

# Member Advisory Council

MEETING MINUTES - DECEMBER 6, 2016

Members: 20

## Other Attendees:

Marie Leblanc, Director, Customer Service  
 Amanda Migliacio, Senior Manager, Customer Service  
 Mia Butler, Supervisor, Customer Service  
 Carolyn Quiett, Supervisor, Pharmacy  
 Chelsea Graves, Supervisor, Community Relations, Medical Affairs  
 Rachel Gautreaux, Clinical Provider Training, Training Education  
 Joshua Clemens, Marketing and Communications Specialist  
 Tiffany McMorris, Project Manager, Quality Improvement  
 Brenda Webb, Case Manager

Agenda Item	Discussion	Action
Call to Order	Ms. LeBlanc called the meeting to order at 11:46 AM	Engage Guests
Review of Minutes	N/A	N/A

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 and thanked members present for their attendance and feedback.
- Ms. Leblanc recognized returning members to the council and thanked them for their participation in this important process.
- Ms. LeBlanc introduced the plan representatives present.
- Ms. LeBlanc, along with Chelsea Graves gave an overview of our Member Connections programs including community events sponsored or supported by our Member Connections representatives and our health plan. Ms. Leblanc also explained home visits by our Member Connections Representatives and how they also provide support to members with their benefits.
- Ms. Leblanc reviewed benefits and programs
- CentAccount card review:
  - Ms. Leblanc reviewed the cent account program with member present.
  - All Louisiana Healthcare Connections members qualify for the CentAccount Card.
  - Members are rewarded for going to the doctor.
- Member Education – Explained the importance of keeping appointments with providers.
- Ms. Leblanc explained that LHCC covers unlimited visits to your Primary Care Physician (PCP) at no cost to the member. And asked if they have had any trouble scheduling appointments with their PCP or finding a specialist.
- NurseWise – Members can call and speak to an RN at any time – 24/7.

- Flu shot – Covered for all members.
- Transportation – Call 48 hours in advance to schedule your ride.
- Adult Vision and Dental care - Ms. Leblanc explained the difference between adult dental and vision services vs. dental and vision services for children.
  - Ms. Leblanc explained that dental services for adults must be obtained at an FQHC.
- Ms. Leblanc allowed for a break to have food delivered and held drawing for door prize.
- Ms. Leblanc provided call center hours of operation and purpose and asked if anyone has called the call center and if they had a good experience? Several stated yes they had called and spoken with call center representatives and were satisfied with the results. One member mentioned an issue with her address being updated. Somehow we kept getting on old address overriding the updated one she was providing. She needs to have this corrected because her mail is not being delivered to the correct address including ID cards and Cent account cards.
- Ms. Leblanc also provided purpose of our case management department for medical and behavioral health services and provided examples of how our case management team assists members with medical as well as behavioral health care.
- Ms. Leblanc advised that we send out member satisfaction surveys and we would really appreciate their feedback so be on the lookout for them.
- Ms. Leblanc discussed translation services are free to members and this includes face to face translation if necessary.
- Cultural sensitivity is something extremely important to LHCC. We want to make sure our members are comfortable with the care they are getting from providers.
- Ms. Leblanc provided information on Transportation services to and from doctor appointments. This includes picking up any prescriptions on the way home from an appointment.

	<ul style="list-style-type: none"> <li>• Ms. Leblanc asked meeting participants if they are aware of Medicaid Expansion and provided information regarding open enrollment if qualify for Expansion.</li> <li>• Ms. Leblanc asked participants if they had any questions or concerns and no one had any questions or concerns to address.</li> <li>• Ms. Leblanc asked participants to complete survey and turn in before they leave.</li> <li>• Ms. Leblanc adjourned the meeting at 1:15pm.</li> </ul>	
<b>MAC Recommendations</b>	Recommendations received:	N/A
<b>Written Feedback (DHH)</b>		N/A