

Workgroup Agenda

Member Advisory Council (MAC) North GSA

Tuesday, October 24, 2017

11:30 a.m. – 1 p.m.

AmeriHealth Caritas Louisiana Community Wellness Center

3709 Jewella Avenue, Shreveport, LA 71109

1. Welcome and Introductions

Pierre Washington

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

2. Prior Meeting Minutes Distribution and Overview

Pierre Washington

3. Shreveport Wellness Center

Audrey Flournoy

AmeriHealth Caritas Louisiana Community
Programs Coordinator

4. Culturally and Linguistically Appropriate Services (CLAS), New Member Materials, and Spanish-Speaker Survey

Lori Payne

AmeriHealth Caritas Louisiana CLAS Coordinator

5. Upcoming Events

Artis Evans

AmeriHealth Caritas Louisiana Community Educator
— North Louisiana

Diane Tracy

AmeriHealth Caritas Louisiana Community Educator
— Central Louisiana

6. Input from Members on Improving Member Communications

Pierre Washington

Tricia Grayson

AmeriHealth Caritas Louisiana
Communications Director

7. Health Disparity Discussion

Lori Payne

8. Success Stories

Andrea Flournoy

AmeriHealth Caritas Louisiana
Community Health Navigator

Artis Evans

Diane Tracy

9. Adjournment

