

Meeting Minutes

Member Advisory Council (MAC)

North GSA: Shreveport/Monroe

1) WELCOME AND INTRODUCTIONS

Pierre Washington, MAC Chair/Director, Manager of Member Engagement

- a. Attendees were welcomed.

2) PRIOR MEETING MINUTES DISTRIBUTION AND OVERVIEW

Lori Payne, Culturally and Linguistically Appropriate Services (CLAS) Coordinator

- a. Prior meeting minutes submitted for approval. The MAC approved minutes from the prior meeting.

3) OPEN ENROLLMENT AND OVERVIEW OF AMERIHEALTH CARITAS LOUISIANA SERVICES

Pierre Washington, MAC Chair/Director, Manager of Member Engagement

- a. Pierre told the group that AmeriHealth Caritas Louisiana now has over 200,000 members as of October 2016. AmeriHealth Caritas Louisiana added around 40,000 members through Medicaid expansion from July 1 through October 31.

4) CULTURAL COMPETENCY PROGRAM AND LANGUAGE SERVICES OVERVIEW

Lori Payne, CLAS Coordinator

- a. Coordinator gave the group an overview of the CLAS program. Lori introduced Audrey Flournoy, Community Education Supervisor, who assisted with outreach for the meeting.

5) MEMBER SERVICES FEEDBACK

Lori Payne, CLAS Coordinator

- a. Lori moved the member services feedback to the end of the program for expediency.

Wednesday, November 2, 2016

11:30 a.m. – 1 p.m.

Posado's Cafe

1703 Old Minden Road
Bossier City, LA 71111

6) AMERIHEALTH CARITAS LOUISIANA MOBILE APP

Pierre Washington, MAC Chair/Director, Manager of Member Engagement

- a. Overview and usage: Pierre shared that the app is active and is available in English and Spanish. It is available in the Google Play Store and the Apple iPhone Store.
- b. Lori expanded on the app's capabilities.

7) COMPREHENSIVE DIABETES CARE AND SERVICES – COUNCIL FEEDBACK

- a. Lori said the materials would be distributed and examined by attendees after the conference call.

8) SUCCESS STORIES/UPCOMING EVENTS

- a. Audrey read the success stories and upcoming events in the North Region.

9) ADJOURNMENT

- a. Lori adjourned the meeting.