

Meeting Minutes

Member Advisory Council (MAC)

Capital GSA



Tuesday, May 1, 2018

11:30 a.m. – 1 p.m.

Dr. Martin Luther King Community Center

4000 Gus Young Drive, Baton Rouge, LA 70802

In-house Attendees:

AmeriHealth Caritas Louisiana staff:

Pierre Washington, Bridgette Robertson, Lynelle Dixon, Sandra Diaz, Tricia Grayson, Nancy Gervais, Shamekia Sauceberry, DeTrecia Singleton, Latasha Delmore, Karena Hanert

AmeriHealth Caritas Louisiana members: Redacted

Community partners: Dr. MLK Community Center — Baton Rouge, Families Helping Families of Greater Baton Rouge, WIC office — Dr. MLK Center

1. Welcome

Pierre Washington

Member Advisory Council Chairman and Member Engagement Manager welcomed everyone to the MAC meeting at the Baton Rouge location.

Washington introduced himself, Sandra Diaz, Tricia Grayson, and AmeriHealth Caritas Louisiana staff to the meeting. Diaz translated for Spanish-speaking members.

2. "Pathways to Work" discussion

Washington introduced Bridgette Robertson and Lynelle Dixon for their presentation on the Pathways to Work program. Diaz translated for Spanish-speaking members.

Robertson introduced herself and the Pathways to Work program as a new program to AmeriHealth

Caritas Louisiana. She explained that it's a new partnership with Hope Ministries in Baton Rouge. Robertson said it would help members overcome their difficulties with finding a job with a 16-session training program. She explained the benefits of the program and how it will help members to continue their education and find a job. "You will have access to transportation to and from classes at no charge to you", Robertson stated. Robertson then introduced Lynelle Dixon to ask and answer any questions regarding Pathways to Work. Diaz translated for Spanish-speaking members.

Dixon started an ice-breaker for attendees to get to know each other better.

"We want your input about this project," Dixon stated regarding Pathways to Work. She gave Post-It notes to attendees to answer the following questions:

- What would stop you from attending Pathways to Work?
- What would stop you from completing Pathways to Work?
- How would you like it to benefit you?
- Who would benefit most from the program?

Washington briefly recapped Pathways to Work and encouraged members to continue coming up with answers to previous questions. Diaz translated for Spanish-speaking members.

3. Upcoming open enrollment discussion

Washington reminded members that Medicaid's open enrollment period was coming up on June 15 – July 31. He explained that members can either change plans or join our plan. Diaz translated for Spanish-speaking members.

One member asked how to enroll in a health plan during open enrollment. Washington directed them to the Healthy Louisiana website and phone number. Another member asked if Medicaid eligibility is based on income. Washington explained that it is, and gave a brief description of the Medicaid expansion. Diaz translated for Spanish-speaking members.

Washington encouraged any members with more questions to not hesitate to ask them after the meeting.

Assessment, to instantly receive rewards on their CARE Card. "We are really excited about this CARE Card. We are starting to see some real success," Washington stated. He asked members if anyone has used their card yet. One member stated that they had. Diaz translated for Spanish-speaking members.

Tricia Grayson then asked the members if the incentives AmeriHealth Caritas offers entices them to complete their wellness visits. Members agreed that they felt motivated. With help from Grayson, Washington, Nancy Gervais, and Diaz, any confusion about the Health Risk Assessment and CARD Card were cleared. Diaz translated for Spanish-speaking members.

"We want to make sure you're aware, we want to get feedback, and we want to do everything we can to get the best possible services to you, our members," Washington explained.

4. Discussion with attendees on AmeriHealth Caritas Louisiana's CARE Card, mobile app, and other member initiatives

Washington instructed with a PowerPoint presentation. He asked: "Of our members here, how many know what our CARE Card is?" He explained that it's a reloadable gift card that will allow members to earn money from attending certain things, such as doctor visits and screenings. "Even when there is not money on the card, you can still use it to get discounts on different things, with the exception of alcohol and tobacco items. You can use it at WalMart, Fred's, Dollar General, Walgreens, and CVS," Washington stated. A member asked if you receive points and Washington stated that instead of receiving points, you receive money. He explained that the rewards expire 12 months after receiving or after disenrollment and that they cannot be converted into cash. Diaz translated for Spanish-speaking members.

Washington explained to members that to receive rewards, you can complete the recommended health screenings such as A1C, diabetes, prenatal, postpartum, etc. He then explained that you can go to any WalMart in Louisiana and take their Health Risk

"You can find different doctors, different resources in your community, and your ID card," Washington said of the plan's mobile app. He showed members how to search for doctors, pharmacies, hospitals, and other resources in the app. He then showed members the messaging feature and how they can ask questions or request things like a new Member Handbook, all through the app. Diaz translated for Spanish-speaking members. Washington opened the floor to members and asked what they thought of the mobile app. Members thought that it was helpful, especially the feature that shows what medicines need to be taken. The only suggestions were alarms/notifications for when to take medicines and a spot for a list of allergies. Community partners said they would recommend it to members because the app would make it easier for them to pull a patient's information. Another community partner said it's a good way to help people understand what medications they're taking. Diaz translated for Spanish-speaking members.

5. Success stories, upcoming events, and further outreach to members

DeTricia Singleton introduced herself and her success story. Singleton explained how she was at a home visit with a member that was a mother. She noticed the hospital band on the baby's ankle and asked the mother what was going on with the child. "I know as a mother that I cannot take care of myself, until my children are taken care of," Singleton stated. She explained that the child was in the emergency room all night, but the member did not have transportation to pick up the medication. Singleton said she was able to pick up the medication for the child with permission from her supervisor and is still in contact with the mother. "This built a great relationship between our company and the mother," she said. Diaz translated for Spanish-speaking members.

Diaz then explained the upcoming Cinco de Mayo community event on May 6, 2018.

Washington thanked everyone for coming and said that we would keep in touch. Meeting was adjourned.

