



MEMBER ADVISORY COUNCIL
In-person and Virtual Meetings
In conjunction with the ACLA Mix and Mingle

Date: Saturday, December 9, 2023

Event Time: 8:30 a.m. to 10:00 a.m.

MAC Time: 9:30 a.m. to 10:00 a.m.

Location: AmeriHealth Caritas Louisiana New Orleans Community Wellness Center, 3155 Gentilly Boulevard, New Orleans, Louisiana 70122

1) Welcome and Introductions—Grover Harrison, ACLA Member and Community Engagement Director

Number of Members in Attendance—0

Number of Meeting Participants—2 virtual, 54 in-person

Overall attendance—56

2) Introduction of Meeting Participants and Community Partners—Grover Harrison asked attendees to introduce themselves. Participants were ACLA Community Partners and the community at large.

3) ACLA Announcements

a. **Medicaid Unwinding**—Grover Harrison gave an update on Medicaid Unwinding, asking the community partners if they were updated on the process and if they had any questions about it. He reiterated the importance of passing the information on to their members/clients so that their coverage is not interrupted.

b. **ACLA Mobile Wellness Center**—Harrison announced the Mobile Wellness Center, which was in the parking lot. He gave the unit's history and purpose within ACLA's service delivery. He invited everyone to tour the unit after the meeting ended and introduced Shauna Morris, ACLA Mobile Unit Administrator. She gave an overview of the unit's availability and capability. Because of the audience, she emphasized how the community partners could use the unit for physician appointments, classes, or meetings with their members. She also asked for information on events in the area where the unit could be involved.

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

- a. How are we doing? —Harrison led the discussion about how the community partners felt about ACLA’s services to the NOLA community. What ACLA is doing great:
 - i. Saints Back-to-School events
 - ii. Diversity of community events to serve different groups
 - iii. Center events accessible for everyone free of charge
 - iv. Open Enrollment information
 - v. Availability of center administrator
 - vi. Class coach’s openness and helpfulness
 - vii. ACLA commercial on Channel 4
 - viii. Monday night class (KWL Steppers)
 - ix. Increased number of events
 - x. Classes and center leader
- b. Communication preferences
 - i. Email
 - ii. Phone calls
- c. Brainstorming about partnership opportunities to serve members in 2024
 - i. Incentivize youth programs
 - ii. Incentivize using health benefits (pay members to take care of themselves, i.e., \$150/per month)
 - iii. Exposure trips/adventures out of state/country for youth
 - iv. Financial assistance for 1st time homebuyers and others, like and IDA program for money management and literacy
 - v. Mental health programs targeting awareness and treatment
 - vi. Home repair programs
 - vii. Youth mentoring

5) Questions about benefits and services—Harrison noted that several of the brainstorming options requested are already covered by ACLA and/or community partners in NOLA. He emphasized that if certain needs are brought to the center, ACLA staff will address the need by contacting community partnerships or using the AmeriHealth referral system (findhelp.org). He discussed the different ACLA programs and services that are already in place to meet the needs previously discussed. We will disseminate all existing ACLA programs and services information via electronic means, paper flyers, social media posts, one-on-one encounters, etc.

6) Looking forward to 2024—Harrison asked attendees for their feedback on how ACLA could improve or enhance their current programming

- a. Computer classes
- b. Newsletter
- c. Pickleball
- d. LA Senior Games participation
- e. Youth sexual health/prevention program
- f. Member advocacy education esp., maternal health
- g. Language services for Spanish and Vietnamese membership

Harrison noted that some of these enhancements requested are already offered as programs or services through AmeriHealth, like language services for Spanish and Vietnamese members, and through community partnerships like computer classes, maternal health advocacy, and sexual health programs. ACLA will disseminate existing and new programs/initiatives through social media, text messages, phone calls, emails, one-on-one conversations, flyers, and community partner assistance.

7) Adjournment—The meeting adjourned at 10:00 a.m.