

Member Advisory Board Meeting Minutes

June 25th, 2024
11am – 12pm

Location: Hybrid (Virtual and in ACNH Wellness and Opportunity Center)

Member Discussions/Feedback

Introduction: Community Health Educator opened the meeting with a welcome and greetings to those in attendance. 6 staff and 1 ACNH member in attendance.

- Staff member shared upcoming Wellness and Opportunity Center programs, including monthly cooking on a budget class. Next class is June 26th and July 24th and August 28th. Staff member announced back to school event taking place on August 30th, 12:00-2:00. Staff member states she will share back to school event flyer with member via email once completed.
- Staff member asked member's opinion on how else we can advertise/market Wellness and Opportunity Center events.
 - Member states that she feels there isn't anything lacking for advertising. She reports she has checked LinkedIn, Facebook, IG and sees that we are up to date sharing our upcoming events on all platforms.
- Staff member asked member if she currently utilizes mobile app.
 - Member states that she does not use the app. Staff member will provide resources to download the mobile app to the member.
- Staff member asked if member has read ACNH Newsletter and if not, what would she like to see on there.
 - Member states that she has never read the newsletter.

Feedback Continued/Open Floor

- Staff member asked member if she has seen ACNH advertising on either local bus stops or seen our commercial on WMUR.
 - Member states that she has not seen either form of advertising. Member states that she feels in-person community outreach is in her opinion the best form of connecting with potential members to inform them of ACNH benefits.
 - Staff Member shares that ACNH is continuing brand awareness in NH. As the newest MCO we are still working towards becoming more well known as a Medicaid choice.
- Staff member asked member if she has any ideas or suggestions of where she feels would be beneficial place for ACNH to be present to share our benefits and continue brand awareness.
 - Member share that she feels local Welfare offices or Public Health Department would be advantageous for ACNH to be present.
- Staff member asked if member had any suggestions of what other programs or events, she would like to see in the ACNH Wellness and Opportunity Center.
 - Member shared that some type of "beat the heat" event would be great, as some families don't have anywhere cool to take their children to get out of the heat and be engaged in an activity.

Open Floor Conversation:

- **Staff member** stated it was open floor of the meeting and asked if member had any questions for staff, or feedback she would like to add that wasn't discussed.
 - Member states nothing else she has to ask or add at this time.
- Staff asked member if she had any feedback on how we could better recruit MAB attendees. Member asked what process we use now to recruit. Staff member shared that recruiting is done in person during outreach, or referrals are made to us through Care Management conversations.
 - Member asked if ACNH can look into membership and send out newsletter or "thank you" and include MAB details to ask for participation.

- Member RG suggests that something via email would be helpful, she states she doesn't feel ACNH sends many emails.

Staff member thanked group for attendance and honest feedback. No other comments or questions from the group, Staff member ended meeting and reminded everyone to keep an eye out for next quarters MAB email invite.