

Meeting Minutes

Member Advisory Council (MAC)

South Central GSA



Friday, August 18, 2017

11:30 a.m. – 1 p.m.

Lafayette Parish Library

301 West Congress Street, Lafayette, LA 70502

1. Conference Dial-In Attendees:

None

2. In-House Attendees:

AmeriHealth Caritas Louisiana:

Pierre Washington, Member Engagement Manager,
AmeriHealth Caritas Louisiana

Lori Payne — CLAS Coordinator, AmeriHealth
Caritas Louisiana

Community Partner with SMILE Community
Action Agency

Louise Batiste — Lafayette University Hospital
and Clinics

Gary Castille — SMILE Community Action Agency

Rene' Stansbury — Louisiana Tobacco Free Living

3. Welcome

Pierre Washington, MAC Chair and Member Engagement Manager, welcomed everyone to the meeting. He introduced Lori Payne, who administered the usability testing survey for AmeriHealth Caritas Louisiana's website with the members in attendance.

4. Approval of Minutes

Washington asked that the minutes be reviewed for approval and welcomed questions or suggestions. Hearing no questions, Washington moved on to the next agenda item.

5. Open Enrollment 2017 Update

Members were advised that open enrollment ran from June 30, 2017, through August 30, 2017, and that so far, AmeriHealth Caritas Louisiana has seen an uptick in membership. Washington also discussed the marketing and advertising efforts that have taken place around open enrollment, including AmeriHealth Caritas Louisiana's Leading Louisiana in Quality Care advertising campaign.

Washington also shared with the group the opening of AmeriHealth Caritas Louisiana's first Community Wellness Center in Shreveport. After being asked the purpose of the center, Washington explained the center was there to provide information to members, and staff will be on-hand to assist with doctor appointments, find providers within the network, and get assistance for members who need to enroll in Medicaid. He informed that the Community Wellness Center is not a doctor's office; health screenings will be administered on certain days, and transportation will be provided for members in need.

Washington could not confirm if the \$25 gift card would be issued upon completing health screenings, so he advised Mr. Castille he would inquire and notify him. Mr. Castille thought it was a good idea to open the Wellness Center, but on the other hand, he felt it was limited as far as being a public service. He stated it should be opened to everyone, not just AmeriHealth Caritas Louisiana members. Washington made a note and advised he would share with the Council and Leadership team. A community partner asked "What does Lafayette have to do to get a center?" Washington explained how the Medical Economics team and Leadership team work together, and conducts research for the best location.



6. AmeriHealth Caritas Louisiana Upcoming Events

Members were reminded of the On the Move — Lafayette event, which took place on the day after the MAC meeting, August 19, at the MLK Park in Lafayette.

7. Input from Members on Improving Member Communications

MAC members gave suggestions to the MAC Chairman in relation to current marketing materials including flyers, brochures, and advertisements. Washington presented asthma information to the members, as AmeriHealth Caritas Louisiana research indicated that asthma ranked as the second highest illness among AmeriHealth Caritas Louisiana's membership in Lafayette.

The members were very receptive to the asthma materials. The members also asked various questions about AmeriHealth Caritas Louisiana and Louisiana Department of Health services. Lori Payne also conducted a website usability testing survey with the members in attendance.

8. Adjourn

The meeting adjourned at 12:30 p.m.