



# Meeting Agenda & Minutes

Meeting Title: Enrollee Advisory Council Quarterly Meeting (Q4 2022)						
<b>Date:</b> 12/21/2022	<b>Begin Time:</b> 12:05pm	<b>End Time:</b> 1:00pm	<b>Location:</b> Virtual			
<b>Note Taker</b>	Alyssa Gerlack, Marketing and Communications Analyst					
<b>Meeting host</b>	Nikesha Rodrigue, Community Development Senior Manager					
✓ Invitees  Box has ✓ if invitee was present.	✓	Keshia Holmes (ABHLA)	✓	Temika Cooks (ABHLA)	✓	Amber McKoy
	✓	Ashley Madison (ABHLA)	✓	Angie Lockwood (ABHLA)	✓	(no name – called in)
	✓	Nikesha Rodrigue (ABHLA)	✓	Chastity Denny (ABHLA)	✓	Stephanie Jimes
	✓	Ciara Harris (ABHLA)	✓	Melissa Lupo (ABHLA)	✓	Shannon Klein
	✓	Liz Oubre (ABHLA)	✓	Arlene Pangan-Loots (ABHLA)	✓	Sherita King
	✓	Ciara Harris (ABHLA)	✓	Camala Ward (ABHLA)		
	✓	Richard Born (VP ABHLA)				
<b>Facilitator</b>	<b>Discussion notes</b>					

<p><b>Nikeshia Rodrigue</b></p>	<ul style="list-style-type: none"> <li>• Introductions</li> <li>• Ground Rules</li> <li>• Roles &amp; Responsibilities</li> </ul>
<p><b>Liz Oubre</b></p>	<p>Services Available for Enrollees</p> <ul style="list-style-type: none"> <li>• Language Services</li> <li>• One Call</li> <li>• Superior Vision</li> <li>• CVS Caremark</li> <li>• DentaQuest</li> </ul> <p>Member ID Cards Enrollee Eligibility ABH Member Portal</p>
<p><b>Ciara Harris</b></p>	<p>Quality</p> <ul style="list-style-type: none"> <li>• Gift card incentives – beginning 1/1/2023</li> <li>• Value added Benefits – beginning 1/1/2023</li> <li>• Strategies to improve HEDIS</li> <li>• HEDIS outreach team – contact to schedule appointments</li> <li>• Educational materials – text messages, mail, emails, appointment reminders</li> <li>• Preventative Measures</li> </ul>
<p><b>Nikeshia Rodrigue</b></p>	<p>Healthcare Equity</p> <ul style="list-style-type: none"> <li>• Cultural Competency and Advocacy</li> <li>• Community Initiatives and Educational Events</li> </ul>
<p><b>Angie Lockwood</b></p>	<p>Social Determinants of Health (SDOH)</p> <ul style="list-style-type: none"> <li>• Identifying and addressing needs of enrollees throughout the state</li> <li>• Connecting enrollees with resources</li> <li>• FindHelp – directory of social services and resources</li> <li>• Pyx Health – 24/7 technology platform available for enrollees to reduce loneliness and social isolation</li> <li>•</li> </ul>

<b>Nikeshia Rodrigue</b>	Community Outreach <ul style="list-style-type: none"> <li>• Food Distribution</li> <li>• Job Skills Training</li> <li>• In person Baby Showers</li> <li>• Health Education</li> <li>• Health Hubs – in store</li> </ul>
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<b>Open discussion</b>  <b>Time allotted</b>	<b>Notes:</b> <ul style="list-style-type: none"> <li>• (no questions were asked)</li> </ul>
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Action items	Owner	Deadline	Status

### Question and Answer Section

Question	Asker (Full Names)	Responder (Full Names)	Answer

**\*\*Please embed documents and presentations**

Presentation	Documents
 Q4%20MAC%20Meeting%202022.pptx	

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**Next Meeting**

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Topic	Date	Location
Q1 EAC Meeting	February 2023	<u>TBD</u>