

## **UnitedHealthcare Community Plan Louisiana**

### **3rd Quarter Member Advisory Council Meeting**

**September 13, 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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09/13/2016 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
September 13, 2016**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director, Marketing & Community Outreach	<b>X</b>
Tiffany Paige	Behavioral Health Quality Improvement	<b>X</b>
Angela Olden	Director, Quality	<b>X</b>
Akilah Taylor	Manager, Marketing & Community Outreach	<b>X</b>
Melanie Thompson	Marketing Specialist I	<b>X</b>
Rhonda Winbush	Community Outreach Specialist, GSA-C	<b>X</b>
Kimberly Knighten	Community Outreach Specialist, GSA -A	<b>X</b>
Glenda Simon	Community Outreach Contractor	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Courtney Armstead	Community Outreach Contractor	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
A.G.		<b>X</b>
R.M.		<b>X</b>

Minutes Submitted By:

Minutes Approved By:



09/13/16

09/13/16

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

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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 6:02 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 June 2016 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer Recap of Member Advisory Council Meeting  New Business <ul style="list-style-type: none"> <li>- Medicaid Expansion Overview (7/1)</li> <li>- Medicaid Benefits</li> <li>- Eligibility</li> <li>- Hurricane Season: <a href="http://Getagameplan.org/Redcross.org">Getagameplan.org/Redcross.org</a></li> <li>- UHC apps Health4me</li> <li>- Substance abuse</li> <li>- Smoking Cessation</li> <li>- Diabetes</li> <li>- HIV</li> </ul>	N/A	Minutes were approved		



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<ul style="list-style-type: none"> <li>• Open Enrollment Sept 1<sup>st</sup> to Nov 21st for current Medicaid members who has an opportunity to switch plan or remain where they are</li> <li>• LDH mail 4 types of letters sent to current Medicaid members. Standard letter to general population members are on an 8 1/2 x 11 White card stock. BH Only on yellow card stock, Chisolm and HBCBS members on green card stock, and Chisolm/HBCBS Behavioral Health only on blue stock</li> <li>• How member can change plans by visiting myplanhealthy.la.gov, call 1-855-229-6848, fax, mail to physical address or deliver the form into the Medicaid eligibility office</li> <li>• Members happy with the current plan do nothing or unhappy make a change is now!</li> </ul>				
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<b>TOPIC: Compliance</b>		<b>PRESENTER: L. Smith</b>		
<b>DISCUSSION: Fraud/Waste/Abuse</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<b>Fraud/Waste/Abuse Overview</b> <ul style="list-style-type: none"> <li>- Anonymously Report Fraud/Waste/Abuse number on the back of the Member ID card</li> <li>- 18 months few cases were reported</li> <li>- Urge to help individuals avoid Fraud/Waste/Abuse</li> <li>- Reminder to report fraudulent behavior via UHC and State</li> <li>-</li> </ul>	Report suspicious activity			
<b>TOPIC: Quality</b>		<b>PRESENTER: A. Olden</b>		
<b>DISCUSSION: Annual Membership Satisfaction Survey/CAHPS</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<ul style="list-style-type: none"> <li>- Annual Member Satisfaction survey or CAHPS done by an external vendor/entity</li> </ul>	N/A			

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<ul style="list-style-type: none"> <li>- Randomly selected surveys are sent by mail base on the response rate.</li> <li>- Final Results Louisiana Medicaid Plan scored 13 points!</li> <li>- 13 points are available and UHCLA scored all 13 out of 13 which is the highest score of all United Medicaid Plan throughout the country</li> <li>- Great recognition from UHCLA members</li> <li>- Team Effort for all departments involved</li> </ul>				
<b>TOPIC: Q&amp;A</b>		<b>PRESENTER: Open Forum</b>		
<b>DISCUSSION: Glenda/Akilah</b>	<b>RECOMMENDATIONS: Larry/Brad</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<p>Glenda question: Members have questions why UnitedHealthcare was pulling out of the Affordable Care Act and what steps they can to take as far as getting insurance other than UnitedHealthcare?</p> <p>Akilah question: Anything about Dual SNP?</p>	<p>Larry reply: Several other health insurance companies who got into the Insurance exchange via Affordable Care Act. It didn't work out for Unitedhealthcare, but there is a couple of companies remaining who are still offering the exchange</p> <p>Brad reply: go to healthcare.gov to find out what other plans are available with the exchange and even with Medicaid expansion eligibility gap close by moving up FPL 238% now some individuals who were with exchange can qualify for Medicaid Expansion.</p> <p>Brad Reply: UnitedHealthcare will be participating in Dual SNP basically for those who participating in both Medicare/Medicaid over the age of 65 and over with some exceptions. Start date to offer product January 1, 2017 will not start statewide, but will offer it in Orleans, Jefferson, St. Bernard, and Lafourche parishes. The plan eligibility</p>	<p>Go to <a href="http://www.healthcare.gov">www.healthcare.gov</a></p> <p>Resources: Call member services information listed on the back of the member ID card and reminder to call the Nurseline</p>		

	<p>information and benefit offerings of vision, dental, silversneakers, etc. will go out Oct 1, 2016 and will submit to CMS approval of other areas going forward.</p>			
<p><b>Topic: Community Outreach Activities</b>      <b>PRESENTERS: K. Knighten, R. Winbush, A. Taylor, C. Armstead, G. Simon, T. Paige</b></p>				
<p><b>DISCUSSION: Community Outreach Activities</b></p>	<p><b>RECOMMENDATIONS</b></p>	<p><b>ACTIONS/ASSIGNMENTS</b></p>	<p><b>DATE DUE</b></p>	<p><b>DATE TO MAC</b></p>
<p>Rhonda Winbush -</p> <ol style="list-style-type: none"> <li>1. <u>Soul Food Festival</u></li> <li>2. <u>Eastern College</u></li> <li>3. <u>SpringHill, LA Library</u></li> <li>4. <u>Health Fairs: Evergreen Baptist Church</u></li> <li>5. <u>9/28/2016 Conference at Ashbury Methodist Church</u></li> <li>6. <u>Volunteer of America: Men and Children Services</u></li> <li>7. <u>Community Renewal International Tour</u></li> <li>8. <u>Super Safety in Caddo</u></li> </ol> <p>Akilah Taylor, Courtney Armstead, Glenda Simon –</p> <ol style="list-style-type: none"> <li>1. <u>In additional to the flood relief workshop will be hosting a Medicaid Expansion fair in Lake Charles, LA on the 9/24 10-2p at Mossville Truth Tabernacle Pentecostal Church</u></li> <li>2. <u>American Cancer Society Breast Cancer Awareness</u></li> <li>3. <u>Council on Aging</u></li> <li>4. <u>Life Share Blood Center: Blood Donations</u></li> <li>5. <u>Colleges on community base events Women conferences guest speaker: Phylicia Rashad</u></li> <li>6. <u>Enrollment Event</u></li> <li>7. <u>Sickle Cell Association partnership with Heart Smart Sisters</u></li> <li>8. <u>Networking Event at the Martin Luther King Center</u></li> <li>9. <u>S.O.F.A Lafayette, La giving out furniture to displaced residents</u></li> <li>10. <u>Community Day in Alexandria, LA</u></li> <li>11. <u>Flood Relief workshop series</u></li> </ol>	<p>N/A</p>			

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<p>12. <u>9/24 Hospital Event Medicaid Expansion</u></p> <p>13. <u>African American Wellness Walk at Joe. W. Brown Park in New Orleans 1200 registered</u></p> <p>14. <u>9/29 hosting event North Technical Community College in Bogalusa, LA</u></p> <p>Kimberly Spotville –</p> <ol style="list-style-type: none"> <li><u>Plaquemines Parish Headstart parent meeting Community</u></li> <li><u>Blue Cliff College to schedule 2 enrollment events</u></li> <li><u>TGMC cancer screening program</u></li> <li><u>Healing Together Prayer Breakfast Event: St. Helena, St. Tammany, Tangipahoa</u></li> <li><u>FQHCs informational table open enrollment and Medicaid expansion ongoing</u></li> </ol> <p>Tiffany Paige-Behavioral Health Quality Improvements updates</p> <ol style="list-style-type: none"> <li><u>Outreach call on high prescribers of ADHD medication for children project</u></li> </ol>				
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<b>TOPIC: Adjournment</b>		<b>PRESENTER: B. Grundmeyer</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
At 6:56 pm, the meeting was adjourned.	N/A	.		



**Next Member Advisory Council Meeting:**

**4<sup>th</sup> Quarter – Tuesday, December 15, 2016, 6pm**