

Member Advisory Council

MEETING MINUTES - SEPTEMBER 27, 2016

Members: 2

Other Attendees: 7

Amanda Migliacio, Senior Manager, Customer Service, Member Services
 Sandy Darensbourg, Supervisor, Customer Service, Member Services
 Chelsea Santangelo, Project Coordinator, Customer Service, Member Services
 Priscell Prillman, Member Connections Representative I, Connections
 Chelsea Graves, Supervisor, Community Relations, Medical Affairs
 Rachael Gautreaux, Clinical Provider Trainer, Training-Education
 Jeremy Weinberg, Care Manager II (RN), Case Management

Agenda Item	Discussion	Action
Call to Order	Amanda Migliacio, Senior Manager of Customer Service, called the meeting to order at 11:30 am.	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"> Ms. Migliacio introduced herself and other staff members present. The members' representative was asked to introduce herself. <p>Review of Hot Topics Included in Member Folders – Amanda Migliacio</p> <ul style="list-style-type: none"> Open enrollment: If you are happy with your current health plan, then you do not have to do anything. If you are unhappy with your current health 	

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plan, then you can switch to one of the other plans covered under Healthy Louisiana.

- Expansion: Medicaid recently expanded to include adult working members.
- Dental Coverage: For children under age 21: Medicaid provides children's dental coverage through MCNA (1-855-702-6262). For adults age 21 and older: Louisiana Healthcare Connections provides up to two dental visits per year at a Federally Qualified Health Center (FQHC) at no cost to our members. The services covered include: oral exams and cleaning, bite wing X-rays, simple tooth extractions, and dental hygiene supplies.
- Vision Coverage: Louisiana Healthcare Connections covers examinations. This includes regular screenings, vision correction, eyeglasses, and medically necessary specialty eyewear and services. Members under age 21 can receive up to three pairs of glasses per year. Members age 21 and older can receive one pair of glasses per year.
- Louisiana Healthcare Connections covers unlimited visits to your Primary Care Physician (PCP) at no cost to you.
- Translation services are free to members. This includes if you have a doctor who is hard to understand.
- Louisiana Healthcare Connections' NurseWise program was explained – members can call and speak to a registered nurse. This includes a mental health crisis hotline.
- Louisiana Healthcare Connections offers transportation to your appointments, even out of state accommodations. This includes picking up any prescriptions on the way home from appointments.
- Cultural sensitivity is something extremely important to Louisiana Healthcare Connections. We want to make sure our members are comfortable with the care they are getting from providers.

Louisiana Healthcare Connections Behavioral Health Benefits – Jeremy Weinberg and Rachael Gautreaux

- As of December 1, 2015, Louisiana Healthcare Connections includes Behavioral Health (BH) coverage for members.
- Mr. Weinberg explained what areas Case Management assists members with:
- Education relating to health issues for members.
- Assist with navigating our web systems.
- Assist with doctor visits. A Care Manager will go with you to doctor appointments to explain medical terminology.
- Assist with getting behavioral health services.
- Mr. Weinberg added, just because you do not think something will be covered, just ask. We do not want any barriers between you and your health care.
- All immunizations are free. This includes yearly Flu shot; which you can get from your doctor's office or any other pharmacy (Walgreens, CVS, etc).
- Over the counter medication can be covered if you get a prescription from your doctor.

Louisiana Healthcare Member Connections Programs – Priscell Prillman and Chelsea Graves

- Health Fairs are offered throughout different areas of the state. Members can complete their yearly wellness visits at these health fairs.
- We offer assistance with housing needs, paying bills, utility issues, etc.
- Ms. Prillman added that our transportation services include mileage reimbursement when using your own or someone else's vehicle.
- Members can get a free cell phone to be able to contact the health plan.
- Member Connections also advocates no smoking, no bullying, etc. in schools.
- Every third Monday of the month there are free exercise classes held in City

	<p>Park.</p> <p>Closing Remarks:</p> <ul style="list-style-type: none"> Ms. Migliacio thanked the member representative for coming and informed her 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. Ms. Darenbourg reminded guest to send in the health assessment forms for both children using the pre-paid envelopes in the folder. <p>Q&As</p> <ul style="list-style-type: none"> Ms. Migliacio asked, have you ever experienced a doctor you could not understand? Member representative stated “no, if I am not happy with the provider, I go to another one. I learned to advocate for myself regarding my health.” Ms. Migliacio asked, have you ever called into our call center for anything? Member representative stated ‘no, but I’m so glad you offer behavioral health services!’ <p>Wrap Up/Potential Topics/Location for the Next Meeting</p> <ul style="list-style-type: none"> Ms. Migliacio confirmed that the member representative asked if the guests had any additional questions or concerns. The meeting adjourned at 12:50 pm. 	
<p>MAC Recommendations</p>	<p>N/A</p>	
<p>Written Feedback (LDH)</p>	<p>N/A</p>	<p>N/A</p>

