

Humana | Healthy Horizons™ in Louisiana

Member Advisory Committee 2024 Quarter 1:

Region 1 – Orleans

Saturday, March 23 11:00 a.m. – 1:00 p.m.

Quarter 2: Region 3 – Terrebonne

Saturday, June 22 11:00 a.m. – 1:00 p.m.

Quarter 3: Region 5 –

Saturday, September 21 11:00 a.m. – 1:00 p.m.

Quarter 4: Region 8 –

Saturday, December 7 11:00 a.m. – 1:00 p.m.



Agenda

Member Advisory Committee

Date: March 23, 2024

Time: 11:00 – 1:00 p.m.

Attendees

✓	CHELSEA JOHNSON	✓	KIM WILLIAMS
✓	CHELSEA SMITH	✓	ASHLEY BRADFORD
×	LORI DUNNE	×	14 HHH MEMBERS
✓	TIA MORROW	✓	NAME

Objective: Member & Family Advisory Committee

Agenda items

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

Notes

Chelsea Johnson calls meeting to order at: 11:01 am. Minutes from Q4 MAC meeting reviewed and approved.

Ms. Johnson - Began meeting by greeting all the Humana Healthy Horizons members in person and on zoom. She introduced our VP Lori Dunne and greeted all the HHH associates who attended the meeting. Presented the Q1 MAC meeting PowerPoint presentation and gave the purpose of the MAC meeting. She reviewed the information outlined in the member welcome package, encouraged people to complete the Health Assessment form, member handbook and value-added benefits. Introduced Nika with Quality Dept and Kim Williams, Director of Health Equity and Population Health to the attendees.

Ms. Johnson: Encouraged open discussion and welcomed members to provide any questions, concerns, thoughts, or feedback they may have.

Member 1: Member expressed concerns with transportation not arriving on time.



Member 2: Member expressed concerns with member services and transportation. Transportation services have not been on time with picking up members and there has been a lack of communication.

Member 3: Member requested that transportation wait for her to complete her appointment, in order to avoid the inconvenience of having to request another driver. However, transportation left before the member finished her appointment, despite her only being there for a short period of time.

Member also presented concern about her vision benefit being reduced from \$500 to \$300 for glasses.

Member 4: Member wasn't aware of updates to her vision plan. The benefits now provide a maximum coverage of \$300 towards the cost of glasses, instead of the previous limit of \$500. She also expressed satisfaction with the transportation services offered by Humana.

Ms. Johnson ends meeting and adjourns at 11:54 am



Agenda

Member Advisory Committee

Date: June 29, 2024

Time: 11:00 – 1:00 p.m.

Attendees

✓	JESSICA DANTIN	✓	KIM WILLIAMS
✓	CHELSEA BATISTE	✓	TISH ANDERSON
×	NICOLE THIBODEAUX	×	DR. KALI TAYLOR
✓	TIA MORROW	✓	

Objective: Member & Family Advisory Committee

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Notes

There was no quorum for the MAC Meeting on June 29th, 2024. One provider, Dr. Kali Taylor attended on behalf of the provider community. The third quarter meeting is scheduled for Sept. 21, 2024.