

A. Date of Meeting: 09/22/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Redetermination Process
5. Quality member and community advisory meeting
6. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members where asked, has awareness for AmeriHealth Caritas grown? All members said they and their families are more aware of AmeriHealth.
 - (B) Our BH clinic, and PCPs are more aware of ACOH.
 - (C) Member state, we never had an insurance company like this before.
 - (D) I know friends on AmeriHealth. I invite them to the Q4 meeting.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Create a member newsletter. Add link into a text message for the newsletter. Send an email with link provided.
5. Voice of the Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk Assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to

complete. The word risk connote negativity. The word risk made me feel like I had to do the assessment. When I received in the mail, the word risk made me feel like I was losing my coverage. I the word make me feel like I had to do answer the questions.

- (B) The word health intimidated me.
 - (C) Should not use Health Risk. It is more than just health; it is more than just your doctor.
 - (D) Stop using industry language. Minorities do not respond to such language and words.
7. Transportation
- (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting.
 - (B) Very simple language.
 - (C) Very catchy and glitzy. ACOH should market to Members immediately through all communication channels.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
- (A) October: Barriers to Health – Well received. No additional edits or corrections.
 - (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
 - (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
- (A) All members sign up for the portal and app.
 - (B) Ease of use
 - (C) User friendly
10. Open Discussion – None.

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Use email to communicate.
3. Childcare VAB – In home setting for the care.
4. When speaking to a member, do not refer to Health Risk Assessment – Member Needs Assessment
5. Provide Transportation One pager to providers.
6. Do an in-service Q&A on the transportation one pager with providers.
7. Add Sr and Jr suffix to the portal.
8. Remove member ID. Portal only recognizes Plan ID.
9. Review Caritas in name

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefit.
2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.
4. ACOH Piloted using Care Needs in three counties.

5. Present follow up question on “Caritas” in Q4
6. Work with Provider Services to schedule in service presentation on Transportation one pager.
7. Ticket opened to add Suffix and remove Member ID for plan ID.

Closed Meeting.

A. Date of Meeting: 09/21/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Quality member and community advisory meeting
5. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members where asked, has awareness for AmeriHealth Caritas grown? All members said they and their families are more aware of AmeriHealth.
 - (B) Our BH clinic, and PCPs are more aware of ACOH.
 - (C) Member state, we never had an insurance company like this before.
 - (D) I know friends on AmeriHealth. I invite them to the Q4 meeting.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Create a member newsletter. Add link into a text message for the newsletter. Send an email with link provided.

5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. The word risk connote negativity.
 - (B) When I received in the mail, the word risk made me feel like I was losing my coverage. I the word make me feel like I had to do answer the questions.
 - (C) The word health intimidated me.
 - (D) Should not use Health Risk. It is more than just health; it is more than just your doctor.
7. Transportation
 - (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting.
 - (B) Very simple language.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
 - (A) October: Barriers to Health – Well received. No additional edits or corrections.
 - (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
 - (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
 - (A) All members sign up for the portal and app.
 - (B) Ease of use
10. Open Discussion – None.

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Use email to communicate.
3. Childcare VAB – In home setting for the care.
4. When speaking to a member, do not refer to Health Risk Assessment – Member Needs Assessment
5. Provide Transportation One pager to providers.
6. DO an in-service Q&A on the transportation one pager with providers.
7. Review Caritas in name

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefit.
2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care

Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.

4. ACOH Piloted using Care Needs in three counties.
5. Present follow up question on “Caritas” in Q4

Closed Meeting.

A. Date of Meeting: 09/20/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Redetermination Process
5. Quality member and community advisory meeting
6. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members where asked, has awareness for AmeriHealth Caritas grown? All members said they and their families are more aware of AmeriHealth.
 - (B) Our BH clinic, and PCPs are more aware of ACOH.
 - (C) Member state, we never had an insurance company like this before.
 - (D) I know friends on AmeriHealth. I invite them to the Q4 meeting.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Create a member newsletter. Add link into a text message for the newsletter. Send an email with link provided.

5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. The word risk made me feel like I had to do the assessment.
 - (B) When I received in the mail, the word risk made me feel like I was losing my coverage. I the word make me feel like I had to do answer the questions.
 - (C) The word health intimidated me.
 - (D) Should not use Health Risk. It is more than just health; it is more than just your doctor.
 - (E) Stop using industry language. Minorities do not respond to such language and words.
7. Transportation
 - (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting.
 - (B) Very simple language.
 - (C) Very catchy and glitzy. ACOH should market to Members immediately through all communication channels.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
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 - (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
 - (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
 - (A) All members sign up for the portal and app.
 - (B) Ease of use
 - (C) User friendly
10. Open Discussion – None.

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Use email to communicate.
3. Childcare VAB – In home setting for the care.
4. When speaking to a member, do not refer to Health Risk Assessment – Member Needs Assessment
5. Provide Transportation One pager to providers.
6. DO an in-service Q&A on the transportation one pager with providers.
7. Add Sr and Jr suffix to the portal.
8. Remove member ID. Portal only recognizes Plan ID.

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefit.

2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.
4. ACOH Piloted using Care Needs in three counties.
5. Work with Provider Services to schedule in service presentation on Transportation one pager.
6. Ticket opened to add Suffix and remove Member ID for plan ID.

Closed Meeting.

A. Date of Meeting: 09/19/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Redetermination Process
5. Quality member and community advisory meeting
6. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members were asked, has awareness for AmeriHealth Caritas grown? All members said they and their families are more aware of AmeriHealth.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Create a member newsletter. Add link

into a text message for the newsletter. Send an email with link provided.

5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. The word risk made me feel like I had to do the assessment. When I received in the mail, the word risk made me feel like I was losing my coverage. I called member services, asked allot of questions because I did not know what the assessment was used for.
7. Transportation
 - (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting. Members did not have any additional information needed to be added to one pager.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
 - (A) October: Barriers to Health – Well received. No additional edits or corrections.
 - (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
 - (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
 - (A) All members have not sign up. All indicated, they will sign up; provide their feedback at the Q4 meeting.
10. Open Discussion – None.

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Use email to communicate.
3. Childcare VAB – In home setting for the care.
4. When speaking to a member, do not refer to Health Risk Assessment – Member Needs Assessment

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefit.
2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.
4. ACOH Piloted using Care Needs in three counties.

Closed Meeting.

A. Date of Meeting: 09/06/2023

B. Location of Meeting: Pizza Cottage, 951 E State St., Athens, Ohio 45701

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Quality member and community advisory meeting
5. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members where asked, has awareness for AmeriHealth Caritas grown? All members except the two new members assigned said they and their families are more aware of AmeriHealth. Additionally, three members stated they know someone in the community on the AmeriHealth plan.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Member indicated because of the Q2 meeting, they began looking into benefits provided and reviewing their member handbook.
5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. Members indicated, if I am new, why would I speak to you about my health. It is not your concern.

7. Transportation
(A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting. Members did not have any additional information needed to be added to one pager.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
(A) October: Barriers to Health – Well received. No additional edits or corrections.
(B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
(C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
(A) Half of the participants signed up for the portal & app. Really liked the functionality and the ease of use. Members did not have any recommendations for improvements.
(B) Half did not sign up. All indicated, they will sign up; provide their feedback at the Q4 meeting.
10. Open Discussion – None. Ran out of time. 6

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Childcare VAB – In home setting for the care.
3. When speaking to a member, do not refer to Health Risk Assessment

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefit.
2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the Health risk assessment.
4. ACOH Piloted using Care Needs in three counties.

Closed Meeting.

A. Date of Meeting: 09/13/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
(A) Brand awareness

- (B) Benefit education
- (C) Special Benefits
- (D) Health risk Assessments
- (E) Transportation
- (F) Upcoming Surveys
- (G) Member app and portal
- 4. Quality member and community advisory meeting
- 5. Open Discussion

Meeting Notes:

- 1. Welcome
- 2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
- 3. Motivv App
 - (A) AmeriHealth Caritas OH, had members use, navigate, and provide feedback on Motivv App.
 - (B) The app was very well received. The feedback consisted of the following:
 - Way out Cool
 - App 99% Awesome
 - Great Design
 - I could not find any glitches.
 - Love it is an Ohio Based company.
 - App Navigation is A+
 - Love the game features.
 - Super-fast
 - Love personalization for members
 - My Kids would this app experience
- 4. Open Discussion – None

Recommendation Summary:

- 1. Provide app to all ACOH members, soon.
- 2. Add button for ACOH to Member Handbook and Provider Handbook for members without printer access.
- 3. Add Care Card balances on the app
- 4. Add pharmacy feature pulling data from Gainwell

MCO Response:

- 1. AmeriHealth will launch app Q1, 2024 upon approval.

Closed Meeting.

A. Date of Meeting: 09/12/2023

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

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments
 - (E) Transportation
 - (F) Upcoming Surveys
 - (G) Member app and portal
4. Quality member and community advisory meeting
5. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members where asked, has awareness for AmeriHealth Caritas grown? All members said they and their families are more aware of AmeriHealth. Additionally, two members stated they know someone in the community on the AmeriHealth plan.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Create a member newsletter. Add link into a text message for the newsletter. AmeriHealth will get more responses via text if the company investigate paying or reimbursing text fees. Use post card mailers for brand awareness.
5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. The word risk is scary. Use more friendlier terminology.
7. Transportation

- (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting. Members did not have any additional information needed to be added to one pager.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
- (A) October: Barriers to Health – Well received. No additional edits or corrections.
- (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
- (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
- (A) All members have not sign up. All indicated, they will sign up; provide their feedback at the Q4 meeting.
10. Open Discussion – None. Ran out of time. 6

Recommendation Summary:

1. Provide member benefits in Newsletter.
2. Pay texting fees for better response rate.
3. Childcare VAB – In home setting for the care.
4. When speaking to a member, do not refer to Health Risk Assessment – Member Needs Assessment

MCO Response:

1. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefits.
2. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
3. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.
4. ACOH Piloted using Care Needs in three counties.

Closed Meeting.

A. Date of Meeting: 09/07/2023

B. Location of Meeting: O'Charley's Restaurant; 930 WINDHAM COURT, BOARDMAN, OHIO 44512

C. Agenda:

1. Welcome
2. Your rights-grievance and appeals.
3. Your Voice
 - (A) Brand awareness
 - (B) Benefit education
 - (C) Special Benefits
 - (D) Health risk Assessments

- (E) Transportation
- (F) Upcoming Surveys
- (G) Member app and portal
- 4. Quality member and community advisory meeting
- 5. Open Discussion

Meeting Notes:

1. Welcome
2. Holding providers and AmeriHealth Caritas accountable
 - (A) Members were provided a presentation on grievance and appeals. The presentation focused on the accountability process for providers and AmeriHealth when member needs are not met and/or addressed. Well received by members.
 - (B) Members did not have any additional recommendations on the accountability process.
3. Brand Awareness
 - (A) Members were asked, has awareness for AmeriHealth Caritas grown? All members except the two new members assigned said they and their families are more aware of AmeriHealth. Additionally, two members stated they know someone in the community on the AmeriHealth plan.
 - (B) Create an annual Picnic for ACOH members and the community. (Care Source and United well known in the area)
 - (C) Trumbull County – Do more outreach to providers in the area. Members and Potential members follow and trust their providers.
 - (D) ACOH should have a presence at the Canfield Fair- second largest fair to Ohio State Fair.
4. Benefits
 - (A) How can we do a better job telling members about their benefits? Member indicated because of the Q2 meeting, they began looking into benefits provided and reviewing their member handbook. Member stated paperwork is confusing. Verbiage and outreach should speak directly to the members.
5. Voice of The Customer
 - (A) Based on your thoughts AmeriHealth should pursue a childcare program, what services would you want in this program? The overwhelming number of advisory members asked for in home care for their children. Members stated, they feel more comfortable knowing their child is in a familiar setting. Build relationships with established Day Care Centers. ACOH pays day care directly. We could not keep up if the vouchers were sent directly to us as the members.
6. Health Risk assessment
 - (A) How can ACOH do a better job of sharing the importance of the HRAs and encourage more members to complete. Members indicated, if I am new, why would I speak to you about my health. Using Health Risk Assessment, we feel you are in our business. Remove the word risk. Presents a negative connotation. Personalize your opening and voicemails. DO a better job speaking to each member on a personal basis. We feel you are speaking doctor to me. Speak with me like you would have prior to going to school.

7. Transportation
 - (A) The ACOH transportation one pager was presented to members. One pager was well received by members. Members liked the turnaround time from Q2 advisory to presentation at the Q3 meeting. Very well received. Members liked the QR Code to scan if additional support is needed. Members did not have any additional information needed to be added to one pager.
8. Your Voice – Surveys - Member were presented with ACOH survey questions for the balance of 2023 for feedback and recommendations.
 - (A) October: Barriers to Health – Well received. No additional edits or corrections.
 - (B) November: Health Status – Members really liked the survey questions. Members said, questions showed concern.
 - (C) December: Access Healthcare (in person or Telehealth) – Members like this question. Members said they liked in person but, was aware of a family or friend whose preface is telehealth.
9. Member Portal
 - (A) All members signed up for the portal & app. Members found the portal and app was not user friendly. Two members demonstrated the same concern and results. The login in the right corner, both members had to tap several times before login happened.
10. Redetermination
11. Quality Member and Community Advisory Meeting
 - (A) Well received by members – Three members volunteered for the QMCA. All three understood, each must remain in good standing with the current MFAC quarterly meetings.

Recommendation Summary:

1. Presence at the Canfield Fair
2. Provide member benefits in Newsletter.
3. Personal messaging.
4. Childcare VAB – Members do not want strangers in their home. Partner with Day Care. Provide vouchers directly to the Day Care center. Provide timely reminders to members on their Wellness visit appointments.
5. When speaking to a member, do not refer to Health Risk Assessment. Member Needs Assessment
6. Outreach to County Providers
7. Redetermination – use all modes of outreach within allotted time frames.

MCO Response:

1. Community Coordinator will research and security information to sign up in 2024.
2. Provider Services create an outreach strategy in Trumbull County
3. ACOH creates a member newsletter scheduled to launch in October 2023. ACOH create a monthly email blast highlighting benefits. Distribute newsletter via email, mail, and text with a link.
4. Communication looking at grade levels and how to personal messaging.
5. Based on member feedback, ACOH did a follow up meeting with the Ohio Childcare Resource and Referral Association on the feasibility of in-home services.
6. ACOH trained all outreach staff and care coordination to focus questions on a conversational format. Care Coordination trained Member Engagement team on how to ask questions omitting the health risk assessment.
7. ACOH Piloted using Care Needs in three counties.
8. Created Redetermination one pager. Added an additional texting campaign.

Closed Meeting.