

UnitedHealthcare Community Plan Louisiana

1st Quarter Member Advisory Council Meeting

March 17, 2015

LOCATION:

UnitedHealthcare Claims Operations Center
Baton Rouge, Louisiana

TELECONFERENCE:

Toll Free - (866) 469-3239
Pass Code - 829 629 894

HEALTH PLAN CONTACT:

Brad Grundmeyer
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3-17-2015 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

March 17, 2015

UHC Staff	Title	Present
Brad Grundmeyer	Director, Marketing and Community Outreach	X
Deborah Jones	Community Outreach Specialist	
Karl Lirette	Chief Operating Officer	
Larry Smith	Compliance Director	X
Melanie Thompson	Member Retention Specialist	
Rhonda Winbush	Community Outreach, GSA-C	X
Candace Young	Quality Nurse	
Akilah Taylor	Community Outreach Specialist	
Kimberly Spotville	Community Outreach Specialist	X
Angela Olden	Director, Quality	X
Courtney Sanford	Clinical Admin. Coordinator	
Guest Name		Present
S. T.	UHC Member	
S. F.	UHC Member	
D. B.	UHC Member	X
G.M.	UHC Member	X
Linda Hamilton	Star Hill Church	
Bettie Jefferson	Exxon YMCA	
D. B.	UHC Member	
Cathy Rami	EWP Physical Therapy	
Destiny Rohmfeld	DHH	X
Diane Pitts	Catholic Charities	
R. M.	UHC Member	X
A. M.	UHC Member	X

Minutes Submitted By:

Minutes Approved By:

4-30-2015

4-30-2015

Brad Grundmeyer, Director 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. Grundmeyer called the meeting to order at 6:05 pm for the Member Council Advisory Meeting.	N/A			

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: Confidentiality Statement / Agreement		PRESENTER: A. Taylor		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Ms. Angela Olden read the confidentiality statement and attendees confirmed their understanding of the statement.	N/A	Confidentiality Statement read and agreed by all participants		

TOPIC: Approval of December 18, 2014 4th Quarter Member Advisory Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer reviewed the December 18, 2014 minutes. <ul style="list-style-type: none"> - Call to Order/Introductions - Reviewed previous minutes - Topic – New Plan Launch 2/1 - Open Enrollment - Members ability to choose their plan - Value Adds - Member Services Call Center - Community Events 	N/A	Minutes were moved and approved 1 st – Akilah Taylor 2 nd – Angela Olden		

TOPIC: Current Topics – 2015 New Health Plan Update and Resources		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Brad Grundmeyer presented:</p> <ul style="list-style-type: none"> - New Plan Launched 2/1/15 - New Value Added Benefits for members <ul style="list-style-type: none"> + Wellness and Incentive Programs + Care Management + Dental, Vision, and Chiropractic Care + Technology - Resources Available <ul style="list-style-type: none"> + Member Handbook + Website + Member Newsletter - Get A Game Plan for Hurricane Season - Member Grievances and Appeals <ul style="list-style-type: none"> + Expression of Dissatisfaction - Member Services for Information and Resources 				
TOPIC: New Business		PRESENTER: Open Forum		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>No Issues brought forward by members.</p> <p>Feedback and suggestion from R.M. is for further sharing of Member Education and Services.</p>	<p>Incorporate ongoing sharing of information related to Member Education and Services.</p>	<p>Will incorporate ongoing Member Education and Services within the Current Topics section of future MAC Meetings.</p>		
TOPIC: Community Activities		PRESENTERS: Kimberly Spotville, Rhonda Winbush, Akilah Taylor,		
<p>Rhonda Winbush - GSA C</p> <ol style="list-style-type: none"> 1. <u>BPCC Spring Fling 2015</u> – Great event in Bossier City held on 3/14 2. <u>Annual “Kid’s Health Fest</u> – At NSU in Natchitoches on 3/27 3. <u>Shreveport Memorial Library North Market</u> – 3/18 4. <u>Hooter Neighborhood Park</u> – Member Orientation event on 3/24 5. Great events scheduled for April 	<p>N/A</p>			

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<p>6.</p> <p>Kimberly Spotville – GSA A</p> <ol style="list-style-type: none"> 1. <u>VOA Golf Classic</u> – sponsored the annual fundraiser for VOA and their Adoption Program 2. <u>UHC Member Orientation</u> – Terrebonne Parish events to educate new members on UHC 3. <u>IronKids</u> – Fun run for kids in New Orleans. Partnering with the Boys and Girls Club of SE LA. <p>Akilah Taylor – GSA B (Deborah Jones – absent)</p> <ol style="list-style-type: none"> 1. <u>UHC Claims Operations Inservice</u> – Presentation to the new UHC Claims Team on UHC community engagement. 2. <u>UHC Member Orientation</u> – in the greater Lafayette area. 3. <u>Grandparents Raising Grandchildren Conference</u> – annual conference in Baton Rouge 4. <u>Additional Member Orientation Events</u> – scheduled for March in GSA A <p>Brad Grundmeyer</p> <ul style="list-style-type: none"> - Stressed the importance of services and benefits - Need information or questions answered – contact Member Services – team willing to assist. 				
TOPIC: Future Presentations and Topics		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>2nd Quarter MAC Meeting – June 16, 2015</p> <ul style="list-style-type: none"> - Annual Hurricane Preparedness Presentation - Make a Game Plan - How to Avoid the Emergency Room 				
TOPIC: Adjournment		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC

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At 6:57 pm, the meeting was adjourned.	N/A			
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