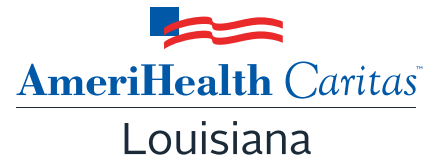


Meeting Minutes

Member Advisory Council (MAC)

Capital GSA



Tuesday, April 25, 2017

11:30 a.m. – 1 p.m.

Dr. Martin Luther King Jr. Community Center

4000 Gus Young Ave., Baton Rouge, LA 70802

1. Conference Dial-In Attendees:

Barbara J. O’Bear — Mayor Pro-Tem for the City of White Castle

Glynda Hurm

Two AmeriHealth Caritas Louisiana Members

2. In-House Attendees:

AmeriHealth Caritas Louisiana:

Pierre Washington

Alicia Farria

Yolanda Criss

DeTricia Norris-Singleton

Grover Harrison

Fatimah Rivers

Ke’Wannda Bell

Community Partners:

Damiane Ricks — Louisiana Department of Health

Jennifer Cortes — Susan G. Komen of Baton Rouge

Angie Palmer — BREC

Eva Davis — Louisiana State University AgCenter

Nena Verrett-Gipson — Southern University
Intramural Sports Department

Melvin Robinson — Southern University Intramural
Sports Department

Angela Mosby — Nurse-Family Partnership of
Baton Rouge

Dominique Pate — C.N. Burrell Christian Academy

Sharon McNeely — C.N. Burrell Christian Academy

3. Welcome

Pierre Washington, Member Advisory Chair and Member Engagement Manager, welcomed everyone to the meeting.

4. Approval of Minutes

Washington asked that the minutes be reviewed for approval and welcomed questions or suggestions. He informed the callers that they would receive a copy of the packet via email. Hearing no questions, Washington moved on to the next agenda item.

5. Open Enrollment 2017 Update

Members were advised that open enrollment will run from June 30, 2017, through September 30, 2017, — a change for 2017 from the normal enrollment period, which typically begins in the fall months.



6. AmeriHealth Caritas Louisiana Upcoming Events

Yolanda Criss, Supervisor of Community Education and Outreach, stated that the plan's signature event, On the Move, kicked off last week in New Orleans. There were 284 people registered at the event. Health screenings were available for all in attendance. Criss and Grover Harrison, Director of Community Education and Outreach, talked about some upcoming events.

On the Move in Alexandria

May 20

Doctor Day in Houma

May 27

On the Move in Baton Rouge

August (date pending)

Cinco de Mayo

May 5

7. Input from Members on Improving Member Communications

Member Advisory Committee (MAC) members gave suggestions to the MAC Chairman in relation to current marketing materials, including flyers, brochures, and advertisements. The suggestions included having the materials more visible in the communities where plan members live, having the materials available for email, and, if possible, more radio and billboard advertisements.

8. AmeriHealth Caritas Louisiana Mobile App and Bright Start® App

Washington asked our members and partners to download both the AmeriHealth Caritas Louisiana Mobile app and Bright Start app to receive information about the plan's benefits. The app is available in English and Spanish.

9. Success Stories

AmeriHealth Caritas Louisiana field staff in attendance shared success stories including:

- Sandra Diaz-Martinez reported that she helped someone who had recently had a surgery that resulted in further damage, and had no insurance, to gain (obtain) membership with AmeriHealth Caritas Louisiana.
- DeTrecia Norris-Singleton reported that she and her family were affected by the August 2016 flood. While she was recovering from her personal damages, she was out in the community helping others. Norris-Singleton was able to help a flood victim, housed at the Baton Rouge River Center, get his prescriptions filled. Norris-Singleton was not concerned if he was a member of AmeriHealth Caritas Louisiana; her concern was getting him well.
- Fatimah Rivers reported on the work she has been doing with a provider who has over 500 AmeriHealth Caritas Louisiana members in his client base. Rivers reported that this provider is one of her better providers in the Baton Rouge area, and wanted the provider to be recognized by the MAC.

10. Adjourn

The meeting adjourned at 1 p.m.