

Member Advisory Council

MEETING MINUTES - JULY 12, 2017

MEMBERS:

OTHER ATTENDEES:

Chelsea Graves, Community Relations Principal
Tiffany McMorris, Project Manager
Josh Clemens, Marketing & Communications Specialist
Jason Rich, Peer Support Liaison, Medical Management
Bridget Suire, Director, Clinical, Medical Management
Sandy Darensbourg, Supervisor, Customer Service
Laura Lavergne, Clinical Manager
Jerry Carter, Member Connections Representative I
Rachel Broussard, Director of Pharmacy
Jeremy Weinberg, Care Manager II

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Agenda Item	Discussion
Call to Order	Chelsea Graves called the meeting to order at 11:15am.
Review of Minutes	N/A
New Business	<p>Welcome and Introductions and Overview of Member Advisory Council</p> <ul style="list-style-type: none"> ▪ Chelsea Graves introduced herself and other staff members present in the room. ▪ The members and/or members representative was asked to introduced themselves as well. <p>Review of Hot Topics Included in Member Folders</p> <p>LHCC Services- Chelsea Graves stated the different types of services that LHCC offers to the members.</p> <ul style="list-style-type: none"> • LHCC Services- Unlimited Doctor Visits • Prescription Coverage • Bonus Rewards • Transportation (at least 48 hours before the appointment to schedule transportation) • 24/7 Free Nurse Advice Hotline- (<i>Jeremy Weinberg</i>) • Adult Vision Services • Adult Dental Services • Personal Helpers • Mental Health Support • Care Management • Cent Account- (<i>Sandy Darensbourg stated the award money is good for one year.</i>) <p>Member: <i>Member stated that she once missed her daughter's dentist appointment and called the provider that following week to find out her child has been kicked out the provider's panel.</i></p> <p>Jerry Carter asked the member does she have a copy of the LHCC member handbook and if not he directed her to where she can view it on LHCC website. Also, mentioned that Teche Action Clinic in Houma, La. offers dental services as well.</p>

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- **LHCC Cultural Competency- Chelsea Graves**

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

Members: *The members stated no.*

- **Health Risk Screening- Chelsea Graves**

Asked the question to the members if they knew what a Health Risk Screening was about?

The attending members stated that they didn't know what that was. So, one of our LHCC Clinical Manager (Laura Lavergne) explained what that is. Bridget stated when you call 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.

Bridget Suire talked to the members in attendance about the Intergraded Health dealing with Behavioral and Physical Health working together.

Laura Lavergne and Jeremy Weinberg went into the different areas that Case Managers can help the member such as:

- Scheduling or finding a providers in your area
- Will help on the physical side of LHCC health benefits
- Case Manager 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.

- **LHCC Pharmacy Department- Rachel Broussard**

Gave an overview of what the Pharmacy department handles.

- Prior Authorization Processes
- Co-Pays for medicines

- **LHCC Marketing department- Josh Clemens**

Josh Clemens gave an overview of what the Marketing department handles.

- Mail-Outs of communication
- LHCC website
- Open Enrollment (going on currently until August 31st.)
- LHCC App
- LHCC on social media (Facebook and Twitter etc.)
- Health Education

Asked the question to the members if they had any problems getting different types of communications from LHCC to them?

Members: *Members stated no problems getting the information from LHCC.*

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	<ul style="list-style-type: none"> ▪ LHCC Member Connections- Jerry Carter <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 • Discussed the different FQHC and Urgent Care facilities (such as Delta, Ochsner and Coastal) in the Houma area. • Back-to-School events in Houma, LA. • 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 • Free summer camps in Houma area going on currently. ▪ LHCC Call Center- Sandy Darensbourg <ol style="list-style-type: none"> 1. Asked the question to the members if they have called into our Call Center since they have been a LHCC member? Members: <i>All of the attending members stated that they have called into LHCC call center.</i> 2. Asked the question to the members if they have experienced any challenges in cancelling appointments with a specialist or PCP? Members: <i>None of the members had any challenges with cancelling appointments with a specialist or PCP.</i> ▪ LHCC Cent Account program and card- Sandy Darensbourg Asked the question to the members if they heard about the Cent Account program and if they received the card for this program. Member: <i>The members stated yes.</i> Member: <i>One member stated that her children needs replacement Cent Account cards and Chelsea Graves stated that she will have those cards mailed to her soon.</i> ▪ Closing Remarks Chelsea Graves thanked the members 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.
MAC Recommendations	Recommendations received: Members expressed overall satisfaction with plan offerings.
Written Feedback (DHH)	

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