

Member Advisory Council

MEETING MINUTES – DECEMBER 12, 2018

MEMBERS:

21 members were present

OTHER ATTENDEES:

1. Chelsea Graves, Community Relations Principal
2. Sandy Darensbourg, Supervisor, Customer Service
3. Margaret Grant, Care Manager I
4. Elizabeth Wold, Behavioral Case Manager
5. Amanda Gustavson, Marketing and Communications Specialist
6. Tom Rowan, NAMI St. Tammany
7. Kialeigha Cook, Community Health Services Representative
8. Jason Fontenelle, Community Health Services Representative

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Agenda Item	Discussion	Action/Follow-up
Call to Order	Chelsea Graves called the meeting to order at 11:05 am.	
Review of Minutes	N/A	
New Business	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> Chelsea Graves welcomed the members and their guests. Louisiana Healthcare Connections' staff shared individual introductions. Chelsea reviewed the Member Advisory Council (MAC) agenda. <p>New Member Welcome Packets</p> <p>Chelsea asked the members if they recalled receiving their member welcome packets.</p> <ul style="list-style-type: none"> Some members expressed that the Welcome Packet is too complicated, and asked if it can be simplified. <p>Care Management, Health Risk Assessment and Other Screenings</p> <p>Chelsea introduced Margaret and Elizabeth and asked them to speak about Care Management. Margaret and Elizabeth provided an overview of the program, reviewed the different assessments with the members, and explained the process for enrolling. Elizabeth also reviewed the transportation and mileage reimbursement benefits.</p> <ul style="list-style-type: none"> Most of the members didn't know that Medicaid provides free transportation. Chelsea informed the members that the information pertaining to how to schedule transportation can be found within their packet. <p>Sandy reminded the members to call the Member Services line anytime, as we could be of assistance. Chelsea drew the participants' attention to the phone number for Member Services on the brochures and encouraged them to call the number with any questions or concerns. Elizabeth and Margaret explained the role of our Medical Directors in helping to find solutions for members. Chelsea encouraged members to take advantage of all the services offered by Louisiana Healthcare Connections.</p> <p>PCP and Specialist Experience</p> <p>Chelsea asked members if they were linked to a PCP.</p> <ul style="list-style-type: none"> The majority of the members expressed being actively engaged with their PCP. Some members did not have an assigned PCP because they were having issues locating one in Covington. The members were concerned because there are PCPs listed on the Find a Provider tool, but they are not accepting Medicaid patients. Most members agreed that _____ in Robert, LA is the only provider accepting Medicaid. Per Member, the Pain Management doctors are not accepting Medicaid. There's 1 doctor accepting Medicaid in Vidalia, LA. The doctor's name is _____, he's approximately 3 hours away. Member has been without a PCP for 3 years. She cannot find a doctor. 	<p>Chelsea advised that she would share the feedback with the Marketing team to see if it's possible to simplify the Welcome Packet.</p> <p>Outreach will be made to members, and assistance will be provided to connect members to a PCP.</p>

- Member is having issues with her current PCP at _____. Member's established PCP doesn't have any appointments available until 1/10/2019.
- Member's daughter is in need of a doctor that can treat her for anxiety.
- Member stated that cannot find a PCP in Covington, and requested assistance.

Chelsea explained that Louisiana Healthcare Connections works closely with the providers within our network. We ask about PCP and specialist experience because we use that information to address issues with providers to ensure our members' needs are met.

Transportation Services

Chelsea shared details about the transportation services, and asked the participants about public transportation in their area.

- Members were aware of the transportation services, and some utilize the service.
- Members asked about the process to get reimbursed for mileage. Chelsea answered member's question about the process.
- There were no other questions about transportation.

Nursewise

- Chelsea asked members if they were familiar with our 24 hour nurse hotline.
- Some members did not know that we provided the benefit.
- Chelsea thoroughly explained nursewise and told the members where they can find the information about the hotline within the packet.

Dental and Vision Benefits

Chelsea gave an overview of the dental and vision benefits and called attention to the related brochures in the packets.

- Members were familiar with our dental and vision benefits.
- Chelsea provided members with detailed information about our new value-add benefit that will become effective in 2019. Chelsea told the members that dental services for adults will no longer be limited to FQHCs, and that Louisiana Healthcare Connections is revising the dental benefits to offer member richer coverage options.
- There were no other questions about vision or dental benefits.

Member Rewards - CentAccount Program

Chelsea provided an overview of the CentAccount Member Rewards Program.

- Several members requested new CentAccount cards.
- Sandy informed members requesting new ID cards that replacement CentAccount cards can only be sent if there's a balance on the CentAccount card.

Follow-up will be provided to members to ensure they are linked to PCPs and Behavioral Health professionals.

Follow-up will be provided to members requesting replacement CentAccount cards.

<ul style="list-style-type: none"> There were no more questions regarding CentAccount. <p>Chelsea asked if the members had any questions pertaining to benefits.</p> <ul style="list-style-type: none"> Member inquired about a fitness membership. Chelsea said fitness memberships are not being offered at this time. Member inquired about covered prescriptions. Member stated that she is having issues with getting the hydrocortisone spray covered for her child. Member said that Louisiana Healthcare Connections covers the cream, but not the spray, and the spray is the only thing that helps her child. Member tried to get a prior authorization for the spray, but the prior authorization was denied. Elizabeth informed Member that she can appeal the denied prior authorization. <p>Member Services (Call Center)</p> <p>Chelsea and Sandy Darensbourg provided an overview of the Member Services Call Center. Sandy asked if anyone had called the Call Center.</p> <ul style="list-style-type: none"> Most of the members stated that they have called the call center. Members reported primarily calling the health plan to find a PCP or a dentist within their area. Members also called Member Services to find out which prescriptions are covered. <p>Pharmacy</p> <p>Chelsea asked the members if they had any questions or needs concerning pharmacy. She also asked if anyone had been asked to pay a co-pay and, if so, the amount paid. She reminded members that they should never have to pay a co-pay more than \$3.</p> <ul style="list-style-type: none"> Member stated that she is having issues with getting her asthma medicine because it isn't covered. <p>Community Health Services</p> <p>Jason provided an overview of the Community Health Services team. He mentioned some of the upcoming events in the Covington area.</p> <ul style="list-style-type: none"> Free vaccination day will be held on 12/13/2019 in region 9. Members can go to any healthcare unit in the state to receive free vaccinations. Jason also shared details regarding the upcoming clothing drive that will be held in Covington. <p>National Alliance on Mental Illness (NAMI) ST. Tammany</p> <ul style="list-style-type: none"> Tom Rowan, Project Manager, NAMI St. Tammany, spoke about their program. Tom provided members with information regarding NAMI's day program for adults with behavioral issues. Tom invited anyone with behavioral health issues to their organization, and provided members with detailed information about all of their services. Tom gave business cards to all interested members, and he provided everyone with their website: NAMISTammany.org. 	<p>Follow-up will be provided to address member's allergy medication and prior authorization request.</p> <p>Follow-up will be provided to address member's asthma medicine issue.</p>
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	<p>Member Communications</p> <p>Chelsea solicited feedback from the members on how they like to receive communication from the health plan. She asked if they preferred outreach via phone call or mailing. Chelsea suggested that members connect with us on Facebook to find out about upcoming events.</p> <ul style="list-style-type: none"> ▪ Most of the members stated that they don't change their cell phone numbers often. ▪ Member said the member mailings work for her. She confirmed receiving a phone call inviting her to the event. ▪ Member stated that she appreciated receiving postcards and a phone call inviting her to the event. <p>Member Orientation/Welcome</p> <p>Chelsea solicited member feedback on their interest and availability regarding member orientation events.</p> <ul style="list-style-type: none"> ▪ All of the members said an orientation would be beneficial, and they would be interested in attending such an event. <p>Additional Member Questions & Concerns</p> <p>Louisiana Healthcare Connections staff addressed the following member questions and concerns:</p> <ul style="list-style-type: none"> ▪ Member stated that she felt connected after the conclusion of the presentation. ▪ Member said it was very educational. ▪ Everyone gave the venue a "10." <p>Member Survey</p> <ul style="list-style-type: none"> ▪ Each member was provided a Member Survey to complete. <p>Closing Remarks</p> <ul style="list-style-type: none"> ▪ Chelsea thanked everyone for their attendance and participation in today's discussion. ▪ The meeting was adjourned at 1:15 p.m. 	
MAC Recommendations	N/A	

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