

# Humana | Healthy Horizons™ in Louisiana

## **Member Advisory Committee 2023**

### **Quarter 1: Region 2 – East Baton Rouge**

Thursday, March 23 5:30 p.m. – 6:30 p.m.

McKinley High School Alumni Center

1520 Thomas H Delpit Dr, Baton Rouge, LA 70802

### **Quarter 2: Region 4 – Lafayette**

Thursday, June 22 5:30 p.m. – 6:30

p.m. Lafayette Main Library

301 W Congress St, Lafayette, LA 70501

### **Quarter 3: Region 7 – Shreveport**

Thursday, September 21 5:30 p.m. – 6:30 p.m.

Community Foundation of North Louisiana – Community Central

401 Edwards St Ste 105, Shreveport, LA 71101

### **Quarter 4: Region 9 – Hammond**

Thursday, December 7 5:30 p.m. – 6:30 p.m.

Southeastern Louisiana University

Student Union Room 2202 Hammond, LA 70402



# Agenda

## Member Advisory Committee

**Date:** Mar. 23, 2023

**Time:** 5:30 – 6:30 p.m.

**Location:** McKinley High School Alumni Center

### Attendees

✓	TISH ANDERSON	✓	CHER ALLEN
✓	JESSICA TREPAGNIER	✓	CINDY GREENSTEIN
×	KIM WILLIAMS	×	(3) REPRESENTATIVES FOR LDH
✓	TIA MORROW	✓	(2) COMMUNITY PARTNERS

**Objective:** Member Advisory Committee

### Agenda items

Time	Topic	Facilitator
5 min.	Welcome	Tish Anderson
10 min.	HHH Introduction & Overview	Tish Anderson
5 min.	Member Experience	Tia Morrow
5 min.	Case Management	Cher Allen
5 min.	Quality	Cindy Greenstein
5 min.	Health Equity Population	Kim Williams
5 min.	Community Engagement & Outreach	Jessica Trepagnier
5 min.	Member Feedback & Open Discussion	Open

### Notes

Quarter One MAC meeting was called to order by Jessica Trepagnier at 5:35 p.m., Ms. Trepagnier noted that this was the first MAC meeting for Humana Healthy Horizons and there were no minutes to approve.

Ms. Trepagnier opened the meeting by reading the ground rules for the meeting, she introduced Mrs. Tish Anderson to start the meeting.

Ms. Anderson shared with those in attendance Member Advisory Meetings are held once per quarter in all regions and from those meeting with members, providers, and partners, we want feedback to know how to serve our members that will enhance their experience with us. She also spoke about

what differentiates us from the other managed care organizations and shared about GO 365 rewards program, our specialized care management and much more.

Ms. Anderson emphasized Humana Healthy Horizons wants to understand what the needs are and we want to meet our members where they are. Ms. Anderson introduced Ms. Tia Morrow to share information on Member Experience.

Ms. Morrow shared HHH has 120 call advocates in member services and the call advocates are available to serve and offer real time support by phone, email, and online chat. They are there to assist in answering any member questions and connect them to the right resources. They also provide information about benefits and the services we provide.

Ms. Morrow also shared success is defined by delivering the best customer service possible. Ms. Trepagnier introduced Ms. Cher Allen, to discuss Care Management.

Ms. Allen shared the case management and utilization management (prior authorization) teams work together to provide our members with care that is integrated and thoughtfully planned.

Ms. Allen stated that our Care Managers and Utilization Management Professionals strive to ensure that behavioral health and physical health care is being provided to our members at the right time by the right provider and in alignment with the member's healthcare goals. Our Care Managers are available for all members who need assistance with coordinating care or obtaining resources to meet Social Determinant of Health needs. Ms. Allen introduced Ms. Cindy Greenstein to discuss our Quality Improvement.

Ms. Greenstein shared the Quality Improvement team monitors quality metrics, identifies barriers to improved health, implements interventions to overcome the barriers and improve health of our members as measured by our quality metrics. Collaborating with LDH to ensure what is needed is being met.

Ms. Trepagnier discussed our community engagement.

Ms. Trepagnier shared how the Community Engagement team builds strong partnerships with community-based organizations, faith-based groups, leaders, care givers and advocates for member to increase their access to health plan benefits, social supports, and other resources. She expressed how her team is meeting with community leaders, faith-based groups and community members to find what events are happening in the regions that our team can be present and be there to help our community members in any way.

Ms. Trepagnier also covered the Value-Added benefits being offered to members and the Humana Beginnings benefit.

At the conclusion of the presentation, a question from an attendee:

The question was asked about the Pain Management -Massage therapy benefit and how helps to prevent addiction?

Ms. Kim Williams answered by sharing that acupuncture has been showed to be effective in helping people with who are suffering from chronic pain and opioid use disorder, and they would get up to 24 visits per year.

There we no further questions or discussions, and the meeting was called to adjourn at 6:15 p.m.



# Agenda

## Member Advisory Committee

**Date:** June 22, 2023

**Time:** 5:30 – 6:30 p.m.

### Attendees

✓	JESSICA TREPAGNIER	✓	TIA MORROW
✓	LORI DUNNE	✓	NICOLE THIBOUEAUX
×	KIM WILLIAMS	×	BRANDI JACKSON-HILT
			TISH ANDERSON
✓	CINDY GREENSTEIN	✓	JULEAH JOSEPH,
	2 HHH MEMBERS		LDH/OPH

**Objective:** Member Advisory Committee

### Agenda items

Time	Topic	Facilitator
5 min.	Welcome	Jessica Trepagnier
10 min.	HHH Introduction & Overview	Lori Dunne
5 min.	Health Equity & Population Health	Kim Williams
5 min.	Quality	Cindy Greenstein
5 min.	Case Management	Nicole Thibodeaux
5 min.	Member Services	Tia Morrow
5 min.	Community Engagement & Outreach	Jessica Trepagnier
5 min.	Member Feedback & Open Discussion	Open

### Notes

Ms. Jessica Datin opened the meeting and called to order at 5:30 p.m.

Ms. Dantin welcomed everyone to the meeting and introductions were done.

Ms. Dantin gave the HHH overview presentation.

Tia Morrow gave an overview about Member Services.

Ms. Dantin gave an overview of Case Management.

Ms. Cindy Greenstein gave the Quality Improvement Team overview.

Ms. Dantin gave an overview of Health Equity, Population Community Engagement, Marketing & Communication Overview

Ms. Dantin gave an overview of Go365, value added benefit, Humana Beginnings

Member advised that we have done phone calls and received membership package. Member stated that she is pleased. Member would like to learn more about Go365.

Mr. Juleah Joseph stated that our plan has had good reviews while she has been in the communities on communication and benefits. Communication is excellent.

Ms. Dantin concluded the meeting and adjourned at 6:15 p.m.



# Agenda

## Member Advisory Committee

**Date:** September 21, 2023

**Time:** 5:30 – 6:30 p.m.

### Attendees

✓	NAME	✓	NAME
✓	NAME	✓	NAME
×	NAME	×	NAME
✓	NAME	✓	NAME

**Objective:** Member Advisory Committee

### Agenda items

Time	Topic	Facilitator
5 min.	Welcome	Jessica Trepagnier
10 min.	HHH Introduction & Overview	Lori Dunne
5 min.	Health Equity & Population Health	Kim Williams
5 min.	Quality	Cindy Greenstein
5 min.	Case Management	Nicole Thibodeaux
5 min.	Member Services	Tia Morrow
5 min.	Community Engagement & Outreach	Jessica Trepagnier
5 min.	Member Feedback & Open Discussion	Open

### Notes

Notes section

### Next Steps

Action item	Owner	Deadline	Status
One	Name	Date	Status
One	Name	Date	Status
One	Name	Date	Status
One	Name	Date	Status

Attendees by Zoom

Lori Dunne

Tia Morrow

Tish Anderson

Adrian Talton-Shaw; Emergency Preparedness LDH

Cindy Greenstein

Nicole Thibodeaux

Member 1 represented by parent

Member 2 represented by parent

Member 3 represented by parent

Member 4 represented by parent

Member 5 represented by parent

Member 6 represented by parent

Member 7 represent by parent

Member 8

Member 9

In Person

Jessica Dantin

Tamika Jones

Celeste Heisler

Kim Williams

Frankie

Jessica Dantin welcomed everyone to the meeting and introductions were done. Jessica Dantin gave the HHH overview presentation. Lori Dunne gave an overview of Humana Healthy Horizons in Louisiana. Tia Morrow gave an overview about Member Services. Case Management overview was given by Jessica Dantin. Nicole Thibodeaux gave an overview of care management and utilization management. Cindy Greenstein gave the Quality Improvement Team overview. Health Equity, Population Community Engagement overview



was given by Kim Williams. Marketing & Communication Overview was given by Jessica Dantin and Kim Williams. Humana Beginnings, Go365 and value added benefits overview was given by Jessica Dantin. In lieu of services overview was given by Nicole Thibodeaux.

Question was asked about pharmacy benefits by Member 8, Tia Morrow to help with the pharmacy benefit. Adrian Talton Shaw complimented Celeste Heisler about her work in the community. Adrian also complimented the housing benefit.



# Agenda

## Member Advisory Committee

**Date:** December 7, 2023

**Time:** 5:30 p.m. – 6:30 p.m.

### Attendees

✓	JESSICA TREPAGNIER	✓	CINDY GREINSTEIN
✓	KIM WILLIMS	✓	1 HHH MEMBER ONLINE
×	TIA MORROW	×	NAME
✓	LORI DUNNE	✓	NAME

**Objective:** Member & Family Advisory Committee

### Agenda items

Time	Topic	Facilitator
2 min.	Welcome	Jessica Trepagnier
10 min.	HHH Introduction & Overview	Lori Dunne
5 min.	MAC Overview	Jessica Trepagnier
5 min.	Quality	Cindy Greenstein
5 min.	Health Equity	Kim Williams
5 min.	Member Feedback & Open Discussion	Open

### Notes

Notes section

Ms. Jessica Trepagnier called the meeting to order at 5:30p.m. there was no quorum and Q3 MAC meeting minutes were not reviewed.

Ms. Lori Dunne welcomed and introduced the HHH team, gave a short presentation on the MAC meeting and overview of the health plan.

Ms. Trepagnier began the presentation with an overview of topics that will be discussed and ground rules for the meeting.

Ms. Cindy Greenstein gave a brief overview of the Quality Department.

The Humana Healthy Horizons member (online) asked questions about how to find more information on the digital apps:

Ms. Trepagnier answered:



- Digital Apps:
- My Humana (online member portal)
- Available on the App Store for Apple
- Google play store
- Can pull up in network providers, and insurance cards.

HHH member asked about how Go365.

Ms. Trepagnier explained

- How to find Go365
- How to use the Rewards app
- And how to Download to earn rewards

Ms. Trepagnier explained additional information on:

- Welcome Packet
- Includes ID cards
- Healthy Louisiana-mailed by LDH
- Healthy Horizons Card & Magellan
- Quick start guide

Ms. Trepagnier gave more information on Community resources:

- Community events: Facebook link was dropped into the chat
- How to locate events
- Getting materials in other languages, Braille, etc. members can reach out to member services.
- Help during disasters:
- Medicaid will work if you have to relocate temporarily. Member will need to call into member services

Ms. Trepagnier ended the meeting and adjourned at 6:30 p.m.