



USFHP MAC MEETING MINUTES

Location: Virtual
 Date: 8/22/24
 Time: 1:30 pm
 Facilitator: Yessica Anguiano

Meeting Purpose:			
<p>The purpose of the Member Advisory Committee (MAC) is to engage internal and external stakeholders to improve the beneficiary experience at CHRISTUS Health Plan on a bi-annual occurrence. The Member Advisory Committee will be a subcommittee of the Quality Improvement Committee and chaired by the Manager of Member Engagement and led by the Member Engagement Department.</p> <p>The CHRISTUS Health USFHP Member Advisory Committee (MAC) meeting is designed to gather input and information from The Member Advisory Committee (MAC) is an informational forum designed with the intent of gathering input from the beneficiaries, advocates, community resources, social services entities, community leaders, and providers to enhance the beneficiaries' health plan experience. The MAC meeting is also an opportunity for CHRISTUS Health Plan subject matter experts to educate beneficiaries on important topics such as their health plan benefits, preventative health, and wellness topics.</p>			
Voting Membership:			
<input checked="" type="checkbox"/> Chair, Nicole Tillett, Manager, Member Engagement	<input checked="" type="checkbox"/> Tina Nguyen, Manager, Pharmacy Benefits and Services	<input checked="" type="checkbox"/> Rondy Bolden, Manager, Member Services	<input checked="" type="checkbox"/> Yessica Anguiano Dominguez, Projects Coordinator II, Member Engagement
<input checked="" type="checkbox"/> Jerry Lara, Manager, Health Plans Sales	<input checked="" type="checkbox"/> Alexandra Guzman, Manager, Health Plans Product Management	<input type="checkbox"/> Amanda Hendon, Director, Complaints, Appeals & Grievances	<input type="checkbox"/> Jackie Bruning, Manager, Providers Relations



<input checked="" type="checkbox"/> Kimberly Gomes, Director, Health Plans Corporate Services	<input checked="" type="checkbox"/> Dr. Dean Cannon, VP Chief Medical Officer	<input checked="" type="checkbox"/> Rhonda Hopson, Manager, Medical Management	<input type="checkbox"/> Trish Winkler, Director of Quality Improvement
<input type="checkbox"/> Taylor Hairston, Manager, Marketing	<input checked="" type="checkbox"/> Jacquette Phillips, USFHP Supervisor, Member Services	<input type="checkbox"/> Kate Baxley, Director of Provider Network Contracting	
Non-Voting Attendees:			
<input checked="" type="checkbox"/> Chandra Willis, Supervisor, Member Services	<input checked="" type="checkbox"/> DeMaurea Satchell, Manager, Eligibility & Enrollment	<input checked="" type="checkbox"/> Michael Brandt, Specialist, Member Engagement	<input checked="" type="checkbox"/> Georgianna Payne, Supervisor, Member Services
<input checked="" type="checkbox"/> Tiffany Wright, Manager, Accreditation	<input checked="" type="checkbox"/> Jelecia Moore, Program Manager, Accreditation	<input checked="" type="checkbox"/> Adriana Smith, Member Retention Specialist, Product Management	<input checked="" type="checkbox"/> Stephen Sibley, Lead, Member Services
<input checked="" type="checkbox"/> Emily Luckowski, Senior Specialist, Member Engagement	<input checked="" type="checkbox"/> Latasha Freaney, Supervisor, Care Management	<input checked="" type="checkbox"/> Delores Cantell, DHA	<input checked="" type="checkbox"/> Cheryl Jones, DHA
<input checked="" type="checkbox"/> Lesean Wright, DHA	<input checked="" type="checkbox"/> Connie Hilliard, DHA	<input checked="" type="checkbox"/> Carmen DeLeon, DHA	<input checked="" type="checkbox"/> Lt Col Keri Young, DHA
<input checked="" type="checkbox"/> USFHP Members, Total Attendees (46)			

Scope:

The virtual and/or in-person meetings serve as a two-way communication opportunity to receive real time feedback from beneficiaries. CHRISTUS Health Plan will analyze the serving population and identify opportunities to improve the beneficiaries’ quality of care experience by sharing information and resources.

Topic	Discussion	Action items	Owner(s)	Deadline	Status
<p>1. Reflection</p>	<p>a. Nicole Tillett shared a reflection from the bible. “Even youths grow tired and weary, and young men stumble and fall; but those who hope in the Lord will renew their strength. They will soar on wings like eagles; they will run and not grow weary; they will walk and not be faint.” Isaiah 40:30-31</p>	<p>a. None</p>	<p>Nicole Tillett, Manager, Member Engagement</p>	<p>Not Applicable</p>	<p>Not Applicable</p>
<p>2. Welcome and Introductions</p>	<p>a. Nicole introduced herself and welcomed the attendees.</p>	<p>a. No action</p>	<p>Nicole Tillett, Manager, Member Engagement</p>	<p>Not Applicable</p>	<p>Not Applicable</p>

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3. Announcements	a. Nicole shared the meeting's agenda topics and encouraged the beneficiaries to ask questions during the question-and-answer discussion portion.	a. None	Nicole Tillett, Manager, Member Engagement	Not Applicable	Not Applicable
4. Old Business-Approval of Previous Meeting Minutes	<p>a. Nicole shared that all the MAC voting members received an email with the previous MAC Meeting minutes from 2.22.24 for review prior to the meeting held today on 8.22.2024.</p> <p>b. Nicole asked if minutes for the 2.22.2024 MAC meeting should be amended and if not, someone could motion an approval of the document.</p> <p>c. Nicole shared that all the MAC voting members received an email with the most current MAC Charter highlighting the new updates of being the new Chair for the MAC meeting along with revisional updates to the document. Nicole asked if the MAC Charter document should be amended and if not, someone could motion an approval of the document.</p>	<p>a. None</p> <p>b. There were no amendment requests to the minutes. There was a motion of approval by Tina Nguyen, and a second by Dr. Cannon.</p> <p>c. There was a motion to approve by Rondy Bolden and the motion received a second by Tina Nguyen.</p>	Nicole Tillett, Manager, Member Engagement	Not Applicable	Not Applicable
5. New Business-MAC	a. Yessica discussed about the survey results that were shared during the 2.22.24 Member Advisory Committee. It was noted that there	a. None	Yessica Anguiano, Project Coordinator II,	12/2023	Closed

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Meeting Survey Results	<p>were forty-seven (47) beneficiaries who attended the meeting however, only 6 beneficiaries submitted the MAC survey.</p> <p>b. Yessica shared that following results and the action plans:</p> <ul style="list-style-type: none"> i. 100% of the voting members said that the information shared on 2/22/24 was found beneficial to the beneficiaries. ii. The topics that the beneficiaries were interested in displayed an outcome of 33% mentioned other topics and types in a combination of topics such as PTSD, Diabetes, Heart Disease, Referral and Advocacy Programs. 25% said Diabetes, 17% said high blood pressure, 17% said cholesterol, and 8% said gastroesophageal reflux. iii. The preferred methods of receiving health plan information resulted in 33% email, 17% mail, 17% health insurance agents, 17% internet website, and 17% phone call. iv. On 2/22/24 the beneficiaries were asked if they were given the opportunity to contribute their opinion during the MAC and 80% said yes and 20% said no. 	<p>b. Action plans for the MAC held on 8/22/24 were:</p> <ul style="list-style-type: none"> i. Continue to hold the MAC meetings virtually and provide the beneficiaries information about their health plan benefits. ii. Educate the beneficiaries on health topics and concerns that they related to. iii. Improve communication and share information about how to access the online member portal. 	<p>Member Engagement</p>		

Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<p>v. Lastly, the beneficiaries were asked if they had accessed their enhanced member portal online and 100% said no.</p> <p>vi. There were three (3) opportunities identified and highlighted as action plans from the survey results that would be implemented in the 8/22/24 MAC meeting that included.</p>				
<p>6. Member Services Updates</p>	<p>a. Randy Bolden introduced himself and shared updates for the USFHP Member Services team.</p> <p>He shared with the beneficiaries that his team conducts a monthly quiz to ensure that all the call agents have the knowledge needed to answer all the beneficiaries' questions. This will help with making sure that the issues are resolved on the first call. The quiz is made up of 20 frequently asked questions and is administered to them every month. The associate must score greater than a 90% score.</p>	<p>a. None</p>	<p>Rondy Bolden, Member Services Manager</p>	<p>Not Applicable</p>	<p>Closed</p>
<p>7. Beneficiary Online Portal</p>	<p>a. Nicole Tillett re-introduced herself and asked if anyone has accessed into their member portal online yet.</p> <p>b. A live post was shared on the TEAMS meeting and asked, "Have you accessed your enhanced member portal?"</p>	<p>a. No Action</p> <p>b. The responses were: 50% No and 50% Yes</p>	<p>Nicole Tillett, Manager, Member Engagement</p>	<p>Not Applicable</p>	<p>Closed</p>

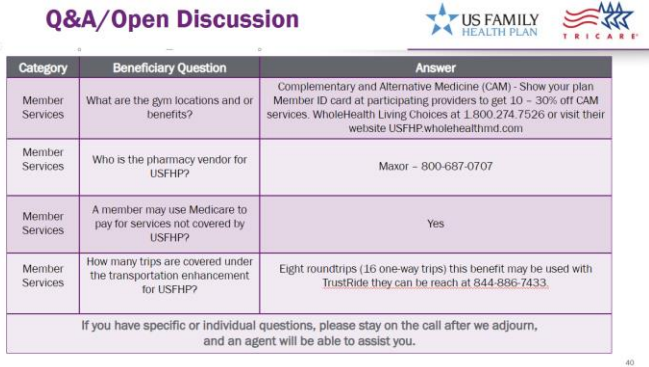
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	<p>c. Nicole voiced she would like to help those who have not yet accessed the portal and would show them a step-by-step video.</p> <p>d. Nicole also shared information regarding the new beneficiary portal including the features that are accessible online included the find a provider, view claims, request ID cards, change primary care provider, and view benefits. Additionally, the Pharmacy benefits is now imbedded in the Member Portal website to allow members to get their prescribed medication ordered online as an option.</p>	<p>c. Nicole played a 2-minute video tutorial.</p> <p>d. The online resource link was shared during the meeting in the chat box and a QR code was displayed on the presentation slide.</p>															
<p>8. Pharmacy Benefits Updates</p>	<p>a. Tina Nguyen shared pharmacy benefits information about filling prescription medications at the MAXOR Pharmacies and MXP Mail order to their homes including the price difference from filling medications for thirty (30) days or ninety (90) days by tier levels. In example Tier 1 is the generic formulary, Tier 2 is the Brand Name formulary, and Tier 3 is non-Formulary.</p> <table border="1" data-bbox="338 1193 995 1333"> <thead> <tr> <th>Supply Amount</th> <th>Generic Formulary Tier 1</th> <th>Brand Name Formulary Tier 2</th> <th>Non-Formulary Tier 3</th> </tr> </thead> <tbody> <tr> <td>30-Day Supply</td> <td>\$16</td> <td>\$43</td> <td>\$76</td> </tr> <tr> <td>90-Day Supply *</td> <td>\$13</td> <td>\$38</td> <td>\$76</td> </tr> </tbody> </table> <p>Maxor's prescription mail order phone number was displayed and shared to all the beneficiaries.</p>	Supply Amount	Generic Formulary Tier 1	Brand Name Formulary Tier 2	Non-Formulary Tier 3	30-Day Supply	\$16	\$43	\$76	90-Day Supply *	\$13	\$38	\$76	<p>a. None</p>	<p>Tina Nguyen, Manager, Pharmacy Benefits</p>	<p>Not Applicable</p>	<p>Closed</p>
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	<p>A link and a QR code were shared on the presentation slide to provide access to the website.</p> <p>Tina advised that the current Member Portal offers a single sign on option.</p> <p>Tina presented on Maxor's member portal information and the features that can be found within the website. Some of the features included: order refills, updating credit card payment information, locating contracted retail pharmacies, and the link to the Tricare Formulary to check coverage.</p>												
<p>9. Life Events: What happens when you turn 65?</p>	<p>a. Jerry Lara, the manager of USFHP Health Plan Sales introduced himself. He shared frequently asked questions to the beneficiaries of their next steps once they turn 65 years old.</p> <table border="1" data-bbox="331 906 995 1166"> <thead> <tr> <th data-bbox="331 906 611 943">Question</th> <th data-bbox="611 906 995 943">Answer</th> </tr> </thead> <tbody> <tr> <td data-bbox="331 943 611 1027">When you turn 65 years old, what should you do?</td> <td data-bbox="611 943 995 1027">If you're grandfathered in (October 1, 2012), you have the option to stay with USFHP. Otherwise, you will move to Tricare for Life but must enroll into Medicare Part B.</td> </tr> <tr> <td data-bbox="331 1027 611 1094">Should you enroll into a Medicare Advantage (MA) plan?</td> <td data-bbox="611 1027 995 1094">Beneficiaries grandfathered into USFHP cannot sign up for a MA Plan. Those on Tricare for Life can enroll into a MA plan.</td> </tr> <tr> <td data-bbox="331 1094 611 1166">Should you disenroll out of your USFHP plan, if you are grandfathered in?</td> <td data-bbox="611 1094 995 1166">No, but you should enroll in Medicare Part B.</td> </tr> </tbody> </table>	Question	Answer	When you turn 65 years old, what should you do?	If you're grandfathered in (October 1, 2012), you have the option to stay with USFHP. Otherwise, you will move to Tricare for Life but must enroll into Medicare Part B.	Should you enroll into a Medicare Advantage (MA) plan?	Beneficiaries grandfathered into USFHP cannot sign up for a MA Plan. Those on Tricare for Life can enroll into a MA plan.	Should you disenroll out of your USFHP plan, if you are grandfathered in?	No, but you should enroll in Medicare Part B.	<p>a. None</p>	<p>Jerry Lara, Manager, USFHP Sales Product</p>	<p>Not Applicable</p>	<p>Closed</p>
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When you turn 65 years old, what should you do?	If you're grandfathered in (October 1, 2012), you have the option to stay with USFHP. Otherwise, you will move to Tricare for Life but must enroll into Medicare Part B.												
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<p>10. Health Information and Resources for Diabetes</p>	<p>Rhonda introduced herself and expressed the importance of diabetes management.</p> <ol style="list-style-type: none"> She defined diabetes and shared that over time. Diabetes can cause serious health problems such as heart disease, vision loss, and kidney disease. Rhonda shared an image that described the differences between type 1 diabetes and type 2 diabetes and how both can cause serious health complications, require a healthy lifestyle and medical supervision, and common symptoms of thirst, frequent urination, and blurry vision. <div data-bbox="430 1047 688 1263" style="border: 1px solid black; padding: 5px;"> <p>Type 1:</p> <ul style="list-style-type: none"> • Autoimmune disease. • The body doesn't make insulin. Insulin is a hormone that helps sugar enter your cells to give you energy. <p>Type 2:</p> <ul style="list-style-type: none"> • Insulin resistance. • The body still produces insulin, but it's unable to use it effectively. </div> <div data-bbox="730 1031 991 1274" style="text-align: center;"> </div> <ol style="list-style-type: none"> Rhonda shared that insulin in a human body is like a key to let sugar from your blood into your cells. Without insulin, sugar stays in your blood, which can make you sick. 	<ol style="list-style-type: none"> None None None 	<p>Rhonda Hopson MSN, RN Manager, Medical Management</p>										

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	<p>d. The various signs for low blood glucose or hypoglycemia were displayed. This included feeling dizzy, shaky, fast heartbeat, sweating, anxious, hungry, blurry vision, weakness or fatigue, headache, or irritable. The 3 important things to do when you feel like this is to check your blood glucose right away, treat by eating 3 to 4 glucose tablets or 3 to 5 hard candies, or by drinking 4 ounces of fruit juice or ½ can of soda.</p> <p>e. The various signs of high blood glucose or hyperglycemia are extreme thirst, dry skin, need to urinate often, blurry vision, hungry, slow healing wounds, and drowsiness. The 2 important things to do when these symptoms arise are to check your blood glucose levels, if levels are high for 3 days or more, call your health care provider.</p> <p>f. The healthy habits to assist with managing diabetes include eating clean. Things to eat would be fruits, vegetables, whole grains, lean protein. The things to avoid eating are sugary snacks, sugary drinks, high saturated fats, and high sodium.</p> <p>g. Additional healthy habits include exercising for 30 minutes a day, check your blood sugar often, and take any prescribed medication if needed.</p> <p>h. Ways to prevent type 2 diabetes include losing extra weight, be more physically active, eat healthy plan foods with high fiber eat healthy fats, and skip fad diets to make healthier choices.</p>	<p>d. None</p> <p>e. None</p> <p>f. None</p> <p>g. None</p> <p>h. None</p>			

Topic	Discussion	Action items	Owner(s)	Deadline	Status
	<ul style="list-style-type: none"> i. Rhonda shared relatable fun facts to the beneficiaries including that adults with diabetes are twice as likely to die from heart disease or stroke, many early symptoms of diabetes are too mild to notice, and celebrities living with diabetes including Drew Carey, Paula Deen, Delta Burke, Penny Marshall, and Nick Jonas. She also reminded that everyone who has diabetes has a different journey, and that CHRISTUS Health Plan is here to support our beneficiaries through their health needs. j. To conclude this education portion of the meeting, Rhonda shared the contact information for medical management including the phone number with availability of Monday through Friday from eight (8:00) AM CST to five (5) PM CST or the twenty-four (24) hour / seven (7) days a week phone line. 	<ul style="list-style-type: none"> i. None j. None 			
11. Beneficiary Questions and Answers	<ul style="list-style-type: none"> a. Jacquette introduced herself and displayed a table with frequently asked questions with the answer next to it. 	<ul style="list-style-type: none"> a. No action 	Jacquette Phillips, Supervisor, Member Services	Not Applicable	Not Applicable

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	<p>Q&A/Open Discussion</p>  <p>b. The beneficiaries asked 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"> • USFHP Coverage vs Medicare • Pharmacy Access and Mail Order • Member Portal Concerns • Provider Access Concerns 	<p>b. Jacquette answered the questions, accordingly, including other team members to chime in to better serve the beneficiary.</p>			
<p>12. New Feedback Survey for 2.22.24 MAC meeting</p>	<p>a. A single poll question was displayed on Teams asking the members if they found today's information beneficial.</p> <p>b. Yessica shared the link to today's MAC Survey in the chat as well as a QR code presented</p>	<p>a. 100% of poll answered Yes, the information was beneficial.</p> <p>b. Beneficiaries to take a survey through their</p>	<p>Yessica Anguiano, Projects Coordinator II, Member Engagement</p>	<p>2/22/24</p>	<p>Open</p>



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	<p>where beneficiaries could scan and complete the survey.</p> <p>c. Resulted will be shared in the next MAC meeting.</p>	<p>personal cell phone or online website.</p> <p>c. Results will be shared in the next MAC meeting on February 20, 2024.</p>			
13. Meeting Adjourned	<p>The beneficiaries were thanked for attending and for their responses and given the date of the next MAC meeting on February 20, 2025.</p>	<p>a. None</p>	<p>Nicole Tillett, Manager, Member Engagement</p>	<p>Not Applicable</p>	<p>Not Applicable</p>