

USFHP MAC MEETING MINUTES

Location: Teams and In-person
 Date: 08/02/2023
 Time: 3:00 pm
 Facilltator: Yessica Anguiano

Attendees: Guzman, Lisa; AnguianoDominguez, Yessica V.; Nesloney, Lori K.; Smith, Patricia A.; Horn, Jeniffer E ; Bolden, Rondy; Hefton, Ronda R.; Kaslik, Jeanette Y; Guzman, Alexandra; Bruning, Jackie; Gomes, Kimberly A.; Johnson, Brooke A.; Willis, Chandra; Smith, Adrianna; Payne, Georgianna; Carter, LaRae; Rey, Susan; Senter, Melissa; Craig, Abbie B.; Freeney, LaTasha; Hopson, Rhonda; Lorduy, Christi; Phillips, Jacquette; Williams, Dandrea; Nguyen, Tina; Abuhasheesh, Keli; Self, Angela; Winkler Trish; USFHP Members

Absent: Anyanwu, Christina

Chair: Trish Winkler, Director Health Plan Quality

Topic	Discussion	Action items	Owner(s)	Deadline	Status
Reflection	-	Trish Winkler supplied the Reflection	Trish Winkler	N/A	N/A
Welcome and Introduction	-	Trish Winkler welcomes everyone and then introduced herself and then requested that and USFHP beneficiaries who were joining the call for the first time, to please introduce themselves.	Trish Winkler	N/A	N/A

Old Business	Updates from last meeting		Yessica Anguiano	-	-
	The 2023 March Member Advisory Committee Survey were reviewed.	<p>It was noted that there were 32 beneficiaries in attendance of that meeting with 12 individuals completing the survey.</p> <ul style="list-style-type: none"> • 67% of beneficiaries surveyed indicated they has visited their health plan website in the past 6 to 12 months. • 53% indicated they used the online beneficiary portal. • 85% stated they would recommend their current health plan to a friend or family member. 	Yessica Anguiano	3.22.23	CLOSE D
	Opportunities identified from the Previous MAC Survey	<p>3 opportunities Identified.</p> <ul style="list-style-type: none"> • Improve the beneficiary website. • Will allow for questions to be submitted before the meeting. • Access to gym membership is under review by product development 			
New Business	2023 CHRISTUS USFHP Member Handbook	<p>The Member Handbook is sent to all beneficiaries' home address upon enrollment and re-enrollment into the health plan. Additional copies of the handbook may be received by contacting Member Services.</p> <p>Member Feedback regarding this document was requested. No recommendations or edits were noted at this time. However, beneficiaries were encouraged to read the document and provide recommendations at any time by sending an email or calling CHRISTUS.</p> <p>The new Member Handbook is also located online. The link was shared during the meeting in the chat box.</p>	Trish Winkler	N/A	CLOSE D

	<p>Member Rights and Responsibilities</p>	<p>Member Rights and Responsibilities Information was shared. It was highlighted that this information could be found in the Member handbook.</p> <p>Beneficiaries Feedback regarding this document was requested. No recommendations or edits were noted at this time. However, beneficiaries were encouraged to read the document and provide recommendations at any time by sending an email or calling CHRISTUS.</p>	<p>Trish Winkler</p>	<p>N/A</p>	<p>CLOSE D</p>
	<p>Network Management</p>	<p>Network Management Information regarding locating a provider online was shared. There is now a Member Portal and/or QR Code which may be scanned for Information regarding Member Resources or benefits for Prevention and Medical/Behavioral Health care.</p> <p>No improvements or enhancements to the system/portal were recommended at this time.</p>	<p>Jackie Bruning</p>	<p>N/A</p>	<p>CLOSE D</p>
	<p>Care Coordination</p>	<p>Care Coordination highlighted their functions of having a team of RN nurses that are available to improve the quality of care by assisting in linking beneficiaries to services. The Health Plan Case Management and Disease Management programs are designed to identify those beneficiaries who have experienced, or are at risk for, a catastrophic illness or injury. Beneficiaries of specified complex, high-risk groups and, within this population, encourage appropriate use of healthcare services, improve quality of care, and ensure access to care while maintaining cost-effectiveness. All Beneficiaries have the right to self-refer to any of the Case Management programs.</p> <p>Additionally discussed were the types of treatment for the hearing-impaired individuals. Various hearing aid designs benefits and styles were reviewed. Beneficiaries were reminded to seek care from their PCPs for any type of hearing issues. Questions by beneficiaries were</p>	<p>Keli Abuhasheesh</p>	<p>N/A</p>	<p>CLOSE D</p>

answered regarding issues of hearing and Hearing aids. The hearing aid is not a covered benefit by CHRISTUS. However, CHRISTUS does have a Discount Program called Amplifon Hearing Aid which can aide in receiving a discounted rate should the item be medically necessary.

Complaints, Appeals, and Grievances

IV. Beneficiary Education: Complaints, Appeals, and Grievances



Over sight/Review and Evaluation of CHP data to ensure performance goals are met and outliers are addressed.

Discussion Points:
Maintain performance goals for FY 2023

Frequency	
Last Meeting	
Action	
Leader	

Category	Q4 FY22 (July-Sept)	Q1 (Oct-Dec)	Q2 (Jan-March)	Q3 (Apr-Jun)	Performance Goal	Performance Goal Met
Access To Care	1	0	0	0	<2	Yes
Balance Billing	10	0	0	0	<20	Yes
Billing and Collections	4	0	0	0	<20	Yes
Quality of Service	1	0	0	0	<2	Yes
Quality of Care	0	0	0	1	<1	Yes
Eligibility / Enrollment	0	1	0	0	<10	Yes
Medical Management	0	0	0	0	<2	Yes
General Claims Dispute	1	0	0	0	<5	Yes
Pharmacy	0	1	0	0	<10	Yes
Provider Network	0	0	0	0	<10	Yes
Totals	17	2	0	1		

Amanda Hendon

N/A

CLOSE D

Beneficiary Newsletter: Summer 2023

- Most Current USFHP Newsletter was sent to each beneficiaries mailing address.
- Important health preventative information
- Healthy Recipes were included in the Newsletter.
- Tips on Keeping Family Health through well visits and recommended vaccinations was reviewed.

Kim Gomes

	MAC Survey for Aug 2023	<p>Link to the Survey was shared in the chat as well as A QR code presented where Beneficiaries could scan and complete the survey.</p> <p>Resulted will be presented in the next MAC meeting.</p>	Yessica Anguiano	Due ASAP	OPEN
	Beneficiary Q&A	<p>The beneficiaries with questions that were specific to their care or situation were asked to post their questions in the chat box on TEAMS with their phone numbers. Each will be called back within 1 hour of the end of this meeting to ensure get their questions answered or problems addressed.</p> <p>Group questions included topic on:</p> <ul style="list-style-type: none"> • Scooter vs Wheelchair benefits • Deductibles and Copayments questions • Access and availability questions • Preferred providers by race in rural areas • Network adequacy concerns • Satisfaction with current providers and network <p>Request to have PowerPoint posted to the website so Beneficiaries could see it and make it larger in future meetings.</p>	USFHP Christus team	N/A	N/A
	Adjournment	The beneficiaries were thanked for attending and for their responses and given the date of the next MAC meeting.	Trish Winkler	N/A	N/A