

Cambria County Member Advisory Work Group

August 21, 2025, Meeting Minutes

- Magellan's Community Outreach Specialist, Camette Standley, welcomed everyone to the Member Advisory Work Group meeting, led introductions and an ice breaker. The Ice Breaker topic was "Are you team pumpkin spice, apple cider or are you not ready for summer to end." Alexis Miller (Member and Family Advocate at Magellan), Natalie Moldofsky (Recovery Support Coordinator at Magellan), and Steph Cassanese (Manager for Recovery and Resiliency Services at Magellan) introduced themselves and led the participants through introductions and the ice breaker question. All participants engaged in this voluntary exercise.
 - Natalie introduced Roxann Tyger (Executive Director for the Women's Help Center) and Theresa Tommarello (Assistant Director for the Women's Help Center). The two presented information about the Cambria House Adult Peer-Led Shelter Program and explained the program and requirements. They distributed brochures for participants.
 - Natalie and Steph asked the group if they had any experiences at the Peer-Led Shelter that they would like to share. No members present needed services at the Peer-Led Shelter, but expressed their gratitude for the program to be up and running. The Peer-Led Shelter is located where a previous homeless shelter was operated (Catholic Charities' Martha and Mary House). However, due to lack of funding and operational costs, the Martha and Mary House was closed for two years prior to the Women's Help Center reopening of the now Cambria House.
 - When asked if they were aware of the Peer-Led Shelter, participants noted they had heard about the shelter and their services and appreciated the clarity on requirements from Roxann and Theresa.
 - Natalie and Alexis updated the group on the upcoming events. Natalie led the discussion on Recovery in the Valley. Alexis led the discussion on the Housing Summit. Flyers for both events were distributed to participants. Participants had been aware of the upcoming events and registrations were taken at the end of MAWG.
 - Natalie explained the complaint/grievance process. Steph explained the difference between complaints and grievances. Natalie surveyed the group to ask if their provider has an internal process. One participant shared that provider asked program participants to "ask a supervisor if they had any concerns or complaints." Three participants shared they felt that their complaints were solved at the provider level and did not need to be escalated to Magellan. One participant shared information about interacting with the Consumer and Family Satisfaction Team. This program uses feedback from individuals with lived experience to improve mental health and substance use disorder services.
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- When Steph asked the participants about their access to care concerns, one participant asked about a local pharmacy that will not be contracted with UPMC for You (Physical Health Managed Care Organization). The group discussed the concerns around a local pharmacy (Martella's Pharmacy) that will no longer be accessible to individuals with this PH-MCO. The group discussed other pharmacy options available to them in the area.
- Natalie and the other Magellan representatives thanked the participants for attending and providing their feedback.