

Meeting Minutes

Member Advisory Council (MAC)

South Central GSA



Tuesday, August 7, 2018

11 a.m. – 1 p.m.

Southwest Louisiana Center for Health Services

2000 Opelousas Street, Lake Charles, LA 70601

1. Welcome and introductions

Pierre Washington

AmeriHealth Caritas Louisiana MAC Chairman,
Manager of Member Engagement

Lori Payne

AmeriHealth Caritas Louisiana CLAS Coordinator

Washington and Payne welcomed everyone to the meeting. The meeting began with Payne's CLAS report.

2. Cultural and Linguistically Appropriate Services (CLAS) discussion

Lori Payne

Payne talked to the group about AmeriHealth Caritas Louisiana's CLAS services, and then asked the group for their input on ways to improve our CLAS outreach in the area. She also informed the group with data of the membership in the area by race/ethnicity, and the languages spoken by members in the area. Feedback was provided by Penny Gillespie from the Black Heritage Gallery and from Anastasia Armstrong from VOA. Payne and Gillespie agreed to follow up for further collaboration opportunities.

3. Prior meeting minutes distribution and overview

- Washington mentioned that they came out to speak with members and local community partners to create a larger presence in Lake Charles.
- Time was given to review the previous meeting minutes. There were no objections from the group.

4. Overview of services provided by Southwest Louisiana (SWLA) Center for Health Services

- Dianna Ross, Director of Marketing and Outreach then gave a presentation with information about SWLA Center for Health Services, including services provided at their facility and community events that they are hosting.
- She informed the group that SWLA offers every medical discipline such as podiatry, kid-med, WIC, pediatrics, OB/GYN, family medicine, and behavioral health.
- They see between 27,000 – 37,000 patients a year.
- Ms. Ross encouraged members to get informed about their health plan.

5. Discussion with attendees of Welcome Kit, CARE Card, the mobile app, Make Every Calorie Count program, and other member initiatives

Washington then engaged the group in a larger discussion about AmeriHealth Caritas Louisiana and the various programs we offer. Highlights included:

- a. The members in the meeting were not familiar with the Member Welcome Kit. They remarked that they didn't remember receiving the kit in the mail when they joined the plan.
- b. The members also stated they never remembered receiving a welcome call from the plan.
- c. The members and SWLA team are familiar with the CARE Card; however, they referred to the card as the "OTC Card."

- d. SWLA informed that they educate members on the CARE Card when calling members who have care gaps or are nearing their doctor's appointment.
- e. All in attendance were very impressed with the CARE Card and the mobile app. SWLA said they would begin promoting it to members.
- f. After showing the video of the member engaged in the Make Every Calorie Count program who has lost over 50 pounds, all in attendance were very impressed with the video. SWLA and the community partners asked for more information about the Make Every Calorie Count program. Washington passed the information to Rachel Weary.
- g. SWLA and the community partners also requested more information about the plan's pain management program, Living Beyond Pain.
- h. All in attendance were very impressed with the benefits brochure, and the other flyers and brochures offered by AmeriHealth Caritas Louisiana.
- i. SWLA and the community partners were impressed with the MAC meeting, but stressed that AmeriHealth Caritas Louisiana has no presence in the Lake Charles area because we don't attend events like the other managed care organizations.
- j. The group further added that they don't know the CHE rep for the area since the departure of the former CHE rep. KoBrina Price, Billing Coordinator with SWLA said she knows the account executive in the area, but the rest of the clinical staff in attendance does not know the account executive. They requested that the account executives come to talk with the nurses and doctors on their regular visit to the facility.
- k. The representatives from Volunteers of America (VOA) added that they don't see a presence from AmeriHealth Caritas Louisiana in the community, unlike the other managed care organizations (MCOs), but added that they definitely would like to work with the plan to increase its presence. Community Navigator Supervisor AJ Farria, Community Educator Diane Tracy, and Community Educator Veronica Thomas met with VOA after the meeting.
- l. SWLA also asked if AmeriHealth Caritas Louisiana would be in attendance for their Community Back to School event on Saturday, August 11. We informed the group that we would not be in attendance. Our plan is a sponsor and our logo will be on the T-shirts to be given to the community. All other MCOs confirmed their attendance.
- m. SWLA and Washington met after the meeting to discuss two initiatives that SWLA would like to collaborate on with AmeriHealth Caritas Louisiana:
 - i. Meet Your Health Plan meeting with AmeriHealth Caritas Louisiana members and staff, and SWLA staff. SWLA would like to plan an evening meeting, work with us to create a postcard to mail to 500 of their clients who are AmeriHealth Caritas Louisiana members, and invite them to come and learn more about our plan. Washington will follow up with Ms. Ross and the AmeriHealth Caritas Louisiana team.
 - ii. Ms. Price is working on an initiative to begin calling AmeriHealth Caritas Louisiana members who have upcoming doctor's appointments and explain the plan benefits to the members, including giving them information about the CARE Card and mobile app. Washington gave Ms. Price and Ms. Ross benefits brochures and CARE Card brochures.

6. Success stories, upcoming events, and Q&A

Diane Tracy, a Community Educator, invited those in attendance to AmeriHealth Caritas Louisiana On the Move. Held on September 29, from 10 a.m. – 2 p.m., at the de Soleil Civic Center, Mansura.

