

Meeting Minutes

Member Advisory Council (MAC)

North GSA



Thursday, March 8, 2018

11:30 a.m. – 1 p.m.

AmeriHealth Caritas Louisiana Community Wellness Center

3709 Jewella Avenue, Shreveport, LA 71109

1. Welcome and introductions

Audrey Flournoy

AmeriHealth Caritas Louisiana
Community Relations Coordinator

Tricia Grayson

AmeriHealth Caritas Louisiana
Director of Communications and Marketing

Grayson opened the meeting with a welcome and brief overview of the purpose of the meeting.

2. Shreveport Wellness Center upcoming events

Audrey Flournoy

Flournoy provided the group with an overview of the Shreveport Wellness Center, services offered, and upcoming events, including health screenings and fitness classes.

3. Member survey

Tricia Grayson

Melissa Bezet

AmeriHealth Caritas Louisiana
Director of Compliance and Regulatory Affairs

Grayson introduced the survey and invited the members to feel comfortable to provide feedback on benefits and services as well as plan communications.

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

Tricia Grayson

Audrey Flournoy

Grayson walked the group through the process of loading and using the mobile app and discussed the resources the app provides. The group overwhelmingly liked knowing AmeriHealth Caritas Louisiana has a mobile app. Several loaded it to their phones during or after the meeting. They were especially interested in the Medicine Cabinet and ID card features.

Care Card — One member expressed frustration with the Care Card. She had received it and said it took her four calls to AmeriHealth Caritas Louisiana to understand what rewards were loaded to it. Grayson walked the group through our member incentives, how to earn them, and how to use the Care Card.

Bezet asked the group if the incentives would motivate them to take action. The group said yes.

One member said when she called in to make a transportation appointment, the Call Center representative told her she was due to have an eye exam. The member said the transportation service was very unreliable. Bezet and Grayson shared with the group that AmeriHealth Caritas Louisiana had changed its transportation vendor to address these issues.

Website — Grayson walked the group through the plan website and showed them where to find important resources. She also showed them the Community Center page and calendar of upcoming events.

5. Adjournment