

Somerset and Bedford Counties Member Advisory Work Group

Somerset County DBHS Office

September 9th, 2026 Meeting Minutes

Discussion (Minutes):

- There was a total of 15 participants in the meeting overall. Nine (9) of the participants were members and Six (6) were Magellan staff and county and provider representatives. Seven (7) members attended in-person, the remainder joined virtually via Teams platform.
- Natalie Kauffman began the meeting by asking each participant to introduce themselves using only their first name, if they were comfortable, adding the option to pass if they did not want to speak. Magellan staff then introduced themselves. Natalie briefly explained the format and purpose of the MAWG meeting and topics that can be discussed.
- Natalie shared information on the Magellan Complaint and Grievance process. Natalie discussed the difference between a Complaint and a Grievance and provided examples for both. The discussion was opened up to the group for any questions. Members asked questions about access to agency offices and Natalie offered to follow up on specific questions/assist with locating resources to address the specific barrier. Natalie also discussed member participation opportunities for the Complaint and Grievance committee and offered information for any members interested in participating.
- Natalie shared information about PA Navigate and provided all in attendance with a flyer including a QR code.
- Natalie shared the community events Magellan has participated in over the last 2 months. Other providers/members shared about the events they attended/participated in. Natalie shared where community event information can be found.
- Natalie provided a flyer for upcoming Member Education Sessions in September and discussed the purpose of the sessions. Also shared future meeting dates and reminder of new link for future meetings.