

Somerset and Bedford Counties Member Advisory Work Group

December 10th 2025 Meeting Minutes

Discussion (Minutes):

- There was a total of 15 participants in the meeting overall. Eleven of the participants were members and 4 were Magellan staff and county and provider representatives. Two (2) members attended in-person, the remainder joined virtually via the Zoom platform.
- Natalie Kauffman began the meeting by asking each participant to introduce themselves using only their first names, if they were comfortable, adding an option to pass if the member did not want to speak. Magellan staff then introduced themselves. Natalie and Steph Cassanese explained the format and purpose of Magellan MAWG meetings. All 2026 meeting dates were provided, as they will follow the same schedule the prior MCO utilized to maintain consistency.
- Natalie, Steph, and Heather Moran then introduced themselves and provided a brief explanation of their roles and responsibilities as it pertains to Somerset and Bedford counties. Members were provided the opportunity to ask any questions they had. Several members had concerns about whether they would have difficulty accessing services or if they would have to change doctors, therapists, and other providers. Magellan staff assured members that it was highly unlikely they would experience a service disruption of any kind but did provide Magellan's member services line and Natalie's contact information should members have any questions or concerns.
- Members who attended both in-person and virtually were offered Magellan member handbooks and other educational materials, including flyers on "Who is Magellan" and "What are Recovery Support Coordination Services." Virtual attendees were provided requested items by US Postal Service delivery.
- Natalie provided one final opportunity for members to ask questions. No final questions were identified and the meeting was adjourned.