

Member Advisory Council

MEETING MINUTES - MARCH 29, 2017

Members:

Other Attendees:

Tiffany McMorris, Project Manager
Josh Clemens, Marketing & Communications Specialist
Gary Pate, Clinical Provider Trainer, Training-Education
Jason Rich, Peer Support Liaison, Medical Management
Bridget Suire, Director, Clinical, Medical Management
Amanda Migliacio, Senior Manager, Customer Service
Laura Lavergne, Clinical Manager

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| Agenda Item | Discussion | Action |
|-------------------|--|---------------|
| Call to Order | Amanda Migliacio called the meeting to order at 11:07am. | 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"> ▪ Amanda Migliacio introduced herself and other staff members present in the room. ▪ The members and/or members representative was asked to introduce herself. <p>Review of Hot Topics Included in Member Folders</p> <ul style="list-style-type: none"> ▪ LHCC Member Connections- Merri Roussell <ul style="list-style-type: none"> • Member Connections department consist of representatives in communities. • Host different events such as advocates no smoking, no bullying, etc. in schools. • Make home visits for those members that are high risk in Case Management • We offer assistance with housing needs, paying bills, utility issues, etc. • Members can get a free cell phone to be able to contact the health plan. • Health Fairs are offered throughout different areas of the state. Members can complete their yearly wellness visits at these health fairs. • Help members navigate thru LHCC website <p>Member: <i>Member asked how an Advocacy group can collaborate with LHCC on different events.</i></p> <p>Merri Roussell stated that she would help her get in touch with a Member Connections representative in those areas that she would like to host an event in.</p> <ul style="list-style-type: none"> ▪ Health Risk Screening- Laura Lavergne and Bridget Suire <p>Asked the question to the members if they knew what a Health Risk Screening was about?</p> <p>The attending members stated that they were unfamiliar with the Health Risk Screening. So, one of our LHCC Clinical Manager (Laura Lavergne) explained in detail the Health Risk Screening and our internal process for getting this information from members. Bridget stated when you called into the Care Management department they will go over a series of questions that will help them determine what type of services you would need from our Health Plan.</p> <p>Laura Lavergne went into the different areas that Case Managers can help the member such as:</p> <ul style="list-style-type: none"> • Scheduling or finding a providers in your area • Will help on the physical side of LHCC health benefits • CM will be able to call the provider while the member is on the telephone to ensure the communication from the member to the provider is clear. | |

Jason Rich asked if the Case Management assessment different from Behavioral Health Case Management.

Laura Lavergne stated yes, there is a certain assessment Behavioral Health does to put you in a right case management.

Member: *Member asked how she can find out the different resources for her son in the area they are resident in. Also, how can she get in touch with Case Management department?*

Laura Lavergne answered by stating if you call the toll-free number (1-866-595-8133) to reach the call center and they will transfer you to the Case Management department.

Member: *Member asked if LHCC toll-free number (1-866-595-8133) can also provide the different resources for Behavioral Health members and the providers.*

Laura Lavergne answered by stating yes you would use that same number and they can direct you to right department and also give you the information needed to find those BH providers and resources.

- **LHCC Call Center- Amanda Migliacio**

1. Asked the question to the members if they have called into our Call Center since they have been a LHCC member?

Member: *All of the attending members stated that they have called into LHCC call center.*

2. Asked the question to the members if they have experienced any challenges in cancelling appointments with a specialist or PCP?

Member: *None of the members had any challenges with cancelling appointments with a specialist or PCP.*

Member: *Member asked what the time to call for LHCC open enrollment is.*

Amanda Migliacio stated LHCC enrollment timeframe starts October and goes thru December each year.

▪ **LHCC Services- Amanda Migliacio stated the different types of services that LHCC offers to the members.**

- LHCC Services- Amanda stated the different types of services that LHCC offers to the members.
- Unlimited Doctor Visits
- Prescription Coverage
- Bonus Rewards
- Transportation (at least 48 hours before the appointment to schedule transportation)
- 24/7 Free Nurse Advice Hotline
- Adult Vision Services
- Adult Dental Services
- Personal Helpers
- Mental Health Support
- Care Management
- Cent Account

▪ **LHCC Nurse Advice Line- Laura Lavergne**

Discussed the Nurse Advice Line stating that service is 24 hours 7 days a week for LHCC members. Also, it can be used for a crisis line, substance abuse and counseling line as well.

▪ **LHCC Cent Account program and card- Amanda Migliacio**

Asked the question to the members if they heard about the cent account program and if they received the card for this program.

Members: *The members stated yes.*

▪ **LHCC Pharmacy Department- Amanda Migliacio**

Gave an overview of what the Pharmacy department handles.

- Prior Authorization Processes
- Co-Pays for medicines

▪ **LHCC Cultural Competency- Amanda Migliacio**

Asked the question to the members if they had any problems with communicating with the providers in network?

Members: *The members stated no.*

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| | <p>Jason Rich stated that LHCC is making sure that providers are meeting the needs of the members and treating them with respect. In that spirit letting the attending members know that we constantly ensuring that the providers have the knowledge of any changes from LHCC.</p> <ul style="list-style-type: none"> ▪ LHCC Marketing department- Josh Clemens <p>Josh Clemens gave an overview of what the Marketing department handles.</p> <ul style="list-style-type: none"> • Mail-Outs of communications • LHCC website • LHCC App • LHCC on social media (Facebook and Twitter etc.) <p>Asked the question to the members if they had any suggestions or different types of communications would work from LHCC to them?</p> <p>Member: <i>Members stated they would like to see LHCC sending out emails as well as the mail-outs communications.</i></p> <p>Member: <i>Member stated he would like to see LHCC send out text messages to the members on information.</i></p> <ul style="list-style-type: none"> ▪ Closing Remarks <p>Amanda Migliacio thanked the member representatives for coming and informed them that there is a survey in the folder for them to fill out and leave on the table so we can have feedback on our services. Also, different pamphlets in the folder of the different areas discussed today.</p> | |
| <p>MAC Recommendations</p> | <p>Recommendations received: Members expressed overall satisfaction with plan offerings.</p> | <p>N/A</p> |
| <p>Written Feedback (DHH)</p> | | <p>N/A</p> |