

Meeting Agenda & Minutes

Meeting Title: Enrollee Advisory Council Quarterly Meeting (Q1 2024)			
Date: 2/8/2024	Begin Time: End Time: 10:15pm 11:03pm	Location : Virtual/Lafayette Public	c Library Downtown
Note Taker	Trajan Morrissette, Marketing and Communications Analyst		
Meeting host	Nikesha Rodrigue, Community Dev	elopment Lead Director	
✓Invitees	Morrissette, Trajan	Griffen, Anissa	✓ Blueitt, Cassandra
Box has if invitee was present.	Fitte, Andrea	Ward, Camala	Lewis, Ireion
	Rodrigue, Nikesha L	Lafitte, Michelle R	✓ McCoy, Amber
	✓ Groves, Jessica	Chasity Denny	✓ Smith, Contrissa
	Speed, Mary M	✓ Hodoh, Floyd	✓ Thomas, Sharena
	White, Taressia M	Jones, Ronald	
	✓ Jack, Corey	✓ Holmes, Jermika	
	✓ Lockwood, Angie	Arthur, Eunice	
	✓ Madison, Ashley J	LaFleur, Laurie (Guest)	
	Gibson Houston, Judy A	Cooks, Temika	

Facilitator	Discussion notes
Nikesha Rodrigue	 Introductions Agenda Roles & Responsibilities
Nikesha Rodrigue	Services Available for Enrollees Language Services One Call Superior Vision CVS Caremark DentaQuest Member ID Cards Enrollee Eligibility ABH Member Portal
Nikesha Rodrigue, Angie Lockwood	Quality Gift card incentives – beginning 1/1/2023 Value added Benefits – beginning 1/1/2023 Covid incentive Fluoride varnish application improvement program CAHPS Survey is coming for enrollees beginning 2/14/2023 Strategies to improve HEDIS HEDIS outreach team – contact to schedule appointments Educational materials – text messages, mail, emails, appointment reminders Preventative Programs – programs to help improve care Value-Added Benefits- Full list of benefits including ne Asthma Benefit details for 2024
Chasity Denny	Care Management CM services- Housing, Peer Support, Employment Description of CM services Request for CM- includes email, fax information and phone number
Michelle Lafitte	Behavioral Health • Louisiana BH crisis line includes QR code that will direct member to website

Andrea Fitte Healthcare Equity Cultural Competency and Advocacy along with responsibilities Community Initiatives and Educational Events **Ashley Madison** Social Determinants of Health (SD0H) Identifying and addressing needs of enrollees throughout the state and linking them to resources Community Resource Directory- Connecting enrollees with resources FindHelp - directory of social services and resources -Community Outreach Food Distribution Nikesha Financial Literacy Legacy Institute Partnership Rodrigue, Floyd Faith-Based Partnerships Hodoh, Taressia Community Resource Center/ Workforce Innovation & Training Center White **Local Events Health Education** Health Hubs - in store -Community Resource Center/ Workforce Innovation & Training Center

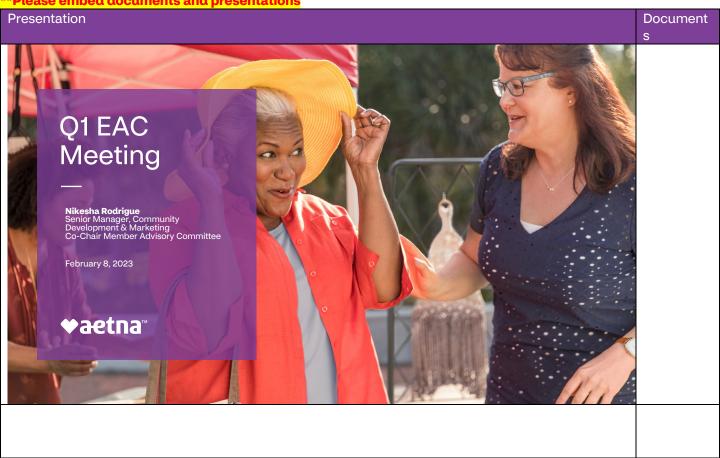
Action items	Owner	Deadline	Status

Question and Answer Section

Bus passes

Question	Asker (Full Names)	Responder (Full Names)	Answer
Is transportation offered to members to CRC/WITC	Sharena Thomas	Nikesha Rodrigue	At this particular moment we are in discussion with CATS about possible bus passes to transport members to and from in the future.
What is the location of the CRC	Laurie LaFleur	Floyd Hodoh	Location was sent in chat.

**Please embed documents and presentations



Next Meeting

Topic	Date	Location
Q2 EAC Meeting	May 9, 2023	5353 Essen Lane Baton Rouge, LA 70809