



**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary – Third Quarter: September 2019**

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Subject: Member Services

Agenda Topics

- Introductions
- Health plan updates
- Quality updates
- Social Determinants of Health discussion

Introductions

- Peter Lambousy, the Director of Medicaid Plan Marketing for Healthy Blue, reminded everyone in attendance to perform necessary healthcare visits.

Healthy Blue Member Updates

- Current total membership: 259,073
- Open enrollment: October 15th through November 3rd, 2019

Health Plan Updates

- We are in a protest period with the contract.
- There's a legal stay on what we can and cannot say regarding the contract.
- The state has a new eligibility system in place.
- If members don't reply to mail or recertify, they'll lose their benefits.
- If benefits are lost, it's better to renew online. Don't suggest calling.
- Make sure to give current address.
- Return mail will automatically disenroll members.
- People used to self-report income verification for eligibility, but the new system will automatically check income levels through taxes.
- Letters will be mailed out if the information is conflicting and you must provide proof.
- Provider offices can contact Louisiana Department of Health for a list of people who've lost coverage.

Quality Management Updates

- The Quality Management (QM) team is always looking to do better
- They're focused on cultural sensitivity.
- Robert Blue conducts three-hour state-mandated cultural competency trainings to satisfy the state's contract.

Culturally and Linguistically Appropriate Services

- 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

- Collaboration makes sure we have culturally and linguistically appropriate healthcare services for our members with:
 - Different health beliefs and practices
 - Limited English proficiency
 - Varying literacy levels

Annual Written Evaluation

- The 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 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

NCQA Report Card

- We are commendable for another three years.

Language Line Utilization

- Healthy Blue can provide translation if you call 24 to 48 hours before your visit.
- Translation is not limited to just doctor visits.

Overall Effectiveness

- The plan has been effective in 2016 with the delivery CLAS by:
 - Giving all interpreter and translation service requests in a timely manner
 - Making sure 100% of associates complete C&L education
 - Noting areas of need in providers evaluations

Social Determinants of Health Discussion

- Social Determinants of Health are the conditions in which people are born, grow, live, work and age.
- They include factors like socioeconomic status, education, neighborhood, employment, and social support networks, as well as access to healthcare.

Figure 1
Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations



- These are some Social Determinants of Health that impact our communities the most:
 - Economic stability
 - Education
 - Access to healthcare
 - Food and nutrition
 - Community and social context
 - Employment
 - Transportation
 - Housing
 - Neighborhood and physical environment

Take Away

- Evolution of partnership needs to continue to grow.
- Connecting needy people with the resources they are in need of.
- Stress can be a condition due to home life or job.
- Educate members on finance management.
- Cultural competency with OB staff or physician offices staff so they don't give members a lot of push back while scheduling appointments.
- Housing support is needed.
- Access of care to college students.
- Educate college students on how to apply for Medicaid.
- Another voice is needed on reimbursement policies for home visits and nurse practitioners.
- Midwives are not reimbursed.
- Behavioral health (BH) initiative for Pastors-Pastors is getting BH resources.
- Peter ended by saying Healthy Blue offers case management. There is BH case management and standard case management. Members can get both.