



**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary – Second Quarter: June 2018**

Health plan contact: Kim Chope
Subject: Member Services

Agenda topics

- Health plan updates
- Healthy Blue

Introductions

During the introductions Peter Lambousy, Director of Marketing, welcomed two Healthy Blue members that were in attendance, Ms. Abigail Johnson and Ms. Monica Brown, who also represented the Big Buddy Program.

Healthy Blue Member Updates

- Healthy Blue continues to grow; membership has reached 247,940.
- At the beginning of the year, our membership was 240,000.
- The growth is partly due to rebranding; the cross and shield helped make a difference.
- Open enrollment is going on now (June 15-July 31, 2018). Members can change plans for no reason at this time, no questions asked.

Dynnishea Jones Miller gave quality updates.

Culturally and Linguistically Appropriate Services (CLAS)

- CLAS creates healthcare services that are respectful of and responsive to cultural and linguistic needs.
- Healthy Blue's cultural and linguistic program mission:
 - To enhance the health status of its members by ensuring customer-focused and customer-driven services that are both culturally competent and linguistically appropriate.
- **Importance of CLAS**
 - An interdepartmental, collaborative approach helps to ensure the implementation of culturally and linguistically appropriate healthcare related services to members with:
 - Diverse health beliefs and practices
 - Limited English proficiency
 - Variable literacy levels

- **Annual written evaluation**
 - CLAS Improvement and Health Disparities reduction goals and measurements:
 - A description of completed and ongoing activities for CLAS and health disparities reduction
 - Trending of measures to assess performance
 - Analysis of results and initiatives, including barrier analysis
 - Evaluation of overall effectiveness of the program and of the interventions to address CLAS and health disparities
- **Accomplishments & Awards**
 - Our commitment to diversity, and our ability to benefit and learn from our own collective backgrounds and experiences is ***critical to achieving our vision*** to be America's valued health partner.
 - Our Diversity & Inclusion team continues to focus on equipping leaders with the tools and information they need in an effort to sustain a diverse workforce.
 - Training is available to leadership to help make more object decisions about talent and create a more inclusive environment.
 - In 2017, a Diversity and Inclusion Toolbox was made available to all associates. These tools include a wealth of resources such as job aids, articles of interest, infographics, research and benchmarking that can help to improve the understanding and appreciation of cultural norms and differences that affect behaviors, needs, preferences and perspectives among associates, our members, clients and customers.
- **Language Line Utilization**
 - Our goal is to provide quality interpreting services to the members and communities we serve and to decrease the linguistic and cultural barriers for members seeking healthcare services.
 - In order to help support effective communication with associates and providers, interpreter services are available at no cost to members, such as:
 - Over-the-phone interpreters
 - Face-to-face interpreters (including sign language)
 - TTY (text telephone) services
- **Goals for 2018**
 - Continue associate education.
 - Partner with Provider Relations (PR) Representatives to review identified areas of need for further education and determine action plan.

- Expand provider engagement through educational offerings related to the Multicultural Health Distinction Program.

A Social Determinants of Health discussion was presented by Peter Lambousy.

- What are Social Determinants of Health (SDoH)?
 - SDoH are the conditions in which people are born, grow, live, work and age.
 - They include factors like socioeconomic status, education, neighborhood and physical environment, employment and social support networks, as well as access to healthcare.
- Open discussion: Which SDoHs impact our communities the most?

○ Economic stability	○ Employment
○ Education	○ Transportation
○ Access to healthcare	○ Housing
○ Food and nutrition	○ Neighborhood and
○ Community and social context	physical environment

How can Healthy Blue help?

- Question: Is CLAS provided externally as well as internally to educate providers on how to culturally and linguistically work with patients?
 - Peter Lambousy stated that Healthy Blue's Human Resource Department conducts trainings internally.
 - Anne Baudier stated that providers are given a phone number they can call to request an interpreter to come into their office.
- Question: What is the turnaround time when the provider requests an interpreter?
 - Peter Lambousy said to expect at a 48 hour turnaround time from time of request.
- Healthy Blue Member, Monica Brown, stated her frustration over being assigned a provider for her child that does not accept kids. Ms. Brown stated that when she found another provider for her child, the visit only lasted five minutes and nothing was checked. She also stated that the dentist she was referred to by her insurance company was permanently closed; and the eye doctors weren't in the Baton Rouge parish, and she has to drive to Iberville parish. Ms. Brown feels there should be providers available in the Baton Rouge area.
 - Jared Hymowitz of Healthy Baton Rouge from the mayor's office of Baton Rouge stated that we have the most access to care in East Baton Rouge parish, with two FQHCs (Federal Qualified Health Centers). He feels that access and health literacy are the SDoH.
 - Peter stated that Medicaid knows of the FQHCs but cannot steer. Healthy Blue can only let you know what's available.
- One of the community partners stated that transportation is also a problem. The members would go to the doctor but don't have rides.

- Question: Would Medicaid provide rides to support groups instead of just doctor visits? Sometimes there are parenting classes the members would like to attend.
 - Transportation keeps members from work because they drop the member off in the morning and do not return to pick the member up until that evening. Mom misses work and the kid miss school.
 - Jared Hymowitz suggested employing “boots on the ground” to help members navigate the system to find resources.
 - Peter stated that educating the member is good but there are restrictions on what Medicaid can provide.
- A community partner shared that she has a child with exceptionality and doesn't want to go through a long list of providers. She also work with other parents to compile the list of providers who treat kids with exceptionality. She also shared that most providers don't want to see kids with special needs.
- Healthy Blue member, Abigail Johnson, spoke about how her Healthy Blue case manager really helps her and she's had a great experience.

Take away

- SDoH obstacles in place:
 - Economic stability
 - Neighborhood and physical environment
 - Education
 - Food
 - Communication and social context
 - Healthcare system
- Adriene Gill stated that finding gaps and sharing will help Healthy Blue find the way to accessibility and bridge those gaps. People will share their needs if you are willing to listen.