



## ***HISPANIC MEMBER ADVISORY COUNCIL***

### **MAC**

#### **Virtual Meeting**

#### **Notes**

Date: Thursday, June 1, 2023

Time: 1:00pm-2:00pm

Location: Virtual meeting

#### **1) Welcome and Introductions**

Pierre Washington, MAC Chair/ACLA Member Engagement Manager, and Veronica Calderon, Community Educator began the meeting. There were 8 members in attendance.

#### **2) Asthma Treatment and Prevention Presentation from Tulane University**

There was a presentation from representatives from Tulane University to members about asthma services. The presentation included information about factors that can cause asthma, diagnosis, treatment and prevention services.

#### **3) “WHAM and MAC Chat” with Members and Community Partners about AmeriHealth Caritas Louisiana’s programs and services, and other topics**

- a. Have you received information about updating your contact information from Louisiana Medicaid?
  - i. Answers: Members said yes. Some received in both languages.
- b. Have you received information about renewing your Medicaid benefits?

Some received.

  - i. Member – Applied a few years ago, haven’t received any information yet, will I get information? Did receive the Pink Letter.
    1. ACLA informed the member that they will receive information at some point this year.
- c. Are you seeing any barriers from completing these tasks?
  - i. Member: Prefer to be called than letters. Easier for communication. Gets confused with letters and language in letters.
- d. The last time we spoke (last year), there were issues with ACLA’s transportation services, have you seen any improvement?

- i. Member: Haven't used it a lot.
- ii. One member tried to use transportation services when pregnant, had some issues with scheduling in advance to get to her doctor appointment. Hasn't tried to use services again. Was told that she needed to schedule in more time. Wants to get appointments for her and her kids but afraid same thing will happen. All of her kids are members.
  - 1. ACLA got the member's contact information and will get her connected with RROT to get transportation and appointments set up. ACLA will also get a list of OBGYNs in area to get appointment.
- e. What other benefits and services that you access on a regular basis do you see that needs improvement or you like?
  - i. Member: Having problems finding OBGYNs, really needs to see one; need appointments for kids.
  - ii. Member: Also wants to find out how some of her kids still have ACLA and some have other plans. Not happy about that. Wants all her kids on ACLA. Has been trying to call Medicaid, but gets confused by the questions. Would prefer to deal with ACLA helping her than trying to call Medicaid on her own. Member said she didn't feel like she got enough information about her and her kids being placed on separate plans before Jan. 1, 2023.
  - iii. Member: Has same issue. Wants all her family members on one plan. Member: We used to send booklet with PCP info and all important phone numbers. Can we create that document again?
    - 1. ACLA - Yes, and ACLA will create the document in Spanish and English.
- f. Are there any other documents that you would like to see us create in Spanish?
  - i. Important phone numbers document
  - ii. Information about dental because there was information at her last scheduled dentist appointment that says her dentist doesn't accept ACLA health plan anymore. Need information about where they can go.

#### **4) Adjournment - at 2:10pm**