



## CareSource HIP and HHW Member Advisory Council Meeting Minutes

February 2024

### February 2024 Meetings:

| County     | Date        | Location   | Attendance |
|------------|-------------|--|------------|
| Marion     | February 15 | Indianapolis Public Library – College Ave Branch | 5          |
| Allen      | February 13 | Allen County Public Library                      | 1          |
| Lake       | February 20 | East Chicago Public Library                      | 3          |
| St. Joseph | February 21 | South Bend Public Library – Tutt Branch          | 0          |
| State-Wide | February 6  | Virtual: Zoom                                    | 4          |

### CareSource Staff in Attendance:

Director, Member Services  
 Director, Strategic Partnerships  
 Member Engagement Analyst III  
 Community Partner Specialist III  
 Life Services Engagement Specialist  
 Community Marketing Representatives

### Community Partners In Attendance:

For any follow-up questions please reach out to the CareSource team by phone at (317) 982-6462 or by e-mail at [INMemberCouncil@CareSource.Com](mailto:INMemberCouncil@CareSource.Com).

### February 2024 Discussion Topics

| Topic  | Time      | Notes   |
|--|-----------|---|
| Introductions & Welcome                            | 10        |   |
| Looking Forward & Health Goals                     | 10-15     |   |
| POWER Account Discussion                           | 10-15     |   |
| Oral Health/Dental Benefits Discussion             | 25-30     |   |
| Qualtrics Form Discussion                          | 15        | <i>Time Permitting – Only Discussed in Marion</i> |
| SOGI Survey Discussion/Future Health Equity Topics | 5         |   |
| Closing/Future Topics                              | 5         | <i>Time Permitting</i>                            |
| <b>TOTAL</b>                                       | <b>90</b> |   |

## Important Links and Follow-Up Information

- FSSA POWER Account Website: <https://www.in.gov/fssa/hip/about-hip/power-accounts/>
- CareSource POWER Account Website: <https://www.caresource.com/in/plans/medicaid/hip-power-account/>
- CareSource Member Handbook: <https://www.caresource.com/documents/in-hip-hhw-member-handbook-508.pdf>
  - POWER Account Information Pages 68 – 72
  - Primary Dental Provider Page 11
  - HHW Dental Benefits Pages 24-25
  - HIP Dental Benefits Pages 34-35

## Future 2024 MAC Meeting Information\*

| County     | May    | August               | November             | Location   |
|------------|--------|----------------------|----------------------|--|
| Marion     | May 16 | Aug 15 <sup>th</sup> | Nov 7 <sup>th</sup>  | Indianapolis Public Library – College Ave Branch |
| Allen      | May 14 | Aug 13 <sup>th</sup> | Nov 5 <sup>th</sup>  | Allen County Public Library                      |
| Lake       | May 21 | Aug 20 <sup>th</sup> | Nov 12 <sup>th</sup> | East Chicago Public Library                      |
| St. Joseph | May 22 | Aug 21 <sup>st</sup> | Nov 13 <sup>th</sup> | South Bend Public Library – Tutt Branch          |
| State-Wide | May 7  | Aug 6 <sup>th</sup>  | Oct 29 <sup>th</sup> | Virtual: Zoom                                    |

\*Dates, times and locations subject to change. CareSource will request your RSVP for future meetings. For questions, please reach out to the CareSource team by phone at (317) 982-6462 or by e-mail at [INMemberCouncil@CareSource.Com](mailto:INMemberCouncil@CareSource.Com).

**Thank you to all the members and community partners who provide CareSource with honest feedback to help us improve!**