



**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary — Second Quarter: July 2017**

Health Plan Contact: Kim Chope
Subject: Member Services

Agenda Topics

- Health Plan Updates
- Emergency Preparedness

Introductions

Alice Blackburn, a Healthy Blue member, introduced herself

Healthy Blue Member Updates

- Healthy Blue and Blue Cross and Blue Shield of Louisiana, the state's largest and oldest health insurance company, received approval to enter into a partnership to collaboratively serve the Healthy Louisiana Medicaid program.
- This collaborative effort demonstrates the two organizations' shared commitment to enhance healthcare delivery for the hundreds of thousands of Louisianans who participate in the Healthy Louisiana Medicaid program.
- This name change will take effect on September 1, 2017.
- Healthy Blue Medicaid members will join a family of more than 1.5 million Louisianans who are covered by Blue Cross and Blue Shield of Louisiana.
- There are rules for using the Blue Cross Blue Shield logo. Healthy Blue can use the logo after September 1, 2017.

How does this affect Members and Providers?

Members

- Same benefits, services, doctors and hospitals
- New website at www.myhealthyblue.com
- New Healthy Blue Member ID Cards
- New Member Services Number at 1-844-521-6941

Providers

- No contract changes
- No changes to Provider IDs, contacts or claims submission and filing processes
- New website <http://providers.healthyblue.com>
- New Provider Services Number at 1-844-521-6942

Current Total Membership: 237,421

Medicaid Open Enrollment

- Start date: June 30, 2017

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

- End date: August 30, 2017
- Effective date: October 1, 2017
- 90 Day Grace Period begins October 1, 2017

Emergency Preparedness

- Healthy Blue will provide information on how to process claims.
- Prior authorizations (preapprovals) will be lifted so there are no barriers.
- Healthy Blue will reach out to the medically needy first (i.e. home bound, disabled).
- All services Healthy Blue offers during an emergency will be listed on our website.
- The best resources to use for Emergency Preparedness are the action plans on Louisiana's website www.getagameplan.org.
- Always have a supply kit and an evacuation plan.
- **Items you should include in your Emergency Supply Kit:**
 - Flashlight
 - Extra batteries
 - Bottled water (at least three gallons per person)
 - Battery-powered radio
 - Battery-powered lantern
 - First aid kit and important medicines like prescriptions and list of medications for each person
 - Form of ID
 - Vitamins
 - Louisiana Emergency Preparedness Guide ([click here to download](#))
 - Canned food and non-electric can opener
 - Special items for infants, elderly or disabled family members
 - Ready-to-eat canned meats, fruits and vegetables
 - High energy foods like peanut butter, jelly, crackers, etc.
 - Utility knife, shut-off wrench and pliers
 - Tape
 - A change of clothes, footwear and a sleeping bag or bedroll and pillow for each household member
 - Car keys and keys to the place you may be going (friend's or relative's home)
 - Written instructions on how to turn off electricity, gas and water if told to do so. (Remember, you'll need a professional to turn them back on).
 - Compass
 - Paper and pencils
 - Extra pair of glasses and sunglasses
 - Plastic sheeting
 - Soap
 - Personal items
 - Plastic garbage bag and ties
 - Pet food
 - Protective clothing, rainwear
- **Important papers to take with you in a portable, waterproof container:**
 - Driver's license or personal identification
 - Social Security card

- Proof of residence (deed or lease)
- Insurance policies
- Birth and marriage certificates
- Stocks, bonds and other negotiable certificates
- Wills, deeds and copies of recent tax returns
- **Prepare a personal evacuation plan**
 - Identify ahead of time where you could go if you are told to leave. Choose several places – a friend’s home in another town, a motel or a shelter.
 - Keep telephone numbers for these places handy, as well as a road map. You may need to take alternative or unfamiliar routes if major roads are closed.
 - Listen to NOAA (www.noaa.gov) Weather Radio or local radio or TV stations for evacuation instructions. If advised to evacuate, do so immediately
 - Protect your home.
- **Remember Houses do not explode due to air pressure differences.** Damage happens when wind gets inside a home through a broken window, door, or damaged roof.
- **Cover the outside of windows with shutters or plywood.** Use shutters that are rated to protect against windblown debris, or fit plywood coverings over all windows. Tape does not prevent windows from breaking, only from shattering.
- Protect your valuables.
- Prepare for high winds.
- Always make preparation for those with **special needs and your pets.**
- The elderly and chronically ill are particularly vulnerable during an emergency such as a hurricane. Power outages can pose serious threats to someone dependent on respiratory or other medical devices.
- Make sure that your pets are current on their vaccinations. Pet shelters may require proof of vaccines.
Have a current photograph.
- Stay informed during the emergency by checking with:
 - [Governor’s Office of Homeland Security and Emergency Preparedness](#)
 - [Louisiana Department of Health](#)
 - [Emergency Louisiana](#)
 - [Disaster Assistance – FEMA](#)
 - Also stay tuned to your local and national news.
- **Healthy Blue phone numbers:**
 - Healthy Blue Member Services 1-800-600-4441(TTY 711)
 - Healthy Blue 24/7 NurseLine — speak to a nurse 24/7 1-866-864-2544
 - Behavioral Health Crisis Line 1-844-227-8350
 - Case Management 1-877-440-4065, ext. 35792
 - Southeastrans — for rides to nonemergency services 1-877-892-3988
 - For information about shelters 211
 - For updates and information from the state 411

Take Away

- Peter asked for feedback or stories of weather emergencies.

- One agency spoke of their experience during Katrina on how the medical records were uploaded to flash drives and given to the patients and also gas cards
- Another agency stated that there should always be a sister agency you can relocate to if your office is shut down or suffers damage.

Written Feedback