



Aetna Better Health® of Louisiana

MINUTES OF THE AETNA BETTER HEALTH OF LOUISIANA Q3 MAC MEETING July 30, 2020

The Aetna Better Health of Louisiana Member Advisory Council met in virtual session on Thursday, July 30, 2020, at 10:30am. The meeting was held virtually through a WebEx.

Council Members present:

Jessica Trepagnier	Ashland Arceneaux	Lisa Tervalon
D'Andra Odom	Elizabeth Oubre	Representative(s) from LDH & LSU Ag Center
Adrian Fontenot	Freda Patillo	
Rick Born	James Bognar	

Call to Order

Co-Chair, Jessica Trepagnier called the meeting to order at 10:35am

Introductions were given by everyone in attendance.

Policy Statement read by Jessica Trepagnier, Co-chair
MAC Ground Rules & Responsibilities, Jessica Trepagnier

Quality Management- Ashlyn Marceau, HEALTH CARE QM PROJCT MGR
Activities /Gift Card Incentives
Member Educational Materials
Strategies to Improve HEDIS

Health Care Equity-D'Andra Odom, BUS PROJECT PROGRAM MGR
Cultural Competency and Advocacy
Community Initiative & Educational Events

Member Engagement, Elizabeth Oubre, MGR, SERVICE OPERATIONS
Member Portal
Member Eligibility
Reapplying

Member ID Cards
Service Available

Community Outreach-Jessica Trepagnier, MGR, COMMUNITY DEV

Back to School
Job Skills Training
Health Hubs
Virtual Education

Open discussion by group.

Meeting Adjourned- 11:20am

