

Integrated Managed Care Communication Workgroup
December 11, 2018
11:00 AM to 12:00 PM
Meeting Minutes

1. Attendees: Martin Sanchez, Jenna Shelton, Anthony Gonzalez, Katie Sears, Diane Halo, Joey Charlton, Harry Kramer, Jessica Diaz, Brisa Guajardo, Jackie Micucci, Dimita Warren, Sara Clark
2. Reminder that clients should have received their enrollment notifications that included what MCO they are assigned.

The clients have until December 28, 2018 to make changes that will reflect prior to January 1, 2019. The clients can change plans at any other time after that, but coverage won't be effective until the beginning of the next month.

3. Any questions/calls about the letters?

No questions or calls at this point.

There is an updated FAQ Fact Sheet, Jessica will send it to Diane to distribute.

4. Is there any way or a need to spread any specific messages/information?

Group feels that the information has been sent out enough and there haven't been many questions or concerns from the consumers.

5. Next Steps

Diane will send out the updated FAQ Fact Sheet and send out the final documents again to this group.

Rapid Calls will start on January 2, 2019. This will address any issues that will come up at this time.

6. This will be the final meeting. Diane will reach out to the group for any lessons learned that we can provide to HCA.

Thank you for being part of this IMC Communication Workgroup!