



AGENDA

Member Advisory Committee Agenda

Date: March 30, 2019 11:00 a.m. – 1:00 p.m.

Location: Southern University at New Orleans

- I. Welcome & Call to Order
- II. Approval of Minutes Q4 MAC Meeting (Dec. 2018) – Jessica Trepagnier
- III. Aetna Better Health of Louisiana Mission.....Brittany Alexander

Meeting called to order by Jessica Trepagnier

Agenda presented. Will be translated into Spanish and added to the website.

Welcome and introductions of Aetna Staff and members present:

Brittany Alexander, Community Outreach Coordinator

Tonya Nelson, Member Services

Jessica Trepagnier, Community Outreach Manager

Ashley Blackmon, member

Autumn Blackmon, member

Ashton Blackmon, member

Kyren Triche, member

Georgette Albert, attending on behalf of Kyren Triche

Michael Johnson, member

Brian Alexander, member

Ashleigh Berryhill, member

Keonta Nelson, member

- IV. Connecting with Member Services, Our Role.....Tonya Nelson

Tonya reviewed the role of member services, and showed members what their Explanation of benefits look likes, how to receive, review and what to do if corrections need to be made.

The meeting was opened for questions from members

Member, Ashley Blackmon requested information on how to obtain new ID cards for herself and her two children; she also asked how to update their PCP information so that her two children had the same doctor. Aetna member service rep Tonya Nelson showed attending members where they can access



information regarding PCPs on the ABHLA website. She also showed the attending members where to locate contact information for both the plan and the state Medicaid office. She ordered new ID cards for the Blackmon family.

V. Member Success Stories/ Questions.....Aetna Members

Georgette Albert, on behalf of member Kyren Triche, shared her story of ABHLA replacing her son's prosthetic leg, he has had seven surgeries since he was born and will continue to undergo surgeries until he is a teenager. She expressed her extreme pleasure with working with the plan and how helpful everyone has been since switching to ABHLA>

VI. Thanks, Appreciation & Dismissal..... Brittany Alexander