

Member Advisory Council

MEETING MINUTES

Date: September 18, 2019

Time: 11:00 – 1:00 PM

Location: Houma, LA

Internal Attendance Record

Quorum, if applicable = *N/A*

Present (In Person)	Present (Phone)	Absent
Chelsea Graves, Community Relations Principal Amanda Gustavson, Marketing & Communications Specialist Wonda Crawford, Behavioral Health Care Manager		

External Attendance Record

Present (In Person) <i>Name & Title</i>	Present (Phone) <i>Name & Title</i>	Absent <i>Name & Title</i>
8 Louisiana Healthcare Connections members were represented		

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*Action Required

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Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Chelsea Graves called the meeting to order at 11:15 a.m.			
II. Announcements⁺	Chelsea welcomed the members and guests to the meeting and introduced the staff in attendance.			
III. Review/Approval of the Minutes*	N/A			
IV. Old Business⁺ A. [Enter topic here.]	N/A			
V. New Business* A. New Member Experience	Chelsea asked the members if they remembered getting packets in the mail when they first joined the plan. All of the members remembered receiving their welcome packet. Member said she liked the packet, but it contained a lot of information. She suggested making follow-up calls to new members to make sure they received the packet and understood the information. Member said she remembered receiving a new member welcome call that explained her benefits. She said the call was warm and friendly, very helpful, answered her questions and explained her benefits in a way that was understandable.			
B. Care Management	Chelsea stated that members may remember completing a health assessment when they enrolled in the plan. The health assessment is important because it helps us get to know them as a member. It also helps us to identify health needs			

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	<p>and other needs we can help with. Chelsea explained what the physical health team and behavioral health teams do for members and discussed integrated care. Chelsea asked if any of the members present were enrolled in Care Management. Member stated that she has a nurse come to her house every year to complete an assessment. Wonda discussed how the behavioral care management program can help members. Member asked how members can enroll in care management. Chelsea explained that members can call the Member Services number to be connected to a care manager. Additionally, Chelsea requested that all members interested in enrolling into Care Management inform us at the close of the meeting. Member asked if child wellness visits were different than care management. Wonda and Chelsea confirmed that they were different.</p>			
C. Primary Care Access	<p>Chelsea asked the members if they were currently connected with a PCP. All the members stated that they were. Chelsea asked the members if their PCP was close to their location. Member said her PCP was 10 minutes away; Member said her PCP was right down the road. Member said she drives 35 minutes to Thibodeaux to see her PCP, but she chooses to do so because she likes the service she gets there. She switched PCPs a while ago because she was experiencing long wait times (2 hours) with her previous PCP. With her current PCP, she has no issues with wait time. Member's guest said he also uses that practice and is always in and out quickly. Member said that the location has been better since _____ took it over. She has noticed a big difference. At</p>			

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	her last appointment, they called her back as soon as she signed in. Member said she has not had any issues or bad experiences with her son's PCP. Their old location was kid-friendly and there was always a short wait time. Her son has an appointment tomorrow, so it will be their first time visiting their new location. Member stated that she has a pretty good relationship with her PCP who is located in New Orleans. Chelsea offered to help her find a closer PCP, but Member said she would rather keep her current PCP.			
D. Specialist Care	Chelsea asked the members if any of them were seeing a specialist. Member shared that her son was seeing Dr. _____, a specialist at Children's in New Orleans, due to his having high cholesterol. He has been seeing Dr. _____ for about five months. Member described the office as safe with quick service. She said that Dr. _____ engages her son about being responsible for his health, communicates to them in an understandable way, and helps make caring for his health fun by giving him exercise challenges. Chelsea also explained the meaning of "in-network" and shared what Louisiana Healthcare Connections expects of its in-network providers. Chelsea asked if members had any issues scheduling appointments with their doctors. All of the members stated that they did not have any issues with scheduling.			
E. After-hours Care	Chelsea asked the members to share what they knew about Urgent Care facilities in their area. The members stated that there was only one nearby Urgent Care that accepts Louisiana Healthcare Connections. Chelsea stated that she would share that feedback with our provider networking team.			

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	<p>She also discussed the importance of getting the right care, in the right place, at the right time. She asked the members if any of them were using the ER for primary care. All of the members stated that they were not and were utilizing primary care.</p> <p>Chelsea shared information about our nurse advice line. Only one member stated that she already knew about the nurse line.</p>			
F. Benefits and Value-Added Services	<p>Next, Chelsea discussed the My Health Pays program. All of the members said they were aware of the My Health Pays card. Member wanted to know how to use My Health Pays reward dollars. Amanda gave an overview of the program including how to earn and spend rewards.</p> <p>Member needs a My Health Pays card for herself. Member needs cards for herself and her children.</p> <p>Member shared that she didn't know she had to use her reward dollars within a year and her rewards expired.</p> <p>Member asked if Louisiana Healthcare Connections still offered a reward for getting a mammogram. Amanda stated that we no longer offer a reward for that screening, but mammograms are still a covered benefit.</p> <p>Chelsea reminded all of the members that unlimited doctor visits are included in their plan. She asked the members if they had any issues getting their prescriptions. The members stated that they had not. Member said she had to pay a copayment of fifty cents on one medication. Chelsea reminded the members that they should never pay a copay of more than three dollars on a covered medication. Member said she had to pay \$45 at the pharmacy for acne medication</p>	<p>Issue new rewards cards to 2 members and their children.</p> <p>Mail Region 3 provider directories to all members in attendance</p>		

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	<p>prescribed for her daughter who is also a member. Chelsea suggested that the member talk to her daughter's doctor to see if he can prescribe a different medication that is covered. Chelsea then asked the members about their experience getting dental care. Member said she has been unable to find a dentist in her area. _____ accepts Louisiana Healthcare Connections, but when she calls, no one answers and no one returns her call when she leaves a message. Member said most dental offices tell her that they are either not taking new patients or that she will have to wait months for an appointment. Member said she will physically go to the doctor's office to make an appointment if no one returns her calls.</p> <p>Chelsea stated that she will mail provider directories to all of the members in attendance so they can see all the dentists in their area who accept Louisiana Healthcare Connections. Chelsea asked the members about their experience accessing vision care and using their benefits. Member stated that she was able to get glasses and an exam for herself and did not have to pay any money out of pocket. Member stated that she had to pay \$59 for one pair of glasses and \$300-\$400 for her prescription glasses.</p> <p>Chelsea reviewed the transportation benefit. None of the members had any questions or comments about the transportation benefit.</p>			
G. Member Education and Communication	<p>Amanda discussed the role of the member communications department. She also demonstrated that the Member Services number was on all printed materials and reminded the members that this was also the number to call for Nurse</p>		Follow up with member about bill from Specialist.	

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	<p>Advice, the Mental Health Crisis Line and to connect to Care Management. Amanda reminded the members to call Member Services if they have a change of address to ensure they receive important notifications from the health plan and LDH.</p> <p>Member said that she has Medicaid as a secondary insurance and received a bill for \$900 from a specialist who is not in our network. She paid the bill, but would like someone to follow up with her to explain why she got a bill.</p> <p>Amanda asked the members to provide feedback about the communications they received. The members all agreed that the communications were easy to understand and that the volume of the communications they were receiving was the right amount for them. Member stated that she would like to receive more communications by phone because they are very helpful. Three (3) members stated that they prefer communications via text message. Two (2) members said they would also like to receive communications via email, but two (2) members said they already receive too many emails. All of the members shared concerns about answering calls from numbers they did not recognize and concerns about phone scams. Member said her phone displays “Louisiana Healthcare Connections” when she gets a call from the health plan, but another member said her phone does not.</p> <p>Chelsea asked if members were aware that we had a Facebook page. Member said she was and often received notifications about posts by the health plan. Member said she was not aware. Chelsea suggested that members follow us on Facebook to stay informed about important health information and upcoming events and campaigns.</p>			

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H. Member Connections	<p>Chelsea explained the role of the Community Health Services Representatives (CHSR). She shared that Meghan, the CHSR for Region 3, was unable to attend but sent Chelsea a list of upcoming events in October. Chelsea shared the dates for several community events including an event at Bayou Blue Rec Center, a resource fair at the Houma Municipal Auditorium, a job fair at Fletcher Community College and a health fair at the Council on Aging in Raceland. Chelsea encouraged the members to come by and say hello if they see us at events.</p>			
I. Contract Update	<p>Chelsea asked the members if they had heard anything about the recent LDH decision regarding Medicaid contracts. None of the members had heard anything in the news or from their providers. Chelsea discussed what the LDH decision and appeal process meant for members.</p> <p>Member asked what would happen if Louisiana Healthcare Connections' contract does not get renewed. Chelsea stated that members would receive formal notification from LDH.</p> <p>Member stated that she was disappointed in LDH's decision because the other plans don't provide half the care Louisiana Healthcare Connections does. Chelsea stressed that members should continue to see their doctors and get their prescriptions. There will not be any interruption in their care while the appeal is pending. She asked the members to let us know immediately if they had any issues with providers not accepting our plan.</p> <p>Member asked about the process to enroll in Medicaid. Chelsea suggested that she call us so we can put her in</p>			

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	touch with the enrollment team.			
VI. Member Suggestions	<p>Chelsea asked the members if there were any other benefits that they would like to see us offer or if there were any other ways we could benefit the community. Two (2) members suggested a gym membership as a covered benefit. The Houma area has several fitness facilities including Anytime Fitness, Planet Fitness and the Workout Company.</p> <p>Chelsea asked members to stay attuned to our billboards, mail from the health plan and the news at this time. Member said she would like to see our billboards in her area so that we can advertise to more people. She often gives feedback to other Medicaid enrollees about her experience with the plan and encourages them to switch to Louisiana Healthcare Connections. All of the members stated that they have not seen any advertisements for Louisiana Healthcare Connections in their area.</p>			
VII. Next Meeting Date⁺	December 11, 2019			
VIII. Adjournment*	There being no further business, Chelsea adjourned the meeting at 12:55.			

Respectfully submitted,

Minutes prepared by (name & title): Amanda L. Gustavson	Signature: <i>Amanda L. Gustavson</i>	Date: 9-18-19
Minutes approved by (name & title): Chelsea T. Graves	Signature: <i>Chelsea T. Graves</i>	Date: 9-23-19

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