

Member Advisory Council

MEETING MINUTES – MARCH 28, 2018

MEMBERS:

28 members were represented; names have been removed to protect PHI

OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Merri Roussel, Community Relations Representative, Marketing
3. Bridget Suire, Director of Behavioral Health Services
4. Vanita Caldwell, Community Health Services Representative
5. Shaterica Brass, Community Health Services Representative
6. Kayla Cason, Care Manager I, (RN)
7. Sandy Darensbourg, Supervisor, Customer Service
8. Jason Rich, Peer Support Liaison, Behavioral Health
9. Bryan Byrd, COO for Volunteers of America

CONFIDENTIALITY NOTICE: The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Agenda Item	Discussion	Action/Follow-up
Call to Order	Chelsea Graves called the meeting to order at 11:00 am.	
Review of Minutes	N/A	
New Business	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> ▪ Chelsea Graves welcomed the members and their guests. ▪ Louisiana Healthcare Connections’ staff shared individual introductions. ▪ Chelsea reviewed the Member Advisory Council (MAC) agenda. <p>New Member Welcome Packets</p> <p>Chelsea asked the members if they recalled receiving their member welcome packets.</p> <ul style="list-style-type: none"> ▪ Many of the members recalled receiving their welcome packets, and were happy to receive the information explaining the member benefits and rewards. ▪ Member stated that he was very surprised and happy to receive the new member welcome packet. He explained that he had recently been discharged from the hospital, and was concerned about how he was going to pay his medical bills. ▪ Member stated that she was thankful to be a Louisiana Healthcare Connections member, and to receive the welcome packet. She recalled being pregnant at the time she joined the health plan. She delivered her son, Member, prematurely. After birth, Member was admitted to the NICU. Member was relieved that all of their medical expenses and health care needs were met through Louisiana Healthcare Connections. <p>Health Risk Assessment and Other Screenings</p> <p>Chelsea asked if the members were familiar with the Health Risk Assessment.</p> <ul style="list-style-type: none"> ▪ Members recalled completing the phone screening with the Care Manager Nurse. ▪ Many of the members expressed being up-to-date on their preventive care screenings. <p>Bridgett Suire and Kayla Cason provided an overview of Care Management. Both Bridget and Kayla addressed questions and concerns from the members.</p> <ul style="list-style-type: none"> ▪ Member expressed concerns in regards to getting authorization for a walker. ▪ Member stated that she is need of a walker, and she wasn’t sure who to speak with regarding needed medical equipment. ▪ Member asked how to receive Occupational Therapy (eating assistance) to aid her infant son. ▪ Member gave a short testimony about her experience as a Louisiana Healthcare Connections member. Member shared that she is a diabetic, and her medicine totals \$3,500 monthly. Louisiana Healthcare Connections ensures that her medical expenses are paid timely, and she receives constant support from her Care Manager. 	<ul style="list-style-type: none"> ▪ Bridget Suire will follow-up with Member. ▪ Chelsea Graves provided Member with contact information for New Horizons Independent Living.

PCP and Specialist Experience

Chelsea asked members if they were linked to a PCP

- Majority of the members expressed being actively engaged with their PCP
- Member stated that she did not have a PCP, and would like to be linked to one.
- Most members identified David Raines as their PCP and clinical practice of choice.
- David Raines was highlighted a preferred clinic in the community.
- Member reported that Dr. Hawthorne is an excellent Pediatrician. She stated that sometimes the wait is long, but it is worth it.
- Members' mother has a great relationship with her children's PCP. She appreciates the separate area in his office for children who may have a contagious illness, and the waiting time is reasonable.
- Member stated that he goes to LSU for his specialist care, then his medical results are transferred to his PCP.

Chelsea asked Member to share more details about Dr. Hawthorne, and what makes him a wonderful Pediatrician.

- Member replied that he takes time to listen, and he appears to be concerned about his patients.

Transportation Services

- The members were aware of the transportation services, and many utilize the service.
- Shaterica (Community Health Services) educated the members about the Friends and Family Program. Members were not aware of the program, and appreciated learning about the program.

Member Services (Call Center)

Sandy Darenbourg provided an overview the Member Call Center.

- Member stated that the staff is always polite and very helpful.

Member Rewards - CentAccount Program

Chelsea provided an overview of the Member Rewards Program.

- Many of the members stated that they were not familiar with how the CentAccount card worked.
- Several members requested new CentAccount cards to be mailed out.
- Staff members answered all questions related to Member Rewards, and a follow-up list was established ensure all requests for new cards were captured.

Community Health Services

Shaterica provided an overview of the Community Health Services department.

- Several members informed Shaterica and Vanita upcoming community events.

- Follow-up will be provided to Member to link her with a PCP.

- Member Services will follow-up on the request for CentAccount cards.

	<p>Community Partner Spotlight – Volunteers of America Bryan Byrd, Chief Operating Officer for Volunteers of America (VOA) provided an overview of VOAs services and programs.</p> <ul style="list-style-type: none"> ▪ The members appreciated learning more about VOA. <p>Additional Member Questions & Concerns Louisiana Healthcare Connections staff addressed the below member questions and concerns.</p> <ul style="list-style-type: none"> ▪ How often does open enrollment occur? ▪ Should I only be charged a flat fee of \$3.00 for a prescription, or is it \$3.00 per medication? ▪ Can I see a specialist without seeing a PCP first? ▪ Will LHCC help a homeless member find housing? <p>Door Prize</p> <ul style="list-style-type: none"> ▪ The Louisiana Healthcare Connections gift basket was given to Member for being the first member to arrive for the MAC meeting. <p>Member Survey</p> <ul style="list-style-type: none"> ▪ Each member was provided a Member Survey to complete. <p>Closing Remarks</p> <ul style="list-style-type: none"> ▪ Chelsea thanked everyone for their attendance and participation in today’s discussion. ▪ The meeting was adjourned at 1:15 p.m. 	
<p>MAC Recommendations</p>	<p>N/A</p>	

CONFIDENTIALITY NOTICE: The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.