



MEMBER ADVISORY COUNCIL

In-person and Virtual Meeting

In conjunction with the Hispanic Cocoa with Santa & The Grinch Extravaganza

Date: Saturday, December 9, 2023

Event Time: 10:30 a.m. to 12:30 p.m.

MAC Time: 12:00 p.m. to 12:30 p.m.

Location: AmeriHealth Caritas Louisiana New Orleans Community Wellness Center

- 1) Welcome --Veronica Calderon, Bi-Lingual Community Health Educator**
Number of Members in Attendance— (0 virtual, 10 in person)
Number of Meeting Participants— (0 virtual, 118 in person)
Overall Participants—118

- 2) Meeting Announcements:** At the start of the meeting, Grover Harrison, ACLA Member, and Community Engagement Director announced that the meeting would be held entirely in Spanish and facilitated by Veronica Calderon for audience comfort, familiarity, and convenience.

- 3) “MAC Chat” with Members about AmeriHealth Caritas Louisiana’s programs and services**
 - a. Members were welcomed and thanked for their loyalty to ACLA.
 - b. Members were reminded to update their contact info with Medicaid so that no one loses their coverage.
 - c. Members were reminded to review all ACLA information that comes to their home explaining the benefits of the 2024 plan.
 - d. Members were asked if they had any questions about their benefits. No one had questions at that time.
 - e. Q &A—
 - i. How did you hear about the meeting?
 1. Veronica called ACLA members
 2. Flyer from partner school
 3. Saw event on ACLA social media
 - ii. What is your preferred communication? In order of preference:
 1. Flyers distributed by text
 2. Phone calls
 3. Social media is NOT preferred
 - iii. Why do you remain an ACLA member?
 1. Veronica is accessible and helpful.
 2. Grateful for the service received for the last ten years.
 - iv. What services you would like to see available in Spanish in 2024?

1. Asthma education
2. Support groups for special population groups like autism
3. Nutrition education for kids
4. Spanish literature instead of English literature sent to her home

4) Adjournment—The meeting adjourned at 12:30 p.m.