

Special Instructions:

Meeting Minutes Summary will suffice for this requirement.

Header

BAYOU HEALTH Reporting

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Health Plan ID: 2162438
Health Plan Name: UnitedHealthcare Community Plan
Health Plan Contact: Tricia Grayson
Contact Email: tricia_grayson@uhc.com
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Subject Matter: Member Services (S)

S139 Format
Member Advisory Council
1/28/13

Minutes

Meeting called by	April Golenor
Type of meeting	member Advisory Council GSA C
Facilitator	Tricia Grayson
Note taker	Tricia Grayson
Timekeeper	Tricia Grayson
Attendees	Tricia Grayson, Director of Marketing Rhonda Winbush, Shaun Viola Member Retention Michael Dickey Director of Quality (remote) Susan Badeaux DHH (remote) Sherry Metoyer, Clinical Quality RN Watts Community Renewal Int'l Mary Preziosi Christus Schumpert Member 1 Member 2 Member 3 (remote) Tom

Agenda topics

Discussion	Mrs. Grayson called the meeting to order and read the confidentiality statement and attendees confirmed their understanding of the statement		
Conclusions	All agreed		
Action items	None	Person responsible	Deadline

Discussion	<p>Mrs. Grayson introduced herself and provided an overview of the purpose of the MAC. UnitedHealthcare Community Plan's Member Advisory Council fulfills the Louisiana Department of Health and Human Services guidelines to promote collaborative efforts to enhance the service delivery system in local communities while maintaining member focus and allowing participation in providing input on policy and programs. This Member Advisory Council is being established as a vehicle through which UnitedHealthcare Community Plan members, the community agencies who support our members and the providers who serve our members can provide feedback.</p> <p>The focus of these meetings will be on member issues exclusively, such as feedback on marketing and educational materials, community relations activities, promotions, plan services, preventive care, member satisfaction and member programs. However, the Advisory Council is not an appropriate forum for individual member complaints or provider disputes of any kind. Those issues should be addressed through the separate processes designed to resolve member and provider disputes.</p>
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Conclusions		
Action items	None	Person responsible
		Deadline
Discussion	Ms. Grayson presented the Charter for approval to the group to define the scope, objectives and overall approach as a navigation tool for the Member Advisory Council.	
Conclusions	approved with no objections	
Action items		Person responsible
		Deadline

Discussion	Open Enrollment Discussion. Reviewed OEP letter from state and discussed timeline for each GSA. Members discussed various barriers to getting preventive care.	
Conclusions	Council asked to continue sharing information both in the meetings and between meetings.	
Action items	none	Person responsible
Ms. Grayson adjourned the Member Council Advisory Meeting GSA (C) at 6:20 pm.		Deadline

Observers	
Resource persons	
Special notes	