

Member Advisory Council

MEETING MINUTES

Date: March 6, 2025

Time: 6:00 – 7:00 PM

Location: Zoom meeting

Attendance Record

Quorum, if applicable = *[NA]*

Internal Attendees

1. Dr. Dana Lawson, Senior Vice President, Population Health and Clinical Operations
2. Dr. Brooke Wyatt, Health Equity Data Strategy
3. Joseph St. Mary, Director, Community Partnerships
4. Ginger Lanier, Care Manager
5. Pam White, Lead Population Health Strategy Specialist
6. Jade Matherne, Project Coordinator
7. Julia Bolden, Project Manager
8. Rachel Johnson, Project Manager

External Attendees

1. Partner, Williams Technical College (Houma)
2. Partner, United Way
3. Parent of child member with special health care needs (SHCN)
4. Member
5. Member
6. Member
7. Parent of SHCN child
8. Member
9. Member
10. Member
11. Member
12. Member
13. Member
14. Member and parent of SHCN child
15. Parent of SHCN child

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 1 of 10

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	The Member Advisory Council (MAC) meeting was called to order at 6:02 p.m. by Julia Bolden.	NA	NA	NA
II. Announcements⁺	<p>Julia welcomed everyone to the call and reviewed the agenda. She explained that on the call there are members from across the state and community representatives from Williams Technical College in Houma, United Way Southeast Louisiana, and Robinson/Williams Restoration of Hope in Bastrop. On the call are Louisiana Healthcare Connections (LHCC) staff, including Case Management (CM), and we always invite the Louisiana Department of Health (LDH) to attend. Julia emphasized that we are here for feedback from both members and community representatives and that “your voice matters.”</p> <p>Julia reviewed the “MAC Ground Rules”:</p> <ul style="list-style-type: none"> • Attend four one-hour virtual quarterly meetings. • Be willing to share feedback on your member/community experience. • Be willing to share ideas for improvement. • Be respectful of other council members’ opinions and experiences. • Share news about upcoming LHCC health and wellness events. • Type your name in the chat to show your attendance. <p>Julia reviewed the meeting objectives:</p> <ul style="list-style-type: none"> • Provide members an opportunity to give feedback on 	NA	NA	NA

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 2 of 10

	<p>their experience.</p> <ul style="list-style-type: none"> • Give community representatives an opportunity to provide feedback. • Improve quality of care 			
III. Review/Approval of the Minutes*	As this is the first meeting of 2025 and the members and community partners are new, we did not review/approve minutes. The minutes from Q4 2024 were reviewed/approved by internal LHCC staff in November 2024.	Approved	NA	NA
IV. Old Business*	As this is the first meeting of 2025 and the members and community partners are new, there was no old business.	NA	NA	NA
V. New Business* A. Did you know?	<p>Julia introduced the “Did you know?” section of the meeting where she discussed the LHCC My Health Pays card, cultural training for providers, and language services. After explaining these incentives and services, she asked the council if they knew these services were available, if they ever used these services and if they were satisfied. If not satisfied, why?</p> <ul style="list-style-type: none"> • Member stated that their provider is deeply knowledgeable about our services and lets them know what is available to them. They are at CrescentCare. They are very satisfied with all our services. • Member did not know about the My Health Pays card. • Community partner was not aware of our language services. • Member was aware of all the services mentioned and 	NA	All feedback and suggestions will be passed along to management.	Julia

	<p>added mileage reimbursement, care managers and grant money. They studied all our books and manuals. They stay with LHCC due to the care managers going out of their way for them. They said if there is anything you ever want to know, just call Member Services.</p> <ul style="list-style-type: none"> • Ginger Lanier, care manager, mentioned a few of the benefits of Case Management. CM helps with both physical and mental health. They help you set goals. For example, if you have high blood pressure, they will help you get a blood pressure cuff if you need one and set a goal for 60 or 90 days. They will help you with your My Health Pays card. If you are on tough times and, for example, are having trouble paying your utilities, your care manager can request grant money to help you. Your care manager can also help with things like weight loss. • Member added that as a member, you need to make others aware of your needs. They said as they work with their care manager on their goals, they had the tools they needed, but they had to tell their care manager what their needs were. • Member added to also let your primary doctor know your needs and if the doctor says something is not covered, get your care manager involved. They may be able to help. • Julia gave everyone the number for LHCC Member Services. 			

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
B. Benefits review and feedback*	<p>Julia displayed the LHCC member website and pointed out a few key areas, saying that there is lots of other information on the site for them to look at. She navigated to the My Health Pays page to show the details of what is covered.</p> <p>Julia asked, as an LHCC enrollee and a community member, tell us one issue or need that is important to you and are there any challenges you are facing?</p> <ul style="list-style-type: none"> • Member explained that their child is almost 3 and they are their child's full-time caregiver. With their child under the age of 3, they are not allowed to be a paid caregiver. <ul style="list-style-type: none"> ○ Ginger explained that this is through Long Term Services. The Louisiana Department of Health and the Office for Citizens with Developmental Disabilities have their own guidelines, and the rules go through the waiver programs. We can help you find community resources. Member asked if the insurance companies can fight for parents' rights for extreme circumstances. ○ Member told other member that you can appeal the decision and that you cannot accept "no" as an answer. • Member said transportation is important to them and wanted everyone to know that your care manager can even help you get rides to the grocery store. • Community partner would like to ensure that individuals in the bayou region are aware of the services and how to obtain them. 	NA	All feedback and suggestions will be passed along to management.	Julia

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ○ Julia explained that we do community events across the state to inform members of our services. • Community partner mentioned that transportation is one that they hear a lot about, especially those needing wheelchair transportation. • Member hears from their community that they do not know about the services, so they do not know what to ask for. They also offered that if they do know, there may be those who are not comfortable asking for it over the phone. • Member said they need to have better access to more options for endocrinologists, internal medicine doctors and specialists in general. Their health care is far too difficult for a rural health clinic to accommodate. Also, they would love to see discounted gym memberships, dietitians, and nutritionists. <ul style="list-style-type: none"> ○ Another member agreed. • Member said their kids have been with LHCC since they were babies. When they would go to the doctor for a well visit, it always turned into a sick visit. Therefore, they never received anything on their My Health Pays card. They never had a care manager; no one has ever called to see if they needed anything. <ul style="list-style-type: none"> ○ Julia responded to call us. We can always do a claim check to see how a doctor coded a visit. • Member wanted to mention mammograms. There is a new 3D mammogram, and it was offered because they were affiliated with LHCC. They later got a reminder for their next appointment from LHCC and 		<p>Have a care manager reach out to member to help find specialists and find resources for gyms, dietitians, nutritionists, supplements, OTC meds.</p> <p>Suggestion for discounted gym memberships for members.</p>	
--	---	--	--	--

	<p>from the office that does the mammograms. In addition, they lost their card, so they called LHCC. LHCC told them about the option to put their card in the place where their ID is on their phone. They also heard someone at their doctor's office asked if they qualify for a care manager.</p> <ul style="list-style-type: none"> ○ Dr. Dana Lawson put a link in the meeting chat to an article on LA Wallet and how to add your card. • Community partner asked how members utilize CM. <ul style="list-style-type: none"> ○ Ginger responded that anyone could call into Member Services, and they will put a referral in. The referral goes to the managers, and they assign the referrals out. The member will get a call in about 5 days max. • Member said we need more help with weight loss. • Member needs assistance with supplements or over-the-counter (OTC) medications, like a budget of whatever amount is considered. Then it can go towards things like Band-Aids, over-the-counter medications, supplements, wound care. Their parents have Medicare Advantage, and they get money every quarter to go towards things like this. Member has a care manager, and they love her – Kristen. <ul style="list-style-type: none"> ○ Julia gave a reminder that the My Health Pays card can be used for these items. • Member loves LHCC. They have had a tough medical year. LHCC made the insurance part easy. It was nice to not have to worry about insurance while being sick. Now that they are in recovery, the potential assistance with a gym membership or health club 		<p>Have a care manager reach out to member for assistance with weight loss.</p> <p>Suggestion to add money for OTC items for all members.</p> <p>Julia to reach out to member to further explain My Health Pays benefits.</p>	
--	--	--	---	--

	<p>would be life-changing.</p> <ul style="list-style-type: none"> Member has been unable to share due to phone issues. They have been able to hear but cannot share. <ul style="list-style-type: none"> Dr. Lawson encouraged them to share in the chat. Rachel encouraged everyone to join the next meeting as we always collect feedback. Member explained in the chat that several weeks ago they were scheduled for colonoscopy, and they did the prep. Unfortunately, the hospital's scope that they use for the colonoscopy had a malfunction. They were unable to have the procedure done so they had to go back again last Monday. They had to do the prep a second time, but thankfully the machine was fixed this time. They were very discouraged because the prep is so awful, and they had to do it twice. They were super unhappy about that, which they understand is no one's fault. They were curious as to if this would count as two screenings. 			
VI. Reminders⁺	<p>In every meeting, MAC included, we are reminding members of the following:</p> <ul style="list-style-type: none"> ✓ Case Management services ✓ Transportation benefit ✓ My Health Pays card ✓ Update new addresses (contact LDH immediately) 	NA	NA	NA

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 8 of 10

	<ul style="list-style-type: none"> ✓ Louisiana Healthcare Connections' grievance and appeals process. ✓ Creating a member account on the LHCC portal 			
VII. Upcoming Events⁺	<p>Julia told the council about the upcoming events across the state:</p> <p>Community Resource Event: Alexandria</p> <ul style="list-style-type: none"> ○ Saturday, March 8 (11 a.m. – 2 p.m.) ○ 3437 Masonic Drive <p>Healthy You at the Zoo: Alexandria</p> <ul style="list-style-type: none"> ○ Saturday, March 15 (9 a.m. – 2 p.m.) ○ 3016 Masonic Drive <p>Community Baby Shower: Albany</p> <ul style="list-style-type: none"> ○ Thursday, March 20 (noon – 2 p.m.) ○ Bethlehem Baptist Church, 29350 S. Montpelier Road <p>Member Appreciation Meeting: Baton Rouge</p> <ul style="list-style-type: none"> ○ Thursday, March 27 (11 a.m. – 1 p.m.) ○ Goodwood Library, 7711 Goodwood Blvd. 	NA	NA	NA
VIII. Adjournment*	<p>Julia wrapped up the meeting by thanking everyone for their 1-year commitment to MAC, for their open and honest feedback and for choosing LHCC. Meeting was adjourned at 7:01 p.m.</p>	NA	NA	NA

Respectfully submitted,

Minutes prepared by (name & title): Rachel Johnson, Project Manager III	Signature: <i>Rachel Johnson</i>	Date: 03/07/2025
Minutes approved by (name & title): Joseph St. Mary, Director, Community Partnerships	Signature: <i>Joseph St. Mary</i>	Date: 04/01/2025