

# BAYOU HEALTH REPORTING

## REPORT INFORMATION

Health Plan ID: 2162519  
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## Definitions and Instructions:

- **Reporting Quarter**

4th Quarter, December, 2023

- **Agenda Topics**

- Introductions
- Health plan updates
- Member renewals
- COVID-19 unwind/renewals
- Truth Initiative
- Whole health
- Take aways

- **Introductions**

- **Member Attendees:** There weren't any members in attendance.
- **Attendees:** Peter Lambousy-Marketing Director, Cassie Sibenaller-Marketing Coordinator Sr., Monette Bourque-Community Relations Rep, Riichi Torres-Oyama-Medicaid Quality and Accreditation Manager, Ema'n Williams and Jessica Brock-Truth Initiative, Christopher Wallace-Healthy Blue Program Consultant, Walthena Gosa- Program Manager, Regine Banks-Social Worker, Adriene Gill-Clinical Quality Auditor, Patricia Williams-Clinical Services Director, David Raines and Patricia Prudhomme-Ochsner SW Foundation, Tonya Hoover- Family Tree, Pamela McGraw and Martha Marak-Food Bank of NW LA and Shreveport, Susan Riehn-Families Helping Families of SWLA, Damiane Ricks-Louisiana Department of Health (LDH), and Koletta Davis-Quality Manager in Louisiana
- Peter welcomed everyone to the 4th Quarter of 2023 Health Education Advisory Committee meeting.

- **Health plan updates**

- Peter talked about mission of the Health Education Advisory Committee, which includes fostering cooperation and coordination amongst providers, community advocacy organizations, and health plan members to improve the delivery system in nearby communities while maintaining a member-focused approach. The goal is to improve the services that we provide for our members, providers, stakeholders, and community organizations.
  - Members of the core plan committee will identify cultural values and beliefs that need to be taken into account when developing healthcare programs that are culturally competent. They will offer feedback on the annual review of policies, procedures, and programs for quality management (QM) and marketing. They will also review member materials for language requirements, cultural competency, and reading comprehension.
  - Current total membership is 314,000.
  - Most importantly—keep contact info up to date.
- **Member renewals:**
    - Renewal notifications began May 2023
    - First renewals, July 2023
    - Will continue from July 2023 to June 2024
    - *Process questions (for members):*
      - Have you heard of this process? When did you first learn about the renewal process?
      - Did it feel like those messages pertained to you?
      - Have you started the renewal process, and do you know what you need to do to renew?
      - What questions do you have about the renewal process? Where did you get these answered?
      - Did you have to call and ask someone about the renewal process, or did someone call you?
      - Do you recall any communications from Healthy Blue, the Louisiana Department of Health (LDH), or anyone else?
- **COVID-19 unwind/renewals:**
    - **LDH Medicaid renewal—background information:**
      - In March 2020, Louisiana Medicaid changed some of its eligibility rules in response to the federal COVID-19 response.
      - The public health emergency (PHE) included stopping eligibility closures for most Medicaid members.
      - **The recent passage of the 2023 Consolidated Appropriations Act ends this continuous Medicaid coverage and unties member Medicaid renewals from the end of the PHE.**
      - We are sending letters and renewal packets to those members where redeterminations—or more information is needed—to determine if a member is still eligible. This will occur over a 12-month period.
      - We want everyone who is eligible for Medicaid to maintain their coverage.
      - People enrolled in Medicaid are guaranteed 12 months of coverage postpartum.
    - **What DO Medicaid members need to know:**
      - Medicaid renewals are returning. **It is VITAL that Medicaid members make certain Medicaid has their current contact information.**
      - Make sure your contact information, including your mailing address, phone number, cell phone number, and email address, is up to date so you get important letters about your health insurance coverage.
      - Check your mail, and if you get a letter from Louisiana Medicaid, read the letter and follow the instructions. The letter will almost always require you to send Medicaid documentation or information.
      - Members who **do not** respond to renewal letters or requests for information risk losing their coverage, even if they are eligible.

- Members can make changes to their contact information by:
  - Logging on to [mymedicaid.la.gov](https://mymedicaid.la.gov).
  - Emailing [mymedicaid@la.gov](mailto:mymedicaid@la.gov).
  - Calling Member Services at the number on their ID card.
  - Calling Medicaid’s Customer Service hotline at **888-342-6207**. Hotline help is available Monday through Friday, 8 a.m. to 4:30 p.m.
  - In-person help is also available at any of the regional Medicaid offices. For an office closest to you, visit [ldh.la.gov/medicaidoffices](https://ldh.la.gov/medicaidoffices).

- **Truth Initiative**

- Jessica Brock – Strategic CSM with the EX Program presented an overview of the program.
- The EX Program includes:
  - **Personalized EX Plan**—Self-paced guided plan with interactive content and emails tailored to quit status, precision-tailored content, and based on national treatment guidelines and Mayo Clinic protocols.
  - **Live chat with EX Coaches**—EX Coaches can help participants with developing a plan; choosing a quit date; building confidence, motivation, and resiliency; and avoiding relapse by managing cravings and stress; and technology navigators.
  - **Thriving EX Community**—Longest-running, largest cessation community, and the response time is 12 minutes for the first reply with 12 replies per post.
  - **Dynamic text messages**—Offers support for all stages of quitting, including personalized and interactive tips, dynamic texts based on program activity, on-demand support for cravings, relapse, stress and tailored support-medication use and adherence, pregnant women and new parents, chronic conditions, and e-cigarettes.
  - **Nicotine patch, gum, and lozenges**—8-week supply delivered to participant’s home; comprehensive guidance provided through EX Coaches, including how it works, how to use it, managing side effects, and the pros and cons for each medication; and personalized text messages for selected medication to maximize success.
- Jessica also provided a website for the EX Program—[Go.TheEXProgram.com/HealthyBlueLA](https://Go.TheEXProgram.com/HealthyBlueLA).

- **Whole health**

- Peter presented in Molly Taylor’s absence. Molly is the Whole Health Director for Healthy Blue Louisiana.
- Healthy Blue is listening to you. Your feedback is vital to:
  - Identifying current barriers, drivers, and successes in the community.
  - Assisting in informing interventions.
  - Capturing real-time updates on programs and benefits being offered.
  - Allowing your experience to guide our work.
  - Helping us focus on prevention:

**Healthy Blue Louisiana** supports keeping our members healthy through the promotion of health screenings, immunizations (shots), and wellness examinations.

- **Screening examples:**

- HIV, cervical cancer, colon cancer, hepatitis C virus, and sexually transmitted infections (STIs)

- **Immunization examples:**

- Flu, COVID-19, HPV, MMR, and DTaP

- **Wellness exam examples:**

- Annual dental visit, child and adolescent well-care visits, and diabetic retinal exam

- Helping us focus on social determinants of health (SDOH):

**At Healthy Blue Louisiana**, our goal is treat the whole person by identifying and resolving the social risk factors a member may face.

- **Social determinants of health (SDOH)**

Conditions in the environments in which people are born, live, learn, work, play, and worship. Age also affects a wide range of health, functioning, and quality-of-life outcomes and risks.

- **Examples of SDOH:**

Transportation, housing, and food insecurities; and concern for physical safety

- Helping us focus on access to care:

**Healthy Blue Louisiana** knows the importance of access to care to meet our members' needs, improve coordination and transition of care, facilitate member-centric and whole person care, promote wellness and prevention, improve management of chronic disease(s), and address health disparities.

- **Examples of access:**

Primary care, specialty care, medications, testing and screening, community resources, and educational material

- **Examples of types of access:**

In person, telehealth, in home, in the community, web application, and fliers

- **Take aways**

- Peter ended the meeting with an open discussion of feedback, questions from meeting participants about claims or renewals, or any way Healthy Blue can help.