

## **UnitedHealthcare Community Plan Louisiana**

### **2nd Quarter Member Advisory Council Meeting**

**June 13, 2017**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

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**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Vice President Marketing & Community Outreach

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**Member Advisory Council**  
June 13, 2017

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Allison Young	President and CEO Louisiana Community Plan	<b>X</b>
Brad Grundmeyer	Vice President of Marketing & Community Outreach	<b>X</b>
Deborah Jones	Community Outreach Specialist, GSA-B	<b>X</b>
Angela Olden	Director, Quality	<b>X</b>
Darrik Erikstrup	Product Development	<b>X</b>
Cynthia Walls	Community Outreach Specialist, Contractor	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Melanie Thompson	Member Specialist I	<b>X</b>
Rhonda Winbush	Community Outreach, GSA-C	<b>X</b>
Kimberly Knighten	Community Outreach Specialist, GSA -A	<b>X</b>
Ann Wilder	Product Manager	<b>X</b>
Linda Rintala	Health Services Director	<b>X</b>
Rhonda Winbush	Community Outreach Specialist, GSA-C	<b>X</b>
Charlotte Herring	Manager, Care Advocate	<b>X</b>
Akilah Taylor	Manager, Marketing & Community Outreach	<b>X</b>
Tiffany Page	Behavioral Health Quality Improvement	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
J.P.		<b>X</b>
Tucker		<b>X</b>
T.L.		<b>X</b>
A.W.		<b>X</b>
Cathy		<b>X</b>

**Minutes Submitted By:**



**06/13/17**

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Brad Grundmeyer, Director of Mktg & Outreach

\_\_\_\_\_  
Date

**Minutes Approved By:**

**Brad Grundmeyer**

**06/13/17**

\_\_\_\_\_  
Karl Lirette, COO

\_\_\_\_\_  
Date

I. Roll Call / Meeting to Order		PRESENTER: Brad G.		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Brad G. called the meeting to order at 6:06 pm for the Member Council Advisory Meeting.	N/A	(I)		

II: Confidentiality Statement / Agreement		PRESENTER: Melanie T.		
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	(I)		

III. Introductions		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
All members present in the room and on the phone introduced themselves.	N/A	(I)		

IV. Review and Approve 1 <sup>st</sup> Quarter-March 2017 Meeting Minutes		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Brad G. Recap of March Member Advisory Council Meeting  <ul style="list-style-type: none"> <li>• Medicaid Expansion</li> <li>• UHC Resources</li> <li>• Health Risk Assessment</li> <li>• Member Stories</li> <li>• NPS</li> <li>• Recruitment Member Advisory Council Meeting</li> </ul>	N/A	(A)		

<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• NCQA</li> <li>• HEDIS</li> <li>• Member Survey</li> </ul> <p><b>Behavioral Health</b></p> <ul style="list-style-type: none"> <li>• Coordination of Care</li> <li>• Livingwell.com website</li> <li>• New Model of care in case management</li> </ul>				
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<b>V. Presentation Segment</b>		<b>PRESENTER: Brad G., Akilah T., Darrik E. Larry S., Angela O, Linda R., Tiffany P.</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<ul style="list-style-type: none"> <li>• <b>Open Enrollment 2017 – June 30 to August 31</b> <ul style="list-style-type: none"> <li>- Non Expansion members self-selection</li> <li>- Community Outreach Efforts Educate and Inform</li> <li>- Statewide Medicaid Events</li> <li>- LDH Host Events around Open Enrollment</li> </ul> </li> <li>• <b>Free Cell Phone Program/MyHealthline</b> <ul style="list-style-type: none"> <li>- Federal Lifeline Program</li> <li>- Free Android phone devices offerings or members who already have a smartphone device can take advantage of this free cellular service</li> <li>- Free calls to member services</li> <li>- Texting: text4baby, text2quit</li> <li>- Programs: Weight Management, Diet/Nutrition, Childhood Obesity, Hypertension</li> <li>- One to One interaction with care coordination team</li> <li>- Questions: Will this program be available on the website? What can the member do to enroll, Is the Community Plan is the only plan that offers free cell phone service?</li> </ul> </li> </ul>	<p>One smartphone per household</p> <p>Website:www.uhcmhealthline.com</p>	<p>(D)</p>		



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<p>5. <u>Health fairs</u></p> <p><b>Deborah Jones – GSA B</b></p> <ol style="list-style-type: none"> <li>1. <u>New Program Yoga for Kids partnership YMCA</u></li> <li>2. <u>Louisiana Sickle Cell Anemia Conference</u></li> <li>3. <u>6/24 Family Strong Foundation Opelousas General Hospital</u></li> <li>4. <u>Mayor Office Edufest Event</u></li> <li>5. <u>Back to School Events</u></li> </ol> <p><b>Kimberly Spotville – GSA A</b></p> <ol style="list-style-type: none"> <li>1. <u>Greater New Orleans area: Back to school fairs</u></li> <li>2. <u>Food Distributions</u></li> <li>3. <u>Back to School Orientations</u></li> <li>4. <u>Summer Camps</u></li> <li>5. <u>FQHCs week in August planning</u></li> <li>6. <u>Faith Base partnership annual meeting participation</u></li> </ol>				
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<b>VII. Questions</b>	<b>PRESENTER: Brad G., Larry S.</b>
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DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> <li>• What part of the state members' are in?</li> <li>• Any family member and/or caregiver who in need of any special healthcare needs?</li> </ul>		(I)		

<b>VIII. Adjournment</b>	<b>PRESENTER: B. Grundmeyer</b>
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DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 6:57pm, the meeting was adjourned.	N/A	(I)		

**2017 UHC Member Advisory Council Meetings:  
Tuesday, September 12 – 6pm  
Tuesday, December 12 – 6pm**