

BAYOU HEALTH REPORTING

REPORT INFORMATION

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Definitions and Instructions:

- **Reporting Quarter**

1st Quarter, March, 2024

- **Agenda Topics**

- Introductions
- Health Plan Updates
- HEAC Purpose
- Quality Improvement
- Whole Health
- Member Renewal Process
- Group Discussion

- **Introductions**

- **Member Attendees:** There weren't any members in attendance
- **Attendees:** Rashad Bristo-Healthy Blue, Danette Marshall-Healthy Blue, Lorraine Mylie-Healthy Blue, Jomel Krieger-Healthy Blue, Angela Clark-Healthy Blue, Rhonda Strother-Healthy Blue, Robert Blue-Healthy Blue, Sara Boudreaux-Healthy Blue, Taylor Pollard-Healthy Blue, Marion Dunn-Healthy Blue, Lauren Vaughn-Healthy Blue, Daisy Shipley-Healthy Blue, Stacie Oncale-Healthy Blue, Leah Richardson-Andrews-Healthy Blue, Tamica Dickson-Healthy Blue, Kelly Davis-Healthy Blue, Tabitha Corley-Healthy Blue, Laquinta Beck-Healthy Blue, Deatra Peoples-Blunt-Healthy Blue, Becky Horne-Healthy Blue, Latonya Dickerson-Healthy Blue, Victoria Horton-Healthy Blue, LaKricha Murray-Healthy Blue, Jared Speyrer-Healthy Blue, Jocelyn Roberts-Healthy Blue, Brittany Shepherd-Healthy Blue, Pashion Norman-Healthy Blue, Bryson Blount-Healthy Blue, Walthena Gosa-Healthy Blue, Jennifer Gilchrist-Catholic Charities of Central LA, Kathy Victorian-Healthy Blue, Yavonne Peal-Healthy Blue, Carmen Shropshire-Healthy Blue, Rachel Perdomo-Washington-Healthy Blue, Shontra Varnado-Healthy Blue, Kolletta Davis-Healthy Blue, Cheryl Kinney-Healthy Blue, Jasmine Draughter-Healthy Blue, Michelle Flemings-Healthy Blue, Jonathan Heiman, MD-Children's International Pediatrics, Monette Bourque-Healthy Blue, Daphne Woody-Healthy Blue, Peter Lambousy-Healthy Blue, Cassie Sibenaller-Healthy Blue, Robin Bennett-Healthy Blue,

Kawanda Briley-Healthy Blue, Paul Johnson-Healthy Blue, Rosalyn Augustu-Healthy Blue, Adriane Mack-Healthy Blue, Reynecia Ricks-Healthy Blue, Shayla Smith-Healthy Blue, Ashley Marcelle-Healthy Blue, Ebony Chambliss-Healthy Blue, Gerri Smith-Healthy Blue, Dr. Cheryll Bowers-Stephens-Healthy Blue, Doug Brooks-Healthy Blue, Shad Mack-Healthy Blue, Kelley Peterson-Medicaid-LDH, Jessica Simmons-Healthy Blue, Stacie Gold-Healthy Blue, Hunter Walker-Healthy Blue, Jason Galliano-Healthy Blue, Lucy Vincent-Healthy Blue, Krystal Corsey-Healthy Blue, Brenda Gremillion-Healthy Blue, Sheryl Benton-Healthy Blue, Alana Gore-Healthy Blue, Joshua Altmeyer-Healthy Blue, Dewunn Armstead-Healthy Blue, Emily Varndado-Healthy Blue, Amanda Lacombe-Healthy Blue, Jennifer Webb-Healthy Blue, Julie Allen-The Salvation Army of NWLA, Latosha Knighten-Healthy Blue, Robin Labranche-Healthy Blue, Ebony Kennedy-Healthy Blue, Kristen White-Healthy Blue, Emily Marshall-Reaves-Healthy Blue, Kirkland Anderson-Healthy Blue, Belinda Tuminski-Healthy Blue, Lexi Authement-Healthy Blue, Kalisa Thomas-Healthy Blue, Keshia Roberson-LA Dept of Health of Public Health, Andrea Zuppardo-Healthy Blue, Yvette DeLaune-Healthy Blue, Renee Ellis-Caddo Parish School System, Tonya Hoover-Family Tree Healthy Start Program, Martha Marak-Food Bank of NWLA, Brittany Allen-Healthy Blue, Carrie Brekeen-Healthy Blue, Sonya Middleton-Healthy Blue, Bill Durocher-Healthy Blue, Ashley Malbrough-Healthy Blue, Alaina Keller-Healthy Blue, Rosetta Duplessis-Healthy Blue, Brittnay Parr-Healthy Blue, Bridgett Jones-Healthy Blue, Gwendolyn Pickett-Healthy Blue, Shar’Ron Hardwell-Healthy Blue, Ashley Wheeler-Healthy Blue, Fatemah Robert-Healthy Blue, Sandra Champlin-Healthy Blue, Derian A DeCoux-Healthy Blue, Dareen Berniard-Healthy Blue, Elizabeth Fradella-Healthy Blue, Cheryl Gilmore-Oubre-Healthy Blue, Celeste Henley-Healthy Blue, Bruce Pennington-Healthy Blue, Elmira Walker-Healthy Blue, Jazare Harrison-Healthy Blue, Alexis McGlynn-Healthy Blue, Beant’e Holmes-Healthy Blue, Jamie Stewart-Healthy Blue, Terri St. Pierre-Healthy Blue, Ruthleen Richard-Healthy Blue, Kristin Price-Healthy Blue, Foley Nash-Healthy Blue, Yvette Williams-Healthy Blue, Nick Daigle-Healthy Blue, Quinique Cannon-Healthy Blue, Anne Baudier-Healthy Blue, Angela Houlemard-Access Health Louisiana, Lauren Higgins-EX Program. Walthena Gosa told Dr. Heiman that she would be reaching out to him to talk about a potential opportunity to discuss Healthy Blue members that are seen at Children International.

- **Introductions:**

- Peter Lambousy-introduced himself as the Marketing Director of Healthy Blue Louisiana and thanked everyone for joining the 1st Quarter of 2024 Health Education Advisory Committee Meeting which is another name for Member Enrollee Advisory Committee. In this committee we go through important updates from the healthy plan such as population health, health equity, quality, member satisfaction, policy and procedures and communication methods all in order for us to get feedback on the things we are doing well and more importantly the things we are not doing well. Peter stated the importance of inviting the associates to the meeting so they can hear first hand the information from our community partners and members. The external attendees were asked to introduce themselves. There were so many Healthy Blue associates in attendance Peter didn’t ask them to introduce themselves for the sake of time. During the introductions Martha Marak-Exec. Director for the Food Bank of NWLA stated that they just opened a new food pantry next door, and they will also provide health education classes.

- **Health Plan Updates**

- Current Total Membership: 314,049 as of the end of February 2024
- We are still in the middle of PHE Unwind period which means the renewal period that happened during the Public Health Emergency was decoupled from the Federal Government. During that time from March 2020 through April 2023, the Federal Government had suspended renewals.
- Beginning June 30, 2023, renewals did begin for a 12-month period through May 31, 2024. Now that renewals have resumed people have to actively take steps to renew their coverage. They can still be eligible but they have to renew their coverage. People must have a correct address filed with LDH so LDH can communicate and get application renewal packets to them. It’s important to keep updated information with the State.

The members can call Healthy Blue with their updated information which we then electronically update with the State or they can update online through the online portal.

- If someone loses coverage, they can still return their renewal package up to 60 days past receiving it and come back to Healthy Blue, but they actually have all the way up to 90 days but they won't necessarily come back to Healthy Blue but they can complete the renewal packet. Beyond 90 days doesn't mean they won't have Medicaid but they will have to reapply for Medicaid coverage.
- Standard renewals will resume on June 2024, so as soon as the PHE Unwind Renewal period ends on May 30th, we will begin standard renewals which is always been the case members have to verify eligibility every year.
- Quarterly wage checks will resume the 3rd quarter of 2024
- Member Handbooks and Provider Directories are available online or print versions can be requested at any time by calling Healthy Blue Member Services by calling 844-521-6941.

- **Member Satisfaction Surveys-CAHPS Presented by Kolletta Davis**

- CAHPS = Consumer Assessment of Healthcare Providers and Systems
- The Health Plan CAHPS survey represents the member experience part of the HEDIS measurement set.
- Members who complete the survey are asked to rate different parts of the health plan, providers, and services based on their experience.
- Members were able to complete the survey by mail with telephone follow-up.
- Both standard survey protocols include two questionnaire mailings, each followed by a reminder postcard.

Goal:

- 2022 Quality Compass 66.67th percentile "Top 2 box %" (Always/Usually) for each CAHPS® measure
- State Aggregate reports used for both Adult and CCC results
- We want to make sure our members are very satisfied with our Health Plan.
- Kolletta stated that you can make an impact by completing the survey and returning it.
- Each year members receive this survey by mail and are asked to complete and return it.
- Some of the questions on the survey are: Are you getting the care, Are you getting the care quickly and also your access to information?
- Kolletta showed and discussed an example of The Estimated Report received from the vendor: It lets us know how we are rated by our members based on their experience. How they rate their satisfaction with our Plan and the Plan services as well as the Plan physicians.
- In the last two years we received 4 out of 5 stars. We hope to push to receive 5 out of 5 stars.
- Kolletta discussed an example of the chart showing Child with Chronic Conditions: Patient Experience Measure. This is also mailed out with the adult measure survey. It has the same top ratings that we strive to achieve, the 4 out of 5 stars.
- The adult survey has at least 40 questions but for the Child with Chronic Conditions the survey will have 70 questions.
- Kolletta mentioned that the first round of surveys were just mailed out around February 16, 2024. So if any member sees something that appears to be junk mail that says CSS on the outside of the envelope, that's probably your CAHPS Survey. A second survey will be mailed out around April 2024 and if the member doesn't notice this mail out, the member will receive a phone call to follow up to take a moment to complete the survey on the phone with you.
- We really want to hear your experience and to serve you as best as we can.
- Kolletta asked if we had any members but there wasn't a response.
- The questions Kolletta had for the members were:
 1. If you have a personal doctor?
 2. If you feel respected and heard by your doctor?
 3. How often do you go to an Urgent Care or ER?

- **Whole Health-Peter Lambousy**

- Whole Health is a collaborative model that addresses individual members' needs as their health and circumstances changes over time.
- It is important that we address the member as a whole especially from a physical and mental perspective.
- Population Health is the framework within whole health that categorizes our members into four levels of management with increasing complexity:
 - Primary wellness and prevention
 - Interventional care
 - Rising risk conditional care
 - Intensive care
- Healthy Blue would help you locate a provider for the care you need
- At Healthy Blue Louisiana we seek to provide our members with updated resources
- Peter asked how effective is Healthy Blue's communication? Especially the Providers is there any kind of communication you find more or less effective?
 - Renee Ellis-My theory is anything important needs to be written. I love the feedback I always get from Healthy Blue. Like the texts, mail, and then the reminders that are informative.
 - Peter Lambousy-We need to let people know we are there when they need us.
 - Martha Marak-I don't think you can over communicate anything that's dealing with people's health. I think the more the better, I like the multiprong approach and you should keep doing it.
- We need to make sure the members are getting the care that they need and we are trying to make sure we understand these things especially things like transportation, housing, is telemedicine effective?
- Does anyone have anything to say about transportation challenges?
 - Julie Allen-With United Way, their 211 program has an option for individuals to get finances to be able to get an Uber to their appointment and back. They are given a code when they are about to do Uber. That's an option for people living in NWLA.
 - Peter Lambousy-All MCO Health Plans within the Healthy Louisiana Program offer transportation/rides as a covered service. It's a Medicaid-covered service. Do you think that information is not widely known?
 - Julie Allen-It's definitely not known to me. I would tell people to call your Medicaid plan.
 - Peter Lambousy-It's not a convenient service like Uber because you have to call up to 48 hours ahead of time. You can call Case Management if you need to get there quickly. There are challenges with it but all the MCOs provide transportation.
- Does anybody take advantage of the home delivered medications? Do people find it convenient?
- If you are feeling overwhelmed and lost with your healthcare, do you know who to call to help you navigate it?
 - Peter Lambousy-You can call Healthy Blue at anytime. Obviously, we want you to call your doctor. If you feel it's an emergency, go to the Emergency Room. We want you to take any steps to keep yourself healthy and whole. If you have any general questions, Healthy Blue is your main source. If you are with any other health plan you can call them as well. Healthy Blue Member Service, Provider Service numbers and Pharmacy on back of the Member's ID cards. You can also email anyone at Healthy Blue, and we will be happy to connect you as well.

- **Health Equity-Peter Lambousy**

- Health Equity is the State in which everyone has a fair and just opportunity to obtain a high level of health.

- Health disparities are preventable differences in the burden of disease, injury, violence or opportunities to achieve optimal health or experience by populations that have been disadvantaged by their social or economic status, geographic location, and environment.
- Social Determinates of Health sometimes called Drivers of Health are the conditions in which people live, learn, work, play, and worship that affect a wide range of health risk and outcomes.
- Do we have health disparities in Louisiana? Yes. Louisiana has an F rating for preterm birth rates and black babies are 1.5% times to preterm than all other babies.
- Infant mortality rate among babies born to black birthing people is 1.6 times higher than the State rate.
- Healthy Blue have multiple maternal programs and Case Management programs where we work with our pregnant members to help them get and have access to the care they need. We always try to encourage through communications to have their prenatal checkups and to get postpartum checkups. We sponsor baby showers and educational events throughout the State. This year we are putting on a Maternal Health Summit towards the end of year where there will be panel discussions.
- Robert Blue works with our Native American Tribes. We want to make sure we are honoring and respectful of all cultures and individuals here in Louisiana and making sure we understand what their needs are.
- How can you help Healthy Blue close Health Disparities gaps? By providing feedback. Trusting relationship is really of the utmost importance because if you don't trust us to do what's right for you or don't have faith that we can do what's right for you than we are not seen as a resource and we're not utilized. There are very strict guidelines from the State and Federal Government that all information is protected information, everything is confidential and we don't share that information.

- **Take Away**

- Peter Lambousy- if we are not doing something right, how can we improve that? If there's a concern you want to bring up or even if it's something good we want to hear it.
 - Martha Marak-I only have good things to say. I value this relationship so much and we feel that by opening a food pantry next door that we may be able to offer more opportunities for our partnership even getting stronger where you'll can have access to our neighbors that come to receive to service if any of them are Healthy Blue members. We can help get the surveys to our neighbors that come and we can provide health education. We love working with Rashad.
- Peter Lambousy-Is there anyone from a community standpoint that wants to talk about a program or new program that they are working on?
 - Kolletta Davis-Anyone has an organization for summer meals for youth being that we know the summer food program has been cut?
 - Martha Marak-We will run our summer meal program. We are looking for partners in NWLA. We have an informational meeting on Monday. We can provide free meals but we don't provide the programming, so if anyone has a nonprofit that focuses on at risk youth we would love to partner with you. Martha placed her contact information in the chat mmarak@foodbanknla.org or Susan at programdirector@foodbanknla.org.
 - Lauren Higgins-EX Program – A digital tobacco and nicotine cessation program so we address all types of tobacco and nicotine. Within the program each member gets a personalize EX card when they join. This is meant to flex with the member as they go through the program, it's personalized to them depending on the type of tobacco and nicotine that they use and also how ready they are to quit. Members have access to live chat coaches as well. They can schedule appointments with them or chat on demand. We have a thriving EX community where they can also receive support from people going through what they are going through. They have the opportunity to opt to receive text messages as well it's not required but they can opt to receive them. Along with joining the program they are entitled to eight weeks of nicotine replacement therapy whether it is the gum, patch, or mini lozenges. All available through their chat coaches. They can join by going to: go.theexprogram.com/healthybluela.

- Julie Allen-I'm with The Salvation Army and we are wanting to put together a job fair in June. Any participant that would like to join or help coordinate we would love to have you. Julie.Allen@uss.salvationarmy.org 318-464-5023. Does Healthy Blue do any type of resource fair for maternity specifically targeting areas in which you have those populations? Peter Lambousy replied yes we do. We do baby showers which are educational events and we give out giveaways. We partner with different organizations throughout the state to provide assistance. We are open to working with The Salvation Army as well with different types of events for maternal health.
- Sha'ron Hardwell-Ms. Martha do you have specific regions that you will be working with for the food program? Martha Marak replied that our service area are the seven parishes in NWLA. We can provide service in Caddo, Bossier, Webster, Claiborne, Bienville, Red River and DeSoto parishes. I feel that most food banks across the state will offer summer feeding besides NWLA.
- Renee Ellis-will Sportran offer free rides? Martha Marak replied yes they do for this year and next year. We are happy for Caddo Parish Schools big annual job fair on April 25th at Hunnington High School. I will send Rashad Bristo the flier.
- Angela Houlemard-Access Health Louisiana- We specialize in Outreach events. Please let me know how we can help. ahoulemard@accesshealthla.org