



MEMBER ADVISORY COUNCIL

In-Person and Virtual Meeting

In conjunction with the ACLA Community Baby Shower

Date: Wednesday, May 14, 2025

Event Time: 11:00 a.m. to 2:00 p.m.

MAC Meeting Time: 12:00 p.m. to 1:00 p.m.

Location: MLK Recreation Center, 660 Martin Luther King, Jr. Drive, Natchitoches, LA 71457

Virtual Log in: Zoom Meeting ID:

<https://amerihealthcaritas.zoom.us/j/92683199542?pwd=AdtmNlxwUPFNsq9r2NDVCiy2HVnxZS.1>

1) Welcome and Introductions—

- Grover Harrison, ACLA Member and Community Engagement Director
- Lynelle Diolulu, ACLA Member Engagement Manager

Number of Members in Attendance—0 virtual, 13 in person

Number of Community Partners: 10

Number of Meeting Participants—0 virtual, 47 in person

Overall attendance—47

- 2) Introduction of Meeting Participants and Community Partners—** Participants were ACLA community partners, members, and staff and the community at-large. The community partners introduced themselves throughout the meeting. ACLA staff members were introduced. ACLA members were recognized at the beginning of the meeting and introduced themselves during Q & A.

3) “MAC Chat” with Members and Community Partners Discussion about AmeriHealth Caritas Louisiana’s outreach—

Harrison and Diolulu led the MAC discussion. The questions and results were:

a. How did you hear about the event?

Call: 32%
Text: 32% (from ACLA and friends/relatives)
Word of Mouth: 16%
Social Media: 16%
Doctor's Office: 4%

b. What is your communication preference?

Text: 35%
Phone Call: 65% (comment: Human interaction preferred)

c. What made you come attend the shower?

Need baby supplies or other resources	Curious about the shower
Was invited	Had free time

- d. Have you received any Medicaid Renewal info? Seven (7) attendees indicated they have received outreach texts about Medicaid Renewal.
- e. Have you received Wage Verification info? Two (2) attendees indicated they have received wage verification info from Medicaid.
- f. How many of you have heard of the Opt In Option with the incentive? Four (4) had heard of it. One (1) received the incentive. The others are waiting for the incentive. Discussion followed.

4) MAC Discussion about Medicaid and Plan Announcements:

- Update personal information with Medicaid so that they can contact you if needed. If Medicaid contacts you about anything that requires a response, please respond to avoid loss of coverage.

- Auto assignment (what is it and how does it work)
- Transportation now and upcoming changes
- Notification of pregnancy within the first trimester
- 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. New benefits coming in 2026
 - vii. Care Card benefits and perks discussion (gym memberships, incentive amounts)

5) Q & A

6) Adjournment