

# Member Advisory Council

MEETING MINUTES – MARCH 27, 2019

## MEMBERS:

13 members were present

## OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Sandy Darensbourg, Supervisor, Customer Service
3. Jason Rich, Peer Support Liaison, MED-Case Management
4. Amanda Gustavson, Marketing and Communications Specialist
5. Merri Roussel, Community Health Services Representative
6. Evelyn Foster, Marketing and Communications Specialist
7. Patrice Cole Johnson, Manager, Call Center Operations
8. Margaret Grant, Care Manager I (RN), MED-Case Management

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Agenda Item	Action/Follow-up
<b>Call to Order</b> Chelsea Graves called the meeting to order at 11:00 am.	
<b>Review of Minutes</b> N/A	
<b>New Business</b> Chelsea Graves called the meeting to order, introduced the team from Louisiana Healthcare Connections and reviewed the agenda for the meeting <ul style="list-style-type: none"> <li>• Benefits Overview</li> <li>• Member Services &amp; Communications</li> <li>• Community Health Services</li> </ul> <hr/> <p><b>NEW MEMBER EXPERIENCE</b></p> <p>Chelsea asked about the experience of becoming a Louisiana Healthcare Connections member and asked how long attendees had been members of the plan. Varied responses included 2, 3, and 5 years.</p> <p>Chelsea Graves asked how many members received an initial outreach call from the health plan to conduct a screening pertaining to their health.</p> <p>A member stated that she had recently received one to renew and that she enjoyed it, because Louisiana Healthcare Connections wanted to make sure she understood the plan and was maximizing her benefits. She stated that she had not ever gotten a call like that from any other health plan.</p> <p>Chelsea Graves explained that call as the first step in the Health Risk Assessment. She explained it as the first step in learning more about the health of Louisiana Healthcare Connections’ members, and that as a managed care organization, the importance of having a full understanding of the health of the plan’s members is critical to ensure they have the proper coverage and services needed to stay healthy.</p> <p>Chelsea Graves explained that outreach begins in case management. Chelsea Graves Introduced Margaret Grant to discuss the Care Management Model, what it looks like internally and what it looks like when it’s rolled out to members.</p> <p><b>THE ROLE OF CASE (CARE) MANAGEMENT</b></p> <p>Margaret introduced herself as Physical Health Risk Manager and an RN, on the pediatrics team. She explained that she deals with a lot of diabetes, type 1, type 2, epilepsy, sickle cell anemia and other disorders including developmental disabilities. She explained that when a member is enrolled in case management, they have to get a thorough idea of the member’s health including what medications they are on. She discussed also doing social needs assessments to get a clear picture of the member and the household to assess other needs including transportation needs and food insecurity.</p>	

She further explained her role as an educator, teaching members carb counting, and healthy recipes. She explained that the program is member-driven and if a member is going through a hard time (especially parents of sick children), that she can connect them with support groups. Sometimes, in her role she simply provides a friendly ear if a member is going through a hard time. She stated that she does a lot of connecting members to resources such as food, housing and financial assistance.

She stated that Louisiana Healthcare Connections also has social workers at the health plan, and her role can refer members to them if more resources are needed than what her team is able to provide. She shared that while she works in pediatrics, and handles a lot of ADHD, autism etc., that the integrated care model includes behavioral health case managers who are experienced counselors, therapists.

A member asked if there was a local number to call for case management or if they had to use the 800 number. The member stated that she has a 13 year old that suffers from depression but that she had not reached out to the plan because she didn't know Louisiana Healthcare Connections offered that service.

Margaret showed her to the number to call from the printed material as well as offered her business card call for a referral.

Another member – stated that he had never received their card.

Margaret directed the member to member services and offered her number to follow up.

#### REMEMBER THE MEMBER

Chelsea Graves explained that Louisiana Healthcare Connections likes to start all meetings with "Remember the Member" to keep us focused on our most valued partner, the member. She shared the Brianna video: <https://www.youtube.com/watch?v=jnZqt0liOeA>

Chelsea Graves explained the significance of Brianna's story about misperceptions around Medicaid and that Louisiana Healthcare Connections is always looking for ways to better serve members and better connect them to care.

#### PROVIDER EXPERIENCE

Chelsea Graves explained that one of the key pieces to care is for members to have an active, engaged experience with their provider and asked how many people were actively connected to a PCP.

A few members raised their hands in acknowledgment.

Member request new Member ID Card

Chelsea Graves offered that if any members are looking for a doctor or a new doctor to let Evelyn Foster know today.

Member asked if Louisiana Healthcare Connections could connect people to therapists. He explained that he was seeing someone in Baton rouge, but now lives in New Orleans.

Chelsea Graves responded that we could look up providers by his current zip code to find a closer therapist.

#### PEDIATRIC CARE

Chelsea Graves: Opened the floor for discussion about the provider experience starting with pediatrics.

A member stated that she loves her doctor because “they get the job done” and do a good job at explaining everything.

Another member shared that she had a positive experience with her pediatrician as well. She’s been with Dr. Lawrence since her first born child 13 years ago. She stated that the practice knows them by name when they call. She further stated that Dr. Lawrence takes time with the kids, thoroughly examines them.

A non-member representing her grandchildren stated that her children, grandchildren and great grandchildren all went to the same pediatrician, Dr. Thally and stated they were “like family.”

#### ADULT CARE

Chelsea Graves asked the group what their experiences were like in receiving adult care.

One member stated that everything was good.

One member said she had a good doctor, but noted scheduling issues and that it had become difficult to get an appointment and that even for a sick visit it could be two weeks before she could get in.

Another member stated that they need more timely communications with providers... and stated that they were calling the provider to see if they were cleared to be able to fly on an airplane. He said he was told that he had to come in the next day to be cleared. He called the next day to schedule the appointment and told he had to wait a month.

Chelsea Graves thanked those who responded for their candor and explained that if a provider is in our network, that we have entered into an agreement with that provider and that it is a mutual relationship and they are

promising to provide Louisiana Healthcare Connections members with a certain level of care. She encouraged members to contact us where there are extreme issues around scheduling and waiting. She reassured guests that Louisiana Healthcare Connections receives and addresses all feedback and that it is taken seriously.

## REVIEW OF BENEFITS

Chelsea reviewed benefits available to members of Louisiana Healthcare Connections

- Transportation:
  - Full transportation to provider visits
  - Follow up visits
  - Pharmacy to pick up medication if needed
- Member Card:
  - All members should have a member card.
  - Opened the floor to see if anyone was in need of a member ID Card
- CENT Account Card
- Doctor visits:
  - Unlimited doctor visits
  - No reason to not take action if you don't feel well
- Hospital & Emergency Services
  - Emergency Visits: covered but should not be used as first form of care
  - Right Care, Right Place, Right Time
- Prescription Drugs
  - Members should never pay more than \$3 for your medication
  - If you are asked to pay more, call the plan.
- Dental Services
  - New and improved dental plan now and dental is covered
- Vision is a value-added benefit
  - Visits, frames, lenses
- 24/7 Nurse Care – Nurse Advice Line
  - You have access to a nurse line 24 hours a day.
  - Nurse line will triage it and escalate as needed.
  - Especially those who are caring for children and may have a late night treatable issue
- Member Communications
  - Member Services Line (Call center)
  - Mailed Communications

### MEMBER SERVICES

Chelsea explained that our call center was housed in Baton Rouge and invited Sandy Darensbourg to discuss the role of the call center.

Sandy Darensbourg began by asking if anyone had ever called the call center before. A couple respondents said they called to find a provider.

Sandy Darensbourg discussed the benefits and details of the call center including finding a provider, specialist, therapist or getting a replacement ID card. She explained that the call center is located in Baton Rouge with about 70 employees in the call center and can be reached from 7 AM to 7 PM. She also introduced the call center manager, Collette.

She further explained that the call center can help with transportation through Logisticare, to take members to and from doctor appointments and to the pharmacy to get prescriptions afterwards. She suggested the call center as a good point of contact to be connected to care – a nurse, eye doctor a physical health provider or a behavioral health provider. She explained that the call center can replace a member ID card take 3 weeks or 7 to 10 business days.

A member asked if the call center could help her with medication assistance. She explained that the doctor insisted on giving her child medicine in pill form. The mother said that her son doesn't swallow pills well, but her provider said that Louisiana Healthcare Connections wouldn't cover the liquid. She stated that she never called the call center to find out.

Sandy Darensbourg will connect the member to a case manager to help navigate through the process and get her connected.

The member stated that she didn't think the doctor even tried to push for getting the liquid, and said that he doesn't swallow the pills well and the he takes the patch off, so liquid was the best option.

Sandy Darensbourg explained that the fee schedule covers what the Medicaid fee schedule covers and that even if not on PDL, they are supposed to submit a prior authorization. She encouraged the member to call and they would help her get help.

Member requested medication assistance for her son.

### MEMBER MARKETING & COMMUNICATIONS

Amanda Gustavson thanked members for coming and explained the importance of getting member feedback, and explained that member feedback helps Louisiana Healthcare Connections know what we are doing right and

what could be done better. She stated that Louisiana Healthcare Connections takes that feedback to make things better for our members.

She explained her responsibility for member communications, and that if they have “a lot of orange stuff” in their mailboxes, that she may be partially responsible for that.

She asked if anyone had joined the plan in the last year. There was one new member within the last 12 months. She asked her if she remembered getting a welcome packet with the summary of benefits and ID Card.

The member acknowledged that she had received it and found it to be helpful by explaining all her coverages without having to go to the website. The member stated that she had children previously on the plan but the adult benefits were different.

Another member remembered getting his welcome packet but stated that to be honest, he didn’t really look at it.

Sandy Darensbourg explained to that member who had stated earlier in the meeting that he had not received his Member ID card that it is typically in the welcome packet. She confirmed that Louisiana Healthcare Connections would send him another one.

Amanda explained that there are certain things that all members get and that some communications are more targeted and used the example of sending special post-partum care materials to members who recently had babies as well as information and a call to follow up with the moms.

She explained that the plan hosts new member welcome events – piloted the month prior, to make sure new members understand their benefits and are maximizing their plan.

She asked the members if there was anything they had received in the mail recently that was helpful, or not so helpful and if the volume of literature was okay?

In general, the members replied that it was just the right amount. Not too much or too little.

Amanda explained that they could also sign up to access Louisiana Healthcare Connections’ Member Portal to see information such as recent claims, and who their primary care doctors are. She share that if members needed to change doctors or request a new id card, or print a temporary proof of insurance, they could do that through the member portal at any time.

She discussed CentAccount and rewards attached to preventative care, well-visits, certain screenings, flu shots and screenings for diabetics.

She followed up with information on My Health Pays™, explaining that if members have a current CentAccount card, that the new program that goes live in June. She mentioned that members that have an existing CentAccount card may have recently received something in the mail about this new change. She explained that rewards would come on a Visa prepaid card and expands the uses to cover purchases at places like Walmart (baby supplies, towels, school supplies, school uniforms etc.,) with certain exceptions (firearms, tobacco, alcohol, etc.,).

An attending non-member asked if a person has different insurance, can they get Louisiana Healthcare Connections along with what they currently have or if they needed to cancel the old one?

Amanda explained open enrollment as the period to change plans. She stated that it was typically in the summer and that this year it may be later, but she should be on the lookout for information from Medicaid about open enrollment and that there is typically a phone number they can call to switch plans.

#### COMMUNITY HEALTH SERVICES

Chelsea introduced Merri Rousell who explained her transition from Member Connections to Community Health Services and that her role is to improve health outcomes for members with chronic diseases. She explained that her team is known as “boots on the ground” and that they work closely with case management to provide health coaching for members who elect to be in the program. She explained that they also do home visits in cases where multiple attempts to be reached by phone through a case manager have failed to make sure everything is okay.

She said that she was one of 19 passionate reps across Louisiana who always put themselves in the community to understand what other organizations may offer to help offer resources to members. She asked about where attendees were from to discuss upcoming events pertinent to their area.

She offered information about upcoming events:

- This Saturday - Avondale – Jefferson Community Health Fair 10 to 2 PM
- 3<sup>rd</sup> Fridays (except summers) at Terrytown Elementary School – Food distribution including fruit and fresh vegetables
- Monthly Tulane School of Health Social Work every last Thursday of the month - Pop up – Screenings

Chelsea reminded members of the upcoming Sankofa Eat for Life event – Saturday, April 3<sup>rd</sup>.



	<p>Jason Rich introduced himself as a Behavioral Health Peer and Family liaison and explained that in this role, he advocates for members with behavioral health needs, and advocates for our providers that provide behavioral health services. He discussed NAMI and the importance of the organization to advocate for people with mental health issues and explained that they provide the following services:</p> <ul style="list-style-type: none"> <li>• (PSR) Psycho-social rehabilitation services</li> <li>• Advocate for people with mental health needs including food, clothing, shelter</li> <li>• Crisis hotline</li> <li>• Peer-run drop in center where peer specialists who have lived through mental health experiences integrate, play games, participate in support groups and share experiences.</li> <li>• Educational Peer-to-Peer program that helps educate peers on how to access services and how to interact better in the community</li> <li>• Family-to-Family education which allows family members to interact with each other and gain more knowledge on how to help their family members who suffer from mental health issues.</li> </ul> <p>Chelsea asked that members complete feedback forms to ensure our MAC meetings are effective.</p> <p>Evelyn Foster wrapped up the meeting by asking if there were additional areas that members wanted to address that were not a part of the original agenda.</p> <p>A member mentioned that she had trouble with the website:</p> <ul style="list-style-type: none"> <li>• Provider list not updated</li> <li>• Pages no longer there</li> <li>• Numbers that were disconnected</li> </ul> <p>Amanda stated that she would bring that feedback back to the team that handles that.</p> <p>A visiting non-member who was the grandmother of multiple children asked about consolidating doctors. She said that different grandchildren were assigned different providers and she spent a lot of time and effort transporting them across the city.</p> <p>Evelyn Foster and Amanda Gustavson remarked that she could make the change at any time through the call center or through the portal</p> <p>With no further comments, the meeting was adjourned.</p>	<p><b>Post Meeting follow up items:</b></p> <p>Member wanted information on whether or not dermatology was covered.</p> <p>Member requested new ID cards for her 6 children:</p> <p>Member expressed a desire to sign up for care management</p>
<p><b>MAC Recommendations</b></p>	<p>N/A</p>	

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