

# Member Advisory Council

## MEETING MINUTES

**Date:** September 19, 2024

**Time:** 6:00 – 7:00 PM

**Location:** Zoom meeting

### Attendance Record

Quorum, if applicable = **[NA]**

Internal Attendees	External Attendees
<ol style="list-style-type: none"> <li>1. Dr. Dana Lawson</li> <li>2. Joseph St. Mary</li> <li>3. Ginger Lanier</li> <li>4. Taylor Dauzat</li> <li>5. Jade Matherne</li> <li>6. Julia Bolden</li> <li>7. Rachel Johnson</li> </ol>	<ol style="list-style-type: none"> <li>1. Member and parent of special health care needs child</li> <li>2. Member</li> <li>3. Member</li> <li>4. Member</li> <li>5. Member</li> <li>6. Parent of special health care needs child</li> <li>7. Community partner, Greaux the Good</li> </ol>

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	The Member Advisory Council (MAC) meeting was called to order at 6:02 p.m. by Julia Bolden.	N/A	N/A	N/A

+Informational or Old Business

\*Action Required

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Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
II. Announcements <sup>+</sup>	<p>Julia Bolden welcomed everyone to the call and reviewed the agenda. She reminded everyone that we have members across the state, community representatives, Louisiana Healthcare Connections (LHCC) staff, including Case Management (CM), and that the Louisiana Department of Health (LDH) is invited to attend. Julia emphasized that we are here for feedback from both members and community representatives and that their voice matters. Julia reviewed the “MAC Ground Rules”:</p> <ul style="list-style-type: none"> <li>• Attend four one-hour virtual quarterly meetings.</li> <li>• Be willing to share feedback on your member/community experience.</li> <li>• Be willing to share ideas for improvement.</li> <li>• Be respectful of other council members’ opinions and experiences.</li> <li>• Share news about upcoming LHCC health and wellness events.</li> <li>• Type your name in the chat to show your attendance.</li> </ul> <p>Julia reviewed the meeting objectives:</p> <ul style="list-style-type: none"> <li>• Provide members an opportunity to give feedback on their experience.</li> <li>• Give community representatives an opportunity to provide feedback.</li> <li>• To improve quality of care</li> </ul>	N/A	N/A	N/A
III. Review/Approval	Minutes from Quarter 2 2024 held on June 20, 2024, were	Approved	NA	NA

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<b>of the Minutes*</b>	emailed to the council prior to this meeting. A motion to approve the minutes was made by a member and was seconded by Care Manager Ginger Lanier.			
<b>IV. Old Business<sup>+</sup></b> <b>A. Follow up / Action Items</b>	<p><b>Follow-up from Q1: Prior authorization (PA) process</b>  When a denial happens, a member may not understand or receive a copy. If the member does not agree, they may file an appeal or grievance. Members may call their care manager. Care manager can look in the system for information and can contact the department that manages PA on their behalf.</p> <p>Member stated they are a pediatric physical therapist and a parent to a fragile child. Member raised this issue originally on behalf of themselves and our members who are their patients. Member stated this issue happened again recently where equipment was denied. The provider appealed and the appeal was denied. The member never received a letter. Member states they are denied the opportunity to appeal due to not receiving a letter.</p> <p>Care Manager Ginger Lanier stated that there could be lags with the postal service and she offered to assist the member after the MAC call. She also suggested that a call can be made to Member Services.</p> <p>Member responded that they feel that 90% of our members do not know care management is an option and suggested identifying complex children and offering care management to them. Ginger explained that we do pull these and outreach. Most of the time we cannot connect due to incorrect contact</p>	N/A	Circle back to review PA denial letter process	Julia

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	<p>information or members not answering.</p> <p>Julia said we will circle back and investigate this again. She thanked the member for the feedback as it allows us to look at our processes and review them again if needed.</p> <p>*Note – In following up with member on 9/20/24, it was determined that the denial of the equipment was not the member themselves but a patient of theirs. It was suggested that that member call to speak to their care manager or Member Services about the issue.</p>			
<b>V. New Business*</b> <b>A. CLAS</b>	<p><b>Culturally and Linguistically Appropriate Services (CLAS)</b></p> <p>Julia Bolden reminded the council that in every MAC meeting, we will discuss CLAS. Today we will talk about our work around culture and language and would like to find out how you feel we are doing.</p> <p>LHCC has a diverse team that reflects our membership. In 2023, our staff was made up of: 44.9% people of color, 47.9% white, 84% female, 16% male.</p> <p>Louisiana Healthcare Connections provides services that are easy to access for all members. This includes members who speak languages other than English, have diverse cultural and ethnic backgrounds, different health beliefs, or disabilities. All the activities described in the program's annual evaluation reflect our commitment to provide services sensitive to the cultures of our members.</p> <p>Julia reviewed a graphic displaying member reported race and ethnicity in Medicaid 2022 vs 2023. Members can call</p>	N/A	Feedback will be provided to LHCC leadership	Julia

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	<p>Member Services to update their race and ethnicity data at 1-866-595-8133 (TTY: 711), Monday – Friday 7 a.m. to 7 p.m. Knowing more about our members helps us build better programs and services to meet your needs. The information also helps us make sure our programs do not discriminate based on race or national origin when addressing disparities in health care.</p> <p>In 2023, Louisiana Healthcare Connections had 4,836 requests for telephone language services. The top four languages requested by members were Spanish, Vietnamese, Arabic and Mandarin. Other languages include Brazilian Portuguese, Turkish, Cantonese, Taishanese and Urdu.</p> <p>Julia gave the Member Services number again and reminded that it is also on the back of the member ID card. For languages other than English, or for sign language, we offer free interpreter services. Call Member Services for telephone and face-to-face interpreter services. We recommend members request a face-to-face interpreter at least 3-5 business days before a doctor visit. There is also a relay service for TTY services. Dial 711 anywhere in the U.S. Member handbooks and other member materials are available in English and Spanish. Materials can be requested in any language and in other formats such as large print, Braille or audio, by contacting Member Services. Information about your plan and benefits can be found on our website, <a href="http://www.LouisianaHealthConnect.com">www.LouisianaHealthConnect.com</a>. For a paper copy of anything on our website, members can contact Member Services.</p> <p>We support our doctors. We offer free language services for</p>			

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	<p>our doctors to use to help communicate with members. This includes telephone, sign language and face-to-face language services. In 2022 and 2023, a total of 39,000 contracted practitioners were supported in their efforts to provide culturally responsive and linguistically appropriate care and covered services to members. Trainings were provided through online and in-person sessions. The training gives doctors helpful tips to recognize and address the unique cultures and languages of our members. Doctors and providers can also take trainings provided by other organizations to help them meet your needs. We have ways to help match our members with a doctor that is like you, if that is important to you.</p> <p>Julia reviewed the 2023 goals and results from the CLAS evaluation.</p> <ol style="list-style-type: none"> <li>1. Governance, Leadership, and Workforce: A local Diversity, Equity and Inclusion (DEI) Council was established to support a diverse membership and organization.</li> <li>2. Communication and Language Assistance: The health plan collected the language characteristics of our member population to increase more effective and accurate communication between the health plan, staff, providers and members.</li> <li>3. Practitioner Network Cultural Responsiveness: Practitioner cultural sensitivity training increased by 2.3%. For 2024, Louisiana Healthcare Connections partnered with Trusted Provider Network (TPN) to streamline the training content and reporting for providers across all of Louisiana's Medicaid</li> </ol>			

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	<p>health plans.</p> <p>4. Data and Infrastructure: Louisiana Healthcare Connections was successful in collecting member data at a rate of 80% or greater to allow the plan to support member needs.</p> <p>The 2024 CLAS goals are:</p> <ol style="list-style-type: none"> <li>1. Governance, Leadership, and Workforce: Will conduct an employee survey and assess staff feedback on satisfaction with the organization's promotion of diversity, equity, inclusion and cultural humility, and identify opportunities</li> <li>2. Communication and Language Assistance: Will report and disclose language-needs findings to members, providers and practitioners in network to improve language service offerings</li> <li>3. Practitioner Network Cultural Responsiveness: Will complete an assessment or survey of practitioner race and ethnicity from self-reported data or enrollment applications to calculate concordance with member needs</li> <li>4. Data and Infrastructure: Will increase the collection of race/ethnicity/language (REL) data from 85% to 87%</li> </ol> <p>After the presentation on CLAS, Julia asked for feedback asking the following questions:</p> <p>Do you think our goals show we understand you and your community? If not, how could we do better?</p> <ul style="list-style-type: none"> <li>Member said yes, but just because LHCC understands does not mean everyone does, for example, a receptionist at a doctor's office. Member said if they</li> </ul>			

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	<p>do not understand, they ask for someone else that speaks better English.</p> <ul style="list-style-type: none"> <li>Another member said we cannot do any better. In their recent experience from moving from hospital to hospital, there are some physicians that are good, but staff may not be good, and at other hospitals, the staff may be good, but physicians may not.</li> </ul> <p>If you were making a goal for us in the CLAS areas this year, what might it be?</p> <ul style="list-style-type: none"> <li>No response</li> </ul> <p>What would you like your health plan or your doctors to know about you, your family and your community?</p> <ul style="list-style-type: none"> <li>Member said it is frustrating to have to repeat their situation over and over. These things are hard enough to talk about, but having to constantly repeat it is hard. There needs to be a better understanding of mental health. Members are already intimidated by the doctors and staff using big words. The doctors and staff should read the records.</li> <li>Another member said they had a weird experience they can call and tell their care manager about. They saw their orthopedic about their fibromyalgia and the doctor was upset that another doctor did the surgery.</li> <li>Another member said they had a baby in February. Prior to the baby, they had great care management contact, but since delivery, they have had no one reach out.</li> <li>Member recommended Parents as Teachers (PAT).</li> </ul>			

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	<p>Have you or someone you know used our language interpreter services? How did it go?</p> <ul style="list-style-type: none"> <li>• No response</li> </ul> <p>Have you received information from Louisiana Healthcare Connections in the mail? Was the information in your language? Did you understand the information? What do you think about how it looked? Did it make you want to read it?</p> <ul style="list-style-type: none"> <li>• Member stated it is big, bright and orange.</li> </ul> <p>How can we increase the number of providers participating in culture language trainings?</p> <ul style="list-style-type: none"> <li>• Member suggested requiring trainings upon signing up and have a continuing curriculum.</li> </ul> <p>How can we increase the number of members who provide information about race and ethnicity? Or why would members be unwilling to provide information about race and ethnicity?</p> <ul style="list-style-type: none"> <li>• Member suggested some sort of advertising to make people more comfortable. People are not comfortable with this in the South in general.</li> <li>• Another member said that there is a stigma that they will get treated differently.</li> <li>• Another member feels that people may think they will be prejudged. They suggested more powerful events in the community. Do not put a color to it when asking a question. Member also suggested to offer the community free language or sign language classes.</li> </ul>			

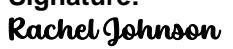
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<b>B. Open Discussion</b>	<p>Julia asked the following questions to the council:</p> <p>Discuss ways Louisiana Healthcare Connections can make health care better.</p> <ol style="list-style-type: none"> <li>1. What resources address this?</li> <li>2. If you had a magic wand, what resources would you create to meet community need?</li> </ol> <ul style="list-style-type: none"> <li>• Member stated that their mom was placed on hospice yesterday. Home health was previously involved. It helps when you know who you are working with. The evaluator came out and was not the appropriate person. They said, "I do not know why they sent me because I don't know how to help her." They are already nervous with people coming into their home. We need a system where you get to know people coming into your home so it's not a new person every time. Member agrees with previous member about having events in various locations instead of holding events at the same place every time.</li> </ul> <p>Other discussion</p> <ul style="list-style-type: none"> <li>• Member stated when the recent hurricane was coming in, there was medication that was needed. They could not get the prescription filled 24 hours in advance because it was a controlled substance. It was filled when the member requested a staff member name to put in the file.           <ul style="list-style-type: none"> <li>○ It was explained to the member that the Department of Health has guidelines that we have to follow.</li> </ul> </li> </ul>	N/A	Feedback will be provided to LHCC leadership	Julia

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	In the meeting chat, a link to the Member Handbook and the number to call Member Services was added.			
<b>C. Reminders</b>	<p>In every meeting, MAC included, we are reminding members of the following:</p> <ul style="list-style-type: none"> <li>✓ Care management services</li> <li>✓ Transportation benefit</li> <li>✓ My Health Pays card</li> <li>✓ Louisiana Healthcare Connections has a grievance and appeals process</li> </ul> <p>Regarding transportation, a member stated that they verified the information with the transportation company. This was for their mother who was just placed in hospice. Their mother sat outside and waited, and transportation did not show up. Transportation was at the wrong address. Member will submit a grievance.</p> <p>Member asked how they can get information on Parents as Teachers. Julia will send to everyone following the call.</p>	N/A	Information about PAT to be emailed to council after call.	Julia
<b>D. Upcoming Events</b>	<p>Julia told the council about the upcoming events across the state:</p> <ul style="list-style-type: none"> <li>• Health Fair: Absolute Care <ul style="list-style-type: none"> <li>◦ Friday, September 27, 10 a.m. – 3 p.m.</li> <li>◦ New Orleans: 1523 St. Charles Ave., 70130</li> </ul> </li> </ul>	N/A	N/A	N/A

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	<ul style="list-style-type: none"> <li>• Baby Shower: Houma           <ul style="list-style-type: none"> <li>◦ Friday, October 4, 11 a.m. - 2 p.m.</li> <li>◦ 411 Corporate St.</li> </ul> </li> <li>• Baby Shower: Bastrop           <ul style="list-style-type: none"> <li>◦ Thursday, October 9, 11 a.m. – 1 p.m.</li> <li>◦ 1510 Elm St., 71220</li> </ul> </li> <li>• Baby Shower: Covington           <ul style="list-style-type: none"> <li>◦ Thursday, October 24, 11 a.m. – 1 p.m.</li> <li>◦ 144 New Camellia Blvd., 70433</li> </ul> </li> <li>• Foster Care Appreciation: Covington           <ul style="list-style-type: none"> <li>◦ Thursday, October 24, 5 p.m. – 7 p.m.</li> <li>◦ 144 New Camellia Blvd., 70433</li> </ul> </li> <li>• Baby Shower: Lake Charles           <ul style="list-style-type: none"> <li>◦ Saturday, October 26, 10 a.m. – 2 p.m.</li> <li>◦ MLK Center, 2009 N. Simmons St., 70601</li> </ul> </li> <li>• Childhood Obesity: Get Moving Get Healthy, Lake Charles           <ul style="list-style-type: none"> <li>◦ Saturday, October 26, 10 a.m. – 2 p.m.</li> <li>◦ MLK Center, 2009 N. Simmons St., 70601</li> </ul> </li> </ul> <p>Well Woman events (Text: 225-334-8802)</p> <ul style="list-style-type: none"> <li>• West Monroe           <ul style="list-style-type: none"> <li>◦ October 5, 11:30 a.m. – 2 p.m.</li> <li>◦ 111 Cotton St., 71291</li> </ul> </li> </ul>			

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	<ul style="list-style-type: none"> <li>• Reserve           <ul style="list-style-type: none"> <li>○ October 12, noon - 3 p.m.</li> <li>○ River Parishes Community College, 181 Regala Park Road, 70084</li> </ul> </li> <li>• Bossier City           <ul style="list-style-type: none"> <li>○ November 2, 11 a.m. - 3 p.m.</li> <li>○ Bossier Parish Community College, 6220 E. Texas St., 71111</li> </ul> </li> <li>• New Orleans           <ul style="list-style-type: none"> <li>○ November 9, noon - 3 p.m.</li> <li>○ Delgado Community College, 615 City Park Ave., 70119</li> </ul> </li> </ul>			
<b>VI. Next Meeting Date*</b>	Julia reminded the council that the MAC meetings are virtual and for 1 hour. The next MAC is scheduled at 6 p.m. on November 7, 2024.	N/A	N/A	N/A
<b>VII. Adjournment*</b>	Julia wrapped up the meeting and adjourned at 7:09 p.m.	N/A	N/A	N/A

Respectfully submitted,

Minutes prepared by (name & title): Rachel Johnson, Project Manager III	Signature: 	Date: 9/20/2024
Minutes approved by (name & title): Joseph St. Mary, Director, Community Partnerships	Signature: 	Date: 09/27/2024

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