

## **UnitedHealthcare Community Plan Louisiana**

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

**September 15, 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  
Director of Marketing & Community Outreach  
3838 N. Causeway Blvd., Suite 2600  
Metairie, Louisiana 70002  
504-849-3583  
brad\_grundmeyer@uhc.com

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**Member Advisory Council  
September 15, 2015**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director Community Outreach, Chair	<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>
Linda Rintala	Director of Health Services	<b>X</b>
R.M.	UHC Member	<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



**10/30/15**

**Brad Grundmeyer**

**10/30/15**

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date

<b>TOPIC: Roll Call / Meeting to Order</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>
Mr. Brad Grundmeyer called the meeting to order at 6:02 pm for the Member Council Advisory Meeting.	N/A			

<b>TOPIC: Confidentiality Statement / Agreement</b>		<b>PRESENTER: A. Olden</b>		
<b>DISCUSSION</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
Ms. Angela Olden read the confidentiality statement and attendees confirmed their understanding of the statement. All participate agreed: Linda, Melanie, Brad, Rebecca, Courtney, Debra-Absent, Rhonda, Akilah, and Kim	N/A			

<b>TOPIC: Introductions</b>		<b>PRESENTER: All</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
All members present in the room and on the phone introduced themselves.	N/A			

<b>TOPIC: Review and Approve June 2015 Meeting Minutes</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>
Mr. Grundmeyer reviewed the June 16, 2015 minutes. - EPSDT – Importance early detection and care - Working with School based clinics - Importance of annual doctor checkups - Partnering with Headstart programs - Baby Blocks & Text4baby - Hurricane Preparedness – Make a Game Plan - Coordination of Care - Open Discussion & Resources available to members  Motion by Angela Olden, 2 <sup>nd</sup> by Linda Rintala No opposition	N/A	Minutes were approved		

PRESENTER: A. Olden, B. Grundmeyer. L. Rintala				
TOPIC				
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Mr. Brad Grundmeyer discussed Open Enrollment has begun August 4- November 6<sup>th</sup>. Which is a 2 ½ window for members to choose stay with United Healthcare Community Plan or go to another Bayou Health Plan Provider. Post card mailers have proven to be effective during Open Enrollment Period along with letters from Department of Health and Hospitals Bayou Health reminding Head of Household members of open enrollment period. Call centers are receiving increased call volumes regarding question on UHC. The Community Outreach team has been conducting Informational Table Sessions to educate the public and potential members about UHC and its benefits.</p> <p>Current Open Enrollment Period for Behavioral Health as a carve-in: Community Outreach team out in field to educate what United Healthcare Community Plan offering in regards to Behavioral Health. The plan options are Behavioral Health only and Medical and Behavioral Health.</p> <p>Open Enrollment Period Advertising:</p> <ul style="list-style-type: none"> <li>• Radio spots</li> <li>• Movie Theatres</li> <li>• One Sheet flyers</li> <li>• Plan Brochure</li> </ul> <p>Brad Grundmeyer opens the floor by asking do anyone have any additional questions on Open Enrollment Period.</p> <p>Member Services: Hours of Operations 7 am to 7pm Monday through Friday. 24 hour Nurse Line is available for questions regarding illness or injury and also health advice.</p> <p>Linda Rintala shared some insights on Member Services versus Nurse Line. Members Services address questions</p>	<p>N/A</p>			

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<p>on plan benefits and Nurse Line address questions on health/medical issues.</p> <p>Member Services is providing touch points such as mailing out handwritten notes to members for birthdays and the birth of a baby.</p> <p>Value Added Benefit: Asthma Educator          United Healthcare Community Plan is one of five MCO who offers this value added benefit according to Ruth Kennedy. We provide a home assessment by a certified asthma educator who is an individual/s with expertise in the evaluation of person-specific asthma triggers such as pets, rugs and environments for severe/moderate asthmatics. The goal is to improve the quality of life for these members.</p> <p>Northeast Louisiana (Monroe, LA): area has been identified as a high teen pregnancy rate. June 2014 visit to Delhi, Northeast, LA to educate populous on healthy outcome. This was collaborative efforts which include Linda Rintala, Dr. Ann Kaye Logarbo, Brad Grundmeyer, Rhonda Winbush and a Senatorial Representative.</p> <p>Angela Olden discuss methods to increase post-partum visits by developing a pilot program with the partnership of TGMC who members post discharge after having their babies. Courtney Sanford continues the discussion with the process of a member receiving a phone call one to two weeks post-delivery to check if they schedule their post-partum visit. A call is made to the member's OB doctor to verify if the appointment is schedule follow up with a post card to confirm appointment scheduled. Other hospitals are picked up to make call outs to post-partum members to ensure their appointments are schedule.</p> <p>Courtney provided stats: 82 members outreached 50 members scheduled appointments Transportation was identified as a barrier for member getting the care they need. The goal is to get members to have better outcomes which are a focus for clinical quality. Also Courtney shared that member get confused f they have C-section delivery to remove sutures they believe that is a post-partum visit which it is not. Members need to follow up within 4 to 6 weeks post-partum.</p>			
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<p>Angela Olden initiate concerns on families being split up with other MCOs residing in one resident/household.</p>				
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<b>TOPIC: New Discussion</b>		<b>PRESENTER: L. Smith</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<p>Larry Smith Compliance Officer discuss prior authorization approximately 100 complaints per month 1/ 2 UHC members and 1/ 2 providers 75 to 80% of the complaints are pharmacy of those being denied medication due to prior authorization. It is clear that member need to understand the importance of obtaining a prior authorization. It will improve the health of Louisiana people, health status, help control healthcare cost.</p> <p>Fraud, Waste, and Abuse: A reminder if you see anything suspicious you need to report it applies to:</p> <ul style="list-style-type: none"> <li>• Claims review</li> <li>• Doctors</li> <li>• Evaluate and Manage first time office visit by error.</li> </ul> <p>EM (Evaluate and Manage) has 5x more errors for a first time visit.</p>	<p>Grassroots education on prior authorization</p>	<p>.We are required to record, track calls about complaints.</p> <p>Ask if members have any issues with obtaining prior authorization for pharmacy which is a major complaint the plan receives.</p>		

TOPIC: Info sharing and Adjournment		PRESENTER: Kim, Akilah, and Rhonda		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Community Outreach team shared community events from GSA A: Kim GSA C: Rhonda Akilah discusses provider side The Pediatric conference.  Mr. Grundmeyer adjourned the Member Council Advisory Meeting GSA (B) at 6:58 pm.	N/A			

**Next Member Advisory Council Meeting:**

**Tuesday, December 15, 2015  
6pm**