



## **UnitedHealthcare Community Plan Louisiana**

### **2nd Quarter Member Advisory Council Meeting**

**June 11, 2019**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

Pass Code - 825 036 306

**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Vice President of Marketing & Community Outreach

3838 N. Causeway Blvd., Suite 2600

Metairie, Louisiana 70002

504-849-3583

brad\_grundmeyer@uhc.com

**Member Advisory Council**

**June 11, 2019**

06/11/2019– Member Advisory Council - UnitedHealthcare Community Plan of Louisiana



UHC Staff	Title	Present
Brad Grundmeyer	VP Marketing & Community Outreach	X
Melanie Thompson	Marketing Specialist I	X
Deb Junot	Assoc Director Clinical Quality	X
Larry Smith	Compliance Officer	X
Rhonda Winbush	Community Outreach Specialist, GSA C	X
Tiffany Page	Clinical Quality Analyst Sr.	X
Felice Hill	Housing Partner	X
Kimberly Knighten	Community Outreach Specialist, GSA-A	X
Akilah Taylor	Marketing Manager	X
Guest Name		Present

Minutes Submitted By:

Minutes Approved By:

06/11/19

06/11/19

Brad Grundmeyer, Director of Mktg & Outreach

Date

Karl Lirette, COO

Date



I. Roll Call / Meeting to Order		PRESENTER: Brad G.		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Brad Grundmeyer called the meeting to order at 6:03 pm for the Member Council Advisory Meeting.	N/A	(I)		

II. Confidentiality Statement / Agreement		PRESENTER: Melanie T.		
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, Felice, Deb, Tiffany, Larry, Kim, Rhonda, and Akilah	N/A	(I)		

III. Introductions		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
All members present in the room and on the phone introduced themselves.	N/A	(I)		

IV. Review and Approve 1 <sup>st</sup> Quarter – March 2019 Meeting Minutes		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer Recap of March Member Advisory Council Meeting  o <b>Plan Updates-Brad G.</b> - UHC New sletter Spring Edition includes: Letter from the State of La regarding income verification, w hats in your member handbook, know ing your drug benefits, health equity, and quality improvement results, etc.	N/A	(A)		



<ul style="list-style-type: none"> <li>- NPS score of 81 for the month February 2019</li> <li>- Mid-January donation of laptop computers to community organizations nationw ide UHC donated 3000 in Louisiana 600 laptops donated</li> </ul> <p><b>o Quality-Angela O.</b></p> <ul style="list-style-type: none"> <li>- Choosing wisely concept is a nationw ide program it has been adopted by UHCLA plan and has shared information on providers and members. 5 elements focus provider prospective such as if I need to do this test, safer options, how much does it cost, and will the insurance pay for it. Same elements will be posed to the member side as well. Marketing will work with members on Choosing Wisely education and the Quality will work with providers on Choosing Wisely education as well.</li> <li>- Follow up from last meeting regarding HEDIS where a team go into provider offices to collect data on certain matrix the State of LA and/or National are interested in such as how our diabetes are doing and are they receiving their eye screening exam, are women receiving their breast and/or cervical screening these are a few examples</li> <li>- HEDIS: 9000 records attempting to access in provider offices and will end third week in April 2019. Report off the last part of June 2019.</li> <li>- CAPHS is a member survey as well as PCP, Specialist and Value Added benefit. Members reply to the survey anonymously. Deadline for CAPHS May 2019. Results will be late July to Mid-August.</li> <li>- Looking to add a member to the Member Advisory Committee more details provided at the end of the year. Also seeking recommendations.</li> </ul> <p><b>o Behavioral Health-Dr. Calderon, CMO/Tiffany P.</b></p> <ul style="list-style-type: none"> <li>- National identify a new process: receive a letter which provider can opt in/and/or out up to 60days to be included in the network and looking into more depth in practices. Increase medication treatment project: Initiation treatment within the first 14 days of a new substance and/or treatment</li> <li>- Meet with the Provider Association</li> <li>- Looking to partner with Healthcare organization</li> <li>- On air recorded for providers looking for approval from State of La</li> <li>- Narrow down telehealth opportunities in mental health services in lower Plaquemines (High School/Elementary). In need for more advertisement with a collaboration with marketing and community</li> </ul>				
---	--	--	--	--



<p>outreach department</p> <ul style="list-style-type: none"> <li>- Complete Behavioral Health consultation to PCP-FQHC, Family Medicine and Pediatrics clinics</li> <li>- Telehealth is Optum owned offering behavioral health services</li> <li>- Mobile telehealth services will be offered as well.</li> </ul>				
--	--	--	--	--

<b>V. Presentation Segment</b>		<b>PRESENTER: Brad G., Tiffany P., Deb J, Larry S.</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<ul style="list-style-type: none"> <li>o <b>Plan Updates-Brad G.</b> <ul style="list-style-type: none"> <li>- 6/1 Hurricane Season uhccommunityplan/LA HealthyLouisiana website: www.getagameplan.com</li> <li>- New sletter info: Treatment Alcohol/Drug take an active role in keeping your appointment</li> <li>- Liveworkwell.com or contact</li> <li>- Prenatal care: Scheduling 1<sup>st</sup> OB visit within 12 weeks</li> <li>- The importance of post-partum health for mother and child</li> <li>- Doctor Chat-opportunity for members to connect via chat portal/app with doctor. Physicians are licensed in the State of Louisiana. Available on google play and appstore login register account 9 a.m. to 9 p.m. free service daily</li> <li>- National Drug Take Back Day- October 2018 360lbs collected throughout Louisiana</li> </ul> </li> <li>o <b>Quality-Deb J.</b> <ul style="list-style-type: none"> <li>- NCQA Accreditation: reviewing period every 3 year June 2020</li> <li>- Onsite review June 10 and 11<sup>th</sup> 2020</li> <li>- CAHPS score report July-Mid August</li> <li>- HEDIS-post-partum prenatal measures season ended medical records review .</li> <li>- Proposed measures for next year are given to UHCLA by the state</li> </ul> </li> <li>o <b>Behavioral Health-Tiffany P.</b> <ul style="list-style-type: none"> <li>- Member Satisfaction Survey</li> <li>- Done Annually</li> <li>- Adult and child population for 6 consecutive month of enrollment</li> </ul> </li> </ul>	<p>N/A</p>	<p>(D)</p>		



<ul style="list-style-type: none"> <li>- Providers treated patients with respect</li> <li>- Follow confidentially Rules</li> <li>- Being involved with treatment planning and goals</li> <li>- Coordination management resource services</li> <li>- Appointment availability</li> <li>- Result work group meeting and developing an action plan</li> </ul> <p><b>Compliance-Larry S.</b></p> <ul style="list-style-type: none"> <li>- Opioid Crisis in Louisiana</li> <li>- State Attorney General filed law suit against drug companies</li> <li>- 13 sheriffs filed individual law suit</li> <li>- Louisiana top 10 for Opioid deaths</li> <li>- Top two parishes: Jefferson and St. Tammany</li> </ul>				
---	--	--	--	--

VI. Member Discussion		PRESENTER: Deb J., Melanie T.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Open floor for question:</p> <p>Akilah T. inquired on doctor chat and nurse line access to employer/individual members</p> <p>Melanie T. provide information on Breast pump coverage through Medicaid</p>	<p>Nurseline is available 24/7 and Doctor on Demand download app Google play and Appstore.</p> <p>Effective for dates of service Jan 1, 2019, double electric breast pumps will be covered equipment without prior authorization through the Durable Medical Equipment (DME) program for nursing mothers. Recipients must present a prescription for the breast pump and documentation of delivery date to a DME provider. Coverage extends only to personal-use, double electric breast pumps. Hospital grade, manual or single breast pumps will <b>not</b> be covered. Nursing mothers will be eligible for one breast pump per delivery within a three-year period. The billable code for the breast pump will be E0603.</p>	<p>(1)</p>		



VII. Community Outreach Activities		PRESENTER: Rhonda W., Deborah J.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p><b>Kimberly Knighten - GSA A</b></p> <ol style="list-style-type: none"> <li><u>Partnership with Recreational Safety</u></li> <li><u>Back to School Event Statewide beginning in July to August</u></li> <li><u>Education Opioid Crisis proper disposal of medication elderly parents who passes away</u></li> <li><u>Provider Outreach</u></li> </ol> <p><b>Rhonda Winbush – GSA C</b></p> <ol style="list-style-type: none"> <li><u>Focus on Back-to-School open enrollment</u></li> <li><u>Doctor Chat physician office education outreach</u></li> <li><u>Provider Expos</u></li> <li><u>Table sessions</u></li> <li><u>Working with Hope House</u></li> <li><u>St. Jude Catholic Church homeless program: speak and share information</u></li> <li><u>6/18/2019 DSNP Event Community Health Center</u></li> </ol>	N/A	(l)		
XI. 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:**  
**1<sup>st</sup> Quarter - Tuesday, March 13, 2019, 6pm**  
**2<sup>nd</sup> Quarter – Tuesday, June 11, 2019, 6pm**  
**3<sup>rd</sup> Quarter – Tuesday, September 10, 2019, 6pm**  
**4<sup>th</sup> Quarter – Tuesday, December 10, 2019, 6pm**