

Meeting Minutes

Member Advisory Council and Whole Health Action Management

MAC/WHAM



Thursday, September 23, 2021, 1 p.m. – 2 p.m.

Virtual meeting

1. Welcome and introductions

Whole Health Action Management (WHAM) team members and Pierre Washington, Member Advisory Council (MAC) Chair and AmeriHealth Caritas Louisiana Member Engagement Manager, gave introductions and began the meeting. Five members attended along with AmeriHealth Caritas Louisiana associates Nancy Gervais, Shamekia Sauceberry, Torland Garrison, DeTricia Norris-Singleton, and Yolanda Criss.

2. WHAM/MAC conversation about AmeriHealth Caritas Louisiana's Hurricane Ida and COVID-19 responses, and other AmeriHealth Caritas Louisiana activities.

Pierre Washington introduced Nancy Gervais, Community Health Navigator, who talked to the group about AmeriHealth Caritas Louisiana's community outreach efforts in response to Hurricane Ida.

Pierre Washington talked to the group about the Sleeves Up Summer incentive, informing members that the incentive will continue through October 31, 2021.

Community Health Educators (CHE) team informed that there were over 40 people that attended the virtual baby shower on September 22, 2021, including 12 AmeriHealth Caritas Louisiana members. The CHE team and the Member Engagement Manager will work to host a MAC meeting during an upcoming virtual baby shower.

3. Conversation about upcoming Medicaid Open Enrollment

Pierre Washington informed the group that Medicaid Open Enrollment will begin October 15, 2021, and end November 30, 2021. Pierre informed the group that AmeriHealth Caritas Associates associates will be working with community partners to educate members and non-members about AmeriHealth Caritas Louisiana benefits and services.

4. WHAM Support [Community Health Navigators (CHN)/Community Health Educators (CHE) Team]

The WHAM team discussed the start of the fall season and ways to lift your spirits during the fall.

The WHAM team then discussed the mental health impact from Hurricane Ida and spoke about ways to cope in the aftermath of the storm.

5. Member Understanding Survey

The Community Education and Outreach team had members to take the Member Understanding Survey. The results will be shared with the AmeriHealth Caritas Louisiana team and members.

6. Adjournment

The meeting adjourned at 2 p.m. The next meeting will be Thursday, November 18, 2021.