

# Member Advisory Council

MEETING MINUTES - NOVEMBER 19, 2015

## Members:

## Other Attendees:

Marie LeBlanc  
Amanda Migliacio  
Mia Butler  
Jerry Carter  
Brenda Webb  
Carolyn Quiett  
Sara Morthland

Agenda Item	Discussion	Action
Call to Order	Marie LeBlanc, Senior Director of Customer Service, called the meeting to order at 11:30 a.m.	For informational purposes
Review of Minutes	N/A	N/A

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New Business

**Welcome and Introductions and Overview of Member Advisory Council**

- Ms. LeBlanc introduced herself and informed the guests that Louisiana Healthcare Connections' main office is located in Baton Rouge. She explained Louisiana Healthcare Connections also has offices in Lafayette and Covington with field workers located throughout out the state.
- The purpose of this meeting is to help Louisiana Healthcare Connections learn what we can do to better serve our members. All Bayou Health plans are required by DHH to talk to members four times a year to hear how we can improve our services.
- Ms. LeBlanc introduced the employee table: Jerry Carter, Member Connections; Brenda Webb, Case Manager; Carolynn Quiett, Pharmacy Supervisor; Sara Morthland, Compliance Specialist; Amanda Migliacio, Manager of Customer Service; Mia Butler, Supervisor of Member Advocacy.
- Ms. Webb informed guests of Louisiana Healthcare Connections' case management program.

**Louisiana Healthcare Member Connections Programs – Jerry Carter**

- Member Connections attends community events and visits schools and churches. Member Connections also helps members with their benefits.
- CentAccount card review:
  - All Louisiana Healthcare Connections members qualify for the CentAccount Card.
  - Members are rewarded for going to the doctor.
- [www.Louisianahealthconnect.com](http://www.Louisianahealthconnect.com) has tools that allow members to manage some health care services.
- A guest inquired about dental coverage. Ms. Webb stated that dental services are covered by certain providers (federally funded clinics). She provided a list of dental services covered by the plan. Ms. Migliacio stated that dental services are for adults with two covered visits a year. For children, the services are offered through MCNA, which is Medicaid's direct

vendor. Dental coverage for adults is a value-add that Louisiana Healthcare Connections began offering this year, along with vision.

- Member Education – Explained the importance of keeping appointments with providers.
  - NurseWise – Members can call and speak to an RN at any time.
  - Flu shot – Covered for all members.
- A guest of a Louisiana Healthcare Connections member asked “What prescriptions are covered by Louisiana Healthcare Connections?” Ms. Quiett stated that maintenance and pain medicine are covered. Louisiana Healthcare Connections’ PDL list covered medications and can be found on our webpage.

**Ms. LeBlanc reviewed hot topics with the guests:**

- Health risk screenings
- Doctor visits are unlimited (PCP)
- ER visits – go to urgent care or PCP if it is not an emergency. If you aren’t sure if you should go to the ER or urgent care, you can contact NurseWise.
- Louisiana Healthcare Connections has a very large network with over 15,000 providers.
- Members are not required to have a referral to see most specialists or for Louisiana Healthcare Connections to cover the visit.
- Ms. LeBlanc asked guests if they had an idea as to why some people do not show up to their appointments. One guest stated that some appointments are made too far in advance and things come up.
- Louisiana Healthcare Connections offers transportation to your appointments.
- A guest asked how she can enroll with Louisiana Healthcare Connections. Mr. Carter stated that Medicaid determines enrollment eligibility.
- Discussed available vaccines.
- Discussed that gym memberships are not currently covered as a benefit.

	<ul style="list-style-type: none"> <li>• Ms. Butler mentioned that Nurtur offers health coaching.</li> <li>• Ms. LeBlanc informed guests of the new Behavioral Health covered services.</li> </ul> <p><b>Closing Remarks:</b></p> <ul style="list-style-type: none"> <li>• Ms. Migliacio informed the guests that we are sending new member ID cards out shortly. She asked guests to contact customer service if they have had a recent address change.</li> <li>• Ms. LeBlanc stated that we offer language translation services for members.</li> <li>• Ms. Butler mentioned that Louisiana Healthcare Connections offers a phone app with a “find a provider” tool. Member ID cards can also be found on in this tool.</li> <li>• Ms. LeBlanc stated that the most a member should ever pay at the pharmacy is \$2.</li> </ul> <p><b>Q&amp;As</b></p> <ul style="list-style-type: none"> <li>• Discussed that Louisiana Healthcare Connections does cover foot doctors.</li> </ul> <p><b>Wrap Up/Potential Topics/Location for the Next Meeting</b></p> <ul style="list-style-type: none"> <li>• The meeting concluded at 12:33pm</li> </ul>	
MAC Recommendations	Recommendations received:	N/A
Written Feedback (DHH)		N/A