

Member Advisory Council

MEETING MINUTES

Date: May 7, 2026

Time: 6:00 – 7:00 PM

Location: Zoom meeting

Attendance Record

Quorum, if applicable = [NA]

Internal Attendees

1. Jade Darville, Project Coordinator
2. Julia Bolden, Project Manager
3. Joseph St. Mary, Director, Community Partnerships
4. Shanna Stanfield, Care Manager
5. Rachel Johnson, Project Manager
6. Rachel Smith, Director, Case Management

External Attendees

1. Parent of child member with special healthcare needs
2. Member
3. Member
4. Member
5. Member and parent of members

+Informational or Old Business

*Action Required

Privileged and Confidential

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Agenda Item	Discussion	Decision (Approved/ Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	The Member Advisory Council (MAC) meeting was called to order at 6:02 p.m. by Julia Bolden.	NA	NA	NA
II. Announcements+	<p>Julia welcomed everyone to the call, thanking them for participating in this year’s MAC meeting, and reviewed the agenda. She explained that the MAC consists of members from across the state, community representatives from Delgado Community College, Mary’s Hands Network Doula Services and Community Outreach. On the call are Louisiana Healthcare Connections staff, including our Case Management (CM) staff. Julia added that we always invite the Louisiana Department of Health (LDH) to attend. Julia emphasized that we are here for feedback from both members and community representatives and that “your voice matters.”</p> <p>Julia reviewed the “MAC Ground Rules”:</p> <ul style="list-style-type: none"> • Attend four one-hour virtual quarterly meetings. • Be willing to share feedback on your member/community experience 	NA	NA	NA

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	<ul style="list-style-type: none"> • Be willing to share ideas for improvement. • Be respectful of other council members’ opinions and experiences • Share news about upcoming Louisiana Healthcare Connections health and wellness events • Type your name in the chat to show your attendance <p>Julia reviewed the meeting objectives while saying that we follow the quote by Valerie Billingham, “Nothing about me without me”:</p> <ul style="list-style-type: none"> • Provide members with an opportunity to give feedback on their experience • Give community representatives an opportunity to provide feedback • Improve quality of care 			
III. Review/Approval of the Minutes*	Minutes from the first-quarter meeting held on February 19, 2026, were emailed to the council on April 30 and May 7, 2026. A motion to approve the minutes was made by a member and seconded by Rachel Smith.	Approved	NA	NA

+Informational or Old Business

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IV. Old Business+ A. Follow-up / Action Items	<p>Julia gave updates on follow-up items from the previous meeting:</p> <ul style="list-style-type: none"> • There was a suggestion from a member to email the meeting presentation prior to the meeting in case someone is having internet issues and can't view the screen. We did that for this meeting and will take that suggestion and continue to do so for all MAC meetings going forward. • A member asked about easy access to prior authorization status. All members are encouraged to go to our portal and sign up for an account. • Resources for a member with cerebral palsy. Our Case Management team members contacted the specific member to discuss resources. • Assistance with secure internet. Our Case Management team contacted the specific member to discuss resources. • A member mentioned Immigration and Customs Enforcement concerns regarding a child whose name is mistaken as Hispanic. We reached out to our training vendor to suggest offering our 	NA	NA	NA

+Informational or Old Business

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	providers a race and ethnicity sensitivity training.			
V. New Business* A. Did you know?	<p>Julia explained that at every meeting, we discuss some of our services and get feedback from the council. During this meeting, we will talk about:</p> <ul style="list-style-type: none"> • My Health Pays card • Cultural training and language services: <ul style="list-style-type: none"> ○ Cultural training for providers ○ Free language services such as interpreter, written translation, large print, braille and audio • Member Services call center <p>Julia asked the council if they knew that these services were available, if they had used them, and what their experience was.</p> <ul style="list-style-type: none"> • Member called the call center. They were receptive and passed along messages if needed. Member was very pleased with the service. • Member reported that they called the call center in an emergency and the representative took care of everything. 	NA	All feedback and suggestions will be passed along to management.	Julia

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	<p>Julia also talked about times that we may outreach them for reminders of health prevention. Some of the preventative measures may get you money on your My Health Pays card. The card comes when you complete screenings. If you have never received your card but completed the screenings, call our call center. Julia explained some of the examples of outreach and described what they are:</p> <ul style="list-style-type: none"> • Annual well care visits • Maternal and child health <ul style="list-style-type: none"> ○ Complete Notice of Pregnancy (NOP) form \$30 ○ Connect with Care Management; prenatal \$150; postpartum care \$50; well child visit \$30 ○ Addressing congenital syphilis in pregnancy \$25 • Cancer mortality <ul style="list-style-type: none"> ○ Cervical cancer screening (ages 21-64) \$50 ○ Breast cancer screening (ages 40-74) \$50 ○ Colorectal cancer screening (ages 45-70) 			

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	<p style="text-align: center;">\$50</p> <ul style="list-style-type: none"> • Sexually transmitted infection screenings (including HIV) \$25 • Emergency department diversion <ul style="list-style-type: none"> ○ Follow up with your primary care physician (PCP) ○ Contact us to help you find a PCP if you do not have one • Mental health: Transition of care <p>Member is six months postpartum and didn't receive any funds until the 3rd trimester and was told that they couldn't receive all of it. They filled out the forms multiple times, and each time they called, they were told the forms were not showing up.</p> <p>Julia talked more about the importance of creating a member account on our portal at LouisianaHealthConnect.com:</p> <ul style="list-style-type: none"> • Receive notification of Louisiana Healthcare Connections events in your area • Review rewards (My Health Pays card balance) • Request an ID card 		<p>Case manager will look into the specifics and will outreach member.</p>	<p>Case manager</p>

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	<ul style="list-style-type: none"> • As previously discussed, view medical information <ul style="list-style-type: none"> ○ Authorization status ○ Claims 			
<p>B. Open Discussion</p>	<p>Julia posed two questions to the council for the open discussion portion. Are there any issues within your community or from your point of view that you would like to bring to our attention? And in your opinion, what are ways Louisiana Health Connections can strengthen our presence in your community?</p> <ul style="list-style-type: none"> • Member has started to notice more advertisements recently and feels it has been very helpful. What they have seen is not solicitation but informational. • Member was not sure which health plan they wanted to go with. The other companies only showed a comparison of the health plans and pointed out that we don't offer dental. Due to their prior experience with us, they feel our benefits outweigh any of the others, even without dental. They used the money on their My Health 	<p>NA</p>	<p>All feedback and suggestions will be passed along to appropriate management.</p>	<p>Julia</p>

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	<p>Pays card to help pay for their dental visit.</p> <ul style="list-style-type: none"> Member suggested going to grocery stores and the main bus stop area in the new building in Lake Charles. They feel there may be other places like the bus stop area in Lake Charles in other areas. They also suggested advertising on the Nextdoor app. Member asked for more details on transportation. Julia explained the benefit and went into detail about how family and friends that don't live in the household can apply for transportation reimbursement if they are the driver. <p>Julia said if there is any other feedback or suggestions that the council thinks of at a later time, to email her. There is no need to wait until the next MAC meeting.</p>			
VI. Reminders+	<p>In every member meeting, MAC included, we remind members of the following Louisiana Healthcare Connections benefits, which can be found at LouisianaHealthConnect.com:</p> <ul style="list-style-type: none"> ✓ Case Management services ✓ Transportation benefit 	NA	NA	NA

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	<ul style="list-style-type: none"> ✓ My Health Pays card ✓ Update new addresses (contact LDH immediately) ✓ Louisiana Healthcare Connections' grievance and appeals process ✓ Create a member account on our portal 			
VII. Upcoming Events+	<p>Julia explained how the state is divided into regions and told the council about upcoming events:</p> <p>Region 2 West Feliciana Parish Head Start School Health Extravaganza West Feliciana Head Start Thursday, May 21 (10 a.m. – 2 p.m.) 9794 Baines Road, St. Francisville, 70775</p> <p>Regions 4 and 5 Health is Wealth Fair: Opelousas Jordan Graves Foundation & Knights of Peter Claver Unit 113 Saturday, May 9 (9 a.m. – noon) Christ the King Mission 369 Christ the King Road, Opelousas, 70570</p> <p>Foster Care Appreciation: Lake Charles</p>	NA	NA	NA

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	<p>Sale Street Baptist Church Thursday, May 28 (5:30 p.m. – 7:30 p.m.) 1611 W. Sale Road, Lake Charles, 70605</p> <p><u>Regions 6 and 7</u></p> <p>Member Appreciation Meeting: Shreveport Wednesday, May 20 (11:30 a.m. – 1:30 p.m.) The Highland Center 520 Olive St., Shreveport, 71104</p> <p>Foster Care Appreciation: West Monroe Thursday, May 14 (5:30 p.m. – 7:30 p.m.) First West Baptist Church 311 Mill St., West Monroe, 71291</p> <p><u>Region 9</u></p> <p>3rd Annual Mental Health and Wellness Fair: Madisonville St. Tammany Commission on Families Tuesday, May 12 (10 a.m. – 2 p.m.) 1123 Main St., Madisonville, 70447</p> <p>Tangi Crime Stoppers End of School Bash: Hammond Thursday, May 21 (4 p.m. – 6 p.m.) City of Hammond Recreation Center 601 Coleman Ave., Hammond, 70403</p>			

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VIII. Adjournment*	Julia wrapped up the meeting by thanking everyone for their one-year commitment to MAC, for their open and honest feedback, and for choosing Louisiana Healthcare Connections. Meeting was adjourned at 7 p.m.	NA	NA	NA

Respectfully submitted,

Minutes prepared by (name & title): Rachel Johnson, Project Manager III	Signature: <i>Rachel Johnson</i>	Date: 05/11/2026
Minutes approved by (name & title): Joseph St. Mary, Director, Community Partnerships	Signature: <i>Joseph St. Mary</i>	Date: 05/14/2026