



Meeting Agenda & Minutes

Q1 EAC Meeting

Meeting Title: Q3 Enrollee Advisory Committee					
Date: 03.26.2026	Begin Time:	End Time:	Location: ABHLA CRC WITC 5353 Essen Lane, Suite 150 Baton Rouge, Louisiana 70809		
	10:05am	10:47am			
Note Taker	Amber Maze, Marketing Communications Analyst				
Meeting host	Nikeshia Rodrigue, Lead Director of Marketing & Community Development				
Present Attendees (In Person and Virtual)		Sharena Alexander		Lorenzo Richard	Paul Mooney
		Alicia Richbourg		Ashley Madison	
		Mark Alsay		Teshesha McBride	
		Eunice Arthur		Trajan Morrissette	
		Lakeshia Banks		Arlene Pangan – Loots	
		Temika Cooks		Tamala Prevost	
		Magean Diggs		Patrice Scott	
		Donna Ricard		Mary Speed	
		Alyssa Gerlack		Mitchell Thomas	
		Jessica Groves		Camala Ward	
		Kaitlin Mars		Kenisha Washington	

		Angie Lockwood		Kennedy Jorvis		
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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 ▪ Language and Transportation Services ▪ Enrollee ID Cards & Portal
Nikeshia Rodrigue - Member Services	<ul style="list-style-type: none"> ➤ Language Services ➤ Transportations Services ➤ Vision Services ➤ Pharmacy Vendor- ➤ DentaQuest ➤ Member ID Cards ➤ Any enrollment questions regarding ABHLA members can reach out to Member Services. ➤ 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. ➤ Health Literacy Flyer walkthrough ➤ Maternity Matters ➤ Value Added Benefits, expounds on OTC and Job & Life skills courses.
Nikeshia Rodrigue - Behavioral Health	<ul style="list-style-type: none"> ➤ Crisis Hotline- 24/7 Crisis Hotline
Sharena Thomas - Case 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.
Nikeshia Rodrigue- Health Equity	<ul style="list-style-type: none"> ➤ What is Health Equity ➤ 2026 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
Camala Ward- WITC/CRC Nikeshia Rodrigue- Community Outreach	<ul style="list-style-type: none"> ➤ CRC details and use for members and providers alike. ➤ Speaks to CRC responsibilities and events for the remainder of the year. ➤ Upcoming Events & Member Engagement ➤ CVS will be starting a Virtual Job Training for CVS Stores ➤ CRC is going to become a voluntary site for all tax preparations for Aetna members. ➤ Discusses link to Outreach Team events

Action items	Owner	Deadline	Status

Question and Answer Section

Open discussion			
Time allotted			
Question	Asker (Full Names)	Responder (Full Names)	Answer

****Please embed documents and presentations**

Presentation	Documents
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Next Meeting

Topic	Date	Location
Q2 EAC Meeting	TBD	TBD