



AGENDA

Member Advisory Committee Agenda

Q2 2019

- I. Welcome & Call to Order.....Gwen Mack
- II. Approval of Minutes Q1 MAC Meeting (March 2019)
- III. Aetna Better Health of Louisiana MissionGwen Mack
 - a. Welcome and introductions of Aetna Staff and members present:
Brittany Alexander, Community Outreach Coordinator
Georgette Albert – Giles, Community Outreach Coordinator
- IV. Connecting with Member Services, Our Role..... TBD
- V. Case ManagementTBD
- VI. Provider Relations..... TBD
- VII. Quality..... TBD
- VIII. Member Success Stories/ Questions.....Aetna Members
- IX. Thanks, Appreciation & Dismissal..... Gwen Mack

Minutes
Member Advisory Committee Agenda & Minutes
Lafayette, LA

Attendees: Gwen Mack, Brittany Alexander, Nikesha Rodrigue, Nikesha Thomas one Aetna Members and a representative from Our Lady of the Lake Community Center

Meeting called to order by Nikesha Rodrigue at 7:05 p.m.

Ms. Brittany Alexander presented the meeting minutes for Q1 MAC Meeting were motioned and approved by attendees.

Ms. Alexander welcomed the ABH members to the meeting and spoke about the mission of ABH. She then introduced the remainder of the ABH staff:

Brittany Alexander, Community Outreach Coordinator

Tonya Nelson, Member Services

Jessica Trepagnier, Community Outreach Manager

Ms. Nikesha Rodrigue opened the discussion with the ABH member and community partner. She talked about our community events and what type of events needed to be hosted in the future. The ABH member mentioned that a calendar would be helpful and the community partner agreed. Ms. Nikesha Thomas talked about the role of case management and how they can help members navigate their health journey.

The meeting was opened for questions from members

ABH members talked about the aspects of the health plan that they enjoyed, things they would like to see: better communication with case management, and more community events.

Ms. Alexander thanked everyone for attending and ABH members were given \$15 gift cards for transportation.

Ms. Rodrigue dismissed the meeting at 8:00 p.m.