

Member Advisory Board Meeting Minutes



June 24, 2026
11pm – 12pm
Location: Hybrid

Attendance

Staff Member 1	ACNH Member 1
Staff Member 2	ACNH Member 2
Staff Member 3	ACNH Member 3
Staff Member 4	ACNH Member 4
Staff Member 5	ACNH Member 5
Staff Member 6	ACNH Member 6
Staff Member 7	ACNH Member 7
Staff Member 8	ACNH Member 8
Staff Member 9	ACNH Member 9
Staff Member 10	ACNH Member 10
Staff Member 11	
Staff Member 12	

Member Discussions/Feedback

Introduction: Staff member 1 opened the meeting with a welcome and greetings to those in attendance. 12 staff and 10 ACNH members were in attendance.

- Staff Member 1 announced upcoming Member Advisory Board meeting dates.
 - September 16- 6pm to 7pm
 - December 16- 11am to 12pm
- Staff Member 2 introduced themselves to the group and thanked all the members for attending and providing feedback. Staff member shared the importance of providing high quality and access to care and having the best member experience by how we engage with members and the community throughout the state
- Staff Member 3 reviewed the new AmeriYou initiative featuring advocates for members to help with overall member experience. These guides will act as trusted navigators to solve problems, outreach and support members.
 - ACNH Member 1 stated that this
 - seemed to be a wonderful resource for members and asked a question about whether these guides could help with prior authorizations and referrals
 - ACNH Member 2- asked a question about looking into Care Card Rewards after attending Well visits recently and not receiving funds on their card. They also asked about other opportunities to earn incentives on the Care Card
 - Staff member 3 will follow up with member after the meeting to investigate Care Card balance. Staff member 6 will connect with member about offering a member orientation to go over benefit information with member
 - ACNH Member 3 stated that they receive Care Card Funds only after completing an HRA at their Well Visit and the provider needs to be informed on that process to receive the funds
 - ACNH Member 4 asked for help in finding an oral surgeon in their area
 - Staff Member 4 provided an

