



AGENDA

Member Advisory Committee Agenda

Date: December 18, 2019 5:30 p.m. – 7:00 p.m.

Location: Williams Branch Library

- I. Welcome & Call to Order.....Meeting called to order.....Gwen Mack
- II. Approval of Minutes Q3 MAC Meeting (Sep. 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

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Attendees: Brittany Alexander, Gwen Mack, Jessica Trepagnier, Nikesha Rodrigue one Aetna Members and a representative from Southern University Shreveport and Smoke Free Louisiana

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

Ms. Gwen Mack presented the meeting minutes for Q3 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.

The meeting was opened for questions from members. ABH members spoke about needing more information on how to fund doctors, the outreach team showed the attending members how to navigate the website and find the provider portal.

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.