

UnitedHealthcare Community Plan Louisiana

4th Quarter Member Advisory Council Meeting

December 17, 2019

TELECONFERENCE:

Toll Free - (866) 469-3239

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HEALTH PLAN CONTACT:

Brad Grundmeyer

Vice President of Marketing & Community Outreach

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12/17/2019 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council
December 17, 2019**

UHC Staff	Title	Present
Brad Grundmeyer	Director, Marketing & Community Outreach	X
Melanie Thompson	Marketing Specialist I	X
Deb Junot	Manager Clinical Quality	X
Larry Smith	Compliance Officer	X
Jose' Calderon, ABBO, MD	CMO Behavioral Health	X
Akilah Taylor	Marketing Manager	X
Rhonda Winbush	Community Outreach Specialist	X
Tiffany Page	Behavioral Health	X
Guest Name		Present
C.C.		X
D.S.		X

Minutes Submitted By:



Brad Grundmeyer, VP of Mktg & Outreach

Date

Minutes Approved By:

Karl Lirette, CEO

Date

TOPIC: Roll Call / Meeting to Order		PRESENTER: B. Grundmeyer		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Brad Grundmeyer called the meeting to order at 6:01 pm for the Member Council Advisory Meeting.	N/A			

TOPIC: Confidentiality Statement / Agreement		PRESENTER: B. Grundmeyer		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Brad Grundmeyer read the confidentiality statement and attendees confirmed their understanding of the statement. All participate agreed:	N/A	Confidentiality Statement read and agreed by all participants		

TOPIC: Introductions		PRESENTER: All		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
All members present on the phone introduced themselves.	N/A	Introductions		

TOPIC: Review and Approve 3rd Quarter – September 2019 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
B. Grundmeyer Recap of March Member Advisory Council Meeting <ul style="list-style-type: none"> - Health Talks Discussions-Fight the Flu, Mammograms saves lives, Plan to Quit, and Ways to relieve stress - UHC Doctor Chat Presentation Spotlight-Doctor Chat app available app store or Google Play™. - Behavioral Health Satisfaction Surveys Update-create a game plan, Educate providers about Virtual Visits and Doctor Chat, UHC member facing materials, UHC member services - Medical Spend, Payment Integrity, Investigations-Member awareness of unnecessary medical spend, quarterly Meetings related to Payment Integrity, Aug. 29th meeting, a review of the number of cases related to opioids,3x the number of referrals and 	N/A			

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investigations than any other health plan, (3) Hot Lines: LDH, Provider, Member/UHC website - Community Outreach Activities: North and Central Louisiana				
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TOPIC: New Business		PRESENTER: B. Grundmeyer T. Page/J. Calderon, D. Junot, L. Smith		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>o Plan Updates-Brad G.</p> <ul style="list-style-type: none"> - 2020 Member Advisory Council Meeting 2020 Schedule: 3/10, 6/9, 9/8, and 12/8 - Wellness checkup with PCP for all family members - SAD-Seasonal Affective Disorder is a type of depression that's related to changes in season. Tips-use light box, exercise, move the body, spend time outdoors, sit close to the window, and take vitamins, UHC live, work well information on SAD or contact member services. - Flu season- Louisiana has the highest level of influenza; past 4 weeks running media campaign with Sally Ann Roberts encouraging members to get a flu shot. Tips- fever reducing medication, plenty of water, rest, and make sure you stay home. - UHC Doctor Chat App <p>o Behavioral Health-Tiffany P./Dr. Calderon</p> <ul style="list-style-type: none"> - Member rights and patient advocacy-make sure members understand their rights and advocate for themselves - Strengths: provider listens to them both adults and children. Culture Competencies and Confidentiality. Focus on members understanding side effects of medication and educating on rights to refuse medication - Opportunities: How to file a complaint, condition management resources support includes: customer service line, newsletters, community resources live and work well.com. - Several interventions with provider to improve customer experience by sharing community resources with members, virtual visits, and doctor chat etc. - Raise awareness to substance abuse and behavioral disorder - Utilizing mental health and substance use treatment benefits - Dr. Calderon shares the foundation of addressing SAD by diets, exposure to light and exercising which increase endorphins which help the brain heal and repair itself. - 24/7 mental health 1-866-675-1607/nurse line 1-877-440-9409. 	N/A			

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<ul style="list-style-type: none"> o Quality/Population Health-D. Junot <ul style="list-style-type: none"> - NCQA CAHPS member experience survey last year scored 12.8 out of 13 - Opportunities: areas of specialist and communications with provider by forming a workgroup to figure out ways to more effectively communicate with member along choosing wisely. - Random selection of member occurs via post-cards, letters, and calls at the end of January beginning of February and continues through August 2020. - Doctor Chat: Louisiana is the most responsive in a short period of time o Compliance-L. Smith <ul style="list-style-type: none"> - Whistle Blower Law: Protection Act of 1989 (federal government) - UHC website for making a tip - UHC/LDH website fraudulent activity 				
<p>Topic: Outreach PRESENTERS: R. Winbush, A. Taylor</p>				
<p>DISCUSSION: Community Outreach Activities</p>	<p>RECOMMENDATIONS</p>	<p>ACTIONS/ASSIGNMENTS</p>	<p>DATE DUE</p>	<p>DATE TO MAC</p>
<p>North Louisiana</p> <ul style="list-style-type: none"> - Great giving to Ouachita Parish and West Monroe Senior Center who offers a food Surplus: Protein for Pantry campaign - Computer donation Alexandria Farmers market for SNAP program - Caddo headstart parenting meeting and nutrition program - Plasma Center outreach - Rhonda received National Recognition for Community Outreach in Louisiana <p>Central Louisiana</p> <ul style="list-style-type: none"> - FQHC high linkage providers renewing outdated materials updating new materials - January 2020 Baton Rouge Citywide babyshower in partnership with Nikki Ward inc. - Family Expo at Lamar Dixon participation of 300 attendees 	<p>N/A</p>			

TOPIC: Adjournment		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:05 pm, the meeting was adjourned.	N/A	Brad Grundmeyer Adjourned meeting		

2020 Member Advisory Council Meetings:

Tuesday, March 10, 2020 – 6pm

Tuesday, June 9, 2020 – 6pm

Tuesday, September 8, 2020 – 6pm

Tuesday, December 8, 2020 – 6pm