



MEMBER ADVISORY COUNCIL

In-Person and Virtual Meeting

In conjunction with the City of Mansura Summer Camp Parent Meeting

Date: Saturday, June 1, 2024

Event Time: 7:00 a.m. to 5:00 p.m.

MAC Meeting Time: 7:30 a.m. to 8:30 p.m.

Location: **Mansura Pavilion, 1832 L'Eglise Street, Mansura LA 71350**

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 Member and Community Engagement Manager, introduced herself and reinforced ACLA's dedication and commitment to their members and community partnerships.

Number of Members in Attendance—6

Number of Community Partners: 2

Number of Meeting Participants— 1 virtual, 41 in person

Overall attendance— 44

- #### **2) Introduction of Meeting Participants and Community Partners—** Participants were ACLA community partners, members, and staff and the community at-large. Nicole Washington, ACLA Community Educator, welcomed community partners and they introduced themselves. ACLA members were recognized at the beginning of the meeting and introduced themselves during Q & A.

3) ACLA Announcements

- a. **Medicaid Wage Verification—** Grover Harrison gave an update on members receiving mail about wage verification and emphasized that if they are contacted by Medicaid provide a timely response because it is extremely important. He answered questions regarding that process and possible outcomes.
- 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:
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.



4) “MAC Chat” with Members and Community Partners about AmeriHealth Caritas Louisiana’s programs and services—

- a. **Communication Materials**—Grover Harrison and Shamekia Sauceberry, ACLA Senior Community Educator, 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. The members were asked what stood out to them related to the member materials, and they discussed:
 - i. The checklist—100% of the members said the checklist appealed to them most due to the graphic, colors, and usefulness.
 - ii. QR code—100% of the members liked the ease of using a QR code for registration and said it “makes things easier.”
 - iii. Trifold—100% liked the look of the trifold and said it “popped out” as literature or a handout.
- b. **Communication Preferences**—Attendees were asked for their preferred method of communication. The methods in order of preference are:
 - i. Email
 - ii. Text
 - iii. Word of Mouth
- c. **ACLA Effect**—When asked what makes ACLA stand out from the other insurance plans, the ACLA team responded and had a discussion around:
 - i. The support of the MACE team is in addition to all insurance services provided by Medicaid.
 - ii. Our service delivery is with a positive attitude and with a focus on how to make the member feel valued and appreciated.
 - iii. Behavior Health Services in hospitals visits and member support upon release including housing references and Moms Meals.
 - iv. ACLA Care Cruiser purpose and availability
 - v. Community Team purpose and training availability for community partners
 - 1. Mental Health First Aid
 - 2. Adverse Childhood Experiences

5) Discussion around services needed in rural areas (if and how ACLA can assist)

- i. Special needs services for members with autism and their parents
- ii. Health Hub for physical and behavioral health services
- iii. Men’s group
- iv. Parenting group
- v. Technology access
- vi. Mentoring for children
- vii. Sports

6) Q & A

- a. **Questions about benefits and services**—Grover Harrison reviewed benefits and answered 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 Medicaid coverage reinstated
 - iii. Doula Services
 1. ACLA benefit explanation
 2. Pregnancy and delivery preferences

7) Adjournment—The meeting adjourned at 8:30 a.m.