

**UnitedHealthcare Community Plan Louisiana**  
**2<sup>nd</sup> Quarter**  
**Member Advisory Council Meeting**

**June 16, 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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6-16-2015 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
June 16, 2015**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director Community Outreach, Chair	<b>X</b>
Deborah Jones	Community Outreach	<b>X</b>
Rhonda Winbush	Community Outreach	<b>X</b>
Melanie Thompson	Member Specialist	<b>X</b>
Akilah Taylor	Community Outreach Manager	<b>X</b>
Kimberly Knighten	Community Outreach	<b>X</b>
Angela Olden	Director of Quality	<b>X</b>
Courtney Sanford	Clinical Admin Coordinator	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
S. T.	UHC Member	
S. F.	UHC Member	
D. B.	UHC Member	<b>X</b>
G.M.	UHC Member	<b>X</b>
Linda Hamilton	Star Hill Church	
Bettie Jefferson	Exxon YMCA	
D. B.	UHC Member	
Cathy Rami	EWP Physical Therapy	
Destiny Rohmfeld	DHH	
Diane Pitts	Catholic Charities	<b>X</b>
R. M.	UHC Member	<b>X</b>
A. M.	UHC Member	<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



7/25/15

7/25/15

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 5:38 pm for the Member Council Advisory Meeting.	N/A			

TOPIC: Confidentiality Statement / Agreement		PRESENTER: D. Jones		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Debra Jones read the confidentiality statement and attendees confirmed their understanding of the statement.	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 March 2015 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer reviewed the March 17, 2015 minutes. <ul style="list-style-type: none"> <li>- Update since launch of new Bayou Health plan on 2/1</li> <li>- Review of Value Added Benefits</li> <li>- Resources available to members</li> <li>- Hurricane Preparedness</li> <li>- Member Grievances – Expressions of Dissatisfaction</li> <li>- Value Adds</li> <li>- Member Services Call Center</li> </ul> Community Events	N/A	Minutes were approved		

<p>Motion by Angela Olden 2<sup>nd</sup> by Dionne No opposition</p>				
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<p><b>TOPIC: Member Segment-Quality=EPSDT, Hurricane Season Preparedness, Health 4 Me, KidsHealth, Quit With Us LA</b></p>	<p><b>PRESENTER: A. Olden, B. Grundmeyer</b></p>
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DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Mr. Brad Grundmeyer introduced Mrs. Angela Olden, Director of Quality who spoke to the group about EPSDT - Early Periodic Screening and Diagnostic Treatment by the importance of children receiving early detection and care, so that health problems are averted and diagnosed and treated as early as possible.</p> <p>UHC is working with PCPs to make sure these services are being delivered along with partnering with school base clinics. The goal is to increase screening scores 0-1 age bracket and 3-1 year olds as well.</p> <p>Some barriers such as parents not knowing children need annual doctor checkup after 1 year olds, transportation, taking time off from work, receiving clearance to share info and restrictions. Northeast parish is an area of concern particularly Cameron parish.</p> <p>Courtney Sanford provided insights on the number one reason parents don't take their children to the doctor, and it was just simply not known. Angela reiterated how the HRA is a valuable tool to the health plan and how you are put in a category which a member can receive help.</p> <p>Starting with HeadStart programs</p> <p>Brad talks about the different pregnancy incentives such as Baby Blocks, Text4baby,</p> <p>Brad Grundmeyer talked about Hurricane Preparedness and for members to make a plan.</p>	<p>N/A</p>			

TOPIC: Questions		PRESENTER:		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Members posed questions regarding coordination of care and whether every member qualifies for yearly physicals, whether they can self-refer to case management (yes).</p> <p>Member D.B. posed the question to the group, "Why don't people go to the doctor for checkups?"</p> <p>Answers included:</p> <ul style="list-style-type: none"> <li>-many members are not able to take off work.</li> <li>- they wait until it's absolutely necessary</li> <li>- they focus on the children, not on themselves</li> <li>- illiteracy, not understanding the materials sent out</li> </ul>	<p>The group had several recommendations, including: better coordination between the health plans and the schools; keep materials simple (both UHC and Bayou Health).</p>	<p>Council asked to continue sharing information both in the meetings and between meetings.</p>	<p>ongoing</p>	
TOPIC: Info Sharing		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>The group shared information on various upcoming events.</p> <p>Kimberly Spotville – Gulf region                      Akilah Taylor – Central &amp; Capital regions (Deborah Jones – absent)                      Rhonda Winbush – North region</p>	<p>N/A</p>			
TOPIC: Future Presentations and Topics		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>3<sup>rd</sup> Quarter MAC Meeting – September 16, 2015</p> <ul style="list-style-type: none"> <li>- TracFone Program</li> <li>- Call Center and Nurse Line – Who to call?</li> <li>- Asthma Action Plan</li> </ul>				

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