

## 4rth Quarter MAC Meeting Notes

Meeting Notes	
<b>Date of Meeting:</b>	December 7, 2022
<b>Time of Meeting:</b>	12:00 PM-2:00 PM CST
<b>Location of Meeting:</b>	Powell Avenue Recreation Center Monroe, La 712023
<b>Attendees/Invitees</b>	<b>Staff:</b> Joseph St. Mary, Brandon Sibley, Shaterica Brass, Merri Roussell, Ruby Jackson, Kimberly Brister, Vanita Willis-Caldwell, Cecilia Ryder, Tanzel Montgomery
<b>Meeting Transcriber</b>	Tanzel Montgomery
<b>Purpose of Meeting</b>	Health Care-A-Van planning and discussion
<b>General</b>	<ul style="list-style-type: none"> <li>• <b>Dual Purpose Meeting</b> <ul style="list-style-type: none"> <li>♦ For the first time ever, the Member Advisory Council meeting was held in conjunction with our Geaux Baby and Me Community Baby Shower. The audience consisted of mostly pregnant mothers, along with their significant others, children, and special guests.</li> <li>♦ There was a total of 18 pregnant moms in attendance. Most of them had children who were also members of Louisiana Healthcare Connections.</li> </ul> </li> <li>• <b>Vendors/Community Partners</b> <ul style="list-style-type: none"> <li>♦ There were over 13 vendors/community partners in attendance to provide support and resources to the attendees.</li> </ul> </li> <li>• <b>Member Advisory Council Meeting Discussions and Member Feedback</b> <ul style="list-style-type: none"> <li>♦ The focus and discussions were primarily on three areas:               <ul style="list-style-type: none"> <li>▪ Redistribution                   <ul style="list-style-type: none"> <li>○ Members were provided handouts with QR codes and advised of the upcoming changes that may possibly result in their health plan being changed. Members were shown different ways to view their plan information on the myplan.healthy.la.gov site. Those options included scanning the QR code provided, accessing the link from the Louisiana Healthcare Connections Facebook page, and referring to the letters sent to their home. They were also encouraged to call into the call center if they had any questions, concerns, or difficulties.</li> </ul> </li> <li>▪ LHCC Services/Call Center/ Case Manager Experience                   <ul style="list-style-type: none"> <li>• Members had positive feedback about our CSRs- says they are very helpful when the call into the Call Center</li> </ul> </li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• One member spoke very highly of Shaterica Brass, the Community Health Service worker in her area. She voiced that Shaterica was a Godsend, always answering when she calls and connecting her to resources.</li> <li>• One member talked about how much she loves our healthy rewards program. She was excited that she can purchase wipes and pampers and other items needed because of her rewards. She has two kids currently with LHCC and one on the way.</li> <li>• One member (she has 2 kids who are members) said she was happy to get her pack-n-play early from us. However, she has problems using our SmartStart app and feels like it doesn't provide enough information. She would like to be able to schedule an appointment from the app.</li> <li>▪ <b>Provider/Specialist Experience</b> <ul style="list-style-type: none"> <li>• One member had an issue with access to care. She stated that she and two of her children who are also members must travel to Natchez, MS. for care. She is pregnant and is high risk. Her two children have behavioral issues and there were no BH specialists accepting new patients in her area.</li> <li>• One member was upset that she received a prescription for a breast pump for her provider and could not get it filled. We encouraged her to access our smart app and order one there so we can mail it to her. We also connected her to the Case Manager onsite, Kimberly Brister</li> </ul> </li> <li>▪ <b>Transportation Experience</b> <ul style="list-style-type: none"> <li>• No issues reported with transportation. One member stated that she had a pleasant experience the last time she took advantage of our transportation services. She advised that they arrived on time for both pick up from her home and the Provider's office.</li> </ul> </li> <li>• <b>Miscellaneous</b> <ul style="list-style-type: none"> <li>♦ Joseph St. Mary created and presented a PowerPoint presentation touching on member specific information such as benefits, pharmacy, finding providers, healthy rewards, etc.</li> <li>♦ Case Manager Kimberly Brister addressed the audience and provided healthy tips on how our members can properly care for themselves and their newborns</li> <li>♦ We had several drawings and prizes. Members were able to win Christmas gifts such as crockpots and bicycles.</li> </ul> </li> </ul>