

Member Advisory Council

MEETING MINUTES – DECEMBER 13, 2017

MEMBERS:

10 members attended; names have been removed to protect PHI

OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Evelyn Foster, Event Coordinator
3. Merri Roussel, Community Relations Representative, Marketing
4. Laura Lavergne, Clinical Manager
5. Ruby Jackson, Community Health Services Representative
6. Barbara Breaux, Care Manager I, (RN)
7. Courtney Armstead, Community Health Services Representative I
8. Matt Collins, Supervisor, Customer Service
9. Joseph St. Mary, Supervisor, Community Health Services
10. Vanessa Smith, Manager, Clinical Pharmacy Services
11. Jason Rich, Peer Support Liaison, Case Management
12. Jessica Weaver, NAMI / SWLA
13. Lolita Ceasar, NAMI / SWLA

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 11:00 am.
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. ▪ Intro Packet distributed ▪ Agenda reviewed <p>Review of Hot Topics Included in Member Folders</p> <p>Louisiana Healthcare Connections Services- Chelsea Graves requested members to speak from personal experience and representatives of the experiences of your Community as she asked questions around services provided.</p> <p>HEALTH RISK ASSESSMENT & CARE MANAGEMENT</p> <p>Chelsea Graves asked the members to describe the Health Risk Assessment.</p> <ul style="list-style-type: none"> • Member – Stated she was okay with it until they wanted to come to her house. She said she rather go to see a doctor or nurse than have someone come to her house. • Laura Laverne – Stated that with care management, members can think of it as having their own personal assistant to navigate health care. When working with a doctor, she asked how much time normally is spent with that doctor. Not very long, maybe 5 minutes. She reminded members that care management is much more than a 5 minute conversation and that Louisiana Healthcare Connections uses the health risk assessment to see if there was something that was missed, to make sure members are being treated as a whole person, not just the hurt. • She provided an example of a child diagnosed with ADHD, after care managers looked into it and recommended additional testing, it turned out the child had lead poisoning that could have gone missed without our specialist teams to help. She further explained that we work together as an integrated whole, including behavioral health, physical health and that we have the conversation.... if things aren’t adding up. We explore what we can do so our members can feel the best they can. • Member addressed Barbara Breaux directly to tell her who she was and that Barbara had taken care of her mom who just passed last month, “Ms. Breaux, she spoke so highly of you.” • Barbara Breaux - Replied that one of the things we do for our members, is to help you get as healthy as you can be and get you connected and that our attempts to gain information isn’t to be nosey or get into our member’s business. She followed up with an example of having a member short of breath, that needed oxygen, and had an upcoming appointment, but she stepped in and was able to get her an earlier appointment and an oxygen order. She replied that she felt fortunate to be remote and able to meet with a member. She reminded members how they want to connect is entirely up to them. She explained that sometimes members want her to go with them, sometime they want her in the waiting room or to meet them in public places. “I’ll do whatever makes them comfortable,” she remarked. She concluded that we are trying to get the assessment to understand the full picture including whether or not there may be chemicals members are being exposed to in their homes.

- Member – Replied to Barbara’s example about helping a patient get oxygen and stated that he had put in 3 times for a nebulizer, and had been denied every time.
- Barbara Breaux – Replied to the member that sometimes its diagnosis codes, and offered to connect with the member after and find out why. She explained that’s one of the things our care managers do... is help navigate that.

Chelsea – Please explain how to connect with care management.

- Gave phone number and directed members to a reference sheet for how to connect. Explained that there are a lot of different programs, if members call in that we can have someone who specializes in their concern call back in a few days.
- Explained that we have roles now that allow us to help members explore the services available to you, and that the care management team can help you navigate. I know we send a lot of materials, please take advantage of the opportunities offered.
- We also have a crisis line for people who are suicidal or in a dark place. Available 24/7... Nursewise line as well. All that literature is available for you and we will go through it.

ACCESS TO CARE

Chelsea Graves– Asked members to share their experience with their PCPs and access to care.

- Member - Stated that their experience was nice, and that their pediatrician accepts Louisiana Healthcare Connections and that there was no problem getting appointments, and able to get in in a timely manner.
 - Member – Stated that she loved the pediatric senior. Dr. Richard Junior, love him <3...Explained that now they see Doctor White, she’s phenomenal also. Stated that hey have never had a problem with them spending time with their children. Remarked that Kyle Stephenson also great. Member gave example that her son’s test scores were concerning so Dr. Stephenson referred him to another doctor, and he had corrective surgery. Stated they have never been denied anything they’ve ever needed.
 - Member - Stated that their doctor switched from Humana, Her daughter had heart problems, and they’d book appointments so far off she’d get sicker. They switched to Dr. Morris in Moss bluff, no problems getting into see him.
 - Member - Stated there are no problems seeing specialist and that the specialists are amazing.
 - Member stated that her son goes through Dr. Rachel Chatters in Lake Charles – Outstanding, easy to get in. Has guardianship of nieces and nephews, one has sickle cells and have to go to New Orleans, never have trouble getting in and services were outstanding.
 - Member asked Question - Children have always been with Louisiana Healthcare Connections. Was given a plan because it had dental (had to have teeth pulled), and vision... I’d love to change.
 - Chelsea Graves– Told the member that Louisiana Healthcare Connections has those services but would have to wait for open enrollment
 - Member parent stated her doctor usually meets with her for no more than 5 minutes but is concerned that she has a lot of “stuff” going on medically, but he never checks her illnesses off so when she needs care, she l gets denied... including noting her x-rays, MRI etc.
 - Chelsea Graves- Have you had that conversation with your insurance company?
 - Member: Stated that she had given up.
- Chelsea Graves– Offered to speak with the member parent after.

TRANSPORTATION SERVICE

Chelsea Graves– Asked members about the Transportation Service

- Member - stated that he did not like being picked up exceptionally early, like picking up at 5 AM when the appointment is at 8 and didn't understand why if he had to go to Houston, why he had to wait for everyone to finish before getting picked up.
- Chelsea Graves– Reminded members that they can have a care giver or loved one with them during the transportation service and also reminded them that the ride will stop to pick up your prescription

SPECIALIST VISITS

Chelsea Graves– Asked members about Specialist Visits

- Member stated that they took daughter to ENT, Dr. LeBlanc, within 3 days, they called and got an appointment. NO problems with card, even though it was old. Also wanted to point out (to other members) that they may already have insurance with Louisiana Healthcare Connections if children have it. Explained he went to the hospital to take care of a bill and found out he had a Louisiana Healthcare Connections card as well.
- Chelsea Graves– Explained that one of the unique things that the state of Louisiana did was use other social services agencies.... That's likely what got you on an eligibility list. The auto-assign piece provides 2 options – eligible persons can pick from one of the five plans or wait and allow to be automatically assigned to a plan. They look to see what the family structure looks like and will work to keep the family together.

PRESCRIPTIONS

Chelsea Graves asked members to discuss their access to prescription medications

- Member explained that through the mail is easy, but and sometimes had to fight with Walgreens, because they don't want to fill it, not the right codes. Started utilizing mail for a while. Started using Walgreens again... Was on pain meds, better to fight than wait.
- Member stated they had the same experience, and didn't have the right card, but the pharmacist was able to look it up.
- Member stated that they were on pain meds for a while and one day, the prescription was no longer being covered
- Member stated both her twins ADHD, take Vyvanse. Last year, because of the cost, they were trying to put kids on a different medication. She was upset because they had previously tried other alternatives. Please that the doctor was right on it, called and fixed code so they could get the medication they needed.
- Vanessa Smith shared how to address concerns
 - o Preferred drug list, available to you online.
 - o You have the right to appeal if you need to appeal prior authorization
 - o Discussed step therapy where you may have to try one before you go to the next.
 - o Explained copay should never be more than \$3
 - o Asked had anyone paid more than \$3 for copay – None noted. If that does occur, she pointed them to the 866 number to inform us of that.

PRESENTATION BY RUBY JACKSON

- Explained her role
- Visits high risk members
- Locates members
- Calls by phone and if unable to reach performs a house visit
- Mentioned upcoming community health and fitness opportunities available at little or no cost including an annual fitness extravaganza, aerobics, spinning, chair exercises, line dances, health fair, etc.,
- Pink Impact Conference – May 5th 4 PM
- Business cards available on registration table.

CENT ACCOUNT CARD & ACCESS TO INFORMATION

- Chelsea Graves gave an explanation of how to use Cent Account cards
- Requested that Merri Roussell collect member information for those in the room who didn't have one.
 - o \$40 a year, pays for anything healthy you need.... Any health related purpose.
 - o Go to website for pharmacy list, provider list, and what you can purchase.
 - o Community Resource link, just launched in November
 - o Encouraged members to attend healthy events.
- Joseph St. Mary discussed coaching services – Explained to members that if identified for and wanting to participate in this free program, one of our reps will come out to member's home and see what barriers there are and connect the dots for them. As an example he explained that if there are issues communicating with primary care, we will help you connect to any resources available to help in any way we can. The goal is to have everyone as healthy as possible.

CHELSEA WALKED THROUGH BROCHURES & INFO AVAILABLE IN MEMBER PACKET

- Ride program
- Nursewise line
- Dental Benefits
- Adult Healthcare benefits brochure
- Encouraged members to share brochures with family members, friends....

UPCOMING EVENTS AND CAMPAIGNS

- Chelsea Graves discussed work to continue in the Lake Charles community including SWLA health fair encouraging young people to come out and receive their screenings. Pointed members to brochure in packet for kids 2-21 to get their well visits. Stated we will have popup events and communicate them to you.
- Flu Season... You are probably going to receive literature if you haven't already. It's covered by the plan, you don't have to pay for it.

Member – wanted to revisit access to the plan. Daughter is now and adult and in need of a new card reflective of change of doctor. **** Help getting PCP Card. Evelyn Foster took her information to forward to member services.

CUSTOMER SERVICE

MATT COLLINS FROM CUSTOMER SERVICE PRESENTED

- Here is # to access call center & Portal
- Here to help you connect with services. Care management, case management, disease management or to explain what can be purchased on card
- Customer service available Monday through Friday 7 AM to 7 PM;
- Can also use the portal if you prefer not to talk by phone.
- If member has a bad experience with a provider or one of us, we will help you navigate our state-mandated grievance process.
- Discussed that a smart phone (android or iPhone), our app, can function as a digital ID card. Can also help navigate to doctor. The app is called Louisiana Healthcare Connections and it will be able to help you out.

LOUISIANA HEALTHCARE CONNECTIONS MARKETING

Chelsea asked members about Louisiana Healthcare Connections presence in the Area / Marketing

- Marketing: Members stated they “saw” us in the following ways:
- Commercial on TV. It played over and over again!
 - Seen Logo on billboards
 - Thoughts on the logo
 - Fleur de lis stands out the most, recognizable in LA
 - Orange “pops”
 - Marketing overhaul in 2014, the orange stands out
 - Seen us at SWLA with a table outside.

- Marketing: Members said they heard from us in the following ways:
- Most info received through the mail
 - Card
 - Wellness visits
 - Campaigns
 - Breast Cancer Awareness
 - Flu Campaign
 - Have received automated phone calls

- Marketing: How would you like to hear from us
- 104.9 – A conversation with members, phone in
 - Host a mental health event, spotlight mental health awareness.
 - Specialized people dealing with Mental health issues during times of conflict / police
 - Can do targeted events
 - CHELSEA GRAVES: If we were to have something would you bring children?
 - Yes, keep in mind children, will bring them.

NAMI SERVICES

NAMI PRESENTED TO DISCUSS THEIR SERVICES

- Peer to Peer programs
- Have basics for kids with ADHD
- Refer people, collaborate with mental health professionals
- In black culture, we try to educate, about depression, post-partum depression, etc.,
- We have a good thing in Lake Charles. We have housing for people with mental illness... not everyone may qualify, maybe have a drug background that would prohibit. We still have things in place to help those with those backgrounds as well.

Staying Connected: SOCIAL MEDIA

- Chelsea Graves reminded members Louisiana Healthcare Connections is on Facebook. Info posted daily
- Chelsea Graves asked what members thought about Live Chat on Facebook? Members were Favorable
- Encouraged members to follow us on Facebook and invite your friends to do so

MAC

Chelsea Graves asked in conclusion based on experience and discussion for recommendations on member service improvements.

Recommendations

- Members expressed overall satisfaction with plan offerings.
- Communications recommendations:
 - More ways to get information out there... members expressed not being aware of the breadth of services prior to today's meeting
 - Recommended that LHCC consider coming to where the members are such as apartment complexes, where people are living, have services and don't understand
 - Consider being there when parents come in for teacher days at school
 - Consider less lengthy documents and replace with "at a glance" document with bullet points.
 - Members encouraged us to create a reference bank of videos on YouTube

Written Feedback

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.