



Meeting Agenda & Minutes

Meeting Title: Enrollee Advisory Council Quarterly Meeting (Q1 2023)						
Date: 2/8/2023	Begin Time: 10:05pm	End Time: 12:00pm	Location: Virtual/Lafayette Public Library Downtown			
Note Taker	Alyssa Gerlack, Marketing and Communications Analyst					
Meeting host	Nikesha Rodrigue, Community Development Senior Manager					
✓ Invitees <div style="background-color: yellow; padding: 2px;"> Box has ✓ if invitee was present. </div>	✓	Gerlack, Alyssa I	✓	Born, Richard C	✓	Telemagnus Thibideux
	✓	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	✓	Brandon Stokes		
	✓	Gibson Houston, Judy A	✓	Danny Doucet		
	✓	Smith, Contrissa M	✓	Marcel Dugar		

Facilitator	Discussion notes
Nikeshia Rodrigue	<ul style="list-style-type: none"> • Introductions • Ground Rules • Roles & Responsibilities
Nikeshia Rodrigue	<p>Services Available for Enrollees</p> <ul style="list-style-type: none"> • Language Services • One Call • Superior Vision • CVS Caremark • DentaQuest <p>Member ID Cards Enrollee Eligibility ABH Member Portal</p>
James Bognar, Melder Burton	<p>Quality</p> <ul style="list-style-type: none"> • 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
Nikeshia Rodrigue	<p>Healthcare Equity</p> <ul style="list-style-type: none"> • Cultural Competency and Advocacy • Community Initiatives and Educational Events


Angie Lockwood	Social Determinants of Health (SDOH) <ul style="list-style-type: none"> 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
Nikeshia Rodrigue	Community Outreach <ul style="list-style-type: none"> Food Distribution Job Skills Training In person Baby Showers Health Education Health Hubs – in store List of local events through Q1 and Q2
Open discussion Time allotted	Notes: <ul style="list-style-type: none"> Michelle Lafitte gave description of crisis services and listed services and phone number into chat box Questions listed below

Action items	Owner	Deadline	Status

Question and Answer Section

Question	Asker (Full Names)	Responder (Full Names)	Answer
What is the wash dry screen event?	Attendee	Nikeshia	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	Nikeshia	You have until March 31st

****Please embed documents and presentations**

Presentation	Documents
	

Next Meeting

Topic	Date	Location
Q2 EAC Meeting	March 2023	<u>Baton Rouge</u>