

# Meeting Minutes

## 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

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#### 1. Conference Dial-In Attendees:

Five members joined via phone.

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#### 2. In-House Attendees:

**AmeriHealth Caritas Louisiana:**

Faleshia Carrere, Provider Communications Consultant

Shay Daniels, Provider Network Account Executive II

LaTasha Delmore, Administrative Assistant II

Sandra Diaz Martinez, Community Educator

Artis Evans, Community Educator

Andrea Flournoy, Community Health Navigator

Audrey Flournoy, Community Relations Coordinator

Tricia Grayson, Director of Communications and Marketing

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

Patty Russell, Care Manager II

Kyle Viator, Market President

Pierre Washington, Member Engagement Manager

**AmeriHealth Caritas Louisiana members:**

26 members joined in person

**Community partners:**

12 community partners joined in person

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#### 3. Welcome

Pierre Washington, Member Advisory Council Chairman and Member Engagement Manager, welcomed everyone to the first MAC meeting at the Shreveport Community Wellness Center. Attending

members, community partners, and AmeriHealth Caritas Louisiana associates introduced themselves.

Kyle Viator, Market President, introduced himself and thanked everyone for coming. He stated it was the best turnout for a MAC meeting and he appreciated them coming.

Washington reiterated to the members that the staff is there to assist with their needs.

Sandra Diaz Martinez, Community Educator, translated for the Hispanic members in attendance.

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#### 4. Meeting Minutes Distribution and Overview

A copy of the agenda and meeting packet with the minutes were available for attendees to review. Minutes were approved without discussion.

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#### 5. Shreveport Community Wellness Center

Audrey Flournoy told attendees that the Community Wellness Center is a resource for AmeriHealth Caritas Louisiana members and the community. She explained that the center is available at no cost and highlighted what the center had to offer. Benefits include virtual exercise, mammograms, and other screenings with Partners in Wellness, assistance with scheduling primary care provider (PCP) appointments, and arranging transportation. She extended an invite to the community baby shower for new and expecting moms from 10 a.m. to 2 p.m. on October 25.



## 6. CLAS, New Member Materials, and Spanish-Speaking Survey

Lori Payne, CLAS Coordinator, identified members who would complete a brief survey. “CLAS makes sure all of our members have the same access and the same level of service, regardless of the language they speak or their ethnicity,” she said. This is done by getting feedback from members about experiences they encounter with providers within AmeriHealth Caritas Louisiana’s network.

it was a gaming unit connected to the wide-screen television. Up to 20 people can join in exercise and sporting activities such as skiing and long jumping.

## 7. AmeriHealth Caritas Louisiana Upcoming Events

Artis Evans, Community Educator, invited members to the community baby shower. He discussed the upcoming events and told members they can call to make appointments for free mammograms with Partners in Wellness. Partners in Wellness comes once a month to the Community Wellness Center to perform health screenings.

October 25 – Community Baby Shower

October 26 – Dress for Success

October 27 – Children’s Health Month  
(virtual exercise)

Andrea Flournoy said that every month she would deliver copies of the Wellness Center calendar to members in the Shreveport community.

## 9. Success Stories

Evans shared a story about a member with a heart condition. The member missed an appointment two weeks prior. The appointment was scheduled in New Orleans, and the member could not get there. He did not know that AmeriHealth Caritas Louisiana provides transportation. Evans was able to get the member in contact with a Care Manager. The Care Manager set a new appointment for the member the following week. The Care Manager arranged transportation from Shreveport to New Orleans.

Andrea Flournoy described hearing a member say they “felt like waking up” as a success story. She invited several members to share their stories.

One member stated they have never been with an insurance company that cared about their well-being. The member has had four massive strokes and has been in a wheelchair for 10 years. The member was able to come to the meeting with a walker. The member expressed thanks for all that AmeriHealth Caritas Louisiana and Andrea has done to make them feel safe.

Another member was able to stay on Medicaid after finding full-time work because of the Medicaid expansion.

Washington asked the members if they were having issues seeing providers.

One member said their transcutaneous electrical nerve stimulation (TENS) unit was denied by the insurance. Andrea told the member that she would link them with some community partners who could assist.

Washington said that this type of feedback helps the MAC make sure the best services are being provided. He asked if any other members were having problems with local providers.

A member said they were having problems getting their inhaler refilled every 30 days. The insurance is paying for a refill every sixty 60 days now. Each

## 8. Input from Members on Improving Member Communications

Members’ feedback was requested in regards to what they would like to see from AmeriHealth Caritas Louisiana. Washington opened the floor for discussion.

Anthony Tisdale praised Audrey and Andrea Flournoy. He said they are friendly, warm, and welcoming. He said AmeriHealth Caritas Louisiana has truly been trying to figure out what can be done to improve the quality of life for the community.

An AmeriHealth Caritas Louisiana member asked about the virtual exercise program. Andrea explained



month, the member runs out of medication before 60 days. Washington told the member that he will make sure they are connected with necessary resources.

Washington asked members if they felt they were getting enough information from the plan. This includes materials in the community, billboards, television, or radio. He asked for their feedback once again.

An AmeriHealth Caritas Louisiana member suggested getting information about opioid abuse to providers. The member feared becoming addicted. Faleshia Carrere, Provider Communications Consultant, informed the member that providers do receive the information and that Louisiana has limits. She assured the member that what is being prescribed is within state limits.

Another member said that no one listed in the Provider Directory accepts Medicaid. The member added that it needs to be updated with both PCPs and specialists. Carrere asked the member if they have the most recent directory. She said that the provider may accept Medicaid, but the issue may be due to the limited number of Medicaid patients they can accept. She referred the member to Member Services for assistance.

One member said they have called Member Services often because they were referred to a pain specialist. The member said they are in need of therapy. Carrere referred to Living Beyond Pain, AmeriHealth Caritas Louisiana's pain management program. Andrea Flournoy agreed to meet with the member and get them connected with a Care Manager.

A member, who has had three heart attacks and has a pacemaker, said they have not heard from their Care Manager since last December. The Care Manager used to call every day, dating back to 2013. The member said no one has called to check to see if they have their medicine. Washington assured the member someone will follow up on this issue. Andrea Flournoy agreed to help the member find a Care Manager who they will be able to assist with their needs.

Another member said that Andrea was able to help get appointments scheduled on time, assisted with healthier eating habits, and checked on them from time to time.

Several members were not aware that the AmeriHealth Caritas Louisiana Community Wellness Center existed. They were asked to meet with Andrea after the meeting.

Tricia Grayson, Director of Communications and Marketing, asked Washington to give an overview of incentives members can earn. This includes gift cards for completing their health risk assessment and other tests. She asked the members if they received gift cards or their welcome kit. One member said that their six children are AmeriHealth Caritas Louisiana members. Every year before their birthdays, the children complete their wellness visits. Each child receives a gift card once the necessary paperwork is completed.

Carrere advised members that a Care Card will be issued soon. Washington then gave more details about the Care Card. He said it is a reloadable card, so once members complete wellness visits, funds will be loaded to the card. Members can also visit a kiosk at their local Wal-Mart to complete the health risk assessment and the funds are loaded immediately upon completion.

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## 10. Health Disparity Discussion

Payne said feedback is needed from members to make the CLAS outreach better. Payne said that rates for controlling diabetes in the local Shreveport ZIP codes were poor. She said AmeriHealth Caritas Louisiana will roll out a series of activities to assist members with controlling diabetes in 2018. She said changing eating habits and behavior, including how foods are prepared, and HbA1C testing can help members control diabetes. She asked members for ways to help resolve the problem.

One member said they struggle to maintain healthier eating habits. The member is not able to exercise because of back issues.

Payne said that AmeriHealth Caritas Louisiana wants to get members engaged. She said they will depend on feedback from those dealing with diabetes and want to get better.

Another member said they eat healthy, but struggle with being active. This caused them to gain weight.



Martinez gave a few tips and shared some things to watch out for to help prevent and control diabetes. She stated it is very important to know their blood sugar, blood pressure, and cholesterol.

A member stated their medicine causes them to gain weight. Washington asked that member if they were aware of the Make Every Calorie Count program. He said members in Care Management diagnosed by a physician as obese can qualify. The program allows members to connect with a dietitian and acquire a gym membership. Children in the program can receive free swimming lessons. The member was advised to connect with a Case Manager to receive more information.

Payne thanked everyone for all the feedback. She said it would help develop programs. She shared results from research on Spanish-speaking members. There is a need to improve prenatal visits. Payne would like to get more feedback from new mothers to see what the experience was like. She said the discussion could be completed via an email survey.

Washington asked that all members see Flournoy to receive a gift for attending.

The meeting was adjourned.