

Meeting Minutes

Member Advisory Council (MAC)

North GSA



Tuesday, August 13, 2019 • Time: 11:30 a.m. – 1:00 p.m.
Alexandria Recreation Center
1801 Sylvester Street, Alexandria, LA

Attendees:

- 1. Anita Gregoire** – AmeriHealth Caritas Louisiana, Corporate Delegation Implementation Program Manager
- 2. Susan Babineaux** – Louisiana State University (LSU) AgCenter
- 3. Brenda Brechtel** – WellAhead Louisiana, Louisiana Department of Health (LDH)
- 4. Jennifer Gilchrist** – Tobacco-Free Louisiana
- 5. Diane Tracy** – AmeriHealth Caritas Louisiana, Community Educator
- 6. Donna Matthews** – Bureau of Primary Health for Nurse-Family Partnership
- 7. Terrie Coombs** – EarlySteps, Louisiana Department of Health (LDH)
- 8. Melissa Harrison** – Children's Special Health Services
- 9. Latasha Delmore** – AmeriHealth Caritas Louisiana, Administration Assistant II
- 10. Lynette Hinton** – AmeriHealth Caritas Louisiana, Provider Network Account Executive
- 11. Kathy Winn** – Central Louisiana Human Services District (CENLA HSD)
- 12. Cathy Dove** – Children's Special Health Services
- 13. Sean McEndree** – VSP Vision Care
- 14. Susan Taylor** – VSP Vision Care

1. Welcome and Introductions

Tricia Grayson opened the meeting. She welcomed everyone and explained the importance and purpose of the MAC.

Grayson and the group reviewed minutes from last meeting. There were no questions. The group then talked about the community's Culturally and Linguistically Appropriate Services (CLAS) program with Grayson giving a program description including languages spoken by all AmeriHealth Caritas Louisiana members.

2. Prior Meeting Minutes Distribution and Overview

Motion and second was made to approve the minutes from the last meeting.

3. CLAS Program Evaluation, Disparity Interventions

Grayson talked about the Destination Diabetes® program, gave information about the program and upcoming events, and engaged MAC members in a conversation about the program and the things AmeriHealth Caritas Louisiana can do to promote awareness about diabetes. Grayson talked about LDH wanting managed care organizations (MCOs) to do more to create initiatives to promote diabetes awareness. She also discussed events and health screenings at the AmeriHealth Caritas Louisiana's Community Wellness Centers that promote diabetes programs, including the "A Touch of Sugar" movie screening events at the Wellness Centers.



4. AmeriHealth Caritas Louisiana Cancer Initiative

Grayson briefly talked about the "Taking Aim at Cancer in Louisiana" (TACL) initiative from LDH, including AmeriHealth Caritas Louisiana's participation. She said that Lori Payne is leading that effort. Grayson talked about Feist-Weiller Cancer Center at LSU and their partnership with AmeriHealth Caritas Louisiana, as well as their mobile screening units for breast and colorectal cancer. AmeriHealth Caritas Louisiana is looking for more partners to do additional cancer-focused initiatives.

5. AmeriHealth Caritas Louisiana Vision Service Provider presentation

Anita Gregoire introduced the vision vendor, VSP Vision Care, to talk about AmeriHealth Caritas Louisiana vision benefits. Gregoire also talked about AmeriHealth Caritas Louisiana's efforts with advocating for adult literacy. She also talked about AmeriHealth Caritas Louisiana's transportation benefits, and that members aren't always aware of the benefit, and this is where we need community partners' help with helping members understand this.

Gregoire talked about AmeriHealth Caritas Louisiana's dental benefit, and asked the community partners to help advocate for this benefit, since lots of members don't know about all of the benefits. Gregoire talked about the homeless program the AmeriHealth Caritas Louisiana will start in the near future, with a vendor who can house AmeriHealth Caritas Louisiana in a short-term living facility while they are healing from short-term hospitalizations. Gregoire also highlighted the CARE Card program, and how members can be rewarded for going to their doctor visits.

Gregoire highlighted the Make Every Calorie Count (MECC) program, explaining the program, the case management portion of the program, nutrition classes, and the American Specialty Health (ASH) gym membership and swim membership for adults and kids. It was discussed that a member from the MECC program lost over 75 pounds.

Susan Taylor from VSP talked about the services that they provide for AmeriHealth Caritas Louisiana, and explained the vision benefit program. Taylor also talked about the importance and direct correlation of taking care of diabetes issues to prevent problems with vision.

6. Discussion with members and community partners about AmeriHealth Caritas Louisiana programs and services

Grayson asked how to best reach members to give info about AmeriHealth Caritas Louisiana programs. Grayson highlighted the texts, social media, flyers, email, and all the ways we currently communicate about events. One member said a direct phone call is the best way for her. One member also suggested direct mail.

A community partner suggested sending information to local churches to be posted on their bulletin boards, as this and word of mouth make a really strong impact in the rural areas where they live. One community partner suggested mailing information to community partners and letting them put the information in their facilities.

Grayson asked attendees what type of information they like. Responses included information about particular health issues that members are dealing with, and general health information. A MAC member asked if we could do an event where members could have one-on-one meetings with nurses to talk about healthcare and services they need, with specific services highlighted each month.

Grayson highlighted the events on the Shreveport Wellness Center calendars, but got feedback on how we can host events in locations without a wellness center. Community partners suggested that AmeriHealth Caritas Louisiana bring a wellness center to Alexandria. Grayson announced to the group that AmeriHealth Caritas Louisiana was selected as one of the MCOs to receive the new contract.

MAC member asked about attendance at events, and what works to get people to events. Grayson talked about the line dancing class in New Orleans and yoga class in Shreveport as two highly attended events. The group talked about the need to have evening and Saturday events because most of our members work during the day. Grayson



talked about AmeriHealth Caritas Louisiana's ongoing dialogue with members to make sure we're putting on events that they want. A community partner talked about the diversity of the region; the differences between the parishes, cities, and towns in the area; and how the citizens in the area like a variety of events.

Feedback from a community member was that AmeriHealth Caritas Louisiana is on the right track with events that we put on and the opening of the Wellness Centers.

Grayson explained the information contained in the Roadmap to Health document, and talked about misconceptions with Medicaid coverage and benefits. Grayson talked about the Health Needs Assessment and the CARE Card program and benefits, and also outlined the places where the CARE Card can be used. A MAC member talked about wanting to alert the literacy centers in the area to inform them of the GED®/HiSET® program. Grayson also talked about the Pathway to Work program that is connected to the GED/HiSET program. LSU AgCenter staff asked if we could consider bringing back the lead screening incentive. A MAC member noted the high need for Pathway to Work and other educational programs in the area. Diane Tracy talked about the Mom's Meals program.

A MAC member asked about tobacco cessation services, and Gregoire explained that we will begin working with Louisiana Public Health Institute (LPHI) and their tobacco cessation program to provide cessation services to AmeriHealth Caritas Louisiana members. Lynette Hinton talked about the telehealth services that AmeriHealth Caritas Louisiana offers at the Wellness Centers. Diane Tracy talked about the upcoming On the Move meeting in Tallulah, and the Buddy Bench presentation.

Grayson wrapped up the meeting by talking about the Roadmap to Health document. She explained that members at a focus group in Alexandria last year suggested that we create this document. She explained that every member who joins our health plan gets a Welcome Kit with the Roadmap included. A MAC member asked if we could get the Roadmap to local agencies because it would be really helpful. The member also asked for the online version of the Roadmap, which Grayson pointed out is available on the AmeriHealth Caritas Louisiana website.

Grayson also reminded the group of the AmeriHealth Caritas Louisiana mobile app and all of the information that is available at no cost.

The community partners talked about their upcoming events. Grayson and Tracy thanked everyone for coming.

7. Adjournment