



**Healthy Louisiana  
Health Education Advisory Committee Meeting  
Minutes Summary – Fourth Quarter: December 2019**

**Health Plan Contact:** Kim Chope

**Subject:** Member Services

**Agenda Topics**

- Introductions
- Health plan updates
- Health Education Advisory Committee (HEAC) purpose
- Quality updates
- Group discussion

**Introductions**

- Peter Lambousy, the Director of Medicaid Plan Marketing for Healthy Blue, let us know that Healthy Blue won the rebid and thanked all present for making it possible.

**Healthy Blue Member Updates**

- Current total membership: 262,311
- New guidelines in the eligibility system
- No longer doing auto-renewal for members
- Members can no longer self-report income
- Members must update their phone number and address
- Number of members decreased to 1.4 million because members aren't renewing
- Members just need to try to renew and the state will renew
- If a member is pregnant, the state won't cut them off until after they have their baby

**Health Plan Updates**

- There were two health plans that didn't win the rebid and are protesting the decision.
- The protest has changed open enrollment from July.
- Open enrollment will take place, but there's no timeline.

**HEAC Purpose**

- The mission of HEAC is to promote a collaborative effort between the health plan, members, community advocacy groups and providers to enhance the delivery system in local communities while maintaining member focus.

**Goals of HEAC**

- The goals of HEAC are to:
  - Offer member perspective about programs and services
  - Provide member perspective to improve the quality of care and service
  - Make sure materials and programs are easy to understand and address the health education needs of members
  - Coordinate health education and outreach with community health education
  - Give advice about activities that are supposed to improve the member experience
  - Offer insight about the member website

## HEAC Core Plan

- Committee members will provide input into the annual review of policies, procedures and programs for Quality Management (QM) and Marketing
- Identify cultural values and beliefs that should be thought of when creating culturally competent healthcare programs
- Review member materials for language requirements, cultural competency and readability
- Identify health education needs of members
- Offer information about healthcare barriers and gaps in local communities
- Give feedback on activities designed to improve member satisfaction

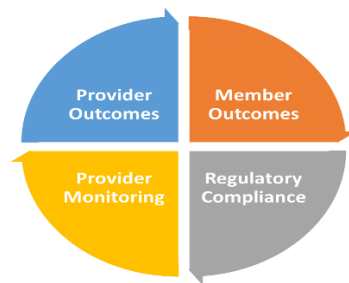
## HEAC Organizational Structure

- Organizational structure: Every effort will be made to ensure the committee reflects the community served. Committee members are comprised of the following:
  - QM leaders
  - Member Advocates
  - Network Providers
  - Community Representatives
  - Health plan members/families/parents/guardians
  - Advocacy groups
  - Health Educators

## QM Updates

- Aundria Toussaint, HEDIS Manager, and Robin Landry, Clinical Quality Program Manager, presented the QM updates.

## 2019 QM Objectives



- Provider Outcomes:
  - Provider visits
  - Provider webinars
  - Provider education
  - Collaboration with the Care Delivery Transformation/Provider Relations teams
  - Monitoring of HEDIS measures
  - Monitoring of value-based payment/Provider Quality Incentive Programs
- Provider Monitoring:
  - Medical record reviews
  - Treatment record reviews
  - Quality of care investigations
  - Adverse incident monitoring
  - Tracking/trending
  - Corrective action plans

- Supplemental hybrid record abstraction
- Member Outcomes:
  - Member outreach
  - Member education
  - Clinic days
  - Screening days
  - School-based health clinics
  - Head starts
  - Baby showers
  - Diabetes classes
  - Member initiative development/execution
- Compliance:
  - Regulatory reporting
  - Quality Compass
  - Accreditation
  - Performance improvement plans
  - Strategy oversight
- HEDIS Pay-for-Performance Measures for 2020:
  - ADHD Continuation
  - ADHD Initiation
  - 17-P
  - Ambulatory Emergency Department
  - FUH 30 Day
  - Well Child Measures (three measures)
  - Prenatal Care
  - Postnatal Care
  - Nephropathy and Eye Exams – Diabetes
  - A1c Testing – Diabetes
  - Blood Pressure
  - CAHPS Health Plan Rating – Adult
  - CAHPS Health Plan Rating – Child

### **Take Away**

- What happens when there's a communication problem between members and doctors?
- Healthy Blue can help find a new doctor through the grievance department.
- Can doctors decide who to treat?
- Healthy Blue cannot tell doctors who to treat.
- Does Healthy Blue help doctors get back on track?
- Anne Baudier and Adriene Gill go to doctors' offices to evaluate their medical records. If Healthy Blue misses a measure, there is a fine of \$200,000.00.