

Agenda

Member Advisory Council (MAC)

Gulf/GSA: Baton Rouge

1) WELCOME AND INTRODUCTIONS

Lori Payne, AmeriHealth Caritas Louisiana CLAS Coordinator
Pierre Washington, MAC Chair/Director, Manager of Member Engagement

2) PRIOR MEETING MINUTES DISTRIBUTION AND OVERVIEW

Pierre Washington

3) MEDICAID EXPANSION OVERVIEW

Pierre Washington

A. **Impact to membership**

4) UPCOMING EVENTS

Grover Harrison, Director, Community Education and Outreach

A. **On the Move events**

5) GENERAL OVERVIEW OF UPCOMING MARKETING AND ADVERTISING CAMPAIGN

Pierre Washington

Tricia Grayson, AmeriHealth Caritas Louisiana Director of Communications and Marketing

6) AMERIHEALTH CARITAS LOUISIANA MOBILE APP AND BRIGHT START APP

Pierre Washington

A. **Overview and usage**

7) MATERIALS FEEDBACK

Lori Payne

A. **Member feedback forms**

B. **Quality improvement materials**

C. **CAHPS review forms**

8) CULTURAL COMPETENCY INFORMATION

Lori Payne

9) SUCCESS STORIES

Yolanda Criss, AmeriHealth Caritas Louisiana Community Education and Outreach Team Supervisor – South Louisiana

A. **Member and community updates**

Tuesday, May 3, 2016

11:30 a.m. – 1 p.m.

**McKinley High School
Alumni Center**

1520 Thomas H. Delpit Drive
Baton Rouge, LA 70802