

# Member Advisory Council

## MEETING MINUTES

**Date:** June 28, 2023

**Time:** 4:00 PM – 6:00 PM

**Location:** Wonderwood Community Room- Alexandria, La

### Internal Attendance Record

Quorum, if applicable = *N/A*

Present (In Person)	Present (Phone)	Absent
	<ul style="list-style-type: none"> <li>• Maxine Gaslon</li> <li>• Imani Hickman</li> <li>• Megan Joiner</li> <li>• Ja'niecya Gradney</li> <li>• Karol Thompson</li> </ul>	

### External Attendance Record

Present (In Person)	Present (Phone) <i>Members</i>	Absent <i>Vendors</i>
	4 Members were present.	

+Informational or Old Business

\*Action Required

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Page 1 of 7

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I.	Members and their guests were treated to dinner prior to the start of the meeting.			
II. <b>Call to Order</b>	T. Montgomery began the meeting at 4:30 PM and welcomed everyone to the meeting.			
III. <b>Announcements<sup>+</sup></b>	<ul style="list-style-type: none"> <li>Announcement and introductions of new LHCC Marketing team members in attendance: Bryant Eaglin and Patrika Cassie</li> </ul>			
IV. <b>Review/Approval of the Minutes<sup>*</sup></b>	N/A			
V. <b>Old Business<sup>+</sup></b>	N/A			

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<b>VI. New Business – Member Experience*/ Member basic and specialized benefits</b>	<p>A. New Business- REDETERMINATION- Many questions asked about coverage, qualifications, letters, termination, etc.</p> <p>B. Old Business- Members had questions about some of their children who had been switched to a new health plan months earlier. I explained redistribution and how they can change their plans back to LHCC.</p> <p>C. T. Montgomery also opened the floor to discuss basic member benefits. Explained to members all the benefits at their disposal as LHCC members. The following were reviewed:</p> <ul style="list-style-type: none"> <li>a. Dental</li> <li>b. Vision</li> <li>c. Physical Health</li> <li>d. Behavioral Health</li> <li>e. Value Based Benefits</li> </ul> <p>i.</p>			
<b>A. Member Advisory</b>	<p>Cultural and Linguistic Services (CLAS)</p> <p>A. Tanel Montgomery explained the meaning of CLAS</p> <p>Members can request printed material in different languages and large print</p> <p>B. Members were satisfied with the materials and services they receive</p>			

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	from Louisiana Healthcare Connections			
<b>B. Open Discussion/Member Feedback</b>	<p>What is your overall satisfaction with the plan, your providers and transportation?</p> <ul style="list-style-type: none"> <li>Members are overall satisfied with plan. Members expressed concerns about pediatric providers and how there are few of them in the area. This was both with dental and physical health.</li> <li>The only kids dental provider was recently bought out and the wait is over 6 months out.</li> <li>Regarding transportation, one member said she hasn't used it since last year because of the wait time and delayed arrivals and pickups</li> <li>Members were satisfied with case managers at LHCC; pleased that our case managers follow up with them regarding care.</li> <li>Members were very pleased with LHCC. They expressed how nice our call center representatives are when they called and the easy access to case management</li> <li>One member mentioned how there was no problem getting approvals for specialists for</li> </ul>			

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	<p>her child who suffers with coalitis</p> <p>What can the plan improve on or offer to make your experiences better?</p> <ul style="list-style-type: none"> <li>▪ Transportation- see above</li> <li>▪ Improvement of some Providers/Contractors/Hospitals</li> <li>▪ Ongoing issues with Rapides Hospital- area residents refer to it as “Scrapides”</li> <li>▪ Access to care- members have to travel to Shreveport or Lafayette for sooner dental appointments (see above)</li> </ul> <p>Additional Discussion:</p> <p>PIP Focus Areas</p> <ul style="list-style-type: none"> <li>○ T. Montgomery led discussion and answered questions about LHCC 2023 Performance Improvement Projects: <ul style="list-style-type: none"> <li>▪ Fluoride Varnish- described services and application, reviewed recommended ages</li> <li>▪ HIV Screening- discussed ages, risk factors, and screening locations/opportunities</li> </ul> </li> </ul>			

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	<ul style="list-style-type: none"> <li>▪ CCS Screenings- reviewed ages and stats regarding cervical cancer</li> <li>▪ BH ToC- explained this was for all ages and that regular visits with PCPs are important to coordinate care</li> <li>▪ COVID 19 Vaccinations: advised age is 6 months and over. Group conversation revolved around the objections to vaccines. T.Montgomery discussed stats, virus changes, and where to find more information on COVID-19</li> </ul>			
<b>C. Next Meeting Date<sup>+</sup></b>	09/25/2023			
<b>D. Adjournment*</b>	There being no further business, Taniel Montgomery thanked the members for their engagement and commitment to the Member Advisory Council. The meeting was adjourned.			

+Informational or Old Business

\*Action Required

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Page 6 of 7

*Respectfully submitted,*

<b>Minutes prepared by (name &amp; title):</b> Tanzel Montgomery	<b>Signature:</b> <i>Tanzel J. Montgomery</i>	<b>Date:</b> 08/16/2023
<b>Minutes approved by (name &amp; title):</b> Evelyn Foster	<b>Signature:</b> <i>E. Foster</i>	<b>Date:</b> 8/16/2023