



# Agenda

## Member Advisory Committee

Date: March 22, 2025  
Time: 12:00 – 1:00 pm  
New Orleans, LA

### Attendees

Jessica Dantin	
Rick Born	
Nika Banks	
Nicole Bevroette	
19 HHH LA Members	

Objective: Member & Family Advisory Committee

### Agenda items

Time	Topic	Facilitator
2 min.	<b>Welcome</b>	Jessica Dantin
10 min.	<b>HHH Introduction &amp; Overview</b>	Jessica Dantin
5 min.	<b>MAC Overview</b>	Jessica Dantin
5 min.	<b>Quality Improvement</b>	Nika Banks
5 min.	<b>Population Health and Health Equity</b>	Nicole Bevroette
5 min.	<b>Member Feedback &amp; Open Discussion</b>	Open

### Notes

*Jessica Dantin called meeting to order at: 12:18 pm.*

Jessica Dantin: Called meeting to order and stated the time. Began meeting by greeting all the Humana Healthy Horizons team members. She introduced Rick Born, our Medicaid Regional President, as well as Nika Banks and Nicole Bevroette from our quality and health equity team and extended a warm greeting to all who attended the meeting. Presented the Q1 MAC meeting PowerPoint presentation and gave the purpose of the MAC meeting. She encouraged attendees to share any feedback they might have with our Humana representatives. She also asked whether attendees have been receiving Humana materials and any information on how they can reach out to us.

Member 1: He mentioned that he receives emails and mail but does not receive text messages. He expressed that the emails and mail help keep everyone informed.

Member 2: She mentioned that she has been experiencing difficulties logging into the member portal and is unable to access the Healthy Behavior Rewards.

Member 3: She asked about the Healthy Food Benefits and asked Jessica if she could provide a bit more information on the topic.

Nika Banks: Presented and shared the details about our quality improvement team. She asked if there were any questions of concerns.

Member 4: She expressed a need for assistance in obtaining home health support and mentioned that they have had difficulty reaching a representative. She also requested more information about the Care Management team.

Nichole Bevrote: Presented information to members detailing the health equity team. She asked if there were any questions or concerns.

Member 5: Member mentioned that her member card was recently stolen and suggested the possibility of providing PINs for the cards.

Member 6: Asked about member handbook for medicine and asked the reason why Humana stopped sending them out to members.

Rick Born: Concluded the meeting by discussing that there will be no upcoming changes to the Medicaid plan. However, he encouraged attendees to share their feedback to help better serve our Humana Healthy Horizons members. Also thanked everyone who attended the meeting.

*End time: 12:42 pm.*



# Agenda

## Member Advisory Committee

Date: June 14, 2025  
Time: 12:00 – 1:00 pm  
Lafayette, LA

### Attendees

Jessica Dantin	Celeste Heisler
Tia Morrow	
Nika Banks	
Nikki Bell	
6 HHH LA Members	

Objective: Member & Family Advisory Committee

### Agenda items

Time	Topic	Facilitator
2 min.	Welcome	Jessica Dantin
10 min.	HHH Introduction & Overview	Jessica Dantin
5 min.	Member Services Consumer Experience	Tia Morrow
5 min.	Population Health and Health Equity	Nikki Bell
5 min.	Member Feedback & Open Discussion	Open

### Notes

Jessica Dantin called meeting to order at: 12:08 pm. Minutes from 2025 Q1 MAC meeting reviewed and approved.

Welcome - Jessica Dantin, Manager, Community Management

Member Services - Tia Morrow, Consumer Experience Lead

Population Health - Nikki Bell, Population Health Strategy Lead

Celeste provided more detail can be found online at [www.humana.com/Medicaid](http://www.humana.com/Medicaid) in the chat.

A member voiced their concerns about not receiving welcome packet. Tia informed member that she will take that back and Humana will reissue and send out a new packet; to arrive in 5-7 days.

Concerns about transportation were also raised. Jessica stated that members get 15 round trips or 30 one way, when it comes to transportation to HHH events, Doctor appointments that would not normally be covered, etc.

Lack of primary care providers was also expressed as concern.

Jessica closed the meeting and thanked everyone for attending.

*End time: 12:31 pm*



# Agenda

## Member Advisory Committee

Date: September 6, 2025  
Time: 12:00 – 1:00 pm  
Lake Charles, LA

### Attendees

Jessica Dantin	Tamika Jones
Tia Morrow	
Nika Banks	
Anna Barrett	
16 HHH LA Members	

Objective: Member & Family Advisory Committee

### Agenda items

Time	Topic	Facilitator
2 min.	<b>Welcome</b>	Jessica Dantin
10 min.	<b>HHH Introduction &amp; Overview</b>	Jessica Dantin
5 min.	<b>Member Services Consumer Experience</b>	Tia Morrow
5 min.	<b>Community Engagement</b>	Anna Barrett / Tamika Jones
5 min.	<b>Member Feedback &amp; Open Discussion</b>	Open

### Notes

Jessica Dantin called meeting to order at: 12:15 pm. Minutes from 2025 Q2 MAC meeting reviewed and approved.

Welcome - Jessica Dantin, Manager, Community Management

Member Services - Tia Morrow, Consumer Experience Lead

Community Engagement - Anna Barrett and Tamika Jones

Tamika provided more detail can be found online at [www.humana.com/Medicaid](http://www.humana.com/Medicaid) in the chat.

Welcome provided by Jessica.

Staff provided introduction son roles and responsibilities.

Anna and Tamika are community engagement representatives in Region 5 which includes the Lake Charles area.

Tia can help address questions like how to find a provider or provide more details about plan benefits.

Jessica: asked if everyone received a welcome packet which is a one-stop shop on how to find a provider, find benefits, and learn more about the health plan.

#### Value-added benefits reviewed:

- Medications/Vitamins, etc.: \$75 is not per household but per person who is on HHH (every 3 months given \$75 allowance)
- Members were informed that member services can reach out to make sure information is correct and can reset members password if needed
- Recreation: \$250 per child: ages 4 - 18 per year (reimbursement) before and after school programs such as sports leagues and music lessons
- 2 types of Meals are available: for high-risk moms, disaster preparedness meals
- Pack-n-play or crib for pregnant women enrolled in Humana Beginnings
- Fresh produce boxes
- Transportation: 15 round trips or 30 one-way trips

#### Health Equity and Population Health goals include:

- Making sure to have members contact information (phone numbers, emails, addresses) are correct; if a member moves, they need to contact HHH to let them know of the new address or phone number so that it can be updated.
- Humana also offer language services: offer in 100 languages.
- Medicaid Providers are required to be trained in cultural competency

#### Feedback from members:

- A few members stated that the 1-800 number rep told them that the meeting was probably a scam and that they were not aware of MAC Meeting.
- One member reflected she had not been contacted about her plan. Her current doctor is not in the same city as her. She would like a list of doctors who accept her Medicaid.
- Two members requested a welcome packet.
- Another shared a story of how she was once homeless and Humana helped her with resources. A place to live for her and her family was sourced and furnished for free. She added that she loves HHH LA and the value-added benefits. She utilizes all her transportation trips to appointments and the \$500 per year towards utilities and rent was helpful. She shared her experience about the \$75 allowance given to get prescriptions, vitamins, and over the counter medications with praise on how HHH LA calls to check on her.

*End time: 12:48 pm*



# Agenda

## Member Advisory Committee

Date: December 12, 2025  
Time: 12:00 – 1:00 pm  
Monroe, LA

### Attendees

Nicole Bevrotte	Nikki Bell
Tia Morrow	William Duckworth
Celeste Heisler	Destiny Rohmfeld
Tamika Jones	Nika Banks
8 HHH LA Members	

Objective: Member & Family Advisory Committee

### Agenda items

Time	Topic	Facilitator
2 min.	<b>Welcome</b>	Nicole Bevrotte
10 min.	<b>HHH Introduction &amp; Overview</b>	All Humana Staff
5 min.	<b>Member Services</b>	Tia Morrow
5 min.	<b>Quality Improvement</b>	William Duckworth
5 min.	<b>Population Health and Health Equity</b>	Nikki Bell
5 min.	<b>Member Feedback &amp; Open Discussion</b>	Open

### Notes

*Nicole Bevrotte called meeting to order at: 12:15 pm.*

Nicole: Welcomed and called meeting to order and stated the time. Began meeting by greeting all the Humana Healthy Horizons team members and asked staff to introduce themselves:

- Nichole Bevrotte, Director, Health Equity, Population Health and Community Engagement
- Tia Morrow, Consumer Experience Lead over Member Services
- Celeste Heisler and Tamika Jones, Community Engagement representatives
- Nikki Bell, Population Health Strategy Lead
- William Duckworth, Quality Improvement Director
- Nika Banks, Senior Quality Improvement

Participant Feedback:

- Members reported ongoing challenges with accessing healthcare providers, particularly in certain geographic areas where provider availability is limited. This has resulted in difficulties securing timely appointments and maintaining continuity of care.
- Members expressed concerns about the reliability and accuracy of provider lists supplied by their Managed Care Organizations (MCOs). In some instances, provider directories contained outdated

or incorrect information, which made it more difficult for members to identify in-network providers accepting new patients.

- Participants highlighted a lack of adequate support from their MCOs when attempting to locate new providers, especially specialist provider types. Members noted that assistance in navigating provider networks and securing referrals to needed specialty care was often insufficient.
- Some members shared that, due to the inability to access required specialists within their current MCO, they were compelled to switch to alternative MCOs in order to secure appropriate care. This process was described as disruptive and time-consuming.

All feedback will be reviewed for action items to help address member specific concerns.

*End time: 12:50 pm.*