

Member Advisory Council – Statewide
June 24, 2014

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

Minutes Submitted By:

Minutes Approved By:

7-23-2014

7-23-2014

 Brad Grundmeyer, Director 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. Grundmeyer called the meeting to order at 6:07 pm for the Member Council Advisory Meeting. | N/A | | | |

| TOPIC: Confidentiality Statement / Agreement | | PRESENTER: G. Milligan | | |
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| DISCUSSION | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| Ms. Sanford read the confidentiality statement and attendees confirmed their understanding of the statement. | N/A | Confidentiality Statement read | | |

| TOPIC: Introductions | | PRESENTER: All | | |
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| 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: Meeting Expectation | | PRESENTER: B. Grundmeyer | | |
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| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| Mr. Grundmeyer provided an overview of the meeting and the expectation of how MAC members can engage and participate to make the meeting a success. | N/A | | | |

| TOPIC: Approval of March 2014 1st Quarter Member Advisory Meeting Minutes | | PRESENTER: B. Grundmeyer | | |
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| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| It was moved by Larry Smith and seconded by Linda Hamilton to approve the minutes of the March 2014 1 st Quarter meeting. | N/A | Minutes were approved | | |

| TOPIC: Presentation – Emergency Preparedness | | PRESENTER: B. Grundmeyer | | |
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| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Brad Grundmeyer conducted a presentation on the “Five H’s for Hurricane Season.”</p> <ol style="list-style-type: none"> Know the Hotline – Emergency 911, Call 211, Governor’s Office of Homeland Security & Emergency Preparedness phone numbers, National Weather Service and the American Red Cross. Protect Your Health – keep extra supplies, talk to your doctor, make a plan with your provider, keep doctor’s numbers and health ID cards on hand, make sure prescriptions are filled and up-to-date. Avoid these Hazards – Flooding, downed power lines, leaking gas, unsafe water and carbon monoxide. Ask for Help – Let someone know your location, help if you can, ask for help. Next Step for Your Health – Know how to contact your Bayou Health plan provider. For UnitedHealthcare know the phone number and website address. | <p>Mr. Grundmeyer encouraged members to take care of themselves and make a game plan to take care of yourself and family.</p> | | | |
| TOPIC: New Business | | PRESENTER: B. Grundmeyer | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| <p>Brad Grundmeyer → provided the remaining MAC meeting dates for 2014: 3rd Quarter – Tuesday, September 16, 6pm – 7pm 4th Quarter – Tuesday, December, 16, 6pm – 7pm</p> <p>Member R.M. → inquired about member incentives. Courtney Sanford confirmed that UnitedHealthcare does provide incentives for members getting health screenings</p> | <p>N/A</p> | <p>Nicola Carter → asked for the remaining 2014 MAC meeting dates to be provided to DHH for their attendance. Grundmeyer agreed to distribute.</p> <p>Courtney Sanford → agreed to contact with Member R.M. to address her incentive inquiry.</p> | | |

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| <p>and their initial PCP visit. Akilah Taylor mentioned that members receive a postcard in their welcome packet to bring to their initial PCP visit for the provider to complete and mail-in for a Subway gift card.</p> <p>Member A.J. → inquired about learning more about the member incentive with the Boys & Girls Club. Brad Grundmeyer explained the process and how members can receive their Boys & Girls Club \$5 registration fee paid for by UnitedHealthcare.</p> <p>Member D.B. → inquired about book incentives for reading for younger children. Akilah Taylor highlighted a partnership UnitedHealthcare has with Sesame Street. Many physicians are provided a reading corner, a Sesame Street reading table and books. Books can only be utilized at the physician's office and not taken from the facility.</p> <p>Brad Grundmeyer → mentioned UnitedHealthcare has created an Autism Advisory Council. Additionally, Grundmeyer mentioned about a recent Brainstorming Session on Healthy Teen Pregnancy Outcomes held in Northeast Louisiana on June 13th.</p> <p>Member D.B. → inquired about ADHD or behavioral difficulty resources. Deborah Jones mentioned those resources are handled by Magellan.</p> | | <p>Rhonda Winbush → will contact Member A.J. to provide Boys & Girls Club in their area.</p> <p>Akilah Taylor → will check to see if Member D.B.'s PCP has a Sesame Street Reading Corner.</p> <p>Courtney Sanford → will contact Member D.B. to provide additional information about resources.</p> | | |
| <p>TOPIC: Community Activities</p> | <p>PRESENTERS: Deborah Jones, Rhonda Winbush, Akilah Taylor, Melanie Thompson</p> | | | |
| <p>Kimberly Spotville – GSA A</p> <ol style="list-style-type: none"> 1. <u>Healthy Starts</u> – helps moms have healthy babies. 2. <u>HeartSmart Sisters</u> – designed to teach women how to be more heart health conscious. <p>Deborah Jones – GSA B</p> <ol style="list-style-type: none"> 1. <u>Big Baby Summer Reading Tour</u> – 3 day tour taking place in July. 2. <u>Warrick Dunn Charities</u> – a one-week camp in August for children who experience a loss of a loved one. | <p>N/A</p> | | | |

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| <p>3. <u>HeartSmart Sisters</u> – completed recent session with Catholic Charities. Additional program this summer at Mt. Pilgrim Baptist Church.</p> <p>Cathy Rami – Presentation</p> <p>1. Spoke about an initiative to target obesity and physical activity. Program is a 3x a week to promote exercise. UnitedHealthcare brings a nutrition component to the program. Miss Louisiana also collaborates with a focus on fitness. July 9th, kids will do yoga. Baton Rouge Rec is interested in expanding the program.</p> <p>Rhonda Winbush - GSA C</p> <p>1. <u>Farmer's Market</u> – held in rural area to promote healthy eating choices</p> <p>2. <u>Teen Pregnancy Healthy Outcomes Session</u> – focus on issue in NE Louisiana.</p> <p>3. <u>Catholic Charities Eat Well on a Budget</u> – students learn portion control, healthy eating and Sesame Street program is incorporated.</p> <p>Akilah Jones – Provider</p> <p>1. <u>RKN Clinic in Clinton, LA</u> – part of 6 week summer camp – fitness challenge and health tracking</p> <p>2. <u>FQHC Back to School Wellness Fairs</u> – members encouraged to get schools supplies from FQHCs throughout the state.</p> | | | | |
| TOPIC: Adjournment | | PRESENTER: B. Grundmeyer | | |
| DISCUSSION: | RECOMMENDATIONS | ACTIONS/ASSIGNMENTS | DATE DUE | DATE TO MAC |
| At 6:56pm, the meeting was adjourned. | N/A | | | |