

Member Advisory Council

MEETING MINUTES - MARCH 22, 2016

Members: 15

Other Attendees: 7

Marie LeBlanc, Senior Director, Customer Service, Member Services
 Amanda Migliacio, Manager, Customer Service, Member Services
 Chelsea Santangelo, Project Coordinator, Customer Service, Member Services
 Ruby Jackson, Member Connection Representative II
 Chelsea Graves, Supervisor, Community Relations, Medical Affairs
 Kandi Espree, Pharmacy Specialist, Pharmacy
 Gary Pate, Clinical Provider Trainer, Training-Education

Agenda Item	Discussion	Action
Call to Order	Marie LeBlanc, Senior Director of Customer Service, called the meeting to order at 11:30am.	Engage guests
Review of Minutes	N/A	N/A
New Business	<p>Welcome and Introductions and Overview of Member Advisory Council</p> <ul style="list-style-type: none"> Ms. LeBlanc introduced herself to the guests. She informed them that Louisiana Healthcare Connections has three offices in Baton Rouge, Covington, and Lafayette and field workers located throughout out the state. Ms. LeBlanc introduced the employees present. 	

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Review of Hot Topics Included in Member Folders – Marie LeBlanc

- Ms. LeBlanc explained how the CentAccount reward program works and where you may use the card. She also informed guests of the claims process.
- Ms. LeBlanc informed guests that our vision vendor name has changed from OptiCare to Envolve.
- Discussed how Southeast Dental Center in Alexandria is working with Louisiana Healthcare Connections members when FQHC's are not available.
- Discussed NurseWise program and the importance of members calling the hotline for medical advice instead of going straight to the ER for non-emergency reasons.
- Guest expressed concern about having no access to Urgent Care clinics in the Lake Charles area. Another guest responded that many physicians in the area have accommodated their hours due to the lack of after hour care.
- Ms. LeBlanc discussed pharmacy benefits.
- Explained Louisiana Healthcare Connections provides transportation to appointments, even out of the state. Guests were not aware of this service. Discussed prescription pick up on the way home from appointments.
- Discussed importance of cultural competency among physicians. Ms. LeBlanc asked members to report when a physician is not being culturally sensitive.

Louisiana Healthcare Connections Behavioral Health Benefits – Gary Pate

- As of December 1, 2015, Louisiana Healthcare Connections includes Behavioral Health coverage for members.
- Discussed the types of Behavioral Health services being offered to our members. Clarified that these services are covered for visits with contracted physicians and that some actions will require prior authorization.
- Discussed what prior authorization means.
- Guests were informed that there are separate Case Managers to help Behavioral Health members.

- Mr. Pate explained his role with training providers and that member feedback is welcome.
- Mr. Pate distributed packets with additional information on Behavioral Health services for the guests.

Louisiana Healthcare Member Connections Programs – Ruby Jackson

- Discussed what Member Connections does for community and informed guests that Mrs. Jackson serves Region 5 members in the Lake Charles area. She offered her direct contact information to guests.
- The guests were informed to please call Member Services department when contact information changes.

Closing Remarks:

- Ms. Migliacio informed the guests that there is a survey in the folder for them to fill out and leave on the table for feedback on our services.
- Ms. LeBlanc reminded guests of pre-paid envelopes in member folders to send in notification of pregnancy and health information forms.
- Ms. LeBlanc mentioned that open enrollment for Bayou Health plans occurs typically, every November.

Q&As

- Discussed difficulty in accessing OTC website in regards to rewards for well visits. Ms. LeBlanc suggested some type of notification be sent out.
- A replacement card was ordered for guest.

Wrap Up/Potential Topics/Location for the Next Meeting

- The meeting adjourned at 12:36 p.m.

MAC Recommendations	Recommendations received: Possibly send out quarterly CentAccount balance statements for members.	
Written Feedback (DHH)	N/A	N/A