

# Meeting Minutes

## Member Advisory Council (MAC)

### Capital GSA



**Thursday, February 21, 2019**

**11:30 a.m. – 1 p.m.**

**AmeriHealth Caritas Louisiana office**

10000 Perkins Rowe, Suite 400, Baton Rouge, LA 70810

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## 1. Welcome and introductions

- Pierre Washington, MAC Chair and AmeriHealth Caritas Louisiana Member Engagement Manager, was introduced.
- Lori Payne, AmeriHealth Caritas Louisiana Culturally and Linguistically Appropriate Services (CLAS) Coordinator, was introduced.
- Kyle Viator, Market President, addressed the group later in the program.

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## 2. Health disparity intervention: Control Your Diabetes. Control Your Destiny.

- Lori Payne discussed CLAS, gaps in care, and the intervention initiative, "Control Your Diabetes. Control Your Destiny." Discussed the finding from implementing the program last year and kicking off 2019.
- Members were invited to the new diabetes-focused event, Destination Dance Off, which will occur at both wellness centers simultaneously. She explained the event, including dancing, food, and music.
- Payne discussed issues members may be facing in AmeriHealth Caritas Louisiana diabetes programming, either situational or habitual. She discussed the difference between the two and how the health plan puts together programming to create resolutions to member issues.
- She gave stats on Rapid Response referrals from members who attend our events.
- An AmeriHealth Caritas Louisiana member discussed living with diabetes and gave three suggestions for staying healthy with the disease. He expounded on how he continues to live healthily with the disease. He further explained

how AmeriHealth Caritas Louisiana provides member support in this area.

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## 3. Introductions of attendees

Washington opened the floor for attendee introductions.

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## 4. Prior meeting minutes distribution and overview

Members and partners were asked to review the meeting minutes, charter, and member benefits included in the packet.

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## 5. Make Every Calorie Count (MECC) program overview and discussion

- Rachel Weary of the Integrated Health Care Management team discussed her team and their responsibilities to engage members daily and how they accomplish their goals.
- Discussed types of member engagement, telephonic and face-to-face.
- Program development is a result of member engagement.
- Weary discussed the MECC qualification criteria, program components, tools, and results. Washington and Weary discussed the gym membership and swim lesson components.
- Anita Gregoire gave a testimonial of a member involved in the program who has lost 75 pounds in the program and who originally needed knee replacement, but is enjoying the program. The member's care manager was in the room and discussed the program.



- An attendee asked about how the program can be expanded to assist more members who may not meet the existing criteria of obesity and morbid obesity. Weary answered the question, indicating AmeriHealth Caritas Louisiana uses data that's analyzed to drive member programming based on needs.
- A member in attendance is a part of the program, and she has lost 30 pounds so far. She gave positive feedback regarding the program and her case manager.
- Weary discussed pilot program in Lafayette with the dietitian who conducts face-to-face assessments.
- Gregoire discussed how Southeastrans provides transportation for the program. Reps from the transportation vendor expounded on how transportation works for the program and fits in with existing appointments.
- Weary indicated that 400 members have been referred to the program.

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## 6. Mom's Meals program overview and discussion

- Rachel Weary discussed the Mom's Meals program, a data-driven solution to meet member nutritional needs to reduce member re-hospitalization.
- The program focuses on members who have limited mobility, and social determinants of health issues.
- Members don't have to be in case management to be involved in this program.
- Weary discussed program timelines, components, and meal types.
- About 70 members are enrolled in the program.
- A member in attendance indicated he has been a part of the program. Mr. Rick is his case manager. Mr. Rick came in to meet the member and took photographs with Kyle Viator.
- Weary invited attendees to sample the meals in the room that were provided by the vendor.

- Holly from Mom's Meals further discussed the program, choices, and the sample meals. She indicated the meals are created with the members' needs in mind, including allergies and health requirements.

## 7. Low Income Home Energy Assistance Program (LIHEAP) presentation

- Pam Selvage, LIHEAP, discussed the LIHEAP program, requirements, and components. Program has not run out of funds in several years.
- LIHEAP distributes commodities from the food bank.
- Program assists with rental assistance as well as energy assistance.
- Selvage indicated that most of our membership would qualify because of the income guidelines.
- Energy bill doesn't have to be in the member's name, but member must provide some type of bill that has to be in the member's name.
- She provided detailed program process and contact information according to the resident's ZIP code.
- Engaged in conversation with Mr. Haney about the program and proper documentation to complete an application.
- Sandra Diaz Martinez, Community Educator, asked about Hispanic members qualifying for the program if they are not citizens. Selvage answered her questions about how to qualify and said she would ask her coworkers about Martinez's questions.

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## 8. Discussion with members and community partners about AmeriHealth Caritas Louisiana programs, CAHPS survey, social determinants of health, and other topics

- One member commented on the AmeriHealth Caritas Louisiana program. She's enrolled in the MECC program and will start the Pathway to Work program. She also indicated that AmeriHealth Caritas Louisiana paid for her eye surgery.



- Bridgette Robertson, Manager of Grievances and Appeals, discussed the Mission GED® program and the upcoming Pathway to Work program. She provided overviews of both, including requirements and expectations to participate. She also reported on future plans for the Pathway to Work program to spread around the state. There was discussion around the Mission GED program.
- Washington asked the members if they received the yellow envelope with the CAHPS survey. He asked that if they get it to please complete and return it.
- Washington answered the question, “How do you become an AmeriHealth Caritas Louisiana member?” and gave the open enrollment dates in October.
- Washington and Nancy Gervais discussed Care Cards.
- Discussion around the Make Every Calorie Count program: Some of the contracted gyms have pools the members can use.
- Discussion about transportation challenges for a member. Connected member to Southeastrans representative in the room.

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## 9. Adjournment