

# Cambria County Member Advisory Work Group

## November 20, 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 “What Thanksgiving dish do you identify with.” Alexis Miller (Member and Family Advocate at Magellan) and Natalie Moldofsky (Recovery Support Coordinator at Magellan) introduced themselves and led the participants through introductions and the ice breaker question. All participants engaged in this voluntary exercise.
- Natalie reviewed information about enrolling and renewing county benefits. Natalie stressed the importance of submitting renewals on time and having the correct contact information with the county assistance office. Natalie asked the group if they had any difficulties enrolling or updating their information. Participants replied to this question by stating that they have never had complications with applying or renewing, some stating that they check a box on the application to auto-renew their benefits.
- Alexis reviewed SNAP updates and provided information to the group from the SNAP website. Alexis provided the United Way’s updated food resource list. Alexis asked about the recent government shutdown and how individuals were impacted regarding the pause on SNAP benefits. Group members spoke about how they were able to solve problems around food access issues. Many stated that their physical health insurance plans have a card that gives a \$200 allowance to food and medical necessities. Individuals stated they were able to use that food card in the interim to avoid being without food. The group gave examples of local food pantries and restaurants that assisted the community with meals. Group members shared about another resource, Produce to People. This resource is a drive-up food distribution but will allow individuals to walk through the line to receive boxes of food as well. Individuals without cars were previously unable to utilize this resource.
- Natalie distributed updated Magellan Member Handbooks to group participants and led the group through a brief review of the contents in the handbook.
- Natalie informed participants of the name change for Behavioral Health of Cambria County to Cambria County Health Choices. She reminded participants of the Report to the Community event at Cambria County Health Choices on December 5<sup>th</sup>, 2025. Natalie assisted individuals in registering for the event as registration is required.
- Natalie led the group into a discussion about any challenges they are facing with providers in Cambria County. Common themes were wait lists, not getting calls back, or providers not accepting new clients at this time. Members were encouraged to utilize the internal complaint

process with their providers and if their complaint is not resolved, to then file a complaint with Magellan through our Member Services line. Alexis encouraged individuals to contact her to file a complaint as she is available and a familiar face for participants. Alexis reviewed the Member Services number in the Member Handbook and shared her contact information with the group.

- Camette and Natalie wrapped up the meeting by thanking participants for their participation and feedback.