



Meeting Agenda & Minutes

Q1 EAC Meeting

Meeting Title: Q3 Enrollee Advisory Committee						
Date: 02/20/2025	Begin Time:		End Time:		Location: 5353 Essen Lane, Suite 150, Baton Rouge, La 70809	
	10:03am		10:47am			
Note Taker	Trajan Morrisette, Marketing & Communications Analyst					
Meeting host	Nikesha Rodrigue, Lead Director of Marketing & Community Development					
<div>✓ Invitees</div> <div>Box has ✓ if invitee was present.</div>	✓	Amber McCoy (ABHLA)	✓	Shantrell Charles (ABHLA)	✓	Marie Smith (ABHLA)
	✓	Dana Garrison (ABHLA)	✓	Angie Lockwood (ABHLA)		
	✓	Nikesha Rodrigue (ABHLA)	✓	Temika Cooks (ABHLA)		
	✓	Jessica Groves (ABHLA)	✓	Taressia White (AHBLA)		
	✓	Amber McCoy (ABHLA)	✓	Cherie Rousell (ABHLA)		
	✓	Camala Ward (ABHLA)	✓	Floyd Hodoh (ABHLA)		
	✓	Judy Gibson-Houston (ABHLA)	✓	Sandra Trammell (ABHLA)		
	✓	Lakeisha Banks (ABHLA)	✓	Teshesha McBride (ABHLA)		
	✓	Ashley Madison (ABHLA)	✓	Amanda Angel (ABHLA)		
	✓	Eunice Arthur (ABHLA)	✓	Audrey Lucky-Fontenot (ABHLA)		
	✓	Megan Diggs (ABHLA)	✓	Patrice Scott (ABHLA)		
		✓	Mitchell Thomas (ABHLA)	✓	Tamala Edwards (ABHLA)	

Facilitator	Discussion notes
Nikesha 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 ▪ Language and Transportation Services ▪ Enrollee ID Cards & Portal
Nikesha Rodrigue / Angie Lockwood - Member Services	<ul style="list-style-type: none"> ➤ Language Services ➤ Transportations Services ➤ Vision Services ➤ Pharmacy Vendor- Magellan ➤ DentaQuest ➤ Member ID Cards ➤ Any enrollment questions regarding ABHLA members can reach out to Member Services. ➤ Nikesha Rodrigue- Touches on Member portal and will show demonstrate how to use it.
Angie Lockwood- Quality	<ul style="list-style-type: none"> ➤ Fluoride Varnish ➤ HEDIS- standard that helps the plan evaluate the level of care that member receives. ➤ Educational member messaging- Flyers, Text, QR Codes or emails. ➤ Health Literacy Flyer walkthrough ➤ Maternity Matters ➤ Value Added Benefits, expounds on OTC and Job & Life skills courses.
Michelle Lafitte- Behavioral Health	<ul style="list-style-type: none"> ➤ Crisis Hotline- 24/7 Crisis Hotline
Lakeisha Banks- Care Management	<ul style="list-style-type: none"> ➤ Care Management Services ➤ Description of Care Management Services ➤ How to request Case Management ➤ Provides Care management email address and speaks on referral process.
Nikesha Rodrigue- Health Equity	<ul style="list-style-type: none"> ➤ What is Health Equity ➤ 2024 Health Equity Plan ➤ Develop Community Partnerships ➤ Health Equity Committees ➤ Discusses C.L.A.S.S / Health Equity Task force
Ashley Madison / Angie Lockwood- SDOH	<ul style="list-style-type: none"> ➤ What is SDOH ➤ Looking to close all gaps and bring SDOH to the forefront within the next year ➤ SDOH Chart defining exactly what SDOH is comprised of ➤ Diagram of closed loop ➤ Touches on member portal and link to Community Resource Directory
Floyd Hodoh-WITC/CRC Nikesha Rodrigue- Community Outreach	<ul style="list-style-type: none"> ➤ CRC details and use for members and providers alike. ➤ Speaks to CRC responsibilities and events for the remainder of the year. ➤ Upcoming Events & Member Engagement ➤ CVS will be starting a Virtual Job Training for CVS Stores ➤ CRC is going to become a voluntary site for all tax preparations for Aetna members. ➤ ➤ Discusses link to Outreach Team events

Action items	Owner	Deadline	Status

Question and Answer Section

Open discussion			
Time allotted			
Question	Asker (Full Names)	Responder (Full Names)	Answer
Is the CRC Vending Machine up and running	Angie Lockwood	Nikesha Rodrigue	We have 32 products and it is up and running. Nikesha names some of the items provided free of charge.
Please remind us of Wage verification	Angie Lockwood	Nikesha Rodrigue	Please tell all members to be sure to check your mail and reply to all mail as soon as possible. Just because you get dropped does not mean they can't requalify.

****Please embed documents and presentations**

Presentation	Documents
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Next Meeting

Topic	Date	Location
Q1 EAC Meeting	TBD	TBD