

Member Advisory Council

MEETING MINUTES - DECEMBER 13, 2016

Members:

Other Attendees:

Chelsea Graves, Supervisor, Community Relations, Medical Affairs
Tiffany McMorris, Project Manager
Josh Clemens, Marketing & Communications Specialist
Marie LeBlanc, Senior Director, Customer Service
Shannon Vallair, Supervisor, Clinical, Medical Management
Gary Pate, Clinical Provider Trainer, Training-Education
Jason Rich, Peer Support Liaison, Medical Management
Bridget Suire, Director, Clinical, Medical Management
Vanessa Smith, Manager Pharmacy

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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 Supervisor (Shannon Vallair) explained what that is. Shannon 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. <ul style="list-style-type: none"> • Louisiana Healthcare Connections Services- Chelsea Graves stated the different types of services that Louisiana Healthcare Connections 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 • Care Management • CentAccount <p>Member: <i>[Member] stated that the Behavioral Health members are finding a hard time getting a psychiatrists that accepts Medicaid.</i></p>	B

Member: *[Member] stated that she hasn't had a hard time finding doctors or setting appointments with the doctor's office in Louisiana Healthcare Connections network.*

Member: *[Member] shared that her son is new to our plan but had a little problem of finding doctors within her area but didn't know all the services Louisiana Healthcare Connections offers to their members.*

Bridget Suire mentioned that our Case Managers are here to help you find the right provider for your needs.

Member: *[Member] asked how members get in touch with a Case Manager.*

Marie Leblanc answered by stating if you call the toll-free number (1-266-595-8133) to reach the call center and they will transfer you to the Case Management department.

Shannon Vallair 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 Louisiana Healthcare Connections 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.

▪ **Louisiana Healthcare Connections Call Center- Chelsea Graves**

Asked the question to the members if they have called into our Call Center since they have been a Louisiana Healthcare Connections member?

Member: *[Member] stated she has called into the call center some time ago and the call center representatives had helped and answered every question she asked.*

Member: *[Member] asked how long Louisiana Healthcare Connections has been in existence.*

Chelsea Graves answered by stating Louisiana Healthcare Connections went live January 2012.

Bridget Suire stated the Behavioral Health side of the company went live December 1, 2015.

▪ **Louisiana Healthcare Connections Benefits Package- Chelsea Graves**

Asked the question to the members if they received there Louisiana Healthcare Connections benefits package through the mail?

The members stated yes.

- **Louisiana Healthcare Connections Cent Account program and card- Chelsea Graves**

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

The members stated yes.

Member: *[Member] stated she received the card and didn't really know what it was so she contacted Louisiana Healthcare Connections and a representative explained the program to her. They also stated to her the dollar amount currently in her account and how, where and what she can use those dollars on.*

- **Louisiana Healthcare Connections Transportation- Chelsea Graves**

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

Member: *[Member] stated she didn't know that Louisiana Healthcare Connections provides that service to their members. Also, asked how far would transportation go for a member doctor's appointment?*

Marie Leblanc answered by stating wherever the provider is located transportation will be there to take the member to and from that office.

- **Louisiana Healthcare Connections Pharmacy Department- Vanessa Smith**

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

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

Member: *[Member] asked why you would need a prior authorization for a life threaten medicine.*

Vanessa Smith answered by stating that Louisiana Healthcare Connections wants to make sure that we are giving out the correct medicine and also if the provider changes the medicine for the member that wasn't taken before.

- **Louisiana Healthcare Connections Cultural Competency- Chelsea Graves**

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

The members stated no.

Gary Pate and Jason Rich stated that Louisiana Healthcare Connections is making sure that providers are meeting the needs of the members and treating them with respect. In that spirit letting the attending members know that we constantly ensuring that the providers have the knowledge of any changes from Louisiana Healthcare Connections.

- **Louisiana Healthcare Connections Member Connections- 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.
- 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.

Shannon Vallair stated that if Case Management department can't get in-touch with a member they will connect Member Connections department to make a home visit to the member to get the information to them from case management.

- **Louisiana Healthcare Connections Marketing department- Josh Clemens**

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

- Mail-Outs of commutations
- Louisiana Healthcare Connections website
- Louisiana Healthcare Connections App
- Louisiana Healthcare Connections on social media (Facebook and twitter etc.)



	<p>Asked the question to the members if they had any suggestions or different types of communications would work from Louisiana Healthcare Connections to them?</p> <p>Member: <i>[Member] stated she would like to see Louisiana Healthcare Connections send out emails as well as the mail-out communications.</i></p> <p>Member: <i>[Member] stated she would like to see Louisiana Healthcare Connections send out text messages to the members on information.</i></p> <ul style="list-style-type: none"> ▪ Closing Remarks <p>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.</p>	
<p>MAC Recommendations</p>	<p>Recommendations received: Members expressed overall satisfaction with plan offerings.</p>	<p>N/A</p>
<p>Written Feedback (DHH)</p>		<p>N/A</p>