

## **UnitedHealthcare Community Plan Louisiana**

### **3<sup>rd</sup> Quarter Member Advisory Council Meeting**

**September 12, 2017**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

Pass Code - 825 036 306

**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Vice President Marketing & Community Outreach

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**Member Advisory Council  
September 12, 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>
Adele Willman	Clinical Quality Manager	<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>
Tiffany Page	Behavioral Health Quality Improvement	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
J.C.		<b>X</b>
C.C.		<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



09/12/17

Brad Grundmeyer

09/12/17

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

09/12/2017 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

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 6:03 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/ Approve 2 <sup>nd</sup> Quarter-June 2017 Meeting Minutes		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Brad G. Recap of June Member Advisory Council Meeting  <b>Presentation Segment</b> <b>Open Enrollment 2017 – June 30 to August 30</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> <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</li> </ul>	N/A	(A)		

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<p>already have a smartphone device can take advantage of this free cellular service</p> <ul style="list-style-type: none"> <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> <p><b>• Fraud Waste and Abuse</b></p> <ul style="list-style-type: none"> <li>- Opioid Epidemic</li> <li>- Doctor Shopping</li> <li>- Pharmacist Database</li> <li>- Referrals</li> </ul> <p><b>• Department Updated</b></p> <ul style="list-style-type: none"> <li>○ <b>Quality</b> <ul style="list-style-type: none"> <li>- Member Survey</li> <li>- Data Collection (HEDIS)</li> <li>- Initiatives: Control of Blood Pressure, Diabetes, ER Utilization</li> <li>- NCQA Audits/Results (available next 34 days)</li> </ul> </li> <li>○ <b>Clinical</b> <ul style="list-style-type: none"> <li>- Clinically staff to assist members with chronic conditions</li> <li>- Community Health worker</li> <li>- Manage High Risk Pregnancy</li> </ul> </li> <li>○ <b>Mental Health/Substance Abuse</b> <ul style="list-style-type: none"> <li>- Focusing Performance Improvement Process</li> <li>- ADHD Disorder follow up with PCP within 30 days</li> <li>- Follow up post hospitalization 7-30 days period</li> </ul> </li> </ul> <p><b>• \$250K Flood Relief Community Grant</b></p> <ul style="list-style-type: none"> <li>- SBP Mid-City Event</li> </ul>				
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<p>• <b>Community Outreach Activities</b></p> <p>• <b>Questions-</b> Any Family members and/or caregiver who in need of any special healthcare needs?</p>				
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<b>V. Presentation Segment</b>		<b>PRESENTER: Brad G., Darrik E. Tiffany P. 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>
<p>• <b>Plan Updates</b></p> <ul style="list-style-type: none"> <li>- Open Enrollment for Expansion Net 1,000 members</li> </ul> <p>• <b>My Healthline Update &amp; Baby Blocks</b></p> <ul style="list-style-type: none"> <li>- Updates MyHealthline: Live for Louisiana</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>- 3 Cellular Carriers Options are now available via Lifeline, Assurance, and InTouch Wireless</li> <li>- Voice messages, data, free call to member services, text campaigns included in plan</li> <li>- Baby Blocks reward base incentive program for new and Expecting moms/pregnant mothers</li> <li>- Rewards offerings: Old Navy giftcard, diaper bags, swallow blanket, teething rattle, and Good Night Moon Book.</li> <li>- Questions on program</li> </ul>	<p>Website:www.uhcmyhealthline.com</p> <p>Website:www.uhcbabyblocks.com</p> <p>Marketing Materials on BabyBlocks/MyHealthline Programs. (Community Outreach/Quality)</p>	<p>(D)</p>		

<ul style="list-style-type: none"> <li>• <b>ADHD and Medication</b> <ul style="list-style-type: none"> <li>- Approval of ADHD handout materials available in English/ Spanish</li> </ul> </li>   <li>• <b>Fraud Waste and Abuse</b> <ul style="list-style-type: none"> <li>- In June LDH was recognized as 1 of 4 states having one of the best program in detecting fraud, waste and abuse</li> <li>- Doctor Shopping: Pill Mills leads to one conviction</li> </ul> </li>   <li>• <b>Department Updated</b> <ul style="list-style-type: none"> <li>○ <b>Quality</b> <ul style="list-style-type: none"> <li>- Quality Focus on Providers</li> <li>- Dual SNP (Medicare/Medicaid) population in New Orleans and Baton Rouge areas</li> <li>- Target high volume providers</li> <li>- Dual SNP education</li> <li>- HEDIS education</li> <li>- Measures for 2017</li> <li>- Area of improvement: Diabetes</li> <li>- Provider Satisfaction Survey results will be available at the end of the year.</li> <li>- Adult/Child member satisfaction results will be available 4<sup>th</sup> quarter meeting.</li> </ul> </li>   <li>○ <b>Clinical</b> <ul style="list-style-type: none"> <li>- Focus on member management</li> <li>- Programs for Pregnant Moms to be more healthy</li> <li>- Opportunities to manage High Risk Pregnancy</li> <li>- Management on special health care needs members</li> <li>- Children who need private duty nurse services and pediatric day healthcare services</li> </ul> </li>   <li>○ <b>Mental Health/Substance Abuse</b> <ul style="list-style-type: none"> <li>- Member Satisfaction Survey results 250 responded for Adults and 204 responded for children</li> <li>- Working on opportunities presented in the results</li> <li>- Update team on future publications when presented</li> </ul> </li> </ul> </li> </ul>	<p>Member Handbook: What member can do to report fraud, waste and abuse</p>			
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<p>5. <u>Kickoff LSU Ag Food Smart families Program</u>          6. <u>4-H program activities throughout the state</u></p> <p><b>Melanie Thompson- Marketing</b></p> <ul style="list-style-type: none"> <li>- Healthy Pregnancy Books distribution 210</li> </ul> <p><b>Allison Young</b></p> <ul style="list-style-type: none"> <li>- Give a special thanks message for participating</li> </ul>				
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VIII. Adjournment		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:04pm, the meeting was adjourned.	N/A	.(l)		

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