

Meeting Minutes

Member Advisory Council and Whole Health Action Management

MAC/WHAM



Thursday, February 25, 2021, 1 p.m. – 2 p.m.
Virtual meeting

1. Welcome and introductions

Pierre Washington, Member Advisory Council (MAC) Chair, along with Sharron Griggs and DeTrecia Norris Singleton from the Whole Health Action Management (WHAM) group, gave introductions and thanked the group for joining the meeting. There were 22 members on the call. Sandra Diaz-Martinez was also on the call to translate for Spanish-speaking members in attendance.

2. ACLA Member Advisory Council Goals and Objectives

Pierre Washington explained the goals for the MAC for 2021, as outlined in the annual MAC charter.

3. AmeriHealth Caritas Louisiana Member Engagement and Outreach Efforts for 2021

Pierre Washington discussed with the members ways to engage members in new member orientations at the AmeriHealth Caritas Louisiana Community Wellness and Opportunity Centers. Members liked the idea of having the new member orientations to help learn more about their benefits and services, and suggested that local AmeriHealth Caritas Louisiana associates should make personal calls to invite members to the orientations.

4. WHAM Support [Community Health Navigator (CHN)/Community Health Educator (CHE) Team]

DeTrecia Norris-Singleton discussed the purpose of the WHAM program with the members, and got feedback from members that they like the WHAM program and the weekly calls. Members would like for this program to continue.

DeTrecia then led the group in a conversation about self-care, self-love, and getting ready for springtime, and getting outside and back to a normal life, safely, after being indoors for an extended period of time during the pandemic.

5. “MAC and WHAM Chat” with Members and Community Partners about AmeriHealth Caritas Louisiana’s programs and services, and other topics

From member: Member from North Louisiana area received their GED through another organization, but is very interested in the AmeriHealth Caritas Louisiana Pathway to Work program.

Members also expressed their interest in learning more about the AmeriHealth Caritas Louisiana gym membership benefit. Members are aware of the program, but would like to see AmeriHealth Caritas Louisiana advertise the program more broadly.

6. Adjournment

Meeting adjourned at 2:10 p.m. Next meeting is April 22, 2021 at 1 p.m.