

A. Date of Meeting: 12/17/2024

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

C. Agenda:

1. Welcome
2. Mobile Gaming App – Team review the new MOTIVV App Tri-fold and the new MOTIVV program rolled out. Four members signed up for the app right away; demonstrated some of the games to the remaining participants. APP well received.
3. Review Member ID card with new members
 - a. well received.
4. Review Transportation Benefits with new members
 - a. well received.
5. Review Member Portal with new members
 - a. well received.
6. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated they don't have any fears about getting their child in for a wellness visit. Providers are very good at easing the fear of their children.
 - c. Members with multiple children did not have concern with getting appointments, including weekend appointments for their children.
 - d. Members stated their understanding: hearing and eye exams; Development follow u-p, i.e., age, height; vaccinations; Lab work; comprehensive exams.
7. Open Discussion
 - a. Member having difficulty finding a dental and vision provider.
 - b. Members very interested in the Mission GED program.

Meeting Notes:

Recommendation Summary:

1. Members did not have any additional recommendations.

MCO Response:

1. MCO provided member with both dental and vision provider.
2. MCO signed up member for the Mission GED program.

Closed Meeting.

A. Date of Meeting: 12/12/2024

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

C. Agenda:

1. Welcome
2. Member VOC – Ms. Verna Kanniard (well received)
 - a) Member Demonstrated the MTM Transportation App
 - b) Detailed the process to ensure each member receives their gas mileage reimbursement.
 - c) Advised the team: completing the payee line is very important for timely reimbursement.
 - d) Advised team: When purchasing fuel for their car, pay inside or the retailer will place on hold on funds.
3. Mobile Gaming App – Team review the new MOTIVV App Tri-fold and the new MOTIVV program rolled out. Two members signed up for the app right away; demonstrated some of the games to the remaining participants. APP well received.
4. Review Member ID card with new members
 - a. well received.
5. Review Transportation Benefits with new members
 - a. well received.
6. Review Member Portal with new members
 - a. well received.
7. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated all of their children has the same doctor.
 - c. Members stated they don't have any fears about getting their child in for a wellness visit. Providers are very good at easing the fear of their children.
 - d. Members with multiple children did not have concern with getting appointments, including weekend appointments for their children.
 - e. Members stated their understanding: hearing and eye exams; Development follow u-p, i.e., age, height; vaccinations; Lab work; comprehensive exams.
8. Open Discussion
 - a. Members stated MTM portal is not user friendly. Stopped trying to submit GMR through the portal.
 - b. Members stated ACOH website need updating for both Dental and Medical Providers.

Meeting Notes:

Recommendation Summary:

1. Increase incentive amounts for the Well Child Visits
2. Update Dental and Provider website

MCO Response:

1. MCO provided feedback Quality and Population Health team.
2. MCO provided feedback to MTM.
3. MCO working DentaQuest; Provider Network Operation and Website team on updates.

Closed Meeting.

A. Date of Meeting: 12/02/2024

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

C. Agenda:

1. Welcome
2. Mobile Gaming App – Team review the new MOTIVV App Tri-fold and the new MOTIVV program rolled out. Two members signed up for the app right away; demonstrated some of the games to the remaining participants. APP well received.
3. Review Member ID card with new members
 - a. well received.
4. Review Transportation Benefits with new members
 - a. well received.
5. Review Member Portal with new members
 - a. well received.
6. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated difficult to arrange appointments for multiple children.
 - c. Members stated they don't have any fears about getting their younger children in for a wellness visit. Must push their teens to go for their wellness check.
 - d. Members stated their understanding: hearing and eye exams; Development follow u-p, i.e., age, height; vaccinations; Lab work; comprehensive exams.
7. Open Discussion
 - a. Members stated MTM portal is not user friendly.
 - b. Members stated ACOH website need updating for both Dental and Medical Providers.

Meeting Notes:

Recommendation Summary:

1. Increase incentive amounts for the Well Child Visits
2. Update Dental and Provider website

MCO Response:

1. MCO provided feedback Quality and Population Health team.
2. MCO provided feedback to MTM.
3. MCO working DentaQuest; Provider Network Operation and Website team on updates.

Closed Meeting.

A. Date of Meeting: 12/05/2024

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

C. Agenda:

1. Welcome
2. Review Member ID card
 - a. ID cards are good
3. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated they expect to be able to voice their concerns at every visit, for their children's vitals and current medical conditions to be reviewed.
 - c. Members stated they don't have strong feelings about getting their child in for a wellness visit.
 - d. Members with multiple children expressed concern with getting appointments, including weekend appointments for children.
 - e. Members stated their understanding: hearing and eye exams; Development follow u-p, i.e., age, height.
 - f. Members stated, WCV -unimportant – ages 0-3; some fear – ages 5-7 (members communicate more with this age group); No fear - Pre-teen to teen (members recommended incentives for this age group)
4. Open Discussion
 - a. Members stated MTM portal is not user friendly. Stopped trying to submit GMR through the portal.
 - b. Members stated ACOH website need updating for both Dental and Medical Providers.

Meeting Notes:

Recommendation Summary:

1. Make Member Portal more user friendly.
2. Update Dental and Provider website

MCO Response:

1. MCO provided feedback via MTM oversight meeting for resolution.
2. MCO working DentaQuest; Provider Network Operation and Website team on updates.

Closed Meeting.

A. Date of Meeting: 12/10/2024

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

C. Agenda:

1. Welcome
2. Review Member ID card
 - a. Explained why the difference exist with the Member ID cards. (Did not touch upon CSP)
3. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. One member indicted rude behavior by doctor and office staff as barrier during the office visits.
 - c. Member indicated it is difficult getting 15–17-year-old to their appointment. Recommend an incentive for this age group.

- d. Members stated they don't have strong feelings about getting their child in for a wellness visit. One member stated, he does not like attending appointments; wondered if his children picked up on the feeling.

4. Open Discussion

- a. Educated Member on the use of the Care Card. Well received.
- b. Advised members of the importance of redetermination dates, updating addresses with ODJFS office, and creating an account with JFS to receive email alerts for redetermination and other certification dates. Well received.
- c. Walked the members through how to sign up for the member portal. Well received. Member signing up for the portal will present their feedback at the Q1, Member and Family Advisory Meetings.
- d. Educated members on their Transportation benefits. Members expressed concern over being picked up for appointments; the drivers driving too fast.

Meeting Notes:

Recommendation Summary:

1. Member did not have any additional recommendations.

MCO Response:

1. MCO provided feedback to Provider Services for follow up with the appropriate provider partner listed/named.
2. MCO provided member with a new Provider of choice.
3. MCO provided incentive feedback to the Quality and Population Health Team for further evaluation and future consideration.
4. MCO provided members feedback to MTM on excessive driving.

Closed Meeting.

A. Date of Meeting: 12/13/2024

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

C. Agenda:

1. Welcome
2. Review Member ID card
 - a. Explained why the difference exist with the Member ID cards. (Did not touch upon CSP)
3. Introduced and demonstrated the MOTIVV App to the committee members.
 - a) Well received by all members.
4. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. No barriers exist.
 - c. Recommend an incentive for this age group.
 - d. Members stated they don't have strong feelings about getting their child in for a wellness visit; their doctors are very good with my children and teens.

5. Open Discussion

- a. Educated Member on the use of the Care Card. Well received. Two members indicated they have not received their incentives for completing the HRAs.
- b. Advised members of the importance of redetermination dates, updating addresses with ODJFS office, and creating an account with JFS to receive email alerts for redetermination and other certification dates. Well received.
- c. Member asked for a replacement ID card.
- d. Member stated the Care Coordination team is very helpful and professional.
- e. Walked the members through how to sign up for the member portal. Well received. Member signing up for the portal will present their feedback at the Q1, Member and Family Advisory Meetings.
- f. Educated members on their Transportation benefits. Well received by members.

Meeting Notes:

Recommendation Summary:

1. Member did not have any additional recommendations.

MCO Response:

1. MCO researched and added incentives on both member's Care Card
2. MCO requested an ID card be sent out to member to arrive in 10 business days.

Closed Meeting.

A. Date of Meeting: 12/04/2024

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

C. Agenda:

1. Welcome
2. Review Member ID card
 - a. Member stated the print on the card is too small. He needs a large print member ID card mailed out.
 - b. Member requested replacement member ID cards mailed out for all members of her family as she has misplaced hers.
3. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated they expect to be able to voice their concerns at every visit, for their children's vitals and current medical conditions to be reviewed.
 - c. Members stated they don't have strong feelings about getting their child in for a wellness visit. Member advised Akron Children's automatically schedules some of her children for their well child visits but for 2 of her children, she always must call and request the visit. Member advised she receives reminder text messages to schedule her well child visits and she appreciates the reminders.
4. Open Discussion
 - a. Member was not aware the CARE card could also be used at Dollar Tree. We discussed using the OTC app to scan items for eligibility. Member advised the app is not always accurate, particularly at the Market St Dollar General in Youngstown, OH.

- b. Advised members of the importance of redetermination dates, updating addresses with ODJFS office, and creating an account with JFS in order to receive email alerts for redetermination and other certification dates.
- c. Member stated she has many difficulties accessing care for her children with Akron Children's Hospital PCP office in Boardman, Oh. She stated : it's supposed to be the best place here to take my kids for care and I have to argue with them for what I want for my children." Her son, is on the waitlist for a developmental pediatric doctor, which is 2 years long, after initial intake. She asked her PCP to order him a helmet to protect his head because he frequently bangs his head against the floor or the wall. She has taken him to progressive ABA, which requires 3 visits. She is currently waiting for the 3rd visit to be scheduled, which is the visit where the diagnosis will be provided. Noel did not pass his last hearing test and has an upcoming test scheduled for December 18th, at which time if he fails it, he will be sent to Akron Children's campus for sleep hearing study to determine his hearing level. He is nonverbal and doesn't respond significantly to pain stimuli and she has been voicing her concerns since he was 1 and feels that she is not being listened to. She has repeatedly requested an audiology referral from her PCP for further investigation but has only been given a speech referral, which Noel already received just after his birth because he was born premature. Member advised several ACH office staff at this location (6505 Market St, Building C, Youngstown, OH 44512) are dismissive and do not take her concerns seriously. She has also requested an ENT referral from PCP Megan Lowe due to frequent, recurring ear infections in both Noel and his twin brother, Joel and has been denied this request.
- d. Member advised she needs help finding a pediatric eye doctor for her twins because her current eye doctor doesn't treat children under 5 years old. Advised of how to call member services to locate a provider.
- e. Member advised that the physical therapist from Mercy Health In Home Care instructed her to do incorrect exercises during her in home PT therapy series, which delayed healing from her hip replacement surgery. She advised she is now doing PT at Mercy Health Caroline St location and is progressing due to now being instructed to perform the correct series of exercises.
- f. Member advised she is having difficulty getting Cleveland Clinic to see and treat her daughter for her corrective contact lenses. The office had advised her at the time of her visit that the approval form (prior authorization) from ACOH had expired. She advised Cleveland Clinic office staff has advised "they don't really like to take AmeriHealth insurance because it's difficult to work with." So she needs a care coordinator to contact her and help with renewing the prior authorization because her daughter's medical condition requires the use of the contacts.
- g. Member also advised she has noticed a positive change in her interactions with member services and other departments at ACOH. She stated "initially, I was getting the run around and conflicting information but now I find out information that I didn't even know about because they offer information after my issue has been handled. I love that everyone is now saying the same thing and I feel confident that I'm being well taken care of."
- h. Member advised he had to pay out of pocket for a prescription for Polymyxin B he filled at the South Mecca St Walgreens in Cortland, Ohio. The prescription was \$11.59 but the pharmacy said ACOH only covered \$.70, so he paid the remaining \$10.89 in cash. The prescription receipt is attached to this email. This is the first time he has been charged for a prescription.
- i. Member advised she does not like to use the MTM app to submit mileage reimbursement because it consistently glitches and prompts her to call MTM to submit her claims.
- j. Member stated he has enjoyed his time with ACOH for the past 2 years and can tell that the tech team has really been working to improve the member portal app. He stated it is much easier to use than now than when he first started using it and it has been helpful.

- k. Member advised ACOH is doing a great job of taking care of her needs and responding to issues quickly.

Meeting Notes:

Recommendation Summary:

1. Member did not have any additional recommendations.

MCO Response:

1. MCO Provided Member IDs in Large Print and additional ID for family.
2. MCO provided feedback to ACOH OTC vendor for correction.
3. MCO provided feedback to Provider Services for follow up with the appropriate provider partner listed/named.
4. MCO provided members with a list of provider partners within 10 miles from member's zip code.
5. MCO stated the reimbursement process for out of packet expense and sent member information to Director of Pharmacy to research findings.
6. MCO provided member feedback to MTM on member portal during Oversight Committee meeting.

Closed Meeting.

A. Date of Meeting: 12/11/2024

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

C. Agenda:

1. Welcome
2. Review Member ID card
 - a. Explained why the difference exist with the Member ID cards. (Did not touch upon CSP)
3. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. No barriers exist.
 - c. Recommend an incentive for this age group.
 - d. Members stated they don't have strong feelings about getting their child in for a wellness visit; their doctors are very good with my children and teens.
4. Open Discussion
 - a. Educated Member on the use of the Care Card. Well received.
 - b. Advised members of the importance of redetermination dates, updating addresses with ODJFS office, and creating an account with JFS to receive email alerts for redetermination and other certification dates. Well received.
 - c. Member stated the Care Coordination team is very helpful and professional.
 - d. Walked the members through how to sign up for the member portal. Well received. Member signing up for the portal will present their feedback at the Q1, Member and Family Advisory Meetings.
 - e. Educated members on their Transportation benefits. Well received by members.
 - f. Members sited poor services by their dental providers.
 - g. New member needed a Pediatric Dentist

Meeting Notes:

Recommendation Summary:

1. Member did not have any additional recommendations.

MCO Response:

1. MCO provided feedback to DentaQuest for follow with providers.
2. MCO provided and scheduled appointment with a new provider.
3. MCO provided member with a new Provider of choice.

Closed Meeting.

A. Date of Meeting: 12/19/2024

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

C. Agenda:

1. Welcome
2. Mobile Gaming App – Team review the new MOTIVV App Tri-fold and the new MOTIVV program rolled out. Four members signed up for the app right away; demonstrated some of the games to the remaining participants. APP well received.
3. Review Member ID card with new members
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6. Well Child Visits
 - a. Members stated they were able to get all their children in for an annual wellness visit this year.
 - b. Members stated they don't have any fears about getting their child in for a wellness visit. Providers are very good at easing the fear of their children.
 - c. Members with multiple children did not have concern with getting appointments, including weekend appointments for their children.
 - d. Members stated their understanding: hearing and eye exams; Development follow u-p, i.e., age, height; vaccinations; Lab work; comprehensive exams.
7. Open Discussion
 - a. Members provided feedback on how AmeriHealth could differentiate itself from other Manage Care Entities in Ohio.

Meeting Notes:

Recommendation Summary:

1. Members recommended a series of 3–5-minute videos highlighting benefits member are interested in learning, e.g., transportation, VABs; Redetermination and ACOH/ACFC history; place each video on ACOH website member page; Social Media page for members and potential members to review.
2. Member recommended ACOH create events at Mommy Land, i.e., parents will bring themselves and their children out.

MCO Response:

1. MCO provided the feedback and recommendation to the Marketing and Communication team for consideration.
2. MCO provided the feedback and recommendation to the Community Relations team for consideration.

Closed Meeting.