

Meeting Minutes

Member Advisory Council (MAC)

New Orleans



Tuesday, April 9, 2019

11:30 a.m. - 1 p.m.

**AmeriHealth Caritas Louisiana Community Wellness Center
3155 Gentilly Boulevard, New Orleans, LA**

Pierre Washington

MAC Chair, AmeriHealth Caritas Louisiana Member Engagement Manager

- The latest MAC meeting took place at the New Orleans Community Wellness Center on Tuesday, April 9 at 11:30 am.
- There were seven members and 16 community partners in attendance. Two of the community partners were also caregivers to AmeriHealth Caritas Louisiana members, including one member that is a special needs member. A total of more than 30 people were in attendance.
- The focus of the meeting was the AmeriHealth Caritas Louisiana Community Caregiver Supports and Services program that Bridgette Robertson and Jason Magidson of AmeriHealth Caritas Family of Companies are working to implement in Louisiana.
- The meeting attendees gave feedback on the kind of supports that caregivers need and how AmeriHealth Caritas Louisiana should create their program. Ideas included partnering with a local agency to have their staff come and take the place of caregivers for a couple of hours while AmeriHealth Caritas Louisiana provides a “pampering and relaxation day” for caregivers.
- Another idea discussed for the program was to arrange for a local agency to help with cooking and/or cleaning services while caregivers run errands, since they rarely get time to do that because of their obligations to the person they are providing care for.
- One caregiver noted an issue she was having with transportation taking a long time to pick up the person she’s caring for from doctor appointments. Bridgette and the caregiver talked after the meeting, and Bridgette is in contact with Southeastrans to correct the issue.
- Another member inquired about employment services. Bridgette took down his name and phone number and is getting him information to get into the Pathway to Work program.

Next MAC meeting: Tuesday, June 11, 2019, at Shreveport Community Wellness Center