



Meeting Agenda & Minutes

EAC

Meeting Title: Enrollee Advisory Committee						
Date: 9/28/2023	Begin Time: 10:07am	End Time: am	Location: Shreveport, LA			
Note Taker	Jessica Groves, Community Development Analyst					
Meeting host	Nikesha Rodrigue, Community Development Senior Manager					
✓ Invitees Box has ✓ if invitee was present.	✓	Jess Hall, (ABHLA Chief Executive Officer)	✓	James Bognar (ABHLA)	✓	Arlene Pangan-Loots (ABHLA)
	✓	Antoinette K. Logarbo MD., (ABHLA Chief Medical Officer)	✓	Angie Lockwood (ABHLA)	✓	Audrey Fontenot (ABHLA)
	✓	Nikesha Rodrigue (ABHLA)	✓	Temika Cooks	✓	Kelly Gay (ABHLA)
	✓	Jessica Groves (ABHLA)	✓	Melder Burton (ABHLA)	✓	Mary Harris (ABHLA)
	✓	Amber McCoy (ABHLA)	✓	Alyssa Gerlack (ABHLA)	✓	Chasity Denny (ABHLA)
		Taressia White (ABHLA)	✓	Sharena Thomas (ABHLA)	✓	Desiree Williams- YWCA
		Judy Gibson-Houston (ABHLA)	✓	Keshia Holmes (ABHLA)	✓	Monica Stampley- FHF
		Contrissa Smith (ABHLA)	✓	Angela Johnson (ABHLA)	✓	Shun Riser- Metropolitan Circles
	✓	Ashley Madison (ABHLA)	✓	Ireion Lewis (ABHLA)	✓	Laverne Brantley- Metropolitan Circles
	✓	Trajan Morrissette (ABHLA)	✓	Tamica Matthews Holland (ABHLA)	✓	Unknown Caller
	✓	Whitney Black (ABHLA)	✓	Teshesha Mcbride (ABHLA)		
✓	Michelle Lafitte (ABHLA)	✓	Tonya Nelson (ABHLA)			
Facilitator	Discussion notes					

Nikeshia Rodrigue	<ul style="list-style-type: none"> ➤ Welcome ➤ Introductions ➤ Policy Statement ➤ EAC Ground Rules, Roles & Responsibilities ➤ Member Services <ul style="list-style-type: none"> ▪ Services available for enrollees ▪ Enrollee ID Cards & Portal
Melder Burton- Quality	<ul style="list-style-type: none"> ➤ The Shot Per 100,000 COVID-19 vaccine incentive program is ending. Members will remain eligible through September 2023, pending eligibility. ➤ Fluoride Varnish- encourage PCPs to apply varnish on patients as soon as teeth erupts ➤ CAHPS Survey- February 2024
James Bognar- Quality	<ul style="list-style-type: none"> ➤ Strategies to improve HEDIS ➤ Outreach Team may contact members to schedule appointments ➤ Preventive Programs
Ciara Harris- Quality	<ul style="list-style-type: none"> ➤ Incentives ➤ Gift Cards for completing screenings ➤ VABS incentives
Sharena Thomas- Care Management	<ul style="list-style-type: none"> ➤ Care Management Services ➤ Description of Care Management Services ➤ How to request Case Management ➤ Question: Member request housing resources-they would call into member services to receive further assistance ➤ Is there funding available to help a member moving/disconnects/deposits? Not at this time, we seek resources in the community to assist the member. ➤ Is ABHLA assisting members to sign up for SSI? We do and work with a 3rd party.
Keshia Holmes- Health Equity	<ul style="list-style-type: none"> ➤ What is Health Equity ➤ Three Pillars Guide Our Strategy ➤ Develop Community Partnerships ➤ Social Marketing for Health Equity
Angie Lockwood- SDOH	<ul style="list-style-type: none"> ➤ What is SDOH ➤ Flow of SDOH Care Journey ➤ Health Literacy: Connecting the Dots
Nikeshia Rodrigue- Outreach	<ul style="list-style-type: none"> ➤ Upcoming Events & Member Engagement ➤ Link to Outreach Team events ➤ Open Enrollment- October 15-November 30 ➤ Redetermination <p>Question: Can a person switch plans outside of open enrollment? It has to be an extenuating circumstance.</p>

Action items	Owner	Deadline	Status

Question and Answer Section

Open discussion	•
Time allotted	

Question	Asker (Full Names)	Responder (Full Names)	Answer
Does ABHLA cover prescription vitamins?	Davelyn Patrick	Nikeshia Rodrigue	We do offer \$25 OTC

**Please embed documents and presentations

Presentation	Documents

Next Meeting

Topic	Date	Location
Q4 EAC Meeting	November 2022	Monroe, LA

