



MEMBER ADVISORY COUNCIL
In-Person and Virtual Meeting
In conjunction with the ACLA Region 8 Baby Shower

Date: Saturday, March 9, 2024

Event Time: 11:00 a.m. to 2:00 p.m.

MAC Time: 1:00 p.m. to 2:00 p.m.

Location: **Emily P. Robinson Recreation Center, 3504 Jackson Street, Monroe, LA 71202**

1) Welcome and Introductions

- a. Grover Harrison, ACLA Member and Community Engagement Director, introduced himself and gave an overview of the agenda for the meeting.
- b. Lynelle Diolulu, ACLA Senior Community Health Educator, introduced herself and reinforced ACLA's dedication and commitment to their members.

Number of Members in Attendance—21

Number of Community Partners: 22

Number of Meeting Participants— 4 virtual, 95 in person

Overall attendance— 99

2) Introduction of Meeting Participants and Community Partners— Participants

were ACLA community partners, members, and staff and the community at-large. The community partners introduced themselves throughout the meeting. ACLA staff members were introduced. ACLA members were recognized at the beginning of the meeting and introduced themselves during Q & A.

3) ACLA Announcements

- a. **Medicaid Unwinding**— Grover Harrison gave an update on Medicaid Unwinding asking the members, community partners, and other guests if they were updated on the process and if they had any questions about it.
- b. **HEI Survey**—Lynelle Diolulu gave an overview of the HEI survey the community partners received and asked for their participation in completing the survey. Lori Payne, Health Equity Program Director, twelve surveys were completed. The HEI Survey information distributed was:

Community Based Organization Equity Cohort 2024 Focus: Maternal and Child Health. Scan the QR code below to take our 5-Question CBO Survey and learn more about Health Equity programming at AmeriHealth Caritas Louisiana.



- c. **Cervical Cancer Screening**—Jana Blaylock, ACLA Quality Manager, reviewed the Cervical Cancer Screening talking points and invited members to ask questions. No questions were asked.
- d. **ACLA Mobile Wellness Center**—Harrison announced the Mobile Wellness Center. He gave the unit's history and purpose. He introduced Shauna Morris, ACLA Mobile Unit Administrator and invited everyone to tour the unit in the parking lot.

4) "MAC Chat" with Members and Community Partners about AmeriHealth Caritas Louisiana's programs and services—

- a. **Communication Materials**--Erin Fulbright, ACLA Communications and Marketing Manager, requested that ACLA members review three education marketing materials for feedback about the design and the content of each. Members were asked to look over the items and take a quick survey with 4-5 questions on each marketing material. Fulbright indicated the feedback would help ensure ACLA materials are inclusive, relatable, understandable, and aesthetically pleasing. The survey received 17 responses. The following materials were reviewed and feedback received is below:
 - i. Mobile App Flyer
 - 1. Is the information easy to read and understand? - 100% of participants responded Yes
 - 2. Would this be beneficial for you? - 100% of participants responded Yes
 - 3. Do you think this benefit is useful to you? - 100% of participants responded Yes
 - ii. Member Portal Flyer
 - 1. Do you feel like the people in the photograph represent you and your community? - 100% of participants responded Yes
 - 2. Is the information easy to read and understand? - 100% of participants responded Yes
 - 3. Is there anything from your language, culture, or religion that would help other people understand? - 52% responded No
 - iii. Member Benefit Booklet
 - 1. Do you feel like the people in the photograph represent you and your community? - 100% of participants responded Yes
 - 2. Is the information easy to read and understand? - 100% of participants responded Yes
 - 3. Is the information presented helpful in understanding your member benefits? - 94% of participants responded Yes
- b. **Communication Preferences**—Attendees were asked for their preferred method of communication. The methods in order of preference are:
 - i. Text
 - ii. Facebook
 - iii. Letter
- c. **Shower Invitation Feedback**—When asked how they heard about the shower, attendees indicated the invite came from (in order of answer given):
 - i. WIC Appointment

- ii. Call from ACLA
- iii. Call from Bright Start Case Manager
- iv. Facebook
- v. Life Choice (CBO)

5) Q & A

a. **Questions about benefits and services**—Grover Harrison reviewed benefits and answer questions about:

- i. Care Card
 - 1. Incentives
 - 2. Replacement card
 - 3. Benefits expiration
 - 4. Payment timeline
 - 5. Card use restrictions
- ii. Termed benefits
 - 1. How to get services reinstated
- iii. Doula Services
 - 1. ACLA benefit explanation
 - 2. Pregnancy and delivery preferences

6) Adjournment—The meeting adjourned at 1:45 p.m.