

**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary – Third Quarter: September 2020**

Health Plan Contact: Kim Chope

Subject: Member Services

Agenda Topics

- Introductions
- Health plan updates
- Open enrollment
- COVID-19 update
- Hurricane Laura update
- Culturally and Linguistically Appropriate Services (CLAS) and Health Disparities Program report

Introductions

- Peter Lambousy, the Director of Medicaid Plan Marketing for Healthy Blue, thanked everyone for joining the meeting whether via WebEx or by phone.
- Kindoll Lamotte, Healthy Blue member, joined the meeting.
- During the introductions Patricia Prudhomme, Director of Development for SWLA Center for Health Services, spoke about the aftermath conditions of Hurricane Laura in the Lake Charles area. She spoke of the destruction to their facilities and how long the process would take for them to get up and running again. Patricia also named some agencies that were very instrumental in helping the Lake Charles area during this crisis.
- Those agencies were:
 - Off The Grid Missions - Assist the Deaf Community to express what their needs are
 - Watts of Love - Provide solar light service for disasters

Health Plan Updates

- Our current total membership is 301,032.
- We have picked up a lot of members due to the COVID-19 economic impact.
- When the COVID-19 pandemic started, we were at 267,000 members.
- Overall, the Louisiana Medicaid program has increased by 144,000 members during the last 5 months.
- Members' annual renewal and recertification have been suspended as of April 1st, 2020. With no date for when it will resume, it will be a phased in approach.
- Renewal of coverage each year regarding income verification started in 2018-2019. Actively renewing and verifying wasn't like that for the first five years.
- Due to the COVID-19 pandemic, members are more reluctant to go to their doctors, unless in the case of an emergency. The state would like everyone to get their flu shots because all this will help stop the spread of the Corona Virus.
- Telehealth is being offered by the doctors' offices.

Open Enrollment

- Open enrollment begins October 15, 2020, and runs through November 30, 2020. During this time, enrollees will have the option of choosing a health plan.
- Letters with information about the plans, and instructions for how to change plans during open enrollment, will be mailed beginning in September to all enrollees that are included in this open enrollment period.
- Enrollees who have opted in to emails or text messages will receive this information electronically. Enrollees can sign up for emails and/or text messages at myplan.healthy.la.gov.
- Enrollees can make a change to their healthcare coverage on the Healthy Louisiana mobile app, online at myplan.healthy.la.gov or by calling toll free at 855-229-6848. The Healthy Louisiana mobile app is free and available for download to Apple and Android devices.
- Open enrollment is the only time Medicaid enrollees can change health plans without a qualifying reason, outside of their initial enrollment period.
- If enrollees want to keep their current health plan, they do not need to do anything. The enrollee will stay with their health plan for another year, as long as they are still eligible for Medicaid.
- The health plans will begin receiving information on their new enrollees on November 28, 2020. All health plan assignments will be made by November 30, 2020. Confirmation letters will begin being mailed to enrollees on or about December 1, 2020.
- The state stopped open enrollment in 2019.
- The state is rescinding the RFP awards made to the health plans.
- A new RFP will be issued in the first quarter of 2021.

COVID-19 Update

- **Membership Eligibility Impacts**
 - Medicaid applications streamlined to ensure access to coverage
 - Current enrollees will not lose coverage for any reason other than death, permanent move out of state, or request to end coverage
- **Operationalizing LDH Directives**
 - Lab testing coverage; telemedicine offerings; pharmacy 90-day supply, extended prior auths, waived copays; DME 90-day quantity, extended prior auths; other prior auth extensions; suspension of hospital-based UM; no negative effect on quality and VBP programs; no F2F provider visits or CM; only policies that reduce admin burden accepted; aligned credentialing with NCQA guidance; member reassignment suspended; NEMT requirements relaxed
 - For up-to-date information, please visit the Louisiana Office of Public Health website at ldh.la.gov/coronavirus.

Culturally and Linguistically Appropriate Care (CLAS)

- The Healthy Blue Culturally and Linguistically Appropriate Services (CLAS) and Health Disparities Program's mission is to help enhance the health status of its members by ensuring customer-focused and customer-driven services that are both culturally competent and linguistically appropriate.
- **Key Elements/Analysis**
 - Healthy Blue's Culturally and Linguistically Appropriate Services (CLAS) and Health Disparities Program's focus on enhancing the health status of our members by ensuring customer-focused and customer-driven services that are both culturally competent and linguistically appropriate.

- Through research, analytics, programs, and strategies, we are addressing health disparities in an effort to meet the special needs of diverse audiences. The multicultural health programs include My Diverse Patients, Creating an LGBT-Friendly Practice, Delivering Better Asthma Care, Breast Cancer Screening for African American Women, and Caring for Children with Attention Deficit Hyperactivity Disorder.
- **Healthy Blue LA's Top 3 Race/Ethnicities**
 1. *Black or African American (39.27%)*
 2. *White (29.29%)*
 3. *Asian (0.96%)*

29.96% did not self-report their race/ethnicity
- Nearly 40% of our membership who self-reported their race/ethnicity are Black or African American. The second largest group is White.
- Among members completing the CAHPS Surveys, Black or African American members with chronic diseases are decreasing year over year, whereas White members with chronic diseases are increasing year over year.
- The Black or African American population is larger in Healthy Blue than Anthem as a whole.
- Out of a membership of 264,636, Spanish was the most prevalent language among non-English languages. This is reflective of the state data.
- Disparities analysis included the HEDIS metrics measures that are part of NCQA's 2020 Medicaid accreditation measure set are denoted with an asterisk.
- The HEDIS measures (from MY 2018) with statistically significant disparities and with the largest gaps compared to the HEDIS Rate, among white members, included SPD (Adherence), MMA, AMM, and IET (Engagement).
- **Issues or Barriers/Opportunities**
 - **Barriers**
 - Language barriers resulting in unidentified/unspecified languages to communicate properly with members
 - Lack of awareness of services, education, and tools among providers
 - **Opportunities for improvement**
 - Goals for 2020
 1. Ongoing association education.
 2. Complete "deep dive" exercises on key performance metrics to identify areas of opportunity in disparities.
 3. Complete barrier and risk analysis with member and provider groups to identify areas of opportunity to drive development of key interventions to address barriers and disparities.
 4. Continue to collaborate with Provider Relations (PR) Representatives to identify areas of need in the provider community to further education efforts and determine action plans.
 5. Plan to communicate availability through provider newsletter and provider summit.
 6. Expand provider engagement through educational offerings related to the Multicultural Health Distinction Program.

Take Away

- Robert Blue, Healthy Blue Tribal Liaison, stated that Healthy Blue does offer culturally-appropriate services. He also stated that culture is not just race, ethnicity, or religion. Culture is everything that also includes your background, status, and your gender. We try to incorporate everything our members would need in receiving culturally-appropriate services.
- Kindoll Lamotte, Healthy Blue member, spoke during open discussions and said "thanks for allowing me to listen in to your conference call. I'm very pleased with the services I receive from

Healthy Blue thus far. You guys have been very informative. I just want to thank you.” Peter Lambousy, Marketing Director thanked Kindoll for taking time out of her day to join us. Peter also told Kindoll that it means a lot having a member on the call.

- Peter Lambousy asked the member Kindoll Lamotte how she felt about the Medicaid program. How effective she felt the state was with communicating and sending out notices? Kindoll replied, “It hasn’t been difficult at all. I get a lot of things in the mail that keep me updated, especially with my kids. Letting me know they’re on track or it’s time that I need to do a well visit. Even with myself it keeps me updated with those type of things. I do see a lot of specialist myself with the Medicaid program. I see a neurologist, a dermatologist, and an optometrist.” She also stated that both her kids see behavioral specialists. If she has questions she stated she calls Tracy Smith with Healthy Blue, who is always very helpful.
- Peter told Kindoll that our Case Management team could help if you are having trouble locating somebody. Brooke Deykin, Healthy Blue HCMS-Case Management Manager, asked Kindoll to give her contact information to Tracy and she would have a case manager reach out to Kindoll.
- Kindoll stated that since COVID-19 and the hurricane, Healthy Blue has been on point with updates and sending information on places we can go if we need assistance. “When something comes up with the weather, I receive phone calls and emails about places I can go, things I can do. If I have any seniors, things I can do for them. I would give an A++.”
- Kathy Victorian, Healthy Blue Medicaid Territory Marketing Manager, announced that Healthy Blue will be distributing 2,000 boxed meals in Lake Charles next Wednesday. Kathy told Patricia Prudhomme and Monette Kilburn she would be sending them a copy of the approved flier for them to distribute to our community partners in the Lake Charles area. The flier will also be posted on our social media. Healthy Blue will be partnering with the United Cajun Navy. It will only be a drive–thru give away at their distribution site.