

A. Date of Meeting: 09/24/2024

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

C. Agenda:

1. Welcome
2. CAPHS
 - a) What are some suggestions do you have to improve?
 - i. List of Dental Providers
 - ii. Transportation Providers not professional
 - iii. Gas Mileage Reimbursement process need to improve
 - b) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Member service very helpful
 - ii. Responding and follow up to inquiries.
 - iii. Emailing of Specialist information when needed
 - iv. Mike Hibbard does a good job responding to questions
 - v. Bright Start Representative is good
 - c) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Transportation
 - v. Extra Services
3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

1. Provide a List of Dental Providers

MCO Response:

1. MCO provided a list to all participants within a 25-mile radius.
2. MCO provided feedback to MTM JOC

Closed Meeting.

A. Date of Meeting: 09/18/2024

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

C. Agenda:

1. Welcome

2. CAPHS

- d) What are some suggestions do you have to improve?
 - i. Timely Transportation Return Trips
- e) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Great working to get providers in network
 - ii. Medical Services are great.
 - iii. Meals program after hospitalization
 - iv. Care Card incentives
- f) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Transportation
 - v. Extra Services

3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

- 1. Fix transportation return trip pick times

MCO Response:

- 1. MCO followed up with Transportation Broker MTM-Provided real time feedback to MTM Oversight Committee.

Closed Meeting.

A. Date of Meeting: 09/10/2024

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

C. Agenda:

- 1. Welcome
- 2. CAPHS
 - g) What are some suggestions do you have to improve?
 - i. Contract with Holzer Health System
 - h) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Care Coordination is really good at follow up
 - ii. Medical Services are great.
 - iii. Transportation (Gas Mileage Reimbursement) helps in making all scheduled appointments
 - iv. Care Card incentives provided
 - i) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Transportation

v. Extra Services

3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

1. Contract with Holzer Health System

MCO Response:

1. MCO followed up with contract performance team. Director reported, AmeriHealth and Holzer Health System has not agreed upon a contract.

Closed Meeting.

A. Date of Meeting: 09/12/2024

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

C. Agenda:

1. Welcome
2. CAPHS
 - a) What are some suggestions do you have to improve?
 - i. Member Portal more User Friendly
 - b) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Personal attention
 - ii. Zero Co-pay
 - iii. PA Authorization
 - iv. Great transportation
 - v. Care Card incentives
 - vi. Email and outreach notifications
 - vii.
 - c) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Good provider Network
 - v. Zero out of pocket expense
3. Open Discussion - Committee did not have any additional open discussions.
 - i. Members reported receiving Open Enrollment robo call.
Open Enrollment Robo Call:
Press 1 – Change Plans
Doing nothing if you wish to remain on plan.

Meeting Notes:

Recommendation Summary:

1. Make Member Portal more user friendly.

MCO Response:

1. MCO provided one pager on how to sign up for Member Portal; member Engagement walked members through the process.
2. MCO emailed ACOH's Contract Administration Department to confirm or not the existence of the outreach. Contract Management confirmed the existence of the outreach.

Closed Meeting.

A. Date of Meeting: 09/05/2024

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

C. Agenda:

1. Welcome
2. CAPHS
 - d) What are some suggestions do you have to improve?
 - ii. Access to Dental provider appointments (taking too long to be seen)
 - e) What are the 1-2 things ACOH does well for your healthcare journey?
 - viii. Transportation Guarantee
 - ix. Medical Services are great.
 - x. Mom Meal's great
 - xi. In home therapy – loved.
 - xii. Care Card incentives – we love.
 - f) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - vi. Medical Services guaranteed.
 - vii. Prior authorizations approved quickly.
 - viii. Prescription Medicines Covered
3. Open Discussion - Committee did not have any additional open discussions.
 - i. Members reported receiving Open Enrollment robo call.
Open Enrollment Robo Call:
Press 1 – Change Plans
Doing nothing if you wish to remain on plan.

Meeting Notes:

Recommendation Summary:

1. Members did not have any recommendations and/or concerns.

MCO Response:

1. MCO provided feedback and Provider names for additional follow up. Additionally, Member Engagement found member closer to home and secured an appointment.

2. MCO emailed ACOH's Contract Administration Department to confirm or not the existence of the outreach. Contract Management confirmed the existence of the outreach.

Closed Meeting.

A. Date of Meeting: 09/20/2024

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

C. Agenda:

1. Welcome
2. CAPHS
 - a) What are some suggestions do you have to improve?
 - i. No recommendations from the committee members
 - b) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Transportation
 - ii. Care Coordination
 - iii. Care Card incentives
 - c) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Prescription Medicines Covered
 - ii. Transportation
 - iii. Extra Services
3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

1. No recommendations

MCO Response:

1. Additional follow up not required

Closed Meeting.

A. Date of Meeting: 09/11/2024

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

C. Agenda:

1. Welcome
2. CAPHS
 - a) What are some suggestions do you have to improve?
 - i. Work with Providers not accepting Medicaid
 - ii. Cover eyeglass Hardware

- b) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Immediate response on concerns from Care Coordination and Member Engagement
 - ii. Willingness to help
 - iii. Caring Attitude
 - iv. My children's care is taken care of by the plan
- c) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Covered Pre/post-natal care
 - iii. Zero out of pocket expense
 - iv. Prescription Medicines Covered for childrens
- 3. Open Discussion - Committee did not have any additional open discussions.
 - i. Members reported receiving Open Enrollment robo call.
Open Enrollment Robo Call:
Press 1 – Change Plans
Doing nothing if you wish to remain on plan.

Meeting Notes:

Recommendation Summary:

- 1. Cover Eyeglass Hardware

MCO Response:

- 1. MCO Provided members with the list of all Providers able to complete examination and hardware.
- 2. MCO emailed ACOH's Contract Administration Department to confirm or not the existence of the outreach.
Contract Management confirmed the existence of the outreach.

Closed Meeting.

A. Date of Meeting: 09/18/2024

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

C. Agenda:

- 1. Welcome
- 2. CAPHS
 - d) What are some suggestions do you have to improve?
 - i. Ride Share Process
 - ii. MTM Portal constantly buffering
 - e) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Care Coordination
 - ii. Medical Services are great (Free Style Meter is covered).
 - iii. Transportation
 - iv. Care Card incentives provided and the ability to add retailers by my home
 - f) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.

- ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Transportation
 - v. Extra Services
3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

1. Work with MTM Provider

MCO Response:

1. MCO followed up with MTM and Provided the feedback for improvement during MTM Oversight Meeting.

Closed Meeting.

A. Date of Meeting: 09/26/2024

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

C. Agenda:

- 1. Welcome
- 2. CAPHS
 - a) What are some suggestions do you have to improve?
 - i. MTM App is not user friendly
 - ii. MTM providing misinformation on transportation benefit
 - iii. MTM gas mileage reimbursement is not timely
 - b) What are the 1-2 things ACOH does well for your healthcare journey?
 - i. Care Coordination is great
 - ii. Prior authorization process is timely and on-time
 - iii. Love Member and Family Advisory Meetings
 - iv. Care Card incentives
 - v. Follow up by Member engagement always reliable and available
 - vi. Insulin covered
 - c) Prior to be auto assigned or self-select, what do you look for in your health plan?
 - i. Medical Services guaranteed.
 - ii. Prior authorizations approved quickly.
 - iii. Prescription Medicines Covered
 - iv. Transportation
 - v. Extra Services
- 3. Open Discussion - Committee did not have any additional open discussions.

Meeting Notes:

Recommendation Summary:

1. Fix MTM issues

MCO Response:

1. MCO followed up with Transportation Broker MTM-Provided real time feedback to MTM Oversight Committee.

Closed Meeting.