

UnitedHealthcare Community Plan of Louisiana

4th Quarter 2021 Member Advisory Council-Statewide

Meeting Date: November 9, 2021

Time: 6pm-7pm

TELECONFERENCE:

Toll Free - 1-833-563-1769

Pass Code – 892 059 60#

HEALTH PLAN CONTACT:

Felice Hill

Assistant Director of Growth and Outreach

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**Member Advisory Council Meeting
November 9, 2021**

UHC Staff	Title	Present
Melanie Thompson	Community Relations Specialist-New Orleans	X
Felice Hill	Assistant Director of Growth and Outreach	X
Julie Morial, MD	Chief Medical Officer	X
Karen Grevemberg	Population Health Manager	X
Stephen Long	Compliance Officer	X
Deborah Junot	Director Medical Clinical Ops	X
Erana Mayes	Community Outreach Representative M&R	X
Jose Calderon, MD	Behavioral Medical Director	X
Brad Grundmeyer	Central Region Director	X
Rhonda Winbush	Community Relations Specialist-North	X
Catina Griffin	Housing Liaison- Clinical Program Consultant	X
Nicole Thibodeaux	Medical Clinical Ops Director	X
Angela Olden	Chief Operations Officer	X
Sherri Metoyer	Population Health & Health Disparity Mgr.	X
Lauren Wetzlau	Sr. Clinical Quality, RN	X
Guest Name	Title	Present
Mary	Guest	X
David M.	Guest	X
James	Guest	X
Bailey	Guest	X
Nikki	Guest	X
William	Guest	X
Leland	Guest	X
Gilbert	Guest	X
Clarence	Guest	X
Randy	Guest	X
Alexis	Guest	X
Catherine	Guest	X
Mary C.	Guest	X
Rob	Guest	X
Rev. Anderson	Guest	X

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Minutes Submitted By:

Minutes Approved By:

Felice Hill, Assistant Director of Growth and Outreach

Date

Karl Lirette, CEO

Date

TOPIC: Roll Call / Meeting to Order		PRESENTER: Felice H.		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Felice Hill called the meeting to order at 6:03 pm for the Member Council Advisory Meeting.	N/A			

TOPIC: Confidentiality Statement / Agreement		PRESENTER: Melanie T.		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Melanie Thompson 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 4th Quarter – December 2020 Meeting Minutes		PRESENTER: Felice H.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
	N/A			

TOPIC: Presentation Segment		PRESENTER: Angela O. Karen G., Lauren W., Stephen L, Jose C., MD		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC

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<p>o Plan Updates-Angela. O</p> <ul style="list-style-type: none"> - LDH 2022 Business Plan when working with partners such as MCO provides a framework from a health perspective. A 48-page document with 4 major commitments: health and well-being, focus on prevention for the citizens of Louisiana (6 initiatives). 2. Culture, diversity, and recruitment (2 initiatives). Develop a work program emphasis on the Medicaid population 3. Customer service partnership with community organizations throughout the state (5 initiatives). 4. Transparency, accountability, and compliance (4 initiatives). - Page 8 the state map is divided into 9 regions. - Page 9 general populations funding for Medicaid 75%-federal dollars, State funds it at 12.5%. highlighted emphasis on dental, mental illness, substance abuse, preventive colon rectal, high blood pressure, diabetes, improve pregnancy outcome, adverse childhood experiences, - Page 33 detailed community partnerships and resources within the community. <p>o Department Updates (Quality)-Karen G.</p> <ul style="list-style-type: none"> - CAHPS-Consumer Assessment of Healthcare Providers and Systems survey conducted annually random sample of health plan enrollees from the last (look back period) 6 months. Snapshot of health plan performance from a scale of 1 to 10 consist of member experiences - Pre-COVID the survey conducted from February through June CAHPS measures: rating of health plan, getting needed care, customer service, ease for filling out forms. - State goal are at a 50th percentile - The pre-COVID, CAHPS® response rate for adults was 18.64% in 2019. The 1st year of COVID, the rate fell to 15.3% in 2020, and now 12.4% in 2021. The Pre-COVID response rate for child was 19.64% in 2019. The 1st year of COVID the rate fell to 11.9% in 2020, and now 10.1% for 2021. - Improve rate in demographics segments - Promote the Healthcare 4 Me app and member services - Suggest are welcome to improve member service experiences - COVID-19 impact the number of members participating-Rev half the number of member respondent <p>o Louisiana Health Equity Initiative-Lauren W.</p> <ul style="list-style-type: none"> - Louisiana has the 2nd worst infant mortality rate in the nation. - Disparity has been identified among out English-speaking moms. - Geographically (Shreveport) Caddo parish was chosen to start an initiative due to its significant economic and income inequality. 		(1)		
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<ul style="list-style-type: none"> - Identified problems: Poor prenatal and Post-partum care. - Strategic partnership with OB/GYN providers in Caddo Parish to address transportation and lack of understanding pre-natal and post-partum care. - Growing disparity in the White population for COVID vaccination - Engaging in the community we put boots on the ground by partnering with several community influencers such as FQHCs, Shreveport HUD, LSU, COVID Strike team along with Catholic Diocese and Baptist Churches. <p>o Compliance-Stephen L.</p> <ul style="list-style-type: none"> - Highlight COVID schemes on social media: hacking into consumer trusted sites and posing as a friend to obtain personal information with a small processing fee to be eligible for a grant, and offering COVID test in exchange for personal information - Labs are targeting retirement communities and vulnerable population by offering COVID test, but they are drawing blood to billing federal healthcare programs which is inappropriate for COVID testing due to no blood is drawn. - Report fraud, waste, and abuse for members via customer service or on the back of their card, www.uhc.com/fraud report directly to Stephen Long and the Louisiana Attorney's Office and LDH. <p>o Behavioral Health-Dr. Calderon</p> <ul style="list-style-type: none"> - Align with the State of Louisiana emphasis on expanding access to care along with removing barrier with substance abuse disorders - Program partnership with LCMC to increase access to initiate medication in the emergency rooms. - Focus of individual with severe mental illness - Case management outreach such as patient navigation to low barrier shelters. - Working with the State of Louisiana to transition individuals who want to live in the community that was incorrectly placed in a nursing home transition back into the community supporting service to them. - 2022/2023 Entire level of care network: Crisis System of Care for behavioral health throughout the State. 				
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TOPIC: Member Discussions **PRESENTERS: Felice H.**

DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Questions on the floor: Do we work with other community group like Catholic Charities or other Louisiana organizations that work with immigrants or refugees.	Yes. UHC has a bi-lingual community relations specialist who outreaches with community organizations such as Catholic Charities in addition several Louisiana	. (I)		

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<p>Open Enrollment period 10/15-11/30, Hurricane IDA Recovery responses: support in the greater New Orleans area, evacuations sites in North Louisiana (Shreveport) and COVID information</p>	<p>organizations that serve the Hispanic population by providing partnership and investments.</p>			
TOPIC: Community Outreach Activities		PRESENTERS: Melanie T., Rhonda W.		
DISCUSSION: Community Outreach Activities	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Central/South Louisiana</p> <ul style="list-style-type: none"> - Vaccines Events at churches/CBOs; meeting people where they are All.In.Nola partnership with Second Harvest, Starbucks/Target, Councilperson Jay Banks, United Way of St. Charles back to school bash, Power Coalition Sleeves up-voter registration drives, Adventist, Playgrounds, - LA \$25 reward to over 15k who has been vaccinated - LPCA 38th Annual Virtual Conference 11/10-11/11 - FQHC week participation and appreciation for those partnerships - Open Enrollment (Neighborhood Summit) - Virtual events Terrific Tuesday - Food Distributions - Mask and hand sanitizers distributions - Grocery stores outreach - Que Pasa 2-day festival hundreds in attendance - Work with hospitality and restaurant workers union newly furloughed - Preparing for Christmas Holiday events with vaccinations for 5-11yo Outreach to Lafayette and Westbank Latin markets focus on the heaviest Spanish speaking zip-code in the state - Southwest Louisiana Navigators about healthy marketplace - Work with hospitality and restaurant workers union newly furloughed - Collaboration with Crescent Care Nutritionist panel focus on Spanish community who are impacted by co-morbidities such as diabetes, high blood pressure, and obesity. - Provide resources to low-cost exercise option such as yoga, martial arts, and local food banks etc. <p>North Louisiana</p> <ul style="list-style-type: none"> - Dads on Duty community event Safety and security for Southwood High School and throughout the state working with Las Vegas, Nevada to plan a safety and security conference to adopt a 		(1)		

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Nationwide plan 91 clubs identified for participation. - Highland Community Center Dinners - Participation in Health Fairs - Open Enrollment Event/Outreach providing information - Preparing for Virtual Events LPCA and CBO collaborations				
VI. Adjournment		PRESENTER: Felice H.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:05 pm, the meeting was adjourned.		Felice H. Adjourned meeting		

2022 UHC Member Advisory Council Meetings:

- Tuesday, March 8th 6pm-7pm**
- Tuesday, May 10 – 6pm**
- Tuesday, August 09 – 6pm**
- Tuesday, November 08 – 6pm**