

Member Advisory Council

MEETING MINUTES - SEPTEMBER 20, 2017

MEMBERS:

10 members attended;
names have been removed to
protect PHI

OTHER ATTENDEES:

Chelsea Graves, Community Relations Principal
Tiffany McMorris, Project Manager
Josh Clemons, Marketing & Communications Specialist
Jason Rich, Peer Support Liaison, Medical Management
Sandy Darensbourg, Supervisor, Customer Service
Laura Lavergne, Clinical Manager
Brandi Hilts, Member Connections Representative I
Rachel Broussard, Director of Pharmacy
Rhonda Lemoine, Supervisor Case Management

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
Call to Order	Chelsea Graves called the meeting to order at 11:25am.
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 <p>Member: <i>Member asked how far in advances do they need to call to schedule transportation.</i> <i>Chelsea Graves stated it needs to be 48 hours before the member(s) appointment and transportation will take you to the pharmacy for place and pickup of medication.</i></p> <ul style="list-style-type: none"> • 24/7 Free Nurse Advice Hotline • Adult Vision Services • Adult Dental Services <p>Member: <i>As an adult can I receive Dental and Vision services from LHCC?</i> <i>Chelsea Graves stated yes and please visit our website as well as the pamphlets in your folders (in front of you currently) for some more information on these services.</i></p> <ul style="list-style-type: none"> • Personal Helpers • Mental Health Support • Care Management <ul style="list-style-type: none"> ▪ Health Risk Screening- Laura Lavergne 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 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. <p><i>Bridget Suire talked to the members in attendance about the Intergraded Health dealing with Behavioral and Physical Health working together.</i></p> <p>Laura Lavergne and Jeremy Weinberg went into the different areas that Case Managers can help the member such as:</p>

- Scheduling or finding a providers in your area
- Will help on the physical side of LHCC 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 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.*

- **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 Clemons**

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

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

Asked the question to the members which way would they like for LHCC to communicate with them?

Members: One member stated thru social media via Facebook and/or Twitter, and another member stated thru mobile text.

- Health Education

Asked the question to the members how many have received any of LHCC mail correspondent and if any there were any problems getting any mail as well?

Members: *Members stated yes they received mailing from LHCC and no problems getting the information from LHCC.*

- **LHCC Member Connections- Brandi Hilts**

- Member Connections department consist of representatives in communities.
- Host different events within the community and there are two (2) events this weekend (one of those events will be at the King Center).
- Make home visits for those members that are high risk in Case Management
- Help members navigate thru LHCC website

Asked the question to the members have they visited our website?

Members: *Members stated yes and stated it's well organized and easy to navigate.*

	<ul style="list-style-type: none"> ▪ 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>Have 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 & PCP 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. <ul style="list-style-type: none"> • <i>(Sandy Darensbourg stated the award money is good for one year.)</i> Member: <i>The members stated yes.</i> Member: <i>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 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.
Written Feedback (DHH)	

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.