



**MEMBER ADVISORY COUNCIL**  
**In-Person and Virtual Meeting**  
**In conjunction with the Care Carnival**

Date: Saturday, November 2, 2024

Care Carnival Time: 11:00 p.m. to 3:00 p.m.

MAC Meeting Time: 12:00 p.m. to 1:00 p.m.

Location: ACLA Community Wellness Center, 3155 Gentilly Avenue, New Orleans, LA 70122

**1) Welcome and Introductions—**

- Grover Harrison, ACLA Member and Community Engagement Director
- Lynelle Diolulu, ACLA Member Engagement Manager
- Kimberly Beshears, Wellness Center Administrator

**Number of Members in Attendance—**1 virtual, 17 in person

**Number of Meeting Participants—**1 virtual, 66 in person

**Overall attendance—67**

**2) MAC Chat:** Kimberly Beshears introduced the NOLA Wellness Center to attendees and gave an overview of the center's programs and services.

Grover Harrison hosted a mini member orientation and discussed communicating with the plan which included an open forum to address member needs. Harrison invited members to frequent the Wellness Center for activities and if they had any questions about AmeriHealth in the future.

Harrison's discussion was centered around the following two questions:

"How do you prefer to communicate with the plan?"

- Social media (60%)
- Texting (40%)
- Phone call (0%)

"What would you like your plan to cover?"

- Full treatment coverage for specialists for medical conditions that follow you as you get older such as adult acne
- Whole person coverage for physical, mental, and emotional wellbeing
- Continuity of prescriptions so that there's no age limit for Rx members need
- Elimination of co-payments
- Coverage for more medication

**3) MAC Meeting Announcements:** Medicaid Open Enrollment and benefits overview

- Open Enrollment Dates through December 2<sup>nd</sup>
- ACLA benefits
  - i. Reinstatement of dental benefits
  - ii. Pregnancy perks
  - iii. Care Card
- The center is open every day for member visits and support.

**4) Health Equity Presentation:** Wanakee Eames, ACLA Health Equity and Quality Analyst, presented the group with an annual overview of Health Equity (HE) and the Culturally and Linguistically Appropriate Services (CLAS) Program Strategic Plan along with current program outcomes. Her topics were:

- What is Health Equity?
- HECLAS Program Strategic Plan
  - Reduction of Health Care Disparities
  - Provider of Network Cultural Responsiveness
  - Community Involvement
  - Assessment of Language Services
- 2023 HECLAS Program Goals and Initiatives
- HEDIS Performance Measure by Race, Ethnicity, and Language (REL)
- 2023 Assessment of HEDIS Disparity Report
- CAHPS Cultural Responsiveness by Race, Ethnicity, and Language
- Assessment of 2023 CAHPS REL Report
- Top 5 Languages Translated in 2023
- 2023 Proposed Health equity Goals

**5) Adjournment**