

Meeting Agenda & Minutes

Meeting Title: Enrollee Advisory Council Quarterly Meeting (Q2 2023)			
Date : 5/9/2024	Begin Time: End Time: 10:05pm 11:51pm	Location : Virtual/ 5353 Essen Lane, Ste 150 Baton Rouge, La 70809	
Note Taker	Trajan Morrissette, Marketing and Communications Analyst		
Meeting host	Nikesha Rodrigue, Community Dev	velopment Lead Director	
✓ Invitees			
Box has <mark>v if</mark> invitee was present.	Rodrigue, Nikesha L	Thomas, Mitchell	
	Melder Burton	Lafitte, Michelle R	
	Groves, Jessica	Matthews-Holland, Tamica	
	Hodoh, Floyd	Melanie Mason (Guest)	
	Vhite, Taressia M	Batiste, Louise (Guest)	
	Vard, Camala	Stalley, Monica (guest)	
	Authur, Eunice	King, Sherita (Guest)	
	Madison, Ashley J	V Davis, Eva (Guest)	
	Angel, Amanda	Cooks, Temika	
	Lockwood, Angie	McCoy, Amber	

Facilitator	Discussion notes
Nikesha Rodrigue	 Introductions Ground Rules 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
Angie Lockwood	Quality Gift card incentives Value added Benefits Covid incentive Fluoride varnish application improvement program CAHPS Survey is coming for enrollees beginning CAHPS Survey is coming for enrollees beginning 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 Preventative Programs – programs to help improve care
Michelle Lafitte	 Care Mangment CM services- Housing, Peer Support, Employment Description of CM services Request for CM- includes email, fax information and phone number Behavioral Health Louisiana BH crisis line includes QR code that will direct member to website
Ciara Harris	Case Management • Health Equality

Ashley Madison Michelle Lafitte	Social Determinants of Health (SDOH) 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 Behavioral Health crisis hotline, Crisis services hotline 24/7 mobile crisis services in process 			
Nikesha Rodrigue	Community Outreach • Food Distribution • Financial Literacy Legacy Institute Partnership • Faith-Based Partnerships • Community Resource Center/ Workforce Innovation & Training Center • Local Events • Health Hubs – in store - Community Resource Center/ Workforce Innovation & Training Center • Bus passes			
Action items		Owner	Deadline	Status

Question and Answer Section

Question	Asker (Full Names)	Responder (Full Names)	Answer
Where will period poverty be?	Michelle Lafitte	Nikesha Rodrigue	Starting in Houma and will branch off to other areas. Looking to provide for men as well.
What will be inside of the vending machine?	Eva Davis	Nikesha Rodrigue	Testing kits and other health supplies

**Please embed documents and presentations

Presentation	Documents

Next Meeting

Торіс	Date	Location
Q3 EAC Meeting	August 22, 2024	1 <u>731 W Prie</u> n Lake Rd, Lake Charles,
		LA 70605