

# Meeting Minutes

## Member Advisory Council (MAC)

### Gulf GSA



**Thursday, February 15, 2018**

**11:30 a.m. – 1 p.m.**

**Myrtle Banks Building, Third Floor Conference Room**

1307 Oretha Castle Haley Boulevard, New Orleans, LA 70113

#### 1. In-house attendees:

##### **AmeriHealth Caritas Louisiana:**

Pierre Washington, Lori Payne, Melissa Bezet, Dana Fischer, Michelle Bruce-Gibson, Tiffany Shaw, Josh Davis, Ke'Wannda Bell, Karena Hanert

##### **AmeriHealth Caritas Louisiana members:**

Four members joined in person

##### **Non-members:**

William Jones

##### **Community partners:**

Two community partners joined in person

talked about how AmeriHealth Caritas Louisiana is going to start focusing on members who have diabetes and are not following through with proper treatment. This year, AmeriHealth Caritas Louisiana will be holding HbA1C events for our members that include screenings such as eye exams and blood tests. "It is easy for us to hold these events," said Payne. She opened the floor for members to share what gets them to participate in community events. One member said that if an event benefits her, she will come. She also mentioned that she is more likely to attend if someone she knew, like her Care Manager, told her about the event. Having adequate transportation would be effective as well. Washington mentioned that Southeastrans will be our new transportation provider, and that this information will be helpful with the transition. Washington then asked if the members had ever heard of the "Where's My Ride" program. One member mentioned that she had, but that the previous transportation provider had made her wait for too long for a pickup and that the drivers drive too fast.

As another member walked in, Washington introduced himself and asked her how she had arrived to the meeting. The member said that she took the bus, but was provided with the wrong address for the meeting and arrived late. Donna Betzer asked if the members would be more likely to attend events if they were with their church groups, and the members said no.

Payne asked again what would make the members attend events. One member mentioned advertising and transportation. "If members aren't going to their screenings, why would they come to our events?" Payne asked. Melissa Bezet asked if there would be any incentives, such as coupons, that would entice our members. The group agreed that something like a punch card would be helpful to keep members coming to multiple events to change their behavior.

#### 2. Welcome

Pierre Washington, Member Advisory Council Chairman and Member Engagement Manager, welcomed everyone to the MAC meeting at the New Orleans location. He introduced Culturally and Linguistically Appropriate Services (CLAS) Coordinator Lori Payne and allowed members, community partners, and AmeriHealth Caritas Louisiana associates to introduce themselves.

Washington informed everyone that, for the sake of time, they will move to agenda item three, the diabetes discussion. He then allowed Payne to take over the meeting for the next section.

#### 3. Diabetes discussion/CAHPS

Payne thanked everyone for attending and talked about how AmeriHealth Caritas Louisiana finds which segments of our members are keeping up with their treatments. "This year we are focusing on diabetes maintenance," stated Payne. She



Ke'Wannda Bell brought up texting as another method we use to remind members about events and gaps in their care. Washington advised the member that Bell and Fisher would be in contact with her to make sure we can provide adequate care to her.

Washington then asked if members received their Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys. "It helps us to make sure we are providing good care to you," Washington said. One member stated that she filled out the survey last year and was familiar with it.

Another member asked about her pain pills and why her supply had been shortened to only 28 for a month. Michelle Bruce-Gibson mentioned that this is a state law and that she will discuss with the member after the meeting to get her the correct dosage.

they would rather receive it from their primary care providers (PCPs).

Two members stated concern with PCPs at St. Thomas Community Health Center constantly changing without their consent and not fully testing their vital information. Bruce-Gibson told one of the members to ask Sarah for a list of PCPs that she could switch to.

One person who is not an AmeriHealth Caritas Louisiana member talked about how his current plan wasn't covering the services he needed and that he needed to pay out of pocket. Washington told him that Bruce-Gibson would provide him with information about AmeriHealth Caritas Louisiana if he wanted to switch.

**3. Let's talk about newsletters, letters, fliers, and other mailed materials. Have you received any from AmeriHealth Caritas Louisiana? Do you read them? Why or why not?**

Members stated that they receive our letters and newsletters in the mail. A few members expressed trouble with reading and understanding materials we mail to them.

**4. Do you have a mobile phone? Is it a smartphone (touchscreen)? Do you prefer text messages or phone calls? Why? What types of messages would you prefer to receive via text?**

One of the members said that they would like to receive texts about what they need to know about our health plan. Bezet asked "What about reminders about doctors' visits?" One stated that they usually get reminders from their PCP. Another member said she only likes to use her cell phone for calls and would prefer a phone call over a text. Payne asked "If we sent you a text, it would be simple. What kind of information would you like to receive?" A member stated that she would like to know about upcoming community events in the area.

**5. Do you have access to the internet? How do you access it (tablet, smartphone, work computer, home computer, or library computer)? How often do you use the internet?**

The members stated that they either didn't have access to the Internet or that they didn't know how to use it and that their grandchildren assisted them with using it.

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#### 4. Member survey

Payne took over the survey to ask members how they like to receive information and what is best for them. Payne introduced Donna Betzer and mentioned that we will be working with her in the future.

**1. What kinds of information do you want or need as a member?**

One member mentioned that as long as her card works, that is enough for her. She mentioned that she has been having issues with getting one of her medications paid, and Bruce-Gibson offered to try to get her help to receive her full prescription.

**2. Do you want to receive more or less information from AmeriHealth Caritas Louisiana?**

One member said that more information would be helpful. When Payne asked her what information she would prefer, she said that more information on pharmacy changes would be nice. She said that pharmacies were giving her different prices, so Bruce-Gibson directed her to call Pharmacy Services when she picks up her prescriptions.

"So it sounds like you all would like help with different questions regarding medications and how to get in touch with somebody," Bezet stated. She then asked, "What if we sent information about your conditions, for instance diabetes. Would you rather get that type of information from your doctor?" The members agreed that



**6. Do you have an email account? How often do you check your email? What do you use to check your email accounts (tablet, smartphone, work computer, home computer, or library computer)? What types of things would you like emailed to you from AmeriHealth Caritas Louisiana? When is email not preferred?**

One member stated that she has an email account but she never checks it.

**7. Do you use social media? Which sites or apps? How often do you check your social media? What do you use to check your social media accounts (tablet, smartphone, work computer, home computer, or library computer)?**

Members mentioned that they either had never used social media, or if they have that they never check it.

**8. Which are your preferred ways to receive information from AmeriHealth Caritas Louisiana? (Read through list first, then allow members to select as many as they like.)**

- U.S. mail — Yes, they prefer this.
- Email — No.
- Phone call — Yes.
- In person — Yes, Care Managers.
- Text messaging — Yes, but make it simple.
- PCP — No.
- Website — No.
- Mobile apps — No; when asked if they had our app, they said no.
- Social media — No.
- YouTube — No.
- Through your church or other community organization — No.

**9. Is there another way that you would prefer to get information from AmeriHealth Caritas Louisiana that we have not yet discussed?**

One member stated she would prefer home visits.

Payne then thanked everyone for their participation and allowed Washington to present information about the Care Cards.

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**5. Discussion with attendees about AmeriHealth Caritas Louisiana Care Card, mobile app, and other member initiatives**

Washington used a PowerPoint presentation to give information about the mobile app, in addition to the mobile app flyer that was available for members at the meeting. “Our app will show your member card, the medicines you are taking, and there are many features available with our mobile app.”

Washington moved the conversation back to the Care Cards. He explained that it’s a reloadable gift card that will allow members to earn money from attending certain things, such as PCP 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, etc.,” Washington said. A member asked if you receive points and Washington stated that instead of receiving points, you receive money.

One member said that she received a call from someone telling her about the card, but that she had yet to receive it. Another member had one in her bag but she didn’t know how to use it. Bezet asked whether the card was explained to them, but they were not taught how to use it. Bezet told the members that they can use it just like a regular credit card, and, if there’s money on it, that amount of money will be deducted from their purchase. Payne suggested that the member call Member Services so they could check her balance and tell her how to use the card.

Washington continued to give information from the mobile app presentation. “You can find different doctors, different resources in your community, and your ID card,” Washington said. He showed



members how to search for providers, pharmacies, hospitals, and other resources inside of the app. Bruce-Gibson explained to members how to change their pharmacists by just calling their new pharmacy of choice.

Washington then showed more special features of the app. “You can see the medicines you’re taking and what time you’re supposed to be taking them.” He also told them about the member portal and how it can help users manage their health history. “Would you be interested in seeing your health history and how you can manage your medicines?” Washington asked. The members agreed that it would be helpful.

Washington then asked, “What services do we offer that you really like?” Members agreed that they really enjoyed the dental and eye care plans. Another member mentioned that she likes her Care Manager, and that they call to check in and come out to see her. Another member likes that she has a nurse that calls her every other day to check in on her as well.

“If you weren’t on our health plan anymore, what is it that you would miss?” Washington asked. Members responded, “Everything!”

lived close by the meeting space recommended putting it on Martin Luther King Drive. Washington asked if they would be interested in health screenings, cooking classes, and activities for their grandchildren at the Community Wellness Center. The members agreed that they would be interested in all of these options.

## 7. Success stories/further outreach to members

Washington then thanked everyone for their attendance. “As a final question, what can we do to make what we’re doing even better?” Washington asked. The members said that they don’t have any problems. Bezet asked what made the members choose AmeriHealth Caritas Louisiana over another health plan. One member mentioned that our benefits looked better than those from other plans. Payne asked the members what would cause them to leave AmeriHealth Caritas Louisiana, and the members said that they wouldn’t leave and that we shouldn’t change.

One member asked about his gym membership and mentioned that he wasn’t able to get it set up yet. He said he’d talked to a nutritionist for the “Make Every Calorie Count” program but wasn’t sure how to set up his membership. Bruce-Gibson provided him with the information and number to call to start his membership.

Washington asked for any final questions, thanked everyone for their positive feedback, and praised the members for providing such good information. He mentioned how AmeriHealth Caritas Louisiana uses this information for state review, and will be using the suggestions for the New Orleans Community Wellness Center to help provide members with the best services that AmeriHealth Caritas Louisiana can. He thanked all of the members and associates for coming and directed them to see Michelle Bruce-Gibson, Dana Fisher, Ke’Wannda Bell, and Josh Davis for assistance with any outstanding issues they had.

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

## 6. Discussion of AmeriHealth Caritas Louisiana Community Wellness Center — New Orleans

Washington talked about AmeriHealth Caritas Louisiana opening a Community Wellness Center in New Orleans this year, similar to our Community Wellness Center in Shreveport. He then asked where the members think they should put the Community Wellness Center and what activities they would like to see at the center. Members think that locating the Community Wellness Center near the high-rise apartment buildings would be a good option because there are many people in that area. Members said they’d like to see bingo, basketball, sewing, Christmas plays, and men’s health. The members wanted any activities that would help to keep them active.

Bezet asked the members if there was a certain location that they would put the Wellness Center. They said anywhere that is available for public transportation or in a safe area. One member that