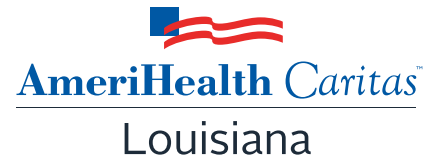


Meeting Minutes

Hispanic Member Advisory Council



Wednesday, June 16, 2021, 1 p.m. – 2 p.m.
Virtual meeting

1. Welcome and introductions

Pierre Washington, Member Advisory Council (MAC) Chair and AmeriHealth Caritas Louisiana Member Engagement Manager, along with Sandra Diaz-Martinez, Community Education and Spanish Translator, opened the meeting. Sandra stated the purpose of the meeting to the members, and informed the members that their input will allow us to shape benefits and services that are helpful to them and their families. There were five members in attendance.

2. MAC input on Mission GED®, Pathway to Work, and Make Every Calorie Count programs

Member input: Member wants more information and an application to apply for the GED program. Pierre will send the application to the member.

Member input: Can AmeriHealth Caritas Louisiana send Spanish letters, flyers, and brochures by mail to us? This is the most preferred method of receiving materials for members of the Latino community. The reason that this is the most preferred method is because many people do not have access to computers, or do not have the education to know how to connect to the internet to go to the AmeriHealth Caritas Louisiana website to find materials.

Member input: I have a child that is a member of the health plan, and the child is obese. I would like information on your weight loss program (Make Every Calorie Count). The child also has hypertension and kidney issues. Sandra is getting the member information to get the child enrolled in the program.

Member input: I have two grandchildren that are members of the plan and they are overweight. I would like information on the program as well.

Member input: The members of my community and other people that I talk to have lots of concerns about their children being overweight and would like more information (in Spanish) to help.

3. Culturally and linguistically appropriate services (CLAS)/health equity in transportation

Sandra and Pierre talked to members about the nonemergency medical transportation (NEMT) services that are offered by AmeriHealth Caritas Louisiana. (Transportation services was identified by Sandra and the *Health Equity, Louisiana Style* (HELS) group as a major barrier in the Latino community.)

Member question: Am I allowed to bring my oxygen tank on my transportation trips?

Sandra and Pierre answer: Yes, this is certainly allowed.

Member question: Am I allowed to bring one person with me on doctor visits to translate for me?

Sandra and Pierre answer: Yes, as long as this information is given when scheduling your transportation.



4. Vaccination survey of members

Spoken disclaimer to members: None of your answers these questions will affect your benefits or your Medicaid coverage as a member of the AmeriHealth Caritas Louisiana health plan.

Question 1: Have you received the COVID-19 vaccine?

Answer: Three members responded that they have received the vaccine; two members did not answer.

Question 2: If you have received the COVID-19 vaccine, are you also encouraging your family and friends to get the vaccine?

Answer: (member input): Sometimes my family and friends do not agree with me when I tell them about the vaccine, and do not want it. However, most people that I know have received the vaccine.

Question 3: If you have not received the COVID-19 vaccine, do you need assistance in scheduling a time to get the vaccine?

Answer: Members said they do not need assistance in scheduling a time.

Question 4: If you have not received the vaccine and you are not comfortable with receiving the vaccine, what information do you need to make you more comfortable with receiving the vaccine?

Answer (member input): Although I have received the vaccine, I'm encouraging my friends and family to get the vaccine because it can save their lives. But there are people that just do not feel comfortable getting the vaccine for their own personal reasons.

Question 5: If the vaccine was being given at a place you trust, like your church, nail salon, barber shop, or community center, would you be more likely to receive the vaccine? If not one of these places, where would you be comfortable receiving the vaccine, and why?

Answer (member input): (Member 1): I think the best place to give the vaccine is at the person's house. This is what I have heard from people who have not gotten the vaccine. The reason for this is because the person knows who is coming to their home ahead of time, they feel more secure in their own homes, and it is more private.

(Member 2): I tell people that if they do not want the vaccine or haven't got it, to stay at home to keep other people safe.

(Member 3): I think it would be great if Latinos could get the vaccine at home. Especially people with chronic diseases and people that can't really travel.

Anecdotal comments from all members in attendance:

- The members expressed that they were very happy that we did a meeting in Spanish for them.
- The members said they felt included and that their voices were being heard.
- They also said that the information given during the meeting was very helpful to them, and it was good that they were able to talk about how they feel.
- The members also asked if we could do more meetings like this with them.

Adjournment

The meeting adjourned at 2:10 p.m.