing their Health Survey (HRA). Four members completed their survey.
4. Committee members discussed healthcare journey. Most members were satisfied with their experience so far. Three members stated their preferred PCP is not contracted with AmeriHealth. Members were asked if they called Member Services to confirm their preferred PCP. Member stated they called their PCP directly. There were told their PCP was not contracted with ACOH.
5. Members reviewed and discussed the transportation benefit and transportation one pager. Well received by members.

6. Member reviewed and discussed the Member Portal. All Committee members had not signed up for the portal. Members walked through the step-by-step process how to sign up for the portal. All members indicated they will sign up for the portal; come back in Q3 with feedback.

Recommendation Summary:

1. ID Card – Members did not have any recommendations and/or concerns.
2. Outreach to Preferred PCP for contracting.
3. Transportation - Members did not have any recommendations and/or concerns.
4. Member Portal -Members did not have any recommendations and/or concerns.

MCO Response:

1. Health Survey - Member were asked to complete HRA prior to the completion of the Advisory Meeting.
2. Members were advised prior to meeting close; their preferred PCP are contracted with AmeriHealth. Provider Services was sent an email to re-educate all three PCP staff.
3. Member Engagement team provided transportation FAQ and One Pager
4. Member Engagement team provided detailed steps on how to log on to the Member Portal.

Closed Meeting.

A. Date of Meeting: 06/13/2024

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

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

D. Agenda:

1. Welcome
2. How is AmeriHealth Doing
3. Transportation Benefit
4. Redetermination (Annual Recertification)
5. Care Coordination
6. Member App and Portal
7. Open Discussion

Meeting Notes:

1. Welcome
2. All members in attendance are satisfied or very satisfied. Well received by members.
3. The members requesting Gas Mileage Reimbursement wanted clarification on payout time frame.
4. Participates received their upcoming Annual Renewal Dates and the FQA to assist. Well received.
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. Members did not have any additional recommendations at this time.
2. Transportation GMR Time Frame. Well received.
3. No Recommendation on Annual Renewal.
4. No recommendations on Transportations
5. No recommendations on the Member Portal

MCO Response:

1. No recommendations.
2. Members were presented the Transportation FAQ. Members were informed on expected timeframe to receive their Gas Mileage Reimbursement.

Closed Meeting.

A. Date of Meeting: 06/18/2024

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. Prior Authorization Presentation
3. Redetermination
4. How is your Healthcare experience with AmeriHealth
5. Care Coordination
6. Transportation
7. Member App and Portal
8. Open Discussion

Meeting Notes:

1. Amy Edge presented the Prior Authorization and Con-current Review presentation to the Advisory Members. Well received.
2. Members were provided their upcoming redetermination dates and FQA documented. Well received by members.
3. Members were happy with services and support provided by AmeriHealth. One member stated, because of the transportation benefit, she feels free and liberated.
4. The three members assigned a Care Manager is very happy. All stated their CM follow up timely; calls them offend; and provide any requested resources.

5. Members reviewed and discussed the transportation benefit and transportation one pager. Well received by members.
6. Member reviewed and discussed the Member Portal. All Committee members have signed up for the portal. Members were happy with the portal usability.

Recommendation Summary:

1. Prior Authorization - Members did not have any recommendations and/or concerns.
2. Redetermination - Members did not have any recommendations and/or concerns.
3. Improvements – How can a member file grievance against a provider.
4. Care Coordination - Members did not have any recommendations and/or concerns.
5. Transportation - Members did not have any recommendations and/or concerns.
6. Member Portal -Members did not have any recommendations and/or concerns.

MCO Response:

1. Ms. Amy looked up PA for three members. The Prior Authorizations were approved. Members very satisfied.
2. Member Engagement confirmed provided members with the Grievance and appeals process PowerPoint.
3. Member Engagement team provided transportation FAQ and One Pager
4. Member Engagement team provided detailed steps on how to log on to the Member Portal.

Closed Meeting.

A. Date of Meeting: 06/21/2024

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. Prior Authorization Presentation
3. Redetermination
4. How is your Healthcare experience with AmeriHealth
5. Care Coordination
6. Transportation
7. Member App and Portal
8. Open Discussion

Meeting Notes:

1. Amy Edge presented the Prior Authorization and Con-current Review presentation to the Advisory Members. Well received.
2. Members were provided their upcoming redetermination dates and FQA documented. Well received by members.

3. Members were happy with services and support provided by AmeriHealth. Two members stated issues with prescription Prior Authorization.
4. The two members assigned a Care Manager is very happy. All stated their CM follow up timely; calls them off; and provide any requested resources.
5. Members reviewed and discussed the transportation benefit and transportation one pager. Well received by members.
6. Member reviewed and discussed the Member Portal. All Committee members have signed up for the portal. Members were happy with the portal usability.

Recommendation Summary:

1. Prior Authorization - Members did not have any recommendations and/or concerns.
2. Redetermination - Members did not have any recommendations and/or concerns.
3. Care Coordination - Members did not have any recommendations and/or concerns.
4. Transportation - Members did not have any recommendations and/or concerns.
5. Member Portal -Members did not have any recommendations and/or concerns.

MCO Response:

1. Member Engagement team provided Redetermination FAQ and One Pager
2. Member Engagement team provided transportation FAQ and One Pager
3. Member Engagement team provided detailed steps on how to log on to the Member Portal.

Closed Meeting.

A. Date of Meeting: 06/12/2024

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: (First Time Committee Member Attendees)

1. Welcome
2. How is AmeriHealth Doing
3. Transportation Benefit
4. Redetermination (Annual Recertification)
5. Care Coordination
6. Member App and Portal
7. Open Discussion

Meeting Notes:

1. AmeriHealth Doing:
 - A. Member advised she received too many calls and texts regarding the HRA, upwards of three times a week. Once she marked declined on the mailer and mailed it back to ACOH, the outreach stopped.

- B. Member mentioned receiving a radiology bill for a mammogram last year. She called her medical provider and ACOH to sort it out and after some back and forth was told by Member Services that we would not pay the claim due to the provider being out of network. Ultimately, the issue was resolved after several months and ACOH paid the claim.
- C. Member mentioned the print on the ID card is too small. She said she re-printed it on her card so providers could see it more easily. She declined an offer for a large print ID card/materials. Member Value Added Services
- D. Member also advised of a long wait for approval for special contact lenses for her daughter and wanted to know if that was normal. Amy Edge of UM advised standard processing time is 10 days.
- 2. Transportation Benefit – Members were instructed on how to sign up for MTM portal to receive faster mileage reimbursement. Well received.
 - A. Member advised of ongoing transportation issue with mileage reimbursement. She submitted a trip log for a Cleveland doctor appointment in February and was never paid out. She called MTM, they said it was AmeriHealth issue and she called Member Services who said it was an issue with MTM. One of the reps she spoke with from MTM was rude and she got tired and hung up on the rep. She reached out again, MTM said they never received the log, but member received confirmation email after trip log was submitted. She filed a grievance with ACOH and reached back out to MTM to follow up once more, this was the week of March 17th. Issue remains unresolved. Member forwarded emails, which will be forwarded to Victoria Gonzalez for resolution.
- 3. Annual Renewal – Member were provided their Recertification dates and the process to complete.
- 4. Care Coordination - Voice of The Customer
 - A. Member advised ACOH has taken great care of him and his kids. Care coordination has been excellent, very intuitive and gets the job done when he has a need.
- 5. Member advised Bright Start program was good and they were able to get her an automated breast pump, which was very helpful.
- 6. Member Portal
 - A. Members indicated difficult time signing into the member portal. All members process and PowerPoint on the correct way to sign up for the member portal.

Recommendation Summary:

- 1. AmeriHealth Doing. No recommendation for improvements
- 2. Transportation Benefits – Well Received. No recommendations.
- 3. Recertification – 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

MCO Response:

- 1. Member Engagement educated members on why the Health Assessment calls were necessary and why it is important to return calls and complete assessment.
 - A. UM supervisor explained to member, the provider did not respond to request for additional information until after several attempts. Once the information was provided, ACOH paid the claim.
 - B. Member engagement order ID and Member Materials in larger font.

2. Transportation. – Provided feedback and dates member called the call center to pull log for research.
Member provided gas mileage reimbursement.
3. All members provided the process and PowerPoint on the correct way to sign up for the member portal.

Closed Meeting.