

## **Meeting Agenda & Minutes**

| Meeting Title: Enrollee Advisory Council Quarterly Meeting (Q1 2023) |  |                                |                        |  |
|--|--|--------------------------------|------------------------|--|
| Date: 2/8/2023   | Begin Time: End Time: 10:05pm 12:00pm                  | Location: Virtual/Lafayette Pt | ublic Library Downtown |  |
| Note Taker   | Alyssa Gerlack, Marketing and Communications Analyst   |                                |                        |  |
| Meeting host   | Nikesha Rodrigue, Community Development Senior Manager |                                |                        |  |
| ✓Invitees  | Gerlack, Alyssa I                                      | Born, Richard C                | ✓ Telemagnus Thibideux |  |
| Box has if invitee was present.                                      | Burton, Melder   | Black, Whitney W               | ✓ Desmond Neal         |  |
|  | Rodrigue, Nikesha L                                    | Lafitte, Michelle R            | ✓ Marc Stevenson       |  |
|  | ✓ Groves, Jessica                                      | Neely, Carla L                 | ✓ Chiperry Mamon       |  |
|  | Speed, Mary M  | Juleah Joseph (Guest)          | ✓ Myrus Spears         |  |
|  | ✓ White, Taressia M                                    | Lupo, Melissa L                | Cash Mouton            |  |
|  | ✓ Bognar, James E                                      | Thomas-Scott, Brandi S         |                        |  |
|  | ✓ Lockwood, Angie                                      | Robinson, Ashley A             |                        |  |
|  | ✓ Madison, Ashley J                                    | <b>✓</b> Brandon Stokes        |                        |  |
|  | Gibson Houston, Judy A                                 | ✓ Danny Doucet                 |                        |  |
|  | Smith, Contrissa M                                     | Marcel Dugar                   |                        |  |
|  | *  | •                              |                        |  |
|  |  |                                |                        |  |

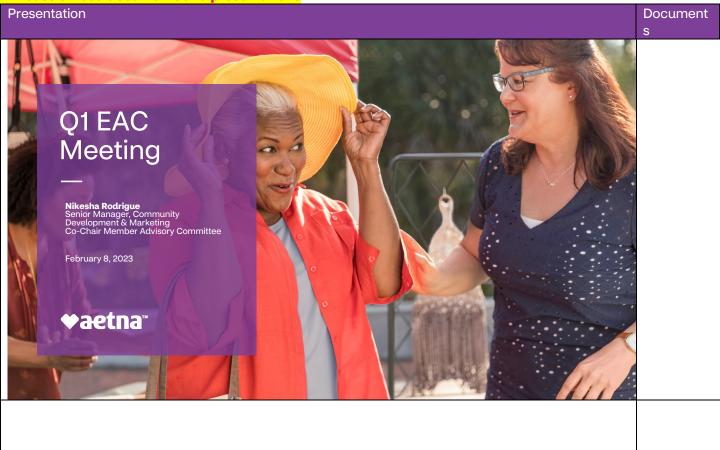
| Facilitator                    | Discussion notes   |
|--------------------------------|--|
| Nikesha<br>Rodrigue            | <ul> <li>Introductions</li> <li>Ground Rules</li> <li>Roles &amp; Responsibilities</li> </ul>  |
| Nikesha<br>Rodrigue            | Services Available for Enrollees      Language Services     One Call     Superior Vision     CVS Caremark     DentaQuest  Member ID Cards Enrollee Eligibility ABH Member Portal   |
| James Bognar,<br>Melder Burton | 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 |
| Nikesha<br>Rodrigue            | Healthcare Equity  Cultural Competency and Advocacy  Community Initiatives and Educational Events  |

## **Angie Lockwood** Social Determinants of Health (SD0H) Identifying and addressing needs of enrollees throughout the state and linking them to resources Connecting enrollees with resources FindHelp – directory of social services and resources Pyx Health - 24/7 technology platform available for enrollees to reduce loneliness and social isolation Nikesha Community Outreach Rodrigue Food Distribution Job Skills Training In person Baby Showers Health Education Health Hubs – in store List of local events through Q1 and Q2 **Notes:** Michelle Lafitte gave description of crisis services and listed services and phone number into chat box Open discussion **Questions listed below** Time allotted **Action items** Owner Deadline **Status**

## **Question and Answer Section**

| Question  | Asker (Full Names) | Responder (Full<br>Names) | Answer   |
|---|--------------------|---------------------------|--|
| What is the wash dry screen event?              | Attendee           | Nikesha                   | The plan pays for you to wash and dry 2 full loads of laundry and offers health screenings while you wait. |
| How long do I have to switch over to this plan? | Attendee           | Nikesha                   | You have until March 31st  |
|   |                    |                           |  |

\*\*Please embed documents and presentations



## **Next Meeting**

| Topic          | Date       | Location    |
|----------------|------------|-------------|
| Q2 EAC Meeting | March 2023 | Baton Rouge |
|                |            |             |