


Lehigh & Northampton County Member Advisory Work Group

December 12, 2025 Meeting Minutes

- There was a total of 44 participants in the meeting overall. 32 of the participants were members and 12 were Magellan staff and county and provider representatives.
 - One member required Spanish interpretation, and this was provided.
 - Tom Walker from Magellan provided introductions from Magellan, Lehigh and Northampton Counties, and provider representatives, along with an overview of the agenda and plan for the meeting.
 - Tom then reviewed the materials for the meeting including the Magellan member handbook. Tom also used this opportunity and put out a call to action to encourage the members participating to provide feedback related to Magellan and services and to ask questions.
 - Tom engaged the group in an icebreaker activity. Participants were asked the following question: "what is one small thing that brings you Joy this holiday season"? Several participants offered feedback on this question.
 - Tom and Janet Verga then led a discussion related to Medical Assistance support from the MATP (Medical Assistance Transportation Program). Tom and Janet directed members to information included in the Magellan handbook related to the MATP program, including the contact information for the program.
 - Tom then provided the group with an update related to Medical Assistance programming, specifically about Psychiatric Rehabilitative Programs. He shared that Psych Rehab programs would be considered "in-plan" beginning January 1st, 2026. Tom reviewed the benefits of this change including access, transportation to and from the programs, and validation of the efficacy of this service.
 - Tom next reviewed Medical Assistance enrollment information. Tom directed members to specific information available from Magellan (MA Toolkit) and how to access this information. During this discussion members were encouraged to remain vigilant about renewing their Medical Assistance enrollment and confirming their home address so that they were sure to receive any correspondence related to their Medical Assistance enrollment.
 - There was member feedback related to Medical Assistance enrollment process, specifically one individual shared that the state reviewed her financial information at a "single point in time" and determined that her income was "too high." She shared that as a result she was denied for continued coverage due to her income being "too high." Janet provided feedback to this scenario and made suggestions related to navigating the application and re-enrollment process including
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providing detailed (updated and accurate) information to ensure that the state has a detailed view of an individual's financial situation.

- Other feedback from members about their physical health managed care and other “waiver” supports providing home and community support to them, including paid caregivers, was also discussed. Magellan and County Representatives encouraged members who were interested in learning more about this type of support to outreach to the county or their Physical Health Managed Care Organization. Tom also redirected members to their Physical Health Managed Care Organization Special Needs Unit. Tom also shared with members that contact information for all the physical health managed care organizations was included in the Magellan member newsletter and helpful contact information is in the Magellan member handbook as well.
- Feedback was also provided related to Magellan Behavioral Health of Pennsylvania, specifically the assistance provided by the member and family advocate to one individual and that it “was very helpful.”
- Tom then turned the meeting over to David Watson of the Lehigh County Conference of Churches to discuss Social Determinants of Health/Health Related Social Needs programing and more. David offered a presentation that included an overview of their services including outreach to the homeless, funds to assist with practical needs, and other supports and programs such as case management and the Daybreak Program.
- Several members asked questions related to the Daybreak Program and staff from the Conference of Churches agreed to follow up individually with at least one member. Another member inquired about an application for furniture and was provided with information about the application process.
- Other feedback provided during the meeting from members included information about the “Mom's Meals” program formally referred to as “Meals on Wheels.” Another member inquired about how the service providers and agencies work together. David Watson and Jim Marchetto (Magellan) provided responses that included information describing collaborative efforts and partnerships between individual entities such as providers, Magellan, the counties and other system stakeholders.
- Tom Walker then concluded the meeting.