



## AGENDA

### Member Advisory Committee Agenda & Minutes

Date: March 30, 2019 11:00 a.m. – 1:00 p.m.

Location: Southern University at New Orleans

- I. Welcome & Call to Order  
Approval of Minutes Q4 MAC Meeting (Dec. 2018)
- II. Aetna Better Health of Louisiana Mission.....Brittany Alexander
- III. Connecting with Member Services, Our Role.....Tonya Nelson
- IV. Member Success Stories/ Questions.....Aetna Members
- V. Thanks, Appreciation & Dismissal..... Brittany Alexander



## Minutes

### Member Advisory Committee Agenda & Minutes

Date: March 30, 2019 11:00 a.m. – 1:00 p.m.

Location: Southern University at New Orleans

Attendees: Jessica Trepagnier, Brittany Alexander, Tonya Nelson, eleven Aetna Members and a representative from Southern University

Meeting called to order by Jessica Trepagnier at 11:05 a.m.

Ms. Jessica Trepagnier presented the meeting minutes for Q4 MAC Meeting were motioned and approved by attendees.

Ms. Alexander welcomed the ABH members to the meeting and spoke about the mission of ABH. She then introduced the remainder of the ABH staff:

Brittany Alexander, Community Outreach Coordinator

Tonya Nelson, Member Services

Jessica Trepagnier, Community Outreach Manager

Ms. Tonya Nelson reviewed the role of member services and showed members what their Explanation of benefits look likes, how to receive, review and what to do if corrections need to be made.

The meeting was opened for questions from members

ABH members talked about the aspects of the health plan that they enjoyed, things they would like to see: better communication with case management, and more community events.

Ms. Alexander thanked everyone for attending and ABH members were given \$15 gift cards for transportation.

Ms. Trepagnier dismissed the meeting at 1:00 p.m.