



MEMBER ADVISORY COUNCIL
In-Person and Virtual Meeting
In conjunction with the ACLA Community Baby Shower

Date: Saturday, September 20, 2025

Event Time: 11:00 a.m. to 2:00 p.m.

MAC Meeting Time: 1:00 p.m. to 2:00 p.m.

Location: Good Hope Baptist Church, 1501 E. Willow Street, Lafayette, LA 70501

Virtual Log in: Zoom Meeting ID:

<https://amerihealthcaritas.zoom.us/j/94454311846?pwd=31NIUrLzcq5qrAa13b9Qr5UYlhPuhY.1>

1) Welcome and Introductions—

- Grover Harrison, ACLA Member and Community Engagement Director
- Lynelle Diolulu, ACLA Member Engagement Manager

Number of Members in Attendance—0 virtual, 23 in person

Number of Community Partners: 26 in person

Number of Meeting Participants—0 virtual, 49 in person

Overall attendance—49

2) Introduction of Meeting Participants and Community Partners— Participants were ACLA community partners, members, and staff and the community at-large. The community partners introduced themselves during the meeting when they provided an overview of their organization. Bright Start representatives gave an overview of their program. ACLA staff introduced themselves. ACLA members were recognized at the beginning and throughout the meeting.

3) “MAC Chat” with Members and Community Partners Discussion about AmeriHealth Caritas Louisiana’s outreach—

Mr. Harrison led the MAC discussion where members were asked questions, and the results were:

a. How did you hear about the event?

1. Call—12
2. Text—6
3. Doctor’s Office—1
4. In the community

b. What is your communication preference?

1. “Phone call” was the unanimous choice. Why? Because you talk to a person.

- c. Why did you attend the baby shower?
 - 1. Attended another community baby shower
 - 2. Wanted to meet the ACLA staff
 - 3. Heard from an ACLA team member (phone call)
 - 4. Member of the ACLA Medicaid plan
 - 5. Supporting a family member
 - 6. Wanted to learn more about ACLA
 - 7. Wanted to win something
 - 8. Needed things for the baby
 - 9. Just curious
- d. What is the most important part of your health plan?
 - 1. Matching my needs with the correct provider.
 - 2. Making sure my kids remain healthy.
 - 3. Reminders of upcoming appointments.
 - 4. Calls from Bright Start to check on me and my baby.
- e. What can AmeriHealth do better to serve you as a member?
 - 1. Nothing
 - 2. You have gone above and beyond already.

4) MAC Discussion about Medicaid and Plan Announcements:

- a. Open Enrollment Changes
- b. Updating personal information with Medicaid
- c. Responding to Medicaid in a timely manner
- d. Auto assignment (what is it and how it works)
- e. Current Non-Emergency Medical Transportation process and 11/1 updates
- f. Notification of pregnancy within the first trimester
- g. ACLA website and member portal overview
- h. ACLA benefits now and the new 2026 benefits review
 - 1. Update on dental coverage
 - 2. Vision benefit coverage
 - 3. Make Every Calorie Count Program
 - 4. GED
 - 5. Smoking cessation (no smokers present)
 - 6. Care Card overview (who has one, how to get one, how the benefits work and reward amounts)

5) Q & A

6) Adjournment