



MEMBER ADVISORY COUNCIL /WHOLE HEALTH ACTION MANAGEMENT (WHAM)
In-Person and Virtual Meeting NOTES

Date: Thursday, June 23, 2022

Time: 1:00pm-2:30pm

Location: AmeriHealth Caritas Louisiana Community Wellness Center, New Orleans

1) Welcome and Introductions

- a. Pierre Washington, MAC Chair and DeTricia Norris-Singleton opened the meeting and greeted members and community partners that were in attendance. There were 17 persons from community partners in attendance, and 6 members in person and virtual in attendance.
- b. Pierre then introduced Lori Payne, AmeriHealth Caritas Louisiana's Director of Health Equity to discuss Health Equity goals for 2022.

2) Health Equity Presentation

- a. Lori Payne spoke to the group about Health Equity goals for 2022, which include (but not limited to):
 - i. Increasing access to transportation services
 - ii. Engaging members in rural areas of the state
 - iii. Engaging African American members in rural areas
 - iv. Engaging the Spanish-speaking population and helping them to get access to services, including (but not limited to) transportation services.

3) WHAM Presentation

- a. DeTricia Norris-Singleton and Shamekia Sauceberry from the WHAM Team gave a brief overview of the WHAM Team and the services provided.
- b. DeTricia and Shamekia then guided the group in an exercise about coping skills and how to calm the body and mind.

4) Upcoming Events at the Community Wellness Center

- a. Keelea LeJeune, Community Wellness Center Coordinator gave an overview of upcoming events at the New Orleans Community Wellness and Opportunity Center.

5) "WHAM and MAC Chat" with Members and Community Partners about AmeriHealth Caritas Louisiana's programs and services, and other topics

- a. One member informed AmeriHealth Caritas Louisiana representatives that he has not received his Care Card rewards card. We connected him to the Community Outreach representative that he works with, and they are helping him obtain his Care Card.
- b. One member had a question about upcoming events at the Community Wellness Center, including an upcoming event with the New Orleans Saints. We educated the member on the event, and was able to provide the needed information.
- c. One member informed AmeriHealth Caritas Louisiana representatives of the difficulty of utilizing the transportation services for an appointment and while she was caring for a newborn and having to attend doctor appointments, she was told she would need to notify them two weeks in advance. She also stated that due to the length of the wait, she had to take her newborn to the doctor via public transportation.

There was also a community partner stationed at the Center offering blood pressure screenings to members and non-members at no cost. We made this available to all meeting attendees.

6) Adjournment

- a. The meeting adjourned at 2:10 p.m.

The next MAC meeting will be held at the "On the Move" community event in Tallulah on Saturday, August 20, 2022 at 11:30 a.m.