



Aetna Better Health® of Louisiana

## MINUTES OF THE AETNA BETTER HEALTH OF LOUISIANA Q1 MAC MEETING March 26, 2021

The Aetna Better Health of Louisiana Member Advisory Council met in virtual session on Friday, March 26, 2021, at 11:00am. The meeting was held virtually through a WebEx.

### Council Members

present: Elizabeth Oubre

Jessica Trepagnier

Representative(s) from  
LDH & LSU Ag Center

Jessica Guillory

### Call to Order

Co-Chair, Jessica Trepagnier called the meeting to order at 10:05am

Introductions were given by everyone in attendance.

Policy Statement read by Jessica Trepagnier, Co-chair  
MAC Ground Rules & Responsibilities, Jessica Trepagnier

Quality Management- Ashlyn Marceau, HEALTH CARE QM PROJCT MGR  
Activities /Gift Card Incentives  
Member Educational Materials  
Strategies to Improve HEDIS

Health Care Equity-D'Andra Odom, BUS PROJECT PROGRAM MGR  
Cultural Competency and Advocacy  
Community Initiative & Educational Events

Member Engagement, Elizabeth Oubre, MGR, SERVICE OPERATIONS  
Member Portal  
Member Eligibility  
Reapplying

Member ID Cards  
Service Available

Community Outreach-Jessica Trepagnier, MGR, COMMUNITY DEV

Back to School  
Job Skills Training  
Health Hubs  
Virtual Education

Open discussion by group.

Meeting Adjourned- 12:20am

