

Member Advisory Board Meeting Minutes

December 3rd, 2024
1pm – 2pm
Location: Virtual

Member Discussions/Feedback

Introduction: Staff Member 1 opened the meeting with a welcome and greetings to those in attendance. 9 staff and 2 ACNH member in attendance.

- Staff Member 1 announced 2025 Member Advisory Board meeting dates.
 - February 12th 6pm-7pm
 - May 28th 11am-12pm
 - September 10th 6pm-7pm
 - December 3rd 11am-12pm
- Staff Member 2 discussed upcoming Wellness and Opportunity Center programs and events.
 - Holiday Event- December 4th 4pm-7pm
 - Monthly Healthy Cooking on a Budget- December 17th 2pm-3pm
 - Healthy Start- 4 weeks beginning January 15th
 - Chronic Disease Self-Management Workshop- 6 weeks virtually meeting on Tuesdays starting January 21st

Feedback Continued/Open Floor

- Staff Member 1 reviewed updates to the AmeriHealth Caritas New Hampshire Care Card and asked members if they had any questions.
 - Member 1 mentioned that the new updated transportation benefit is a great added benefit that started in September.
 - AmeriHealth Caritas New Hampshire offers 6 round trip rides for non-medical appointments.
- Staff member 1 asked the members what is the best way to hear from AmeriHealth?
 - Member 1 stated that the best way to communicate with him is through his case manager. He has a care manager through AmeriHealth Caritas New Hampshire and finds that the best way to understand what is going on and any events that are going on.
 - Member 2 mentioned texting or emailing is the best form of communication.
 - Staff Member 3 asked the members about how they feel about the number that calls?
 - Both members 1 and 2 agreed that number ID is very important as scam calls are very common.
- Staff member 1 asked if our members follow the AmeriHealth Caritas New Hampshire social media pages or visited the website.
 - Member 1 mentioned they were able to use the website to find a provider. It was very easy to use a zip code and filter the providers in the area.
- Staff member 1 thanked group for attendance. No other comments or questions from the group, Staff Member 1 ended meeting.