



CareSource HIP and HHW Member Advisory Council Meeting Minutes

May 2024

May 2024 Meetings:

County	Date	Location	Attendance
Marion	May 16	Indianapolis Public Library – College Ave Branch	6
Allen	May 14	Allen County Public Library	6
Lake	May 21	East Chicago Public Library	2
St. Joseph	May 22	South Bend Public Library – Tutt Branch	3
State-Wide	May 7	Virtual: Zoom	1

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:

Healthy Beginnings at Home

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.

May 2024 Discussion Topics

Topic	Minutes	Notes
Introductions & Welcome	10	
Text Campaign Discussion	15-20	
New Member Kit Feedback	30	
Rewards Redemption Demo	10	
Closing/Future Topics	5	<i>Time Permitting</i>
TOTAL	90	

Important Links and Follow-Up Information

- To receive important text messages from CareSource, you must opt-in by either calling Member Services at 1-844-607-2829 (TTY: 1-800-743-3333 or 711) or logging into [MyCareSource.Com](https://www.caresource.com) and updating your communication preferences.
- CareSource 2024 HIP New Member Kit: https://www.caresource.com/documents/in-med-m-755900_2022-in-hip-new-member-booklet.pdf
- CareSource 2024 HHW New Member Kit: https://www.caresource.com/documents/in-med-m-946053_2022-in-hhw-new-member-booklet.pdf
- To redeem rewards, log in to your [MyCareSource.Com](https://www.caresource.com) account or call Member Services.
- CareSource Member Handbook: <https://www.caresource.com/documents/in-hip-hhw-member-handbook-508.pdf>
 - Rewards for Kids and Adults Pages 44-50

Future 2024 MAC Meeting Information*

County	August	November	Location
Marion	Aug 15 th	Nov 7 th	Indianapolis Public Library – College Ave Branch
Allen	Aug 13 th	Nov 5 th	Allen County Public Library
Lake	Aug 20 th	Nov 12 th	Hammond, IN (<i>Location Pending</i>)
St. Joseph	Aug 21 st	Nov 13 th	South Bend Public Library – Tutt Branch
State-Wide	Aug 6 th	Oct 29 th	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.

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