

A. Date of Meeting: 12/15/2023

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

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

1. Welcome
2. Member were asked to complete the usability survey. Members were instructed the survey for new member materials is voluntary and will not impact their benefits. Upon review of the member materials, answer each question by entering your results in the section provided. Members were instructed; when reviewing the material, please make sure the assumption you are searching for the prompted information when responding to the survey questions. Select the response that best describes your experience in using the identified materials overall. Be sure to select for each question as these will be used to measure the usability of the member materials overall.
 - a) Members were provided an option to take the survey via link (zoom participates); QRC (in person participants; and Hard Copy if member preferred.

Recommendation Summary:

1. Members did not present any recommendation for this reporting period.

MCO Response:

1. AmeriHealth will tabulate all member survey responses. In the final NCQA write up, any gaps identified will be noted and addressed.
2. There were not any gaps identified in the 2023 Member Usability Survey. 97 Members participated in the survey. Overwhelming number of participants score their understanding of AmeriHealth's member materials as agreed or strongly agree on their understanding of ACOH's member materials.

Closed Meeting.

A. Date of Meeting: 12/21/2023

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

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

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Closed Meeting.

A. Date of Meeting: 12/20/2023

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

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

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Closed Meeting.

A. Date of Meeting: 12/19/2023

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

C. Agenda:

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2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

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Closed Meeting.

A. Date of Meeting: 12/06/2023

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

C. Agenda:

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2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

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Closed Meeting.

A. Date of Meeting: 12/14/2023

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

C. Agenda:

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2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

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Closed Meeting.

A. Date of Meeting: 12/13/2023

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

C. Agenda:

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2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

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Closed Meeting.

A. Date of Meeting: 12/12/2023

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

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

1. Welcome
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Closed Meeting.

A. Date of Meeting: 12/05/2023

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

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

1. Welcome
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survey. Overwhelming number of participants score their understanding of AmeriHealth's member materials as agreed or strongly agree on their understanding of ACOH's member materials.

Closed Meeting.

A. Date of Meeting: 12/08/2023 – Population Health and Quality Advisory Meeting

B. Location of Meeting: ZOOM Meeting Location

C. Agenda:

1. Welcome
2. NCQA Usability Testing of Member Materials
3. Open Discussion

Meeting Notes:

1. How many of you are familiar with AmeriHealth's Care Card incentives –
 - i. three members familiar
 - ii. two members not familiar with ALL the incentives available

If yes:

1. Have you earned yet? All have earned incentives.
2. Are the rewards worth completing the services? Yes worth it for doing things they would do anyway.
3. How did you learn about your incentive programs – members learned from a letter after going to primary care services-it was an alert; learned from previous member and family advisory meeting; welcome kit.

If no:

1. What is the best way to inform you about this program? - NA
2. Are the rewards worth you completing the service? - NA

2. you had a magic wand and could adjust this reward program:

- i. Would you keep it the same?

1. Still learning so not sure as they do not know.
2. Would not change anything currently - doesn't know all incentives so not sure.
3. Theme: what I have works, they don't know what they don't know.

- ii. What would you change?

1. How routine/more frequent distributions - mental health and wellbeing incentives - ie take advantage of going to sessions (adds to reducing stigma & incentivizing on going
2. Proactive vs reactive incentives? Have a regular standing meeting and incentivizing them for coming.
3. Partner with libraries, they have events they partner with literacy.

3. We want ALL AmeriHealth members to take advantage of the rewards programs:

- i. Best ways to get message out to members about program - text, email, social media, online... where are we not.
- ii. Mass messaging - Balance -not to little or too much.

- iii. Different for each person -little throughout year good.
- iv. When would be good time to notify - January & October sounds like a good idea -3 yes; let data drives (back to school, flu season, to remind for vaccines, or holiday as people are traveling & have extra expenses); target populations who have not gone to appointments vs. those who have not.
- v. Setting up card usage at local shops - needs highlighted so members know this is an option.

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