



AGENDA

Member Advisory Committee Agenda

Q3 2019

- I. Welcome & Call to Order.....Meeting called to order.....Gwen Mack
- II. Approval of Minutes Q2 MAC Meeting (September 2019)
- III. Aetna Better Health of Louisiana Mission.....Gwen 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 Management.....TBD
- 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 Q3 2019

Attendees: Brittany Alexander, Gwen Mack, Tina Griffith, one Aetna Members and a representative from Well Ahead Louisiana and NFP/PAT

Meeting called to order by Gwen Mack at 6:05 a.m.

Ms. Gwen Mack presented the meeting minutes for Q2 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.

Ms. Tina Griffith gave a presentation on healthcare equity and showed members various marketing collateral to receive their feedback and opinion.

The meeting was opened for questions from members

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

Ms. Mack dismissed the meeting at 7:00 p.m.