

Member Advisory Council

MEETING MINUTES

Date: March 26, 2021

Time: 12:00 – 1:00 PM

Location: Virtual via Zoom

Internal Attendance Record

Quorum, if applicable = *N/A*

Present (In Person)	Present (Phone)	Absent
	<ul style="list-style-type: none"> • Chelsea Graves, <i>Community Relations Principal</i> • Amanda Gustavson, <i>Senior Communications Specialist</i> • Rachel Smith, <i>Manager, Case Management</i> • Toya Pierce, <i>Manager, Case Management</i> • Sonya Ortego, <i>Care Manager I</i> • Jolane Doucet, <i>Care Manager II</i> 	

External Attendance Record

Present (In Person) <i>Name & Title</i>	Present (Phone) <i>Name & Title</i>	Absent <i>Name & Title</i>
	<ul style="list-style-type: none"> • 9 members were present; names have been removed to protect PHI 	

+Informational or Old Business

*Action Required

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Chelsea Graves called the meeting to order at 12:00 p.m.			
II. Announcements⁺	Chelsea welcomed members and staff to the meeting and facilitated introductions. She also provided a basic agenda and covered expectations for the meeting.			
III. Review/Approval of the Minutes[*]	N/A			
IV. Old Business⁺	N/A			
V. New Business[*] A. Overview of MAC	Chelsea gave a general overview of the Member Advisory Council, including the purpose, possible discussion topics, and member responsibilities. She also discussed how information would be shared with the plan to identify opportunities for improvement.			
B. LHCC “About Us” Overview	Chelsea shared information about the health plan including our mission, locations and staffing across the state, populations served, and member demographics.			

+Informational or Old Business

*Action Required

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C. Care Management	Chelsea explained how the Care Management program helps to ensure the services members receive are high quality and tailored to their health needs. She also explained that the plan's Care Management model is structured to ensure connectivity and coordination of care. Chelsea then provided an overview of the Care Management mission.			
D. Member Program Highlights	Chelsea shared program descriptions and tips for four member programs: member incentives, transportation, translation and interpretation services, and the Nurse Advice line.			
E. Committed to Community Health	Chelsea gave an overview of the plan's efforts to address the issue of food insecurity in the state. She provided information about the plan's initiatives and programs to improve food access, including the SNAP Match program. Chelsea also showed members how they can access the online Community Services Directory.			
F. COVID-19 Vaccine Update	Amanda stated that Louisiana Healthcare Connections' goal is to ensure members have all the information they need regarding the COVID-19 vaccine. She shared the link for the Louisiana Department of Health website as well as the contact information for Louisiana 2-1-1. Amanda also stated that members can call 1-866-595-8133 for help scheduling a ride to their vaccine appointment and for help scheduling an appointment if they want to get their vaccine at Walmart. She reminded members that appointments are required. She also reminded members about the importance of continued mask wearing.			

+Informational or Old Business

*Action Required

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
	Chelsea asked what documentation members need when they go to their vaccine appointment. Jolane said that members need a form of identification as well as their insurance card. Chelsea reminded members that the vaccine is a covered benefit.			
G. Upcoming meetings	Chelsea reminded members that upcoming MAC meetings are scheduled for June 18, September 17 and December 10.			
H. Open Forum for Questions	<p>Chelsea opened the meeting up for discussion and questions. Member asked if the vaccine was covered at all locations. Jolane said members can go to any in-network provider or pharmacy offering the vaccine. If they have questions, they can call the provider in advance.</p> <p>Chelsea asked if any members needed a My Health Pays card. Members all stated they had cards and were familiar with the program.</p> <p>Chelsea asked the members if they learned anything from the meeting. Members said they learned something. Amanda asked members who learned something to share what they learned. Member said she did not previously know about the transportation service or the Nurse Advice line. Member said she didn't know about the Nurse Advice line. Member said she didn't know about the SNAP match program.</p> <p>Chelsea asked members if the format of the meeting worked for them. All members expressed positive comments about the meeting format.</p>			

+Informational or Old Business

*Action Required

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
VI. Next Meeting Date⁺	June 8, 2021			
VII. Adjournment*	There being no further business, Chelsea thanked the members for their engagement and adjourned the meeting at 12:59.			

Respectfully submitted,

Minutes prepared by (name & title): Amanda L. Gustavson	Signature: <i>Amanda L. Gustavson</i>	Date: 3-26-21
Minutes approved by (name & title): Chelsea T. Graves	Signature: <i>Chelsea T. Graves</i>	Date: 4-1-21

+Informational or Old Business

*Action Required