

Member Advisory Council

MEETING MINUTES - MARCH 22, 2017

Members:

Other Attendees:

Chelsea Graves, Community Relations Principal
Tiffany McMorris, Project Manager I
Josh Clemens, Marketing & Communications Specialist
Sandy Darensbourg, Supervisor, Customer Service
Laura Lavergne, Clinical Manager, Medical Management
Merri Roussell, Member Connections Representative II

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
Call to Order	Chelsea Graves called the meeting to order at 11:00am.	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"> ▪ Chelsea Graves introduced herself and other staff members present in the room. ▪ The members' representative was asked to introduce herself. <p>Review of Hot Topics Included in Member Folders</p> <ul style="list-style-type: none"> ▪ 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 Louisiana Healthcare Connections Clinical Manager (Laura Lavergne) explained what that is. Laura 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 and customize your Case Management plan. <p>Member: <i>Member asked for the Case Management contact number.</i></p> <p>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.</p> <p>Member: <i>Member stated he couldn't remember his PCP selected and wanted to know the contact number on finding out that physician's name and location.</i></p> <p>Member: <i>Member stated that his PCP (Dr. Gregory Moten) has been very helpful in all the visits that he has with him. Great physician and works with him on scheduling and treatment.</i></p> <p>Laura Lavergne went into the different areas that Case Managers (CM) 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 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. 	

▪ **LHCC Call Center- Chelsea Graves**

1. Asked the question to the members if they have experienced any challenges in finding a specialist or PCP?

Member: *Member stated he had excellent experiences with scheduling appointments with different specialists.*

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 stated she tries to coordinate with her family members to help her get to her doctor's appointments so she doesn't have to cancel.*

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

- Unlimited Doctor Visits
- Prescription Coverage
- Bonus Rewards
- Transportation
- 24/7 Free Nurse Advice Hotline
- Adult Vision Services
- Adult Dental Services
- Personal Helpers
- Mental Health Support
- Case Management
- Cent Account

Member: *Member stated that he loves the different services that LHCC offers to their members.*

▪ **LHCC Benefits Package- Chelsea Graves**

Asked the question to the members if they received there LHCC benefits package through the mail?

Some members stated yes and others stated no. Tiffany McMorris (LHCC employee) will get the members contact information that didn't receive the LHCC benefits package to have those packages mailed out to the members.

▪ **LHCC Pharmacy Department- Chelsea Graves**

Vanessa Smith gave an overview of what the Pharmacy department handles.

- Prior Authorization Processes
- Co-Pays for medicines
- Discharge Planner at the hospital
- LHCC In-house back-up Planner that works with the discharge planner

Member: *Member stated that a certain drugs she has to have is not covered by LHCC.*

Chelsea Graves answered by stating that she will have someone from the Pharmacy department look into that issue and reach out to her.

▪ **LHCC Value Added benefits Care- Chelsea Graves**

Stated that LHCC now offers value added benefits for adult members such as dental, dental, vision, and hearing services for adult members Asked the question to the members if they were aware of these added benefits.

Member: *Member asked how many visits you can have within a year if you have an eye disease.*

Sandy Darenbourg answered by stating that will require a prior authorization from your doctor and if it's deemed a medical necessity.

▪ **LHCC Transportation- Chelsea Graves**

Asked the question to the members if they knew that LHCC provides transportation for our members to be able to go to the doctor.

Member: *Member stated how far in advanced should you contact LHCC to schedule transportation to and from his doctor's appointment?*

Chelsea Graves answered by stating that it should be at least 48 hours before the appointment to schedule transportation. Also, care givers can also accompany our member on this transport.

▪ **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.

Member: *Member stated that she is the only care giver for her son and sometimes it gets frustrating for her and now knowing that theirs a hotline she can reach out to and talk to someone is very helpful.*

Merri Roussell (LHCC employee) stated that she can also reach out to an organization that LHCC works with named NAMI and she can also get some different resources to help her along the way.

▪ **LHCC Cent Account program and card- Chelsea Graves**

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

Some members stated yes and others stated no. Chelsea Graves went into details of what is the LHCC Cent Account is and what it covers.

Member: *Member asked a question if LHCC had any services specifically for males.*

Chelsea Graves answered by stating she will have to check into that and get back in touch with him on that specific question.

▪ **LHCC Member Connections- Merri Roussell**

Asked the question to the members how many chose LHCC as their health plan or were auto-assigned?

All members stated they were auto-assigned to LHCC health plan.

- 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

Member: Member asked if EKG's were covered by LHCC.

Chelsea Graves answered by stating yes they are.

	<ul style="list-style-type: none"> ▪ LHCC Marketing department- Josh Clemens Josh Clemens gave an overview of what the Marketing department handles. <ul style="list-style-type: none"> • Mail-Outs of communications • LHCC website • LHCC App • LHCC on social media (Facebook and Twitter etc.) ▪ Closing Remarks Chelsea Graves 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. 	
MAC Recommendations	Recommendations received: Members expressed overall satisfaction with plan offerings.	N/A
Written Feedback (DHH)		N/A