



AETNA BETTER HEALTH® OF LOUISIANA

AGENDA

Member Advisory Committee Agenda

Date: Wednesday, December 12th 2018 5:30 p.m. – 7:00 p.m.

Location: McKinley Alumni Center, Baton Rouge

- I. Welcome & Call to Order
- II. Approval of Minutes Q3 MAC Meeting
- III. Aetna Better Health of Louisiana Mission.....Nikesha Rodrigue
- IV. Member Success Stories/ Questions.....Aetna Members
- V. Questions: Member Services, Provider Relations, Case Mgt....OPEN
- VI. Thanks, Appreciation & Dismissal..... Brittany Alexander



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Attendees: Brittany Alexander, Gwen Mack, Jessica Trepagnier, Eve Serbert, Nikesha Rodrigue
one Aetna Members, representative from OLOL

Meeting called to order by Gwen Mack at 5:30 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.

Ms. Eve Serbert gave a presentation on provider relations and how she connects providers to the health plan.

The meeting was opened for questions from members

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.