

# Member Advisory Council

MEETING MINUTES – JUNE 13, 2018

## MEMBERS:

10 members were represented

## OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Jamie Martin, Senior Marketing & Communications Specialist
3. Shaterica Brass, Community Health Services Representative
4. Kayla Cason, Care Manager I, (RN)
5. Sandy Darensbourg, Supervisor, Customer Service
6. Jason Rich, Peer Support Liaison, Behavioral Health
7. Rachael Gautreaux, Clinical Trainer
8. Jun Lee, Supervisor, Behavioral Health
9. Amanda Manning, Extra Mile (Community Partner)

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Agenda Item	Discussion	Action/Follow-up
Call to Order	Chelsea Graves called the meeting to order at 11:00 am.	
Review of Minutes	N/A	
New Business	<p><b>Welcome and Introductions</b></p> <ul style="list-style-type: none"> <li>▪ Chelsea Graves welcomed the members and their guests.</li> <li>▪ Louisiana Healthcare Connections’ staff shared individual introductions.</li> <li>▪ Chelsea reviewed the Member Advisory Council (MAC) agenda.</li> </ul> <p><b>New Member Welcome Packets</b></p> <p>Chelsea asked the members if they recalled receiving their member welcome packets and HRA screening calls.</p> <ul style="list-style-type: none"> <li>▪ Member stated that she recalled receiving the welcome packet and shared the opinion that the packet had a lot of information in it. She said she did not read all of the information because there was so much to read.</li> <li>▪ Member stated she recalled receiving the welcome packet, and that she did not read all of the materials in it. She said there was too much paperwork in the packet.</li> <li>▪ Chelsea described the contents of the welcome packet and explained the value of the materials in it. She encouraged the members to review the welcome packet to learn more about their benefits and the resources and support programs available to them.</li> </ul> <p><b>Health Risk Assessment and Other Screenings</b></p> <p>Chelsea asked if the members were familiar with the Health Risk Assessment (HRA).</p> <ul style="list-style-type: none"> <li>▪ Member said she recalled completing the HRA when she first became a member. She stated, “She called and asked me questions, and every time I needed services, she seemed concerned. I like that someone cares about us.”</li> <li>▪ Member stated she has been a member since 2012 and did not recall completing the HRA.</li> </ul> <p>Jun Lee and Kayla Cason provided an overview of Care Management. Both Jun and Kayla addressed questions and concerns from the members.</p> <ul style="list-style-type: none"> <li>▪ Member’s guest asked about care management services for children with ADHD. Jun Lee shared information about the services that Care Management provides to help the child overcome any barriers associated with ADHD.</li> <li>▪ Member’s guest asked where Louisiana Healthcare Connections is located. Chelsea explained that LHCC is headquartered in Baton Rouge but is a statewide health plan.</li> <li>▪ None of the members present indicated current enrollment, or a need for enrollment, in Care Management.</li> <li>▪ Member stated that a tree fell on her home that morning, causing extensive damage. She stated no one was hurt in the incident.</li> </ul>	<ul style="list-style-type: none"> <li>• Member will receive follow-up from Care Management to determine available assistance for home repairs and emergency shelter.</li> </ul>

### PCP and Specialist Experience

Chelsea asked members if they were linked to a PCP.

- Member stated that she needs a new PCP for her family. She stated that she is currently getting care at \_\_\_\_\_ and that the average wait time for a scheduled appointment is two hours or more. She said this interferes with her job. She also shared an experience with this practice. She said she received a postcard reminder for flu shots for herself and her children from LHCC. She scheduled an appointment with \_\_\_\_\_ and took the morning off work. She stated she and her children spent six hours in the waiting room for the scheduled appointment, and when they were finally taken to the exam room, they waited another 45 minutes only for the physician to come in and tell them the practice did not have any flu vaccine. She said she and her children never got their flu shots.
- Member stated that her current PCP is retiring and she is being connected to a new one within the same medical group. She said she did not need assistance in locating a new PCP.

Chelsea asked members to describe their doctors' willingness to listen and the quality of their visits.

- Member said she does not feel her provider listens to her concerns. She said she feels as if she has to tell the doctor what is wrong with her, and the doctor then treats whatever she says is the issue.
- Member said she feels comfortable asking her doctor questions. She said she feels as if she receives good care. She said she does not like that the lab services are performed off-site, but added that her doctor always schedules follow-up care with her before she leaves his office.
- Member's guest said she is on a different health plan and plans to switch to LHCC during Open Enrollment. She said she feels that she is treated differently as a Medicaid patient. She feels she has longer wait times for appointments than commercial members, and does not feel as if she receives a thorough visit. She stated that she has heard positive reviews of \_\_\_\_\_ and stated that she would like to be a patient there when she transitions to LHCC.
- Member's guest stated that she is also a member of another health plan. She shared that she has had to go to three different doctors to get the tests she needed. She stated that she received a poor diagnosis for her infant child that resulted in her taking the child to the ER, where the child was admitted for a serious upper respiratory infection. She shared member's complaints about \_\_\_\_\_ and stated that she feels as if she has to diagnose herself and shared the opinion that the practice should be "shut down" because of their lack of concern for patients.

### Transportation Services

- The members were aware of the transportation services. All members stated they are currently driving themselves to medical appointments.
- Member said she almost used the transportation services to get to Shreveport but ended up not needing the service.

- Follow-up will be provided to assist the member in finding a new PCP.
- The member was advised of the availability of free flu shots at area pharmacies and free transportation services to get her and her children to the pharmacy to have the flu shots.

- Shaterica (Community Health Services) educated the members about the Friends and Family Program. Members were not aware of the program, and appreciated learning about the program.
- Chelsea reminded the members that 48-hour notice is not required when requesting a ride to an urgent care center.

#### **Member Services (Call Center)**

Sandy Darensbourg provided an overview the Member Call Center.

- None of the members present had ever called the call center.
- Jun Lee provided information about the 24/7 Nurse Advice line, and Sandy shared information about the 24/7 Crisis Line.
- Chelsea reminded members that they can also connect with LHCC via private message on social media and find helpful information and health reminders from LHCC through social media.

#### **Member Rewards - CentAccount Program**

Chelsea provided an overview of the Member Rewards Program.

- All members stated they are aware of the rewards program and currently have CentAccount rewards cards.

#### **Community Health Services**

Shaterica provided an overview of the Community Health Services department. She also shared information about upcoming community events.

- Member shared information about a local church's back-to-school event that provides school supplies for children.
- Member's guest stated that community events such as free movies are held on the river in Monroe for families. She stated that she would like to see LHCC host events for children in the local area.
- Members stated that a local farmer's market is located in West Monroe. None of the members present use the farmer's market.

#### **Community Partner Spotlight – Extra Mile**

Amanda Manning, Director, provided an overview of Extra Mile services and programs.

- The members appreciated learning this information.
- Member's guest asked about the organization's job training programs. She asked if Goodwill is the only organization that Extra Mile partners with, and Amanda explained that they have many local employer partners and invited her to come by and receive a list of local job placement partners.

#### **Additional Member Questions & Concerns**

Louisiana Healthcare Connections staff addressed the below member questions and concerns.

- None of the members shared any additional questions.

	<p><b>Member Survey</b></p> <ul style="list-style-type: none"><li>▪ Each member was provided a Member Survey to complete.</li></ul> <p><b>Closing Remarks</b></p> <ul style="list-style-type: none"><li>▪ Chelsea thanked everyone for their attendance and participation in today's discussion.</li><li>▪ The meeting was adjourned at 12:32 p.m.</li></ul>	
<b>MAC Recommendations</b>	N/A	

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