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UnitedHealthcare Community Plan Louisiana
4th Quarter
Member Advisory Council Meeting

December 12, 2017

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

**Member Advisory Council
December 12, 2017**

| UHC Staff | Title | Present |
|-------------------|--|----------------|
| Brad Grundmeyer | Director, Marketing & Community Outreach | X |
| Allison Young | President and CEO Louisiana Community Plan | X |
| Larry Smith | Compliance Officer | X |
| Kim Knighten | Community Outreach Specialist, GSA A | X |
| Angela Olden | Director, Quality | X |
| Rhonda Winbush | Community Outreach Specialist, GSA C | X |
| Deborah Jones | Community Outreach Specialist, GSA B | X |
| Tricia Lea | Director Care Advocate Optum BH | X |
| Melanie Thompson | Marketing Specialist I | X |
| Stephanie Guthrie | Manager, Recovery & Resiliency | X |
| Tiffany Page | Clinical Quality Analyst Sr. | X |
| Linda Rintala | Associate Director Medical Clinical OPS | X |
| Guest Name | | Present |
| A.L. | | X |
| C.W. | | X |
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Minutes Submitted By:

Minutes Approved By:



12/12/17

12/12/17

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

| I. Roll Call / Meeting to Order | | PRESENTER: Brad G. | | |
|---|-----------------|---------------------|----------|-------------|
| 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 | (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: Brad, Allison, Larry, Kim, Angela, Rhonda, Cynthia, Deborah, Tricia, Tiffany, A.L., and Melanie | 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 3 rd Quarter - September 2017 Meeting Minutes | | PRESENTER: Brad G. | | |
|---|-----------------|---------------------|----------|-------------|
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| Mr. Grundmeyer Recap of September Member Advisory Council Meeting <ul style="list-style-type: none"> • Plan Updates <ul style="list-style-type: none"> - Open Enrollment for Expansion Net 1,000 members • My Healthline Update & Baby Blocks <ul style="list-style-type: none"> - Updates MyHealthline: Live for Louisiana - Free Android phone devices offerings or members who already have a smartphone device can take advantage of this free cellular service | N/A | (A) | | |

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| <p>Continue</p> <ul style="list-style-type: none"> - 3 Cellular Carriers Options are now available via Lifeline, Assurance, and InTouch Wireless - Voice messages, data, free call to member services, text ‘ campaigns included in plan - Baby Blocks reward base incentive program for new and Expecting moms pregnant mothers - Rewards offerings: Old Navy giftcard, diaper bags, swallow blanket, teething rattle, and Good Night Moon Book. - Questions on program <p>• ADHD and Medication</p> <ul style="list-style-type: none"> - Approval of ADHD handout materials available in English/ Spanish <p>• Fraud Waste and Abuse</p> <ul style="list-style-type: none"> - In June LDH was recognized as 1 of 4 states having one of the best program in detecting fraud, waste and abuse - Doctor Shopping: Pill Mills leads to one conviction <p>• Department Updated</p> <p>o Quality</p> <ul style="list-style-type: none"> - Quality Focus on Providers - Dual SNP (Medicare/Medicaid) population in New Orleans and Baton Rouge areas - Target high volume providers - Dual SNP education - HEDIS education - Measures for 2017 - Area of improvement: Diabetes - Provider Satisfaction Survey results will be available at the end of the year. - Adult/Child member satisfaction results will be available 4th quarter meeting. <p>o Clinical</p> <ul style="list-style-type: none"> - Focus on member management - Programs for Pregnant Moms to be more healthy - Opportunities to manage High Risk Pregnancy - Management on special health care needs members - Children who need private duty nurse services and | | | | |
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| <p>pediatric day healthcare services</p> <p>o Mental Health/Substance Abuse</p> <ul style="list-style-type: none"> - Member Satisfaction Survey results 250 responded for Adults and 204 responded for children - Working on opportunities presented in the results <p>Update team on future publications when presented</p> | | | | |
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| V. Presentation Segment | | PRESENTER: Brad G., Allison Y., Larry S., Angela O., Stephanie G., Tiffany P. Linda R. | | |
|---|------------------------|---|-----------------|--------------------|
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Mr. Brad Grundmeyer presented</p> <ul style="list-style-type: none"> • Plan Updates-Allison Y. <ul style="list-style-type: none"> - Membership results: Total 436,000 include Medicaid Expansion Members 125,000 - Net Promoter Score:77 compatible to Costco - Number One in Quality • Product Update/Behavioral Health- Tricia L. <ul style="list-style-type: none"> - Launching New Benefit- Applied Behavioral Analysis - A transition from Molina - Must be at 18 year old - Feb 1, 2018 effective date to have ABA services • ER-Brad G. <ul style="list-style-type: none"> - Toothache is the fifth most common diagnosis people go to the ER - Dental Home - Adult Dental Benefit: \$500 general medical care for teeth preventive care, x-ray, cleaning - For children it is manage through the State plan - Educate member on when it appropriate to use the ER | <p>N/A</p> | <p>(D)</p> | | |

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| <ul style="list-style-type: none"> • Department Updated ○ Quality-Angela O. <ul style="list-style-type: none"> - Working with providers who has member link to them to get them in for care - Starting January 1st through May HEDIS season collect data that show member have received services - 100,000 plus Expansion member are rolling into timeline with same guidelines - Going forward is 436,000 members under quality measures - State of LA is looking at all 5 MCOs what are the quality scores, how are you working with your members and provider to ensure the people of Louisiana is receiving good healthcare ○ Behavioral Health-Tiffany P. <ul style="list-style-type: none"> - Behavioral Health member surveys ○ Clinical – Linda R. <ul style="list-style-type: none"> - Case Management/Community Health Workers outreach efforts collecting address and telephone numbers changes. - Assist State residents who has been protected environment and released with assistance from their health plan provide safe, continuation of healthcare. - Members will have a case manager who will assist with transition of care - DOC, State Office and Health Plans working together to coordinate care incarcerated member. ○ Fraud Waste and Abuse – Larry S. <ul style="list-style-type: none"> - Report line number for tips and complaints are located on the back of member ID card - State Attorney General Office has its own Fraud and Abuse task force 15 employees for Mental Health providers | | | | |
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| VI. Member Discussion | | PRESENTER: Brad G., A.L., Rhonda W. | | |
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| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>A.L. works with the father parent initiative with Headstart in the Shreveport/Bossier area</p> <p>How can UnitedHealth get more active in community outreach in the Shreveport Area?</p> <p>Allison and Brad thanked everyone for their participation and supported UnitedHealthcare along with Happy Holiday Closure</p> | <p>Ms. Winbush plan to work together with A.L. in the Shreveport and Bossier area. Brad plan to expanding collaboration with Headstart.</p> | (F) | | |
| VIII. Community Outreach Activities | | PRESENTER: Kim K., Deborah J., Rhonda W., | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Rhonda Winbush - GSA C</p> <ol style="list-style-type: none"> <u>Northwest Food Bank: Noel Methodist Church</u> <u>Galloway Missionary Baptist Church Luncheon on Thursday 12-14</u> <u>New Coalition Bossier Head Start Fresh Dental</u> <u>New member engagement strategies for 2018</u> <u>Working with college students to educate them on medical coverage</u> <p>Deborah Jones – GSA B</p> <ol style="list-style-type: none"> <u>Spending time with UnitedHealthcare Clinical Transformation (Susan) provider visits</u> <u>St. Landry Evangeline United Way Social Service Network meeting</u> <u>Baton Rouge Free Clinic 1/19, 1/20, and 1/21</u> <u>1/19 and 1/21 St. Elizabeth Family Fest</u> | N/A | (I) | | |

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|--|------------------------|----------------------------|-----------------|--------------------|
| Kimberly Spotville – GSA A 1. <u>Working with Second Harvest food pantry at New Orleans Schools</u> 2. Jefferson/Plaquemines Parish Parent Meeting: Food for thought 3. 2 Toys for Tot Giveaways 4. <u>January and February FQHCs Health Fairs</u> ***Toys collection 5 bags for baton rouge and new Orleans | | | | |
| PRESENTER: B. Grundmeyer | | | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| At 6:58 pm, the meeting was adjourned. | N/A | | | |

Next Member Advisory Council Meeting:

- 1st Quarter - Tuesday, March 13, 2018, 6pm**
- 2nd Quarter – Tuesday, June 12, 2018, 6pm**
- 3rd Quarter – Tuesday, September 11, 2018, 6pm**
- 4th Quarter – Tuesday, December 11, 2018, 6pm**