

Member Advisory Council

MEETING MINUTES

Date: March 14, 2022

Time: 11:30 AM – 2:00 PM

Location: Ochsner- 17000 Medical Center Drive, Baton Rouge

Internal Attendance Record

Quorum, if applicable = *N/A*

Present (In Person)	Present (Phone)	Absent
	<ul style="list-style-type: none"> • Joseph St. Mary • Taniel Montgomery • Shaterica Brass • Nicole Carter • Merri Roussell • Brandon Sibley • Ruby Jackson • Jason Fontenelle • Courtney Anderson • Danielle Carter • Larry Davis • Paula Jordan 	

External Attendance Record

Present (In Person)	Present (Phone)	Absent
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*Action Required

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Members		Vendors
	25 Members were present	14 vendors were present

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I.	Members and their guests visited the community partner resource tables until the meeting started.			
II. Call to Order	<p>Joseph St. Mary began the meeting at 12:00 PM and welcomed everyone to the meeting.</p> <ul style="list-style-type: none"> Ms. Jessica Evins- Quality Coordinator of Women's Services, provided information about maternal services at the hospital and its clinics Joseph St. Mary introduced the Louisiana Healthcare Connections staff present 			
III. Announcements*	<ul style="list-style-type: none"> Nicole Carter provided instructions for the ice breaker game Brandon Sibley introduced the vendors present; each agency gave a brief explanation of services provided Members introduced themselves 			

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IV. Review/Approval of the Minutes*	N/A			
V. Old Business⁺	N/A			
VI. New Business – Member Experience*/ Member basic and specialized benefits	<p>A. Connecting with your benefits</p> <ul style="list-style-type: none"> ○ Brandon Sibley provided basic member information about Louisiana Healthcare Connections <ul style="list-style-type: none"> ○ 24-hour nurse advice line and behavioral health crisis counselors; access to over 39,2000 providers; member services ● Shaterica Brass explained the difference between the Member ID card and the Medicaid ID card ○ Dental benefits ○ Find a provider tool ○ Getting the right care at the right time (urgent care vs. ER) ● Larry Davis explained the basic benefits for each member ○ Transportation to appointments ○ Vision care (under 21 and over 21) 			

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	<ul style="list-style-type: none"> years of age) o Dental benefits o Pharmacy o My Health Pays healthy rewards program 			
VII. Baby Shower	<p>Courtney Anderson, Case Manager, spoke with the members about</p> <ul style="list-style-type: none"> A. Start Smart for Your Baby Program B. Care Management C. Cribs for Kids <ul style="list-style-type: none"> One member stated she received her crib in the mail D. Pre-natal and post-partum care <ul style="list-style-type: none"> o Eating healthy o Healthy choices concerning tobacco, alcohol and substance use o Cessation resources o Over the counter medications o Caffeine/ tannic acid o Physical activity o High blood pressure during pregnancy o Diabetes during pregnancy o Pre-term labor and delivery o Mom and Baby doctor visits (post-partum visit and well-baby visit) 	<p>One member stated that most dentists will not see pregnant moms</p>	<p>Courtney stated that members can get a referral from their OBGYN for a dental appointment if there is a need during pregnancy</p>	

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	<ul style="list-style-type: none"> ○ Getting settled at home ○ Safe sleep habits ○ Postpartum depression ○ Planning for your family ○ Feeding your baby: Breastfeeding or formula feeding ○ Caring for a crying baby and getting care for a sick baby ○ Vaccinations ○ Secondhand smoke <p>Fluoride varnish treatments</p>			
E. Member Advisory	<p>Tanzel Montgomery discussed: Possible Changes to Your Health Plan Were you switched? Update your information</p>			
F. Open Discussion/Member Feedback	<p>What is your overall satisfaction with the plan, your providers and transportation? What can the plan improve on or offer to make your experiences better? Cultural and Linguistic Services (CLAS)</p> <ul style="list-style-type: none"> • Tanzel Montgomery explained the meaning of CLAS 	<p>One member stated that the transportation company did not show up two times but she filed a complaint; She also stated that she could not get mental health</p>		

	<ul style="list-style-type: none"> Members can request printed material in different languages and large print Members were satisfied with the materials and services they receive from Louisiana Healthcare Connections There were three Spanish speaking members in attendance; translation assistance was provided 	<p>services for her 2 sons, who are members; she also stated that she cannot find out who her Case manager is when she calls in and there is no follow-up from LHCC CM</p> <p>One member stated she used the transportation company during her first pregnancy and she did not have any problems</p> <p>One member asked if there are services that we could provide for children to go to for play or calm space</p>		
G. Next Meeting Date⁺				
H. Adjournment*	There being no further business, Tanzel Montgomery thanked the members for their engagement and commitment to the Member Advisory Council. The		Provide next meeting date to members and staff	CHSR team

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	meeting was adjourned.			

Respectfully submitted,

Minutes prepared by (name & title): Paula Jordan, Community Relations Representative	Signature:	Date:
Minutes approved by (name & title): Evelyn Foster, Supervisor, Employee Engagement	Signature: 	Date: 04/01/2023