

# Meeting Minutes

## Member Advisory Council (MAC) North GSA



Tuesday, October 30, 2018

11:30 a.m. – 1 p.m.

AmeriHealth Caritas Louisiana Community Wellness Center

3709 Jewella Avenue, Shreveport, LA 71109

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### In-house attendees:

**Staff:** Pierre Washington, Lori Payne, Audrey Flournoy, Charlotte Ware, Sandra Diaz, Bruana Williams (intern), and Monica Ochapa (intern)

**Members:** Names retracted. Fifteen members in attendance.

**Community partners:** Dr. Scarlett Florence, LSU — Shreveport (Spanish translator), Gloria Schwartz — LSU, Shelley — LDH Office of Public Health, Shauna Morris — Ayers, Dr. Marsha McNeal — LSU-Shreveport, Steven Jackson — David Raines Community Health Center, Pearlie P. Williams — Alpha Kappa Alpha Sorority Inc.

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### 2. Prior meeting minutes distribution and overview

The prior meeting minutes were distributed before the meeting began. Washington asked the members and partners for any questions and/or objections regarding the minutes. Hearing no objections, the prior meeting minutes were approved by the MAC.

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### 3. Shreveport Community Wellness Center

**Audrey Flournoy**

Community Wellness Center Coordinator

Flournoy welcomed all the members and community partners to center, and reminded them that the center is always open for them to come anytime to get information about their benefits and services, and to come to events that are being hosted at the center.

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### 4. Spanish-Speaking Member Survey

Payne introduced a member experience survey that would be given to our Spanish-speaking members during the meeting. She explained that the answers provided in the survey is helpful to AmeriHealth Caritas Louisiana to provide services, as requested by members, to the member base as a whole. The Spanish-speaking members were excused and assisted by Community Educator, Sandra Diaz and Dr. Florence to complete the member survey.

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### 1. Welcome

**Pierre Washington**

Member Advisory Council Chairman

**Lori Payne**

CLAS Coordinator

Pierre and Lori welcomed all members and community partners to the MAC meeting. Washington and Payne then allowed the AmeriHealth Caritas Louisiana team and Dr. Scarlett Florence from LSU-Shreveport to introduce themselves. Dr. Florence explained that she would be assisting Sandra Diaz with providing Spanish translation to the Spanish-speaking members in attendance.

## 5. Upcoming events

Flournoy gave an overview of upcoming activities that will be held at the Community Wellness Center. She made sure to highlight the upcoming Diamond Chef event and events around the Thanksgiving holidays.

## 6. Health disparity intervention: "Control Your Diabetes. Control Your Destiny."

- Payne discussed the initiative: "Control Your Diabetes. Control Your Destiny."
- Payne explained the purpose is giving members the tools and information to take care of themselves and enjoy life.
- Members were invited to attend the Diamond Chef Competition on November 2, which features a diabetic-friendly cooking competition between two members, with the winner being determined by a panel of judges.
- Payne took suggestions from members of events/times they would enjoy and available to attend. Suggestions for events included:
  - Karaoke contests
  - Football game nights
  - More days (including weekends and evenings) for Dancercise class
  - After school events for kids
  - Tai Chi
  - Yoga
  - Line dance
  - Family cooking classes
  - "Doctor talks" featuring local pharmacists and doctors (in house and virtual)
  - Self-defense classes

## 7. Input from members on improving member communications

- Members were asked for the feedback about AmeriHealth Caritas Louisiana's transportation services. Several members shared their experiences including being late to appointments, never picked up, notified at the last minute resulting in a missed appointment, and appointments missed and never rescheduled. Washington gave all of the feedback, including the members' names and dates of missed rides to the Grievance and Appeals staff.
- He asked members to also contact member services and the Rapid Response and Outreach Team when the missed rides occur, so the incidents can be documented.
- Members were informed that plan is working with the transportation provider to resolve the issues.
- A member shared she was having issues using the CARE Card to purchase certain items. Washington spoke with the member about the item, confirmed that she could purchase the item, and also referred the member and all other members in attendance to the CARD Card brochure, which lists items that can be purchased using the CARE Card. The group also reviewed the CARE Card for members that didn't have prior knowledge of the CARE Card, and Washington explained how members earn incentives on their card.
- He also advised members that it takes about four to five weeks for rewards to be loaded on the CARE Card.
- In addition, Washington talked with members about the plan's mobile app, and gave information on how to download the app, as well as features in the mobile app.
- Members were asked to give input on their likes and dislikes about the benefits and services, and to also give suggestions and feedback on ways to improve services, and services that should continue.
- Members said that they like the calls from Case Managers, all the communication (print, online, and mobile) that AmeriHealth Caritas Louisiana has with them, they receive lots of information from the plan, and they like the gym membership. They also informed that the best thing about AmeriHealth Caritas Louisiana are the dental and vision benefits.

## Meeting Minutes Member Advisory Council (MAC) Capital GSA

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- Washington also informed members that the member newsletter was moving to an electronic version, but that a printed version would be available upon request. When asked for feedback on the electronic newsletter, some members expressed that this was a good idea because they could also view the newsletter on a mobile device, and some expressed that they like the printed version.
- Washington shared information and updates about the mobile app.

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### 8. Adjournment



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