



MEMBER ADVISORY COUNCIL
In-Person and Virtual Meeting
NOTES

Date: Thursday, May 10, 2023

Time: 11:30 a.m. - 1:30pm

Location: AmeriHealth Caritas Louisiana Baton Rouge Office

1. Welcome and Introductions (5 mins.)

- Number of Members in attendance: 3 – In person (2 members in BR office, 1 member in Shreveport), 2 – virtual, 5 total

2. Introduction of Meeting Participants and Community Partners (10 mins.)

3. EPSDT Presentation

- Michelle Bruce-Gibson, EPSDT Manager, presented the group with a brief explanation of what EPSDT was and explained the Health Equity EPSDT Goal of having focus groups to discuss disparities in health. We will recruit families of members with disparities in health and address challenges in accessing health care, importance of Well Child visits and Fluoride Varnish Application. The groups will be comprised of parents/guardians of members 3-12 that are Hispanic or Black and have not had a Wellness visit in the last year. Our goal is to engage a diverse group through EPSDT Focus groups to get member feedback on opportunities to improve member experience.

The MAC participants were asked feedback on the following questions:

1. What do you think should be the most relevant topics of discussion?
 - Information on benefits available for children
 - What ACLA offers
 - Transportation benefit
2. What do you think should be the most relevant topics of discussion?
 - Start with weekly to keep people interested then progress to quarterly
3. What time should the groups meet?
 - After hours, prefer weekends due to school and work

4. What is the best method of delivery (in-person or via Zoom)?
 - Both
5. What style should the groups be presented (interactive /presentation/informal discussion)?
 - Start out with training to inform members then have discussions on topics.
 - Don't record
 - Poll members
6. What is the best way to get people interested/involved (advertise the group)?
 - Make it BIG!!
 - Celebratory – some of the members stated that they don't get to experience celebrations often
 - Discussion around birthday parties, graduation parties and baby showers took place which led to member stating that we could have focus group like a class that families and the children will graduate from.
 - Gifts for families and children – one suggestion was to have a free dental day for the participants' parents, gift cards
 - Discussed having member appreciation
 - Have participants take ownership and co-lead the groups
 - Suggestion of making it a family event, citing some of our members have nowhere to go for activities outside of the home

4. Empower225/Youth Advisory Council Introduction

- ACLA is partnering with Empower 225 to launch Youth Advisory Council in the Baton Rouge area during the summer programming. ACLA is performing targeted outreach to our members and sponsoring 8-10 ACLA members in age range 12-17 to participate.
- Monisha Pack, Independent Living Program Supervisor with Empower 225, spoke to members and ACLA associates regarding the upcoming summer programming. Four weeks (2 weeks in June, 2 weeks in July) on Tuesday, Wednesday, and Thursdays from 9 a.m. to 3:30 pm. Areas of focus by weeks are:
 - Week 1 – Mental Health
 - Week 2 – Physical Health
 - Week 3- Relationship/Communication
 - Week 4 – Job and Career

5. Entergy Presentation (10 mins.)

- Daniel Franklin, Residential Manager with Entergy Solutions, providing information on the residential solutions designed to help residential customers save energy and money by reducing the up-front cost of energy efficiency upgrades and income-qualified programs for those who meet 200 percent of the FPL to receive free energy efficiency upgrades.

6. Review of ACLA promotional materials

- Tables were set up that included new and revised flyers completed between January 2023 – April 2023 and promotional items. The first part of the exercise asked members and community partners to walk up to the table and pick up documents and items that immediately caught their eye without reading it. The second part of the exercise was to return to the table and browse the materials and pick up what was of interest to them and return to their seat.
- Flyers and promotional items included:
 - Stay Covered Flyer
 - Mobile App Flyer
 - Wellness Center Activities Plug and Play Flyers
 - Spray hand sanitizer
 - Round Lip Balm
 - To Do List Sticky Notes
 - Highlighter pens
- Appearance Feedback included:
 - The quality of the paper
 - Boldness of the wording on the Wellness and Opportunity Center flyers and grabbed attention. This is useful for us that are not readers. The wellness stood out.
 - Eye catching images of children
 - The image of the mobile app icon could be larger
- Promotional Items
 - Hand sanitizers – still need even though the pandemic is considered over. Feels good to the hands when sprayed on. A necessity when at work.
 - Lip Balm – Always needed and convenient to carry around. The round look is attractive
- Readability/Appeal Feedback included:
 - Instructions to complete the download and use of the Mobile app flyer were easy to read and follow. This appealed to the members because they were unaware of the mobile app and how it could be used.

7. “MAC Chat” with Members and Community Partners about AmeriHealth Caritas Louisiana’s programs and services, and other topics (15 mins.)

- Members were reminded to update their contact information with Medicaid so no one loses their coverage and given the ACLA Stay Covered Flyer with instructions for updating.
- Member expressed difficulty in prescription cream for child being covered and having to pay out of pocket expenses. Was able to connect member to

appropriate resources to further research the issue and follow up with the member. Member also expressed issues with receiving mail just with problems with the new mail system at the postal service and not due to the address being incorrect.

- Expressed wanting to have more materials about the benefits outlining what is covered vs what is not covered. Would like to make it more apparent what isn't covered than just indicating what is covered. A text message with a link to where a member can find the information or a direct call to explain.

8. Adjournment

- The meeting adjourned at 1:00 p.m. The next meeting will be the Hispanic MAC Meeting on June 1, 2023.