

## Member Advisory Work Group meetings are providing helpful community engagement opportunities

For several years, Magellan has led Member Advisory Work Group (MAWG) meetings near each of its care management centers. These meetings provide engagement opportunities for members to receive additional education on specific care-related topics. The interaction with its members helps Magellan to receive valuable feedback regarding the care it coordinates.

In 2018, Magellan hosted five MAWG meetings. The primary agenda items included the member satisfaction survey, updates to the complaints and grievances policy, and psychiatric advance directives. The feedback from these presentation topics was shared at the care management center level, as well as across the organization.

In 2019, Magellan plans to host a total of 12 MAWG meetings within its counties of operation. Cambria County will have quarterly meetings, Lehigh and Northampton counties will have a joint meeting on a semi-annual basis, and the southeast counties (Bucks, Delaware, Montgomery) will each have semi-annual meetings. ***When the information for these meetings is available on our [website](#), we ask all providers and stakeholders to encourage their members to attend.***