

UnitedHealthcare Community Plan Louisiana

4th Quarter Member Advisory Council Meeting

June 14, 2016

TELECONFERENCE:

Toll Free - (866) 469-3239

Pass Code - 825 036 306

HEALTH PLAN CONTACT:

Brad Grundmeyer

Director of Marketing & Community Outreach

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06/14/2015 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

Member Advisory Council
June 14, 2016

UHC Staff	Title	Present
Brad Grundmeyer	Director, Marketing & Community Outreach	X
Deborah Jones	Community Outreach Specialist, GSA-B	X
Angela Olden	Director, Quality	X
Karla Mione	Director, Clinical Quality Specialty Network	X
Melanie Thompson	Marketing Specialist I	X
Rhonda Winbush	Community Outreach, GSA-C	X
Kimberly Knighten	Community Outreach Specialist, GSA -A	X
Linda Rintala	Director Health Services	X
Larry Smith	Compliance Officer	X
Akilah Taylor	Manager, Marketing & Community Outreach	X
Venessa Simmons	Community Outreach Specialist	X
Raveen Mourning	Community Outreach Specialist	X
Guest Name		Present
Jerry		X
Angelica J.		X
Patricia		X

Minutes Submitted By:

Minutes Approved By:



XX/XX/16

Brad Grundmeyer

XX/XX/16

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

06/14/2015 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

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

TOPIC: Confidentiality Statement / Agreement		PRESENTER: M. Thompson		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Ms. 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 in the room and on the phone introduced themselves.	N/A	Introductions		

TOPIC: Review and Approve March 2016 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer Recap of Member Advisory Council Meeting <ul style="list-style-type: none"> - Quality Assurance <ul style="list-style-type: none"> + Clinical matrix +Gap Reporting - Mental Health & Substance Abuse Treatment Services programs <ul style="list-style-type: none"> + UHCLA and Optum partnership + GeoMapping + Website www.liveandworkwell.com + Additional Behavioral Health/Substance abuse resources 	N/A	Minutes were approved		

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<ul style="list-style-type: none"> - What is an Emergency? + When to go to the ER if it's a life threatening matter + Nurseline is available 24/7 + Urgent Care Clinics + Member Services assistance in finding PCP to treat non-Emergent diagnosis + Emergency Room utilization increase due to toothache. - Post-partum check-ups - Screening for Post-partum depression - Kidshealth website uhcommunity/Lakids.com resource for parents - Medical and Behavioral Health handbooks - Medicaid Expansion (7/1) 				
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TOPIC: New Business PRESENTER: B. Grundmeyer				
DISCUSSION: Medicaid Expansion	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> - Governor John Bel Edwards issues executive order for Medicaid Expansion in Louisiana on January 12, 2016 - Go Live Date: July 1, 2016 Adult Population – mainly working poor – 19 to 64 years old <ul style="list-style-type: none"> o Service o Construction o Hospitality - 375,000 low-income and uninsured Louisiana residents - Three (3) unique populations <ul style="list-style-type: none"> o Take Charge Plus o Greater New Orleans Community Health Connections (GNOCHC) o SNAP recipients - - Eligibility <ul style="list-style-type: none"> o Aged 19 to 64 years old o Has a household income less than 138 of the FPL o Doesn't already qualify for Medicaid or Medicare o Must meet citizenship requirement - 	<p>N/A</p>			

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<ul style="list-style-type: none"> - Eligibility & Enrollment <ul style="list-style-type: none"> o After enrollment date, enrollee will have 90 days to change plans if they want to switch to a different plan o Online; www.UHCLouisiana.com o Phone: 1-866-675-1607 M-F 7-7p - Medicaid Benefits <ul style="list-style-type: none"> o Expansion population will be eligible for same benefits and services as current full-coverage Medicaid adults o Same provider network and care management as other Healthy Louisiana enrollees o Enrollees will receive services through (5) health plans participating in the State's Medicaid plan o Auto enrollment to a plan when no active choice is made o Option to change plans in the first 90 days o Must meet citizenship requirement - Marketing and Community Outreach <ul style="list-style-type: none"> + Media Campaign + Targeted Marketing + Marketing Materials + Community Outreach + Faith-Based Outreach + Provider Engagement +Statewide Partnerships - 2016 Hurricane Season <ul style="list-style-type: none"> + Get a Game Plan.org website +American Red Cross Redcross.org/safeandwell + Apps + Text updates - Apps (UHC) <ul style="list-style-type: none"> + Health4mee <ul style="list-style-type: none"> +Access Benefits +View Member Handbook +Connect to Medical Professionals 				
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TOPIC: Quality Health Services		PRESENTER: A. Olden		
DISCUSSION: Education of Medical Services	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> o Substance abuse o Smoking Cessation o Diabetes o HIV o Sickle Cell 	Clinical team making sure providers are aware of medical and Substance Abuse Services for the adult population.			
TOPIC: Q&A		PRESENTER: Open forum		
DISCUSSION: J.	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Availability of providers who accepts Medicaid?	Continuously working with provider network team to ensure we have adequate amount of doctors to service members.			
TOPIC: Community Activities		PRESENTER: Kim, Akilah, Rhonda, and Melanie		
DISCUSSION: Community Outreach Team	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Akilah-Overview <ol style="list-style-type: none"> 1. Hire 7 Contractors throughout the State of Louisiana 2. Louisiana Health and Hospital Partnership 3. Medicaid Expansion demographics 19-64 4. Statewide Kickoff Community Outreach activities 	N/A			

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<p>Rhonda Winbush - GSA C</p> <ol style="list-style-type: none"> 1. <u>Summer Programs</u> 2. <u>Interface Clergy leaders meeting</u> 3. <u>Let the Good time Roll-Application intake with LHH 10,000 attendees</u> 4. <u>Little Foodies-Rapides Parish</u> 5. <u>Bullying Program-Grant Parish</u> 6. Back to school events 7. Mass registration Head start 3-days 8. Events Schedule Shreveport, Alexandria, and Monroe 6/22, 6/23,6/27, and 6/28 <p>Kimberly Spotville – GSA A</p> <ol style="list-style-type: none"> 1. <u>Greater New Orleans Partnership with LHH Medicaid office Community Baby shower</u> 2. <u>Blue Cliff College orientation</u> 3. <u>4-H Summer Event</u> 4. <u>Visiting Summer Camps in Metro area</u> 5. <u>Summer campers citywide at UNO Lakefront Arena</u> 6. <u>Back to School Events</u> 7. <u>State Baptist Convention Event</u> <p>Deborah Jones – GSA B</p> <ol style="list-style-type: none"> 1. <u>June 1st Medicaid Collaboration meeting to inform community and faith base organization by educating population on Medicaid Expansion</u> 2. <u>Walmart in Lafayette employee meeting</u> 3. <u>Summer Program fitness challenge with Dr. Healthy Hound</u> 4. <u>Meet with parents when picking up children from Summer Programs</u> 5. <u>Heart Smart Sisters-Lake Charles</u> 6. <u>Sickle Cell Program-Opelousas</u> 7. <u>Southern University 4-H program statewide weekend celebration</u> 8. <u>Mayor Kipp Holder Edufest</u> 9. <u>Americorp group orientation who work with our target audience and educate those community that they serve</u> 10. <u>Juneteenth Events</u> 				
<p>TOPIC: Adjournment</p>		<p>PRESENTER: B. Grundmeyer</p>		

DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 6:55 pm, the meeting was adjourned.	N/A			

Next Member Advisory Council Meeting:

3rd Quarter – Tuesday, September 13, 2016, 6pm

4th Quarter – Tuesday, December 15, 2016, 6pm