

Member Advisory Council – Statewide
September 16, 2014

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

Minutes Submitted By:

Minutes Approved By:

10-30-2014

10-30-2014

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 6:05 pm for the Member Council Advisory Meeting.	N/A			

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: Confidentiality Statement / Agreement		PRESENTER: G. Milligan		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Ms. Deborah Jones read the confidentiality statement and attendees confirmed their understanding of the statement.	N/A	Confidentiality Statement read and agreed by all participants		

TOPIC: Approval of June 2014 2nd Quarter Member Advisory Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer reviewed the June 2014 minutes. <ul style="list-style-type: none"> - Hurricane Preparedness Presentation - Reviewed 2014 Dates - Overview of Incentives – B&GC - Autism Advisory Council - NE LA Brainstorming Session - ADHD Resources available - Community Specialist Presentation 	N/A	Minutes were moved and approved 1 st - Deborah Jones 2 nd - Courtney Sanford		

TOPIC: Presentation – Preventive Health & Child Survey		PRESENTER: C. Young, S. Metayer, C. Sanford		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Brad Grundmeyer introduced 3rd Quarter Topic:</p> <p>Preventive Health & Child Survey</p> <p>Candace Young introduces presentation.</p> <ul style="list-style-type: none"> - CAHPS: Consumer Assessment Health Providers Survey <ul style="list-style-type: none"> o How are we doing o How would you rate everything o Look for improvements - Asks MAC members for their feedback. <p>Courtney Sanford begins surveying of MAC members:</p> <ol style="list-style-type: none"> 1. Courtney: If you were trying to get a child check-up appointment, did you get an appointment like you thought you would? <ul style="list-style-type: none"> - DB – No. Had to reschedule shot appointment. They wanted child to come back and wait for shots. The appointment was too late for her. - Candace – Did they make appointment when you went in for the 1 month well checkup? - DB – The appointment did not work as they would not move up the appointment. 2. Courtney: Did you feel your questions were properly answered by your doctor? <ul style="list-style-type: none"> - DB: I would say yes and no. For example, my son’s tear duct is blocked. The doctor did not know if was an infection or was it blocked. She was in school. I asked for a second opinion and the doctor said the tear duct was blocked. - Candace – Do you feel you knew the questions that you should be asking? Do we need to provide questions to moms to help them ask the right questions? - DB: I do not want to ask silly questions, questions to ask would be helpful. - RM: Question about Dental – received a pamphlet on a new dental program for her child. 	<p>Mr. Grundmeyer encouraged members to take care of themselves and make a game plan to take care of yourself and family.</p>			

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<p>From Medicaid and the information was specific</p> <ul style="list-style-type: none"> - Destiny: Letter received was for dental benefits and a new dental provider. <p>3. Courtney: Is it hard to find a doctor who knows your language and culture?</p> <ul style="list-style-type: none"> - RM: No. - DB: No. My doctor I like and she understand me very well. - Candace: Those are the questions we have. <p>Courtney: Any suggestions you might have to help us improve?</p> <ul style="list-style-type: none"> - DB: Not right now. - Destiny: Where the MAC members aware you have the ability to change your doctor for your child – not to have that committed relationship? - DB: Stick with the doctor they assigned me. - Destiny: Feel free to contact your plan to change your PCP if you are not happy with the care you are receiving. <p>Preventative Health</p> <p>Sherri Metoyer begins presentation of Preventative Care – do members know the difference from going to the doctor and preventative care?</p> <ul style="list-style-type: none"> - RM: No. - Sherri: Look at well care/wellness visits, the screenings and immunizations and keep them on schedule. Blood tests for screenings. Make sure you go in for your well child visits. As you get older, they will check status, nutrition, developmental issues, etc. <ul style="list-style-type: none"> o Developmental areas o Immunizations o Health & Nutrition o Screenings and tests o Many preventative screenings o Help is provided for ongoing care - Look for our outreach person to reach out to help schedule you an appointment to establish ongoing care. - Always opportunities to reach out. 			
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TOPIC: New Business		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> - ST: Courtney how can I reach you for help with getting a new PCP? - RM: No questions to ask. Her question about Dental Services was answered - DB: No questions. - Destiny: How did the members end up with UnitedHealthcare as their plan? - RM: I had the option to choose and I selected UHC. Did not recognize the other plans. - DB: I just moved here and chose UHC because what she heard about the company. - ST: I was the only plan I knew of was UHC. - Candace: How likely are you to recommend our services to your family and friends? - RM: I like UHC, I do not have to get a referral or get my PCP to see a doctor I want to see. - Candace: Anything we could do better to serve you, any stumbling blocks? - RM: Only issue was one time going to doctor and received a bill back. Daughters name was misspelled by the doctor. UHC Member Services helped to correct the issue. - ST: I like that you can take you child to your doctor however many times you want. No problems with UHC. I recommend them to other people. 	N/A	Courtney → will have Rhonda Winbush connect ST with Courtney for her to assist.		

<p>TOPIC: Community Activities</p>	<p>PRESENTERS: Kimberly Spotville, 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 to create healthy pregnancies for baby & moms. 2. <u>Head Start</u> – passing out information and resources to members 3. <u>Boys & Girls Club</u> – working with programs in the New Orleans area 4. <u>Churches</u> – working with faith based organizations for informational sharing, health fairs and building partnerships <p>Deborah Jones – GSA B</p> <ol style="list-style-type: none"> 1. <u>Lafayette School Initiative with 4-H for LSU AgCenter</u> – 10 schools on healthy food gardens 2. <u>Women’s Week</u> – Annual event in Baton Rouge celebrating women. Will be hosting 4 events during the week. 3. <u>La Center for After School Learning</u> – celebrating the national Lights On After School program in BR & NOLA. 4. <u>Southern University Tailgating Events</u> – UHC partners with Southern School of Nursing to provide health screenings at each home game for Southern. <p>Rhonda Winbush - GSA C</p> <ol style="list-style-type: none"> 1. <u>Red River Parish 4-H Event</u> – grand opening and community playground building event. 2. <u>Teen Pregnancy Summit</u> – brainstorming session in Monroe with expecting moms and current mothers. 3. <u>Bossier City Housing Authority</u> – Family Fun Day event at Mitchell Park – movie screening 4. <u>Rapides Parish Fair</u> – informational table with 4-H 5. <u>LSU AgCenter in Shreveport 5K Run</u> – fundraiser for children throughout Shreveport 6. <u>State Fair</u> – Judging, Healthy Hound to appear and information to be shared. 7. <u>Lake Charles Health Fair</u> – Christian Baptist Church – screenings and focus on Diabetes 	<p>N/A</p>			

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<p>Akilah Jones – Provider</p> <ol style="list-style-type: none"> <u>Nurse Practitioner Conference</u> <u>LA Primary Care Association</u> <u>FQHC Fall Festivals</u> <p>Brad Grundmeyer –</p> <ol style="list-style-type: none"> <u>Computer Donation Program</u> – UHC donated 390 computers to organizations throughout the state to over 20 organizations. 448 computers donated to date from 2013 & 2014. UHC repurposes laptops to organizations who submit an application to request computers for their mission. <u>4th Quarter MAC Meeting</u> – Reminder of the next MAC meeting dates for 2014: 4th Quarter – Tuesday, December 16, 6pm – 7pm. Will communicate information as the meeting approaches 				
TOPIC: Adjournment		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:01pm, the meeting was adjourned.	N/A			