

UnitedHealthcare Community Plan Louisiana

4th Quarter Member Advisory Council Meeting

December 15, 2015

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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12/15/2015 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council
December 15, 2015**

| UHC Staff | Title | Present |
|-------------------|--|----------------|
| Brad Grundmeyer | Director, Marketing & Community Outreach | X |
| Deborah Jones | Community Outreach Specialist, GSA-B | X |
| Angela Olden | Director, Quality | X |
| Karla Mione | Director, Clinical Quality Specialty Network | X |
| Melanie Thompson | Member Retention Specialist | X |
| Rhonda Winbush | Community Outreach, GSA-C | X |
| Kimberly Knighten | Community Outreach Specialist, GSA -A | X |
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| Guest Name | | Present |
| R.M | UHC Member | X |
| J.P. | UHC Member | X |
| L.H. | Star Hill Church | X |
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Minutes Submitted By:

Minutes Approved By:



1/29/15

1/29/15

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 6:06 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: Brad, Melanie, Angela, Kim, Deborah, Rhonda, J.P., R.M., Karla, and Linda Hamilton. | 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 September 2015 Meeting Minutes | | PRESENTER: B. Grundmeyer | | |
|--|-----------------|--------------------------|----------|-------------|
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| Mr. Grundmeyer Recap of September Member Advisory Council Meeting <ul style="list-style-type: none"> - Discussion on 2015 Open Enrollment including Behavioral Health - Reviewed Open Enrollment activities and events. Encouraged members to learn about member benefits. - Linda Rintala, UHC Clinical, discussed insights related to members calling Member Services or the Nurseline regarding question related to health/medical issues. - Highlighted Member Services efforts to hand write notes to members – happy birthday, congratulations, thinking of you, etc. - Focus on Value Added Benefits with a highlight on the Asthma Home Educator benefit. | N/A | Minutes were approved | | |

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| <ul style="list-style-type: none"> - Presented the \$50,000 grant to the Children’s Coalition of NE Louisiana and the Teen Pregnancy Healthy Outcomes initiative. - Angela Olden, Quality, discussed methods to increase post-partum visits by developing a pilot program with the partnership of TGMC. - Larry Smith, Compliance, discussed prior authorization complaints to help understand the importance of obtaining a prior authorization. - Discussed Fraud, Waste and Abuse and the importance of members reporting suspicious activities related to claim issues, doctors, visits, etc. - Outreach Team presented their events for the month and ways members can engage with UnitedHealthcare. | | | | |
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| TOPIC: New Business | | PRESENTER: B. Grundmeyer | | |
|---|------------------------|---------------------------------|-----------------|--------------------|
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Mr. Brad Grundmeyer presented</p> <ul style="list-style-type: none"> - Behavioral Health/Substance Abuse Benefit Launched 12/1/15 <ul style="list-style-type: none"> +New Member Identification card issued +Defining Behavioral vs Medical Healthcare +Crisis Hotline + Website +Additional Behavioral Health/Substance abuse resources - Value Added Benefits for members <ul style="list-style-type: none"> + Wellness and Incentive Programs + Health Risk Assessment + Dental benefit - ER Diversion - Member Grievances and Appeals <ul style="list-style-type: none"> + Expression of Dissatisfaction | N/A | | | |

| TOPIC: OPTUM Clinical Quality Specialty Network | | PRESENTER: K. Miona | | |
|--|---|---|----------|-------------|
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| Karla Miona, UHC, discussed additional specialized mental health and substance abuse services that Optum clinical quality specialty network offer. | N/A | | | |
| TOPIC: Q&A | | PRESENTER: Open forum | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Debra Jones, UHC, asked in behalf of a Physical Therapist provider regarding PT benefit for adult members.</p> <p>Member J.P. posed a question on finding any LA PCP accepting new patients. Member contact member services to select another PCP who is accepting new patients. She was given a provider but, when she contacted the doctor's office she was told the provider is longer accepting new patients.</p> | <p>Provide a point of contact for questions regarding contracting.</p> <p>Rhonda says member has some difficulties with obtaining a PCP. Brad recommending getting member information to escalated issue.</p> | <p>Contact Natalie-Holt Simmons, UHC</p> <p>Follow up with Member/Customer Services</p> | | |
| TOPIC: Community Activities | | PRESENTER: Kim, Akilah, Rhonda, and Melanie | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Rhonda Winbush - GSA C</p> <ol style="list-style-type: none"> <u>Benefits of Breast feeding – At Rapides Health Unit</u> <u>Bullying</u> <u>Eating well on a budget – Caddo Parish</u> <p>Kimberly Spotville – GSA A</p> <ol style="list-style-type: none"> <u>Southwest LA Partnering with Commodities distribution</u> | N/A | | | |

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| <p>2. <u>Cocoa with Santa-Vacherie, LA</u></p> <p>3. <u>Healthy fest-Roseland, LA</u></p> <p>4. <u>Distributing new brochures to providers</u></p> <p>5. <u>Computer Donation Program for Mount Herman Baptist Church</u></p> <p>6. <u>Visiting two battered Women Shelters</u></p> <p>7.</p> <p>Deborah Jones – GSA B</p> <p>1. <u>Happy Holiday visit to providers</u></p> <p>2. <u>Southwest Health System Babyshower, Zachary, LA</u></p> <p>3. <u>Presentation on Heart Smart program</u></p> <p>4. <u>Computer Donation Program-Star Hill Church</u></p> <p>5. <u>Heart Smart Program –Diabetic Kitchen</u></p> <p>Melanie Thompson</p> <p>1. <u>VAB/Giftcard Wellness Program update</u></p> <p>2. <u>Increase participation in Weight Watchers Program</u></p> <p>Brad Grundmeyer <u>Reminders for members:</u></p> <ul style="list-style-type: none"> - Kidshealth online resource: UHCCommunityPlan.com/Lakids - National Influenza vaccination week - Safe toys for kids and what are age appropriate - Need information or questions answered – contact Member Services – team willing to assist. | | | | |
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TOPIC: Adjournment **PRESENTER: B. Grundmeyer**

| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
|--|-----------------|---------------------|----------|-------------|
| At 6:55 pm, the meeting was adjourned. | N/A | . | | |

Next Member Advisory Council Meeting:

- 1st Quarter - Tuesday, March 15, 2016, 6pm**
- 2nd Quarter – Tuesday, June 14, 2016, 6pm**
- 3rd Quarter – Tuesday, September 13, 2016, 6pm**
- 4th Quarter – Tuesday, December 15, 2016, 6pm**