



ENROLLEE ADVISORY COUNCIL

In-Person and Virtual Meeting

In conjunction with the ACLA Community Baby Shower

Date: Wednesday, December 17, 2025

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

MAC Meeting Time: 12:00 p.m. to 12:30 p.m.

Location: Macedonia Baptist Church, 910 East Park Avenue, Hammond, LA 70403

Virtual Log in: Zoom Meeting ID:

<https://amerihealthcaritas.zoom.us/j/93496168216?pwd=tdrQxGvjlegg3AXek1bnUywAzpMaCt.1>

Number of Members in Attendance—0 virtual, 4 in person

Number of Community Partners: 3

Number of Meeting Participants—0 virtual, 33 in person

Overall attendance—33

- 1) **Welcome and Introductions—** Lynelle Diolulu, ACLA Member Engagement Manager
- 2) **Introduction of Meeting Participants and Community Partners—** Participants were ACLA community partners, members, staff, and the community at-large. The community partners introduced themselves during the meeting to an overview of their organization. Bright Start representatives introduced their program. ACLA staff introduced themselves. ACLA members were recognized at the beginning of the event and throughout the meeting.
- 3) **“EAC Chat” with Members and Community Partners Discussion about AmeriHealth Caritas Louisiana’s outreach—**

Wanakee Eames, Health Equity and Quality Analyst; DeTrecia Norris, Community Health Navigator; and Lynelle Diolulu, Member Engagement Manager, facilitated the Enrollee Advisory Committee Meeting. Wanakee Eames presented an annual overview of ACLA’s Health Equity Report highlighting significant program outcomes. DeTrecia Norris facilitated three Whole Health Action Management exercises for attendees. Lynelle Diolulu reviewed ACLA’s 2026 benefits, answered plan questions, and conducted the member survey. Diolulu led a discussion based on the questions. Survey results were as follows:

a. How did you hear about the event? Attendees chose one option:

Call	Text	Dr. Office	Community	Other	Other ways they heard about the event were:
25%	0	0	12.5%	62.5%	<ul style="list-style-type: none"> • Early Head Start • Church • Bright Start

b. What is your communication preference? Attendees chose one option:

Call	Text	Email	Social media	Other
25%	75%			

c. Why did you attend the event? Attendees chose multiple options.

Curious	Needed baby items	Had questions about insurance	Wanted to meet the team or learn more	Got invited by call or text	Wanted to win a prize	Supporting a family member
12.5%	75%	25%	0	25%	0	25%

d. Please rank each benefit based on level of importance to you from 1 (lowest) to 5 (highest). Attendees had the option to give one ranking to each benefit.

Benefit	1	2	3	4	5	NA
Dental		12.5%			87.5%	
Transportation		25%	12.5%	37.5%	25%	
Housing/Utility Assistance	12.5%	12.5%		12.5%	62.5%	
Care Card Incentive		12.5%		12.5%	62.5%	12.5%
Gym Membership	50%			12.5%	25%	12.5%
Smoking Cessation	75%				12.5%	12.5%
Vision			12.5%		87.5%	
GED	50%				50%	

e. Please rank each service based on level of importance to you from 1 (lowest) to 5 (highest). Attendees gave each service one ranking.

Service	1	2	3	4	5
Matching provider to my needs	25%				75%
Open appointments with provider	12.5%	12.5%		12.5%	62.5%

ACLA App reminders	12.5%		12.5%	25%	50%
Calls or text messages from ACLA	12.5%			50%	37.5%

4) Q & A

5) Adjournment