

## **UnitedHealthcare Community Plan Louisiana**

### **4th Quarter Member Advisory Council Meeting**

**December 13, 2016**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

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**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Director of Marketing & Community Outreach

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12/13/2016 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
December 13, 2016**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director, Marketing & Community Outreach	<b>X</b>
Deb Junot	Manager Clinical Quality	<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>
Tiffany Paige	Behavioral Health Quality Improvement	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Deborah Jones	Community Outreach Specialist, GSA-B	<b>X</b>
Linda Rintala	Health Services Director	<b>X</b>
Karl Lirette	Chief Operations Officer	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
D. M.	Member	<b>X</b>
A. G.	Member	<b>X</b>
R.M.	Member	<b>X</b>
R. T.	Member	<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



12/13/16

12/13/16

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

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 6:04 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 on the phone introduced themselves.	N/A	Introductions		

TOPIC: Review and Approve September 2016 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> <li>- Medicaid Expansion Ongoing</li> <li>- UHCLA Flood Response Effort</li> <li>- Healing Together</li> <li>- Fall Open Enrollment Period</li> <li>- Fraud/Waste/Abuse</li> <li>- Quality: Annual Membership Satisfaction Survey/CAHPS</li> <li>- Community Outreach Activities GSA A, B, C</li> </ul>	N/A	Minutes were approved		

UnitedHealthcare Community Plan of Louisiana

TOPIC: New Business		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p><b>Member Surveys</b></p> <ul style="list-style-type: none"> <li>- Opinions make for a better health plan</li> </ul> <p><b>Emergency Care/Urgent Care</b></p> <ul style="list-style-type: none"> <li>• Encourage members to go to PCP               <ul style="list-style-type: none"> <li>• Life threatening matter</li> <li>• Night and/or Weekend</li> <li>• Urgent Care is an option to ER</li> <li>• Non-life threatening condition when PCP is not available after hours</li> </ul> </li> </ul> <p><b>Non-Emergency Medical Transportation</b></p> <ul style="list-style-type: none"> <li>• Call Logisticare at 1.866.726.1472. 8:00 a.m. to 5:00p.m. Monday through Friday</li> <li>• Reservations are accepted two (2) business days prior to an appointment</li> </ul> <p><b>Kids Health Website</b></p> <ul style="list-style-type: none"> <li>• Online program includes health and wellness resources to encourage healthy behaviors among children, young adults and their parents. Content includes assistance for chronic diseases, flus and cold.</li> </ul>	N/A			

TOPIC: Compliance		PRESENTER: L. Smith		
DISCUSSION: Fraud/Waste/Abuse	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
	Report suspicious activity			

<b>Fraud/Waste/Abuse</b> <ul style="list-style-type: none"> <li>- Rise in Opioids Abuse</li> <li>- Anonymously Report Fraud/Waste/Abuse number on the back of the Member ID card</li> <li>- Urge to help individuals avoid Fraud/Waste/Abuse</li> <li>- Reminder to report fraudulent behavior via UHC and State</li> </ul>				
<b>TOPIC: Quality</b>	<b>PRESENTER: A. Olden</b>			
<b>DISCUSSION: HEDIS</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<ul style="list-style-type: none"> <li>- 30 measures to review</li> <li>- Very good job in making care accessible to members</li> <li>- Data collection chart review</li> <li>- Intense PCP focus 2017</li> <li>- Prenatal and Post-Partum Women Health high level review</li> </ul>	N/A			
<b>TOPIC: Family Support Housing Services (Optum)</b>	<b>PRESENTER: Danielle Marshall</b>			
<b>DISCUSSION: Peer Support/Family Support</b>	<b>RECOMMENDATIONS:</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<b>Role</b> <ul style="list-style-type: none"> <li>- Work directly with member offer guidance and words of encouragement as well as informing members of services and benefits that are available to them.</li> </ul>				

DISCUSSION: Community Outreach Activities		RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p><b>Topic: Community Outreach Activities</b> PRESENTERS: K. Knighten, R. Winbush, A. Taylor, D. Jones</p>					
<p>Rhonda Winbush -</p> <ol style="list-style-type: none"> <li>1. <u>Bill Berry Park Health Fair</u></li> <li>2. <u>Community Dinner Church of the Highlands</u></li> <li>3. <u>Continued Education to Community on the health plan</u></li> <li>4. <u>Planning for 2017</u></li> </ol> <p>Deborah Jones –</p> <ol style="list-style-type: none"> <li>1. <u>Lafayette Annual Diva Event</u></li> <li>2. <u>Lafayette School Garden 4-H</u></li> <li>3. <u>2017 Partnering with behavioral health providers</u></li> <li>4. <u>Working with United Way</u></li> <li>5. <u>Contribution to Grandparents raising grandchildren</u></li> </ol> <p>Kimberly Spotville –</p> <ol style="list-style-type: none"> <li>1. <u>New Orleans/Northshore Community Baby Shower events</u></li> <li>2. <u>Toy giveaways</u></li> <li>3. <u>Saying Thank you to provider and community organizations.</u></li> </ol>					
<p><b>TOPIC: VOA Christmas Wish for Seniors at the Terrance</b> PRESENTER: Karl Lirette</p>					
<p><b>DISCUSSION: Christmas Event/ Healthcare Exchange Product</b></p>					
<p>Karl Lirette shares the volunteers and sponsors experience at the VOA Christmas Wish for seniors at the Terrance. “Residents shared their stories and enjoyed themselves and want us to return. They loved the food! Loved us! And they loved the gifts!”</p>					

<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 6:49 pm, the meeting was adjourned.	N/A	.		

**2017 Member Advisory Council Meetings:**

- Tuesday, March 14 – 6pm**
- Tuesday, June 13 – 6pm**
- Tuesday, September 12 – 6pm**
- Tuesday, December 12 – 6pm**