



**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary – Third Quarter: September 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 everyone including a Healthy Blue member that was in attendance, Ms. Abigail Johnson.

Healthy Blue Member Updates

- Healthy Blue continues to grow; membership has reached 249,854.
- At the beginning of the year our membership was 240,000.
- Southeastrans will no longer be the transportation vendor for Healthy Blue members.
- The transportation vendor change will take place October 1, 2018.
- The contact number to request transportation will not change.

Dynnishea Jones Miller gave quality updates.

- “Striving To Do Better Every Day”
- The health of our members is important to us. We work very hard to make sure they can get great care when needed. We do this by:
 - Having programs and services to help make sure the quality of healthcare received keeps getting better
 - Supporting pregnant members and new moms with tools and information
 - Finding local programs in your community to help members get the services they need
 - Hosting events to help members learn about their plan and get the most out of it
 - Following state and federal rules
 - Looking at our quality reports to find new ways to offer better care
- What tells us how we’re doing?
 - To measure how we are doing, we use tools from professional organizations, like:
 - Healthcare Effectiveness Data and Information Set (HEDIS®)
 - Measure quality of care and services

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
 - A member satisfaction survey
- We improved in the following areas:
 - Adult CAHPS survey scores for satisfaction overall with the Health Plan increased in 2018 from the previous survey year.
 - Child CAHPS survey scores for satisfaction overall with the Health Plan increased in 2018 from the previous survey year.
- The following HEDIS Measure Rates increased from the previous rating year:

<ul style="list-style-type: none"> ○ BMI percentile ○ Counseling for nutrition ○ Counseling for physical activity ○ Immunization measures ○ Breast screening ○ Lead screening ○ Appropriate testing for children with Pharyngitis ○ Statin therapy and adherence ○ Alc (HbA1c) testing ○ HbA1c control (<8.0%) ○ Eye exam (retinal) performed ○ Medical attention for nephropathy ○ Follow-up care for children prescribed ADHD medication 	<ul style="list-style-type: none"> ○ Disease-modifying anti-rheumatic drug therapy in rheumatic arthritis ○ Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medication ○ Cardiovascular monitoring for people with heart issues ○ Avoidance of antibiotic treatment in adults with acute bronchitis ○ Well-child visits ○ Follow-up after emergency department visit for alcohol and other drug dependence
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- Some additional achievements:
 - Working to close the healthcare gap through outreach to providers and engagement with a nurse practitioner group
 - Implementation of a technological solution to engage members through text and IVR calls in an effort to ensure they get the care they need
 - Successfully implementing a program for the Applied Behavioral Analysis (ABA) population
 - Increased community involvement, including hosting education sessions for pre-natal care, post-partum care and diabetes management
 - Participation in statewide Performance Improvement Plan's surrounding decreasing Louisiana's prematurity rates and managing members' ADHD
 - Engagement with a behavioral health provider to perform follow-up visits post hospital discharge
- This year we focused on:

- Getting quality healthcare and services for our members.
- Understanding all of our members' cultures and languages.
- Working to improve the health of our members.
- Helping our members stay well and manage their healthcare needs.

Fraud, waste and abuse

- Healthcare fraud, waste and abuse affects everyone. What is it and how can we stop it?
 - Healthcare fraud is when someone lies to us, Medicaid or Medicare to get money.
 - Waste is when someone overuses health services carelessly.
 - Abuse happens when best medical practices aren't followed, leading to expenses and treatments that aren't needed.
- How does fraud, waste and abuse impact you?
 - Healthcare fraud, waste and abuse can make things harder for you because it:
 - Increases your health risk if providers don't have accurate medical history or suggest services or procedures you don't really need.
 - Prevents you from getting security clearances if your health records have been compromised.
 - Puts a dent in your wallet by increasing the cost of your doctor visits and copays. The FBI estimates healthcare fraud is responsible for up to 10%, or \$250 billion of all healthcare costs each year.
- Identity theft
 - Healthcare fraud, waste and abuse can also make you vulnerable to identity theft. Like credit card identify theft, medical identity theft costs time and money and compromises your safety.
 - A compromised health record also puts you at risk for getting treatments you don't need and can keep you from getting life insurance in the future.
- What can you do to fight healthcare fraud, waste and abuse?
 - Avoiding identity theft. Don't leave your member ID card out and report it if it's lost or stolen.
 - Reviewing your explanation of benefits (EOB). If you receive an EOB letter, make sure the services listed on it match the services you actually received.
 - If you think you've spotted an incident of healthcare fraud, waste or abuse, you can:
 - Call the Member Services number on your ID card, or 1-844-521-6941 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m.

- You can report anonymously when you call.
- Email us at medicaidhealthcarefraudinvestigations@healthybluel.com

Take away

- Question: Can the provider call to schedule transportation for a member?
 - Peter Lambousy, Director of Marketing, replied yes, the doctor may call to schedule the transportation and we ask that the call is made at least 48 hours prior to appointment time.
- Healthy Blue has nurse practitioner groups that are able to go into homes to do well checkups
- The quality department is working to decrease ER visits.
- Jessica Lewis with LASILC asked if Healthy Blue has events that focus on member with disabilities?
 - Peter Lambousy stated that Healthy Blue partners with agencies that service members with disabilities.
- Peter Lambousy stated that Healthy Blue is willing to partner with any non-profit 501C agencies that are in good standings with the State.
- Question: Do members receive literature on incentives offered?
 - Peter Lambousy replied that members do receive literature in new member packets and that it's a budget as well as utilization issue.