



**Healthy Louisiana  
Health Education Advisory Committee Meeting  
Minutes Summary – Second Quarter: June 2019**

**Health plan contact:** Kim Chope  
**Subject:** Member Services

**Agenda topics**

- Introductions
- Health plan updates
- Renewal and Income Verification Updates
- Quality Updates

**Introductions**

- Peter Lambousy, the Director of Medicaid Plan Marketing for Healthy Blue, thanked us for the work we're doing in the community. He also stated "Healthy Blue makes sure all members have equal care."
- Tonga Nolan, a Healthy Blue member, said she was invited to the meeting by Anne Baudier, a Healthy Blue Health Promotion Consultant.

**Healthy Blue member updates**

- Total membership is 251,938.

**Health plan updates**

- January 2020 Contract Renewal RFP will be released on February 25, 2019
- Notice of Intent to Award is June 28, 2019
- State said they may move down to 3 or 4 plans
- New program in the works called State Project Community Connectors Liason between case management and community resources

**Medicaid Renewal/Income Verification**

- Flier about Medicaid renewal given to all.
- On November 13, 2018, Louisiana Medicaid started a new eligibility and enrollment system with a self-service portal. This portal, at <https://sspweb.lameds.ldh.la.gov/selfservice/>, is the main place to enroll.
- Among other features, the portal lets Medicaid verify income more often.
- Medicaid members have 10 days to respond.
- If they get a letter asking for more information to renew benefits or verify income, they should answer right away. If they don't, they may lose their Medicaid benefits, even if they're still eligible.
- They can mail Medicaid at  
P.O. Box 91283  
Baton Rouge, LA, 70821-9278

Members can also fax 1-877-523-2987 or email [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov).

### **Diversity and Inclusion**

- We build a culture where different experiences are valued. We unify behind our purpose — to deliver trusted and caring solutions to the evolving healthcare needs of our communities.

### **Cultural Competency**

- As the demographics of our consumers change, we expect our employees to work in a culturally competent way.
- Our employees complete “Becoming Culturally Competent,” an eLearning program that educates them about how different cultural backgrounds affect the needs of our consumers. All new employees take this training. We track completion every year.

### **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.

### **Importance of CLAS**

- Make sure our healthcare services are culturally appropriate for our members:
  - Diverse health beliefs and practices
  - Limited English proficiency
  - Different literacy levels

### **Areas of Opportunity to Improve CLAS**

- CAHPS Measures
- Improving customer service to Spanish speaking members
- Improving health literacy

### **Addressing Literacy Needs of Diverse Membership**

- To address literacy needs of diverse members, our Multicultural Health Strategy Team improved the Medicaid EPSDT Program and Medicaid Asthma Outreach Program

### **Overall Effectiveness**

- The plan has been effective since 2016 at giving culturally appropriate services by:
  - Offering interpreter and translation services in a timely manner
  - Having our associates complete C&L education
  - Identifying areas of need in our providers’ evaluations

### **Quality Goals for 2019**

- On-going associate education
- Complete evaluation of performance metrics to identify areas of opportunity in healthcare disparities

- Complete barrier and risk analysis with member and provider groups to identify areas of opportunity
- Continue to partner with Provider Relations to identify areas of need in the provider community and develop appropriate action plans
- Engage our providers through the Multicultural Health Distinction Program

### **Annual Written Evaluation**

- The Quality Management (QM) team started an annual written evaluation of the CLAS improvement and health disparities reduction goals and measurements. The annual evaluation includes:
  - A description of activities for CLAS and health disparities reduction.
  - Measures to assess how we're doing
  - Analysis of results, including barrier analysis
  - Evaluation of the program and the interventions to tackle CLAS and health disparities

### **Take Away**

- The state will allow members to check their eligibility from provider offices.
- Tonga Nolan stated she was having a hard time finding a surgeon at Ochsner. One of the community partners present said Ochsner would refer her to a doctor in her plan.