

Meeting Minutes

Member Advisory Council (MAC)

Capital Region (GSA)

1) WELCOME AND INTRODUCTIONS

Pierre Washington, MAC Chair/Director, Manager of Member Engagement, AmeriHealth Caritas Louisiana

- a. Pierre Washington introduced himself and welcomed everyone to the meeting. Conference and dial-in attendees took turns introducing themselves and stating their affiliation.

2) PRIOR MEETING MINUTES DISTRIBUTION AND OVERVIEW

Pierre Washington, MAC Chair/Director, Manager of Member Engagement, AmeriHealth Caritas Louisiana

- a. The group approved the content of minutes taken during the previous Baton Rouge MAC meeting.

3) GENERAL OVERVIEW OF MEDICAID EXPANSION

Pierre Washington, MAC Chair/Director, Manager of Member Engagement, AmeriHealth Caritas Louisiana

- a. Pierre Washington offered to answer questions about Medicaid expansion.
- b. Pierre Washington shared that AmeriHealth Caritas Louisiana will be sharing information on Medicaid expansion on the AmeriHealth Caritas Louisiana website, in marketing materials and with phone calls to members.

4) UPCOMING EVENTS AND "ON THE MOVE"

Grover Harrison, Director, Community Education and Outreach, AmeriHealth Caritas Louisiana

- a. Grover Harrison highlighted upcoming events in MAC Capital Region that are listed in attendee materials.
- b. Grover Harrison presented details about upcoming promotional events taking place across Louisiana.

Tuesday May 3, 2016

11:30 a.m. – 1 p.m.

**McKinley High School
Alumni Center**

1520 Thomas H. Delpit Dr.,
Baton Rouge, LA 70802

5) AMERIHEALTH CARITAS LOUISIANA MOBILE APP AND BRIGHT START® APP OVERVIEW AND USAGE

Pierre Washington, MAC Chair/Director, Manager of Member Engagement, AmeriHealth Caritas Louisiana

- a. Pierre Washington shared details about the release date and availability of the AmeriHealth Caritas Louisiana mobile app and the Bright Start app.

6) MATERIALS FEEDBACK:

"Appointment Reminder" card and "Prepare for Your Doctor Visit" brochure

Lori Payne, CLAS Coordinator, AmeriHealth Caritas Louisiana

- a. Lori Payne handed out marketing items to meeting attendees for review and explained the purpose of getting member feedback on the materials.

7) CULTURAL COMPETENCY PROGRAM OVERVIEW

Lori Payne, CLAS Coordinator, AmeriHealth Caritas Louisiana

- a. Lori Payne described AmeriHealth Caritas Louisiana's Cultural Competency program.
- b. Lori Payne advised the group of current CLAS initiatives.

8) SUCCESS STORIES, MEMBER AND COMMUNITY UPDATES

Yolanda Criss, Community Education Supervisor, AmeriHealth Caritas Louisiana

- a. Yolanda Criss apprised the group of an award recently presented to the Community Education department.
- b. Nikesha Rodrigue of Just Kids Dental told a story of how she and her organization were able to coordinate with AmeriHealth Caritas Louisiana to help a member get transportation to a needed medical service.

9) ADJOURNMENT