



MEMBER ADVISORY COUNCIL
In-Person and Virtual Meeting NOTES

Date: Tuesday, September 27, 2022

Time: Noon-1:30pm

Location: New Evergreen Baptist Church, Jena, La.

1) Welcome and Introductions

- a. Pierre Washington, MAC Chair/ACLA Member Engagement Manager, Paula Brooks, ACLA Director of Marketing and Communications, Diane Tracy, ACLA Community Health Worker and Grover C. Harrison, III, Director of Community Education and Outreach opened the meeting. There were 21 people in attendance for the meeting including members and community coalition members

2) Region 6 Community Coalition Introductions

- a. The Region 6 Community Coalition members introduced themselves, and then gave updates on upcoming events that are taking place in the Jena/Alexandria/Pineville area.

3) Health Equity Presentation

- a. Paula Brooks and Pierre Washington introduced the Health Equity topic by giving a brief overview of the ACLA Health Equity program, and the topics for discussion. Paula and Pierre asked the group to scan the QR code on the agenda to take the Health Equity survey, with results to be viewed by the ACLA Health Equity Director.
- b. Paula, Pierre and Grover then facilitated a discussion around the Health Equity topic for the meeting.
 - i. Discussion Topic: Doctor Visits During and After Pregnancy

Questions: What are some reasons you believe pregnant members do not attend their scheduled doctor visits? What are some reasons you believe new mothers do not attend their scheduled doctor visits?

Answers:

- Lack of access in their rural community
- Lack of doctors in their community
- Have to travel over an hour or two to Alexandria or Monroe to get services, and this creates a travel hardship
- Lack of transportation

- Don't have the funds to get a ride to Alexandria or Monroe
- Don't have reliable transportation
- Not all doctors in Alexandria and Monroe accept new patients, so the next option is to drive three hours to Baton Rouge, and people are not traveling that far
- Lack of providers
- Don't want to miss work and possibly lose their job
- Some don't think they have a problem
- The time of the appointment and having to sit for a long period of time waiting for the NEMT transportation to come back and get them influences their decisions
- Transportation shows up late
- Inability to bring other children to appointments/lack of daycare
- NEMT drivers have too many appointments in one day, making them late to pick me up for my appointment
- Have to share the ride with people they don't know, and this creates a lack of confidentiality

Question: What can ACLA do to improve in this area?

Answers:

- Recruit more OB/GYN providers that accept Medicaid for this area of the state
- Get more reliable NEMT transportation drivers
- Pay the drivers better to keep them from quitting
- Subcontract with more driving companies
- Ask LDH/Medicaid to create a new system where the number of NEMT companies in an area should be based on the number of people per capita (Ex. Have 2 transportation companies for every 50 people in a parish)

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

- The group discussion first focused on other SDOH issues in the Region 6 area. The group added these comments:
 - i. There is a lack of PCPs in this area
 - ii. There is a lack of transportation providers
 - iii. There needs to be more of a local Medicaid presence in the area to educate the Jena community on benefits and services
 - iv. People want to feel safe to ask questions about Medicaid benefits and services
 - v. Community partners don't feel comfortable asking questions to Medicaid enrollees because there is only so much that can be asked to the enrollees then they have to refer the person to call Medicaid
 - vi. People don't know the Medicaid plan they have
- Saints/Pelicans Partnership

- i. The group asked that we include the Jena area and other rural areas in their community events with the Saints/Pelicans.
- The ACLA team briefly explained the upcoming Medicaid Enrollment Period for 2022 and 2023 and explained to the group that letters will start going to Medicaid enrollees of all MCOs at the end of October.

3) The meeting adjourned at 1:15pm.

