



CareSource HIP and HHW Member Advisory Council Meeting Minutes

February 2025

February 2025 Meetings:

County	Date	Location	Attendance
Marion	2/13/2025	Indianapolis Public Library – Glendale Branch	12
Allen	2/25/2025	Allen County Public Library	10
Lake	2/6/2025	East Chicago Public Library	7
Vanderburgh	2/20/2025	Canceled	0
State-Wide	2/4/2025	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
Life Coach
Community Marketing Representatives

Community Partners In Attendance:

Covering Kids and Families

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.

February 2025 Discussion Topics

Topic	Minutes	Notes
Introductions & Welcome	10	
Looking Forward & Health Goals	10-15	
Health Plan Selection Discussion	25	Member Retention
New Reward Program Changes	20	Enhanced Benefits/Member Tools
“Is it an Emergency?” Brochure Feedback	20	Marketing
Closing/Future Topics	5	<i>Time Permitting</i>
TOTAL	90	

Important Links and Follow-Up Information

- CareSource Member Website: www.CareSource.Com/IN
- Covering Kids and Families (<https://www.ckfindiana.org/>)
 - Click [this link](#) to request an appointment.

Future 2025 MAC Meeting Information*

County	May	August	November	Location
Marion	5/16/25	8/15/25	11/7/25	Indianapolis Public Library – College Ave Branch
Allen	2/14/25	8/13/25	11/5/25	Allen County Public Library
Lake	5/21/25	8/20/25	11/12/25	East Chicago Public Library
Vanderburgh	5/22/25	8/21/25	11/20/25	Evansville Central Library
State-Wide	5/7/25	8/6/25	10/29/25	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!**