

# Lehigh Valley Member Advisor Work Group

July 17, 2025: Meeting Minutes

Location: NAMI Lehigh Valley, 802 West Broad Street, Bethlehem, PA 18018

## Discussion (Minutes):

- Tom Walker commenced the meeting by outlining the background and purpose of the Member Advisory Work Group meetings. He then introduced Maggie Murphy from NAMI Lehigh Valley, who provided an overview of NAMI's supports and services.
- Janet Verga of Magellan then led the group in a brief icebreaker and introduction activity. Participants introduced themselves and shared the percentage of charge they would be if they were a cell phone battery. All attendees actively participated in this engaging exercise.
- Sara Collins then presented educational information about Pennsylvania HealthChoices and Magellan Behavioral Health of Pennsylvania. Sara described Magellan of Pennsylvania's role within the HealthChoices program and provided participants with information on how to access services, contact Magellan, and examples of covered services.
- John Lees, the Member and Family Advocate, gave an overview of his role within Magellan Behavioral Health of Pennsylvania. He also shared information about the new member welcome letter, how to contact Magellan of Pennsylvania, and opportunities to engage with Magellan, such as serving on a grievance or complaint panel.
- Jim Marchetto and Janet Verga facilitated a discussion on accessing additional support, member rights, and self-care tips.
- Throughout the meeting, participants offered feedback regarding their experiences with services and with Magellan Behavioral Health of Pennsylvania.
  - Key feedback included:
    - Navigating Services: Contacting Magellan of Pennsylvania to confirm provider network status or navigate primary insurance was described as "overwhelming" and "frustrating" when representatives couldn't confirm information or follow up. Magellan representatives acknowledged this feedback and assured participants it would be shared internally for resolution.
    - Parent/Guardian Access: One participant reported a "great experience" reaching out to Magellan but highlighted difficulties in accessing information and connecting to services as a parent and legal guardian of an adult member.
    - Magellan representatives assisted this individual at the meeting's conclusion, providing information on submitting legal documents or completing releases (e.g., Power of Attorney or Release of Information).

- Medical Assistance: Participants and Magellan also discussed the importance of the Medical Assistance application and renewal process.
- Overall Experience & Promotion: Another participant shared that their experiences and interactions with Magellan were "pretty darn good for an insurance company." This participant also suggested Magellan consider promoting the Advisory Work Group meetings more broadly so more members could benefit from attending.

Janet and the other Magellan representatives thanked all participants for attending and providing valuable perspective and feedback.