

Meeting Minutes

Member Advisory Council and Whole Health Action Management

MAC/WHAM



Thursday, August 6, 2020, 1 p.m. – 2:30 p.m.
Virtual meeting

1. Welcome and introductions

Antoinette Johnson and DeTricia Norris-Singleton from the WHAM Outreach team and Pierre Washington, MAC Chair/AmeriHealth Caritas Louisiana Member Services Manager, welcomed the members and AmeriHealth Caritas Louisiana staff who joined the call to the virtual MAC/WHAM meeting. There were 12 members who joined the meeting.

2. ACLA member engagement since pandemic

Pierre Washington gave an overview of member engagement and outreach efforts since the start of the COVID-19 pandemic. Pierre informed members that services that were previously available at the Community Wellness Centers before the pandemic are still available — in a reduced capacity and virtually — including Zumba classes, line dancing classes, and yoga/fitness classes. Pierre also discussed informational materials that were available to members, the Healthy Minute video series, and COVID-19 resources that are available on the AmeriHealth Caritas Louisiana website. The Community Education and Outreach team also gave an update on the daily outreach effort that they have conducted with members and community partners since the pandemic, including distributing educational materials via email, and community partner events. The team also spoke of distributing promotional items including masks and hand sanitizer to members and community partners during the pandemic.

Pierre also reminded the group to like and/or become a friend of the AmeriHealth Caritas Louisiana's Facebook page and other social media pages. On these social media pages, members can find lots of healthy tips and information about our health plan.

3. New Member Understanding survey

AmeriHealth Caritas Louisiana Community Education and Outreach and Community Health Navigators team members assisted in contacting members to complete the New Member Understanding survey, which asks members about the ease of navigating the AmeriHealth Caritas Louisiana website, including the member handbook, provider search function, and benefits and services section.

Some members completed the survey in advance of the meeting, and those surveys have been collected by the AmeriHealth Caritas Louisiana team. The members in the meeting who have not completed the survey asked if they could be allowed to complete the survey after the meeting and give it back to the Community Outreach/Community Navigators contact. The Community team will report back the results to the MAC chairman.

4. AmeriHealth Caritas Louisiana Housing Program

Gloria Winchester, AmeriHealth Caritas Louisiana Housing Program Manager, gave a presentation about the Housing program and services that are available to members. Gloria also gave information about the work that she will be doing on behalf of AmeriHealth Caritas Louisiana with the START Federally Qualified Health Center (FQHC) in the New Orleans area to implement the housing and Mom's Meals® programs with this FQHC and the members who are patients at this FQHC.



During the presentation, an AmeriHealth Caritas Louisiana member spoke of being homeless at this time, and needs help finding housing. Gloria and the WHAM team informed the member that they would get his contact information at the conclusion of the meeting and call him to assist in getting the member proper housing.

Keelea LeJeune, New Orleans Community Wellness Center Coordinator, also informed the MAC that she knew this member very well, and that he was a frequent visitor to the Wellness Center before the pandemic. Keelea offered to assist this member as well.

The MAC chairman also asked members of their knowledge of the Mom's Meals program that is offered by AmeriHealth Caritas Louisiana. Members confirmed their knowledge of the program..

5. AmeriHealth Caritas Louisiana Health Equity/Culturally and Linguistically Appropriate Services (CLAS) program

Lori Payne, Health Equity/CLAS Specialist, gave a presentation which highlighted the latest statistics for AmeriHealth Caritas Louisiana members as broken down by age, race, ethnicity, and language spoken. Lori also presented the results of the 2019 CLAS outreach findings, and gave goals for CLAS for 2020. Lori shared the presentation with the AmeriHealth Caritas Louisiana team at the conclusion of the meeting. The team will share the information with the members.

6. "MAC Chat" with Members and Community Partners about AmeriHealth Caritas Louisiana's programs and services, and other topics

During the open "MAC Chat" portion of the meeting, the following inquiries and comments were received from AmeriHealth Caritas Louisiana members:

1. A member informed the MAC that her AmeriHealth Caritas Louisiana Care Manager helped her to enroll in the Living Beyond Pain (pain management) program before the COVID-19 pandemic. After the onset of the pandemic, her sessions had to stop. She has five more sessions remaining. The member asked if she would be allowed to complete her sessions.

The AmeriHealth Caritas Louisiana team assured the member that she would be able to complete her sessions, and obtained the member's contact information after the meeting, and also gave the information to the member's Care Manager.

2. A member thanked AmeriHealth Caritas Louisiana for the CARE Card rewards card, and said that the CARE Card has come in handy for her, and that the program was a very good program. The member also complimented the AmeriHealth Caritas Louisiana Bright Start® program.

The member is currently enrolled in the program, and said that her Care Manager calls her frequently for check-ins, and to ensure that she was managing her health. The member thanked AmeriHealth Caritas for the services that are being provided to her and her children.

3. A member informed the MAC that she had been in contact with her Care Manager recently about acquiring a transcutaneous electrical nerve stimulation (TENS) machine to assist with chronic pain in her shoulder, including at the present time.

The AmeriHealth Caritas Louisiana team informed the member that her information would be taken after the meeting, and passed along to the Rapid Response and Outreach team to provide immediate help to her.

7. Adjournment

The meeting adjourned at 2:10 p.m. after all inquiries from the members were answered. The next MAC meeting will be scheduled for Fall 2020.