

Member Advisory Council

MEETING MINUTES

Date: September 25, 2022

Time: 1:00 PM – 4:00 PM

Location: 3542 Louisiana LA-1 S, Donaldsonville, LA 70346

Internal Attendance Record

Quorum, if applicable = *N/A*

Present (In Person)	Present (Phone)	Absent
<ul style="list-style-type: none"> • Paula Jordan, Community Relations Representative I • Josie Bonnette, Communications Specialist • Tanzel Montgomery, Community Relations Representative III 		

External Attendance Record

Present (In Person) <i>Name & Title</i>	Present (Phone) <i>Name & Title</i>	Absent <i>Name & Title</i>
<ul style="list-style-type: none"> • 4 Louisiana Healthcare Connections Members present in Break out Session #1 • 2 Louisiana Healthcare Connections Members present in Break out session #2 		

+Informational or Old Business

*Action Required

Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Break out session #1	Tanzel welcomed the members at 1:40 p.m. and called the first break out session to order.			
II. Member Feedback	<ul style="list-style-type: none"> • One member explained some issues with her doctor – not personable as a physician and has a hard time getting pain medication. • One member worked at Woman's Hospital for years and has seen both sides. She is not understanding why Medicaid patients are treated so negatively once they announce their MCO. Another member agreed she has the same issue. • One member stated she is having issues with authorization on a regular basis. They are not approving medication despite the doctor prescribing it. Another member said she is having similar issues. • One member said she has been on the wait list for two years and has yet to get a cleaning for herself or her kids. • Three members said they have been having issues with their children's ADHD medication and having to go in 30 days after the first appointment. They have to go back every time the medication is upped or changed every thirty days and show a great bit of distress. • One member has expressed her son's doctor has yet to see him in person but can't seem to get the medicine right. One member says she still has her son go to doctor in NOLA because there is no help in Donaldsonville for her son and his ADHD. • One member stated her heart doctor does not take LHCC despite someone she knows goes to the same doctor and 			

+Informational or Old Business

*Action Required

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Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
	they do take it.			
III. Break out session #2	Tanzel welcomed the members at 3:10 p.m. and called the second break out session to order.			
IV. Member Feedback	<ul style="list-style-type: none"> One member has been having trouble with transportation. He called our transportation services three days in advance and the day of they called they said they didn't have anyone to come pick him up. This was the second time, this happened and he ended up having to ride his bike. Another member hasn't had any problems at all. Services have been pretty good and doctors are meeting his needs for over 5 years. 			
V. Next Meeting Date*	Tanzel stated that the next meeting date would be communicated to members and health plan staff.			
VI. Adjournment*	There being no further business, Tanzel thanked the members for their engagement and commitment to the Member Advisory Council. Tanzel adjourned the meeting at 4 p.m.		Provide next meeting date to members and staff	Paula Jordan

Respectfully submitted,

Minutes prepared by (name & title): Josie Bonnette	Signature: Josie Bonnette	Date: 11/1/22
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