

# MAWG for Bucks-Montgomery Counties

April 10, 2025

St. Luke's Penn Foundation, Sellersville, PA

## Discussion (Minutes):

- Welcome: Magellan staff ensured all members were signed in and received a stipend form. There were 18 members, 4 support staff, and 3 Magellan staff at the meeting.
- Introductions/Ice breaker: Participants provided their first names and favorite thing about spring.
- Medicaid and Who is Magellan: Steph Cassanese (Recovery & Resiliency Manager) began by explaining what Medicaid is, versus what Medicare is, versus who is Magellan. Members had questions about the difference, specifically the difference between PHMCO and BHMCOs. After a verbal discussion, members were provided the Magellan One-pager that explains Magellan in more detail.
- Cultural Competency: Marissa MacKeverican (Youth Support Coordinator) and Jenna Woodward (Recovery Support Coordinator) led a conversation around hope. Members were asked if their provider(s) “instill and model hope” in their treatment. Several members expressed that the only providers that instill that hope are their peer supporters. Discussions of long wait lists, limited options for providers (specialists not available or VERY long wait lists). Members expressed looking for specialized care around eating disorders and OCD. This conversation then led to members expressing hopeless feelings around the state of our country. Expressions of fear, anxiety, and concerns over social security, Medicaid, and other programs being slashed or eliminated by our federal government. Steph Cassanese took this question. Steph explained that no one knows what is going to happen and validated how uncertain the situation is. Steph explained that no matter what happens, Magellan is here to support them and help them in any way possible. Many members expressed that no one will talk about this, which also doesn't instill hope. Understanding that these are political concerns, but that these types of things should not be political. One member expressed thanks and said, “I just appreciate you being willing to say something, even if it is that you don't know.” The group stated that this helps instill hope.
- Access to Care: Members stated that they feel as if it is difficult to get a hold of Magellan when they need. Some expressed concern that they do not get insurance “cards”. Magellan staff provided each participant with a copy of Magellan's member handbook, highlighting the member service line for both Bucks and Montgomery Counties. Members were also given business cards and contact numbers for RR staff, in case they need support in finding resources.
- Resources: One member said that she feels as if she educates her provider on resources instead of the other way around. This encouraged other participants to share experiences of providers being unsure how to help. This led to several members suggesting that they don't really trust their providers, which is a barrier to instilling hope. One member reminisced on a time that she had a

Magellan staff who called her monthly to check in. Member said that was a “lifeline” and “kept me going.” Steph Cassanese then provided information on Magellan’s specialty programs and reminded members to contact the member services line to get more information and to assess eligibility.

- **Housing:** Members questioned whether Magellan funds any of the residential housing or group homes. Steph Cassanese explained that is not a part of what Magellan funds. Marissa and Jenna provided housing resources to the member.
- **Upcoming Events:** Marissa and Jenna provided information on upcoming events in Bucks and Montgomery Counties.
- **PHE Unwinding:** Magellan staff reminded participants to be mindful about their benefits and ensure they complete any paperwork in a timely manner. Resources for assistance in this process were also provided.
- **Wrap-Up:** Steph wrapped up the meeting by letting everyone know that we would be staying around for questions afterwards. Steph, Jenna, and Marissa spent another 30 minutes or so meeting with members to discuss concerns, etc.