



AETNA BETTER HEALTH® OF LOUISIANA

AGENDA

Member Advisory Committee Agenda

Date: March 22, 2018 10:00 a.m. – 12:00 p.m.

Location: Corpus Christi-Epiphany Resource Center

- I. Welcome & Call to Order
- II. Approval of Minutes Q4 MAC Meeting (Dec. 2017)
- III. Aetna Better Health of Louisiana Mission.....Nikesha Rodrigue
- IV. Connecting with Care Management, Our Role.....Lance Miguez
- V. Connecting with Member Services, Our Role.....Tonya Nelson
- VI. Grievance and Appeals.....Autumn Diaz
- VII. Member Success Stories/ Questions.....Aetna Members
- VIII. Online Provider Directory.....Elizabeth Oubre
- IX. Thanks, Appreciation & Dismissal..... Brittany Alexander



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Attendees: Brittany Alexander, Gwen Mack, Autumn Diaz, Jessica Trepagnier, one Aetna Member and a representative from Brotherhood Inc.

Meeting called to order by Gwen Mack at 10:05 a.m.

Ms. Gwen Mack presented the meeting minutes for Q4, 2017 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. Autumn Diaz gave a presentation on appeals and grievances, she answered questions regarding appeals and how to start and follow up if you have made an appeal. ABH members asked questions regarding having to pay out of pocket for additional services, these questions were documented to give to their respective case manager.

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 12:00 p.m.