



MEMBER ADVISORY COUNCIL

In-Person and Virtual Meeting

In conjunction with the Member and Family Engagement Night

Date: Tuesday, April 29, 2025

Event Time: 5:30 p.m. to 7:00 p.m.

MAC Meeting Time: 6:00 p.m. to 6:45 p.m.

Location: ACLA Community Wellness Center, 3155 Gentilly Avenue, New Orleans, LA 70122
ACLA Community Wellness Center, 3709 Jewella Avenue, Shreveport, LA 71109

Virtual Log in: Zoom Meeting ID: 920 0486 6030, Passcode: 668517

<https://amerihealthcaritas.zoom.us/j/92004866030?pwd=2jA8pynv2g1Va5iCbnWsSw4lKvCqMA.>

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1) Welcome and Introductions—

- Grover Harrison, ACLA Member and Community Engagement Director
- Lynelle Diolulu, ACLA Member Engagement Manager
- Dustin Dawson, Shreveport Wellness Center Administrator
- Kimberly Beshears, New Orleans Wellness Center Administrator

Number of Members in Attendance—2 virtual, 13 in person at both locations

Number of Meeting Participants—3 virtual, 35 in person at both locations

Overall attendance—38

- 2) MAC Chat:** The MAC meeting took place during the April Member and Family Engagement/Member Orientation Night and occurred simultaneously at the New Orleans and Shreveport Centers. Kimberly Beshears and Dustin Dawson introduced the Wellness Center to attendees at their respective locations and gave an overview of the center's programs and services. Members were invited to visit the center at any time to attend programs, visit the food pantry, or to get ACLA and Medicaid questions answered.

Grover Harrison and Lynelle Diolulu hosted a mini member orientation which included an open forum to address member needs and ongoing Q & A opportunities. Harrison began the meeting with a discussion of the Health Risk Assessment. When asked who had heard of the HRA, 0 members in New Orleans and 0 members in Shreveport had awareness of the assessment. Harrison then gave an overview about the HRA and its use.

The MAC discussion questions and results were:

a. What is your communication preference?

Text: 69%
Phone Call: 15%
Social Media 8%
Email 8%

b. How did you hear about tonight's event?

Text: 36%
Phone: 29%
Email: 14%
Word of Mouth: 7%
Center Calendar: 7%
Social Media: 7%
Mobile App: 0
Member Portal: 0

c. What made you come tonight?

Dinner	Cooking demo
Plan information	Dental information
Social interaction	Healthy options for picky eater in family

Discussion Topics: "What would you like your plan to cover?"

- Weight loss medicine
- Dentures and denture repair
- Braces
- Dental benefits coverage for children
- Transportation needs
- Swimming at a gym

Members were asked who would be willing to participate in a follow up phone call. Two members from Shreveport indicated they would participate and provided their contact information.

3) MAC Meeting Announcements:

- Update information with Medicaid so that your benefits are not terminated
- Auto assignment (what is it and how does it work)
- Member portal overview
- ACLA benefits
 - i. Update on dental coverage
 - ii. Vision benefit coverage
 - iii. Make Every Calorie Count Program
 - iv. GED
 - v. Smoking cessation
 - vi. Texting campaign opt in and Care Card benefit for opting in
 - vii. New benefits coming in 2026
 - viii. Care Card benefits and perks discussion (gym memberships, incentive amounts)
- The center is open every day for member visits and support.

4) Adjournment