



Meeting Agenda & Minutes

Q3 EAC Meeting

Meeting Title: Q3 Enrollee Advisory Committee						
Date: 8/22/2024	Begin Time: 10:05am	End Time: 11:18am	Location: 1731 W Prien Lake Rd, Lake Charles, LA 70605			
Note Taker	Trajan Morrissette, Marketing & Communications Analyst					
Meeting host	Nikesha Rodrigue, Lead Director of Marketing & Community Development					
✓ Invitees Box has ✓ if invitee was present.	✓	Amber McCoy (ABHLA)	✓	Kelly Gay (ABHLA)	✓	Dr. Ann Lagarbo (ABHLA CMO)
	✓	Andrea Fitte (ABHLA)	✓	Angie Lockwood (ABHLA)	✓	Jewel LaRussa (Guest-member)
	✓	Nikesha Rodrigue (ABHLA)	✓	Melanie Mason (ABHLA)	✓	Brenda Thibodeaux (SWLA Center for Health Services)
	✓	Jessica Groves (ABHLA)	✓	Taressia White (ABHLA)	✓	Deborah Guillory (SWLA Center for Health Services)
	✓	Amber McCoy (ABHLA)	✓	Sabryna Herring-Antwine (ABHLA)	✓	Jade Schultz (Guest)
	✓	Camala Ward (ABHLA)	✓	Floyd Hodoh (ABHLA)	✓	Angela Williams (Guest)
	✓	Judy Gibson-Houston (ABHLA)	✓	Sandra Trammell (ABHLA)	✓	Kimberly Heckard-United Way SWLA (Guest)
	✓	Jess Hall (ABHLA CEO)	✓	Chenise Taylor (ABHLA)	✓	Lily Nguyen- (Guest)
	✓	Ashley Madison (ABHLA)	✓	Amanda Angel (ABHLA)	✓	Donald Fondel (SWLAHEC)
	✓	Trajan Morrissette (ABHLA)	✓	Tamica Matthews Holland (ABHLA)	✓	Kayla Ardoin (Office of Public Health)
	✓	Megan Diggs (ABHLA)	✓	Diana LaRussa (Aetna member) Tabitha Nicholas (NOW Nutrition)	✓	Marsha Goodly (Office of Public Health) Leticia Pete (Etta Pete Sickle Cell Anemia Foundation)
✓	Michelle Lafitte (ABHLA)	✓	Tamala Edwards (ABHLA)	✓	Davelyn Patrick (FHFSWLA) Debra Guillory	

Facilitator	Discussion notes
Nikeshia Rodrigue	<ul style="list-style-type: none"> ➤ Welcome ➤ Introductions ➤ Policy Statement ➤ EAC Ground Rules, Roles & Responsibilities ➤ Member Services <ul style="list-style-type: none"> ▪ Services available for enrollees ▪ Enrollee ID Cards & Portal
Tamica Matthews-Holland - Member Services	<ul style="list-style-type: none"> ➤ Language Services ➤ Transportations Services ➤ Vision Services ➤ Pharmacy Vendor- Magellan ➤ DentaQuest ➤ Member ID Cards ➤ Any enrollment questions regarding ABHLA members can reach out to Member Services. ➤ Nikeshia Rodrigue- Touches on Member portal and will show demonstrate how to use it.
Angie Lockwood-Quality	<ul style="list-style-type: none"> ➤ Fluoride Varnish ➤ HEDIS- standard that helps the plan evaluate the level of care that member receives. ➤ Educational member messaging- Flyers, Text, QR Codes or emails. ➤ Melanie Mason- Maternity Matters ➤ Melanie Mason- Value Added Benefits, expounds on OTC and Job & Life skills courses.
Michelle Lafitte-Behavioral Health	<ul style="list-style-type: none"> ➤ Crisis Hotline- 24/7 Crisis Hotline ➤ Mentions ABHLA is looking for providers in the Lake Charles area
Nikeshia Rodrigue- Care Management	<ul style="list-style-type: none"> ➤ Care Management Services ➤ Description of Care Management Services ➤ How to request Case Management ➤ Provides Care management email address and speaks on referral process.
Andrea Fitte-Health Equity	<ul style="list-style-type: none"> ➤ What is Health Equity ➤ 2024 Health Equity Plan ➤ Develop Community Partnerships ➤ Health Equity Committees ➤ Discusses C.L.A.S.S / Health Equity Task force
Ashley Madison-SDOH	<ul style="list-style-type: none"> ➤ What is SDOH ➤ Looking to close all gaps and bring SDOH to the forefront within the next year ➤ SDOH Chart defining exactly what SDOH is comprised of ➤ Diagram of closed loop ➤ Touches on member portal and link to Community Resource Directory
Nikeshia Rodrigue-WITC/CRC & Outreach	<ul style="list-style-type: none"> ➤ CRC details and use for members and providers alike. ➤ Vending Machine which retrieves data on what products are used on a daily basis. ➤ Speaks to CRC responsibilities and events for the remainder of the year. ➤ Upcoming Events & Member Engagement ➤ Hygiene closets for both men and women in schools around the state. ➤ Speaks to collaborations with Faith Based Organizations ➤ Link to Outreach Team events ➤ Open Enrollment- October 15th - December 2nd ➤ Wage Checks


Action items	Owner	Deadline	Status
Reach out to SDOH Manager, Ashley Madison to pull membership, and SDOH need analysis for Vinton, La.	Jessica Groves	9/29	pending
Member, Jewel LaRusso stated she has called every vendor on the Eye Med List that was provided to her, and there is no vendor in Lake Charles accepting ABHLA for vision. Member has been directed by providers to switch plan in October to receive the vision benefit.	Jessica Groves	10/1	Pending
Member stated their were also no urgent cares in the Lake Charles area	Jessica Groves	10/1	Pending

Question and Answer Section

Open discussion	CBO suggested ABHLA look into outreach efforts in Vinton, La. at the Baptist Church.
Time allotted	

Question	Asker (Full Names)	Responder (Full Names)	Answer
How can we access VAB	Davelyn Patrick	Nikeshia Rodrigue	Member Services can assist however we are pushing the member portal to streamline those processes
How can members reach out to be a part of Care management.	Davelyn Patrick	Nikeshia Rodrigue	Members can contact member services and file a referral.
Is the CRD tailored to every area across the state	Debra Guillory	Ashley Madison	Yes, Members may filter results to show local resources.
Is there a CRC in every region?	Marsha Goodly	Nikeshia Rodrigue	No, however we would love for it to reach all regions.
How does ABHLA deal with Language barriers?	Diana LaRussa	Nikeshia Rodrigue	Be it that our team does not consist of any bilingual reps we will connect members with Language services and they will assist.
Do we support Outlets like second harvest	Marsha Goodly	Nikeshia Rodrigue	Yes, we support food pantries if you see these issues, please communicate them to us so we may provide services in those areac.
Has ABHLA considered hiring language specialist to combat language barriers?	Lily Nyguen	Nikeshia Rodrigue	I have interviewed many bilingual individuals, we have not had any luck.

****Please embed documents and presentations**

Presentation	Documents
 EAC Q3 _HE Slides.pptx	

Next Meeting

Topic	Date	Location
Q4 EAC Meeting Region 9	November 7, 2024	<u>15485 W Club Deluxe Rd, Hammond, Louisiana 70403</u>