

Member Advisory Council

MEETING MINUTES – JUNE 19, 2019

MEMBERS:

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

OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Amanda Gustavson, Marketing and Communications Specialist
3. Gloria Hayes, Care Management
4. Sandy Darensbourg, Member Services
5. Collette Cole, Member Services
6. Justin Guy, Behavioral Health Case Manager
7. Sara Adler, Marketing and Communications Specialist
8. Malaika Blanton, Project Coordinator II
9. Marya Mcray, Care Coordinator
10. Nicole Carter, Community Health Services Rep
11. Shantelle Jacobs, BH Clinical Trainer
12. Evan Sheppard, Community Health Services Rep
13. Andrea Harrison, Quality Project Manager

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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 Chelsea welcomed the members and their guests to the Member Advisory Council meeting. She provided an overview of the meeting structure and encouraged everyone to feel free to share their experiences as members of Louisiana Healthcare Connections.</p> <p>New Member Welcome Packets Chelsea asked members if they recalled receiving member welcome packets.</p> <ul style="list-style-type: none"> • A few members recalled receiving their welcome packets and/or ID cards. • Member recalled someone coming to his hospital room and telling him about our plan, which prompted him to join the health plan. <p>Chelsea asked how members prefer to hear from us.</p> <ul style="list-style-type: none"> • Mail, text and post cards were the preferred methods of communication expressed from the attendees. <p>Health Risk Assessment and Other Screenings Chelsea asked if the members were familiar with the Health Risk Assessment.</p> <ul style="list-style-type: none"> • Member said she received the call and it was helpful. <p>Behavioral and Physical Care Management model Gloria Hayes reviewed the following:</p> <ul style="list-style-type: none"> • Face-to-face engagement – Gloria expressed how the Care Management team will schedule opportunities to meet with members in person, if needed. Such meetings can include assistance with medical appointments, home visits to assist with medication preparation, etc. • Gloria stated many members are not aware of goal setting and that Health Risk Assessments helps members set their goals. • Gloria spoke on the \$500 dental stipend and eye-care benefits <p>Justin Guy reviewed the following, noting he works from a mentally and emotional standpoint:</p> <ul style="list-style-type: none"> • Justin explained how Care Managers ask personal questions so they can better assist individual needs. • Justin encouraged members to make the right choices by making three or six month goals. • Justin let members know about our inpatient and outpatient services and that we have teams who will work alongside members. • Justin stated that once members get into case management, they contact those members once a month by phone and as needed with educational mailers. <p>Chelsea asked how many members are familiar with Care Management Services.</p> <ul style="list-style-type: none"> • Only two members stated they were aware of Care Management Services. 	

- Gloria stated members can get involved with Care Management by calling and doing a self-referral.
- Chelsea invited members to stop by the registration table before leaving if they were interested in care management services.

PCP and Specialist Experience

Chelsea asked if everyone had a Primary Care Provider (PCP)

- All attendees confirmed having a PCP.

Chelsea asked if members like their PCPs enough to refer a friend or family member.

- Member said she would refer a friend. She stated her PCP is friendly and the wait time isn't too long.

Chelsea asked what the experience is like for children's PCPs.

- Member stated the play area for her children's PCP is nice and the staff is friendly.

Transportation Services and Doctor's Appointments

Chelsea explained our free transportation services and highlighted the option for caregivers to ride for free. She also noted our transportation services include medication pick-up from pharmacies.

- Members confirmed that they were aware of our transportation services, and many said they utilized the service.

Chelsea asked if anyone needed a new member ID Card

- Member requested a new member ID Card

Chelsea asked members to share challenges around making it to doctor appointments.

- Member shared that she has a hard time remembering appointments if they are made a few months out.
- Member stated the transportation services are sometimes two hours late and could be detrimental to someone who is sick.

Chelsea asked how easy it is to get an appointment with PCPs.

- Member stated she and her family can get an appointment in a timely fashion.

Member Services (Call Center)

Sandy Darensbourg provided an overview of the Member Call Center.

- Member stated the call center staff is always polite and very helpful.
- Member stated she sometimes calls several times a week.

Chelsea asked how many members have ever reached out to the Health Plan.

- Member said she could go on and on about how great her call center experience has been and how very patient and kind everyone has been. Member stated, "It never feels like I am taking up their time. We must have talked an hour and she never gave up."
- Member also stated, "I don't ever have to hold. I call whenever you send me a letter. If I need a diabetic machine or if I run out of strips. You have always helped me."

Member Rewards – My Health Pays

Amanda Gustavson shared details on how our rewards plan changed June 1 to My Health Pays.

- Three people confirmed they've received their new My Health Pays cards.
- Gloria Hayes informed members to remind their PCP when they go in for a well check to not miss out on that reward.
- Member asked when he should expect to receive his card. Amanda explained cards are delivered when members earn their first reward.
- Member asked if her new card would have her old benefits from our previous rewards program. Amanda explained the rewards from our first program do rollover to the My Health Pays program. She also reminded members that if they do not use their rewards within a one-year period, the benefits expire.
- Member asked for clarity on the meaning of a well care visit. Amanda explained when they hear, "well care," think of an annual check-up.
- The members agreed that they now have a better understanding of the My Health Pays incentive program, and like the Visa card capabilities.

Chelsea asked what member benefits would make life easier.

- Member who has diabetes said she would be motivated to exercise if she had a free gym membership. Other members nodded in agreement.

Amanda Gustavson spoke on member experience and member communication.

- She stated her role is to help members maximize benefits.
- Amanda also shared how Medicaid is doing quarterly eligibility checks and to make sure all contact information stays updated.
- Amanda spoke about the upcoming flu season and reminded members they could get flu shots at a pharmacy if they are age nine or older.

Amanda reviewed the benefits of the Member Portal.

- Amanda asked how many people have a member portal and two people said yes.
- Sandy Darensbourg from Member Services advised parents to sign themselves up before signing up their children.

Emergency Preparedness

- Amanda and Gloria encouraged members to take photos of their medications in case they have to leave their medication behind in an emergency.
- Justin told members about a pharmacy app that would also help retrieve medical information during an emergency.
- Amanda encouraged attendees to visit GetAgamePlan.org to create an emergency game plan.

	<p>Community Health Services</p> <ul style="list-style-type: none"> Nicole Carter shared how Care Management sends referrals to Community Health Services. She also stated that members might see Community Health Services at their homes or during community events. Nicole stated, “If we’re knocking on your door, please don’t be afraid of us. We knock on doors all day long. Please answer the door, as we have valuable health resources for you.” Evan Shepard shared that Community Health Services will be doing a lot of back-to-school events. He shared the upcoming events with the attendees. <p>Chelsea wraps up meeting.</p> <ul style="list-style-type: none"> Member said we all did a wonderful job. <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>	

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