



AETNA BETTER HEALTH® OF LOUISIANA

AGENDA

Member Advisory Committee Agenda

Date: March 22, 2018 10:00 a.m. – 12:00 p.m.

Location: Corpus Christi-Epiphany Resource Center

- I. Welcome & Call to Order
- II. Approval of Minutes Q4 MAC Meeting (Dec. 2017)
- III. Aetna Better Health of Louisiana Mission.....Nikesha Rodrigue
- IV. Connecting with Care Management, Our Role.....Lance Miguez
- V. Connecting with Member Services, Our Role.....Tonya Nelson
- VI. Grievance and Appeals.....Autumn Diaz
- VII. Member Success Stories/ Questions.....Aetna Members
- VIII. Online Provider Directory.....Elizabeth Oubre
- IX. Thanks, Appreciation & Dismissal..... Brittany Alexander