

## **UnitedHealthcare Community Plan Louisiana**

### **3<sup>rd</sup> Quarter Member Advisory Council Meeting**

**September 10, 2019**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

Pass Code - 827 190 708

**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Vice President of Marketing & Community Outreach

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09/10/2019 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
September 10, 2019**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director, Marketing & Community Outreach	<b>X</b>
Deb Junot	Manager Clinical Quality	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Angela Olden	Director, Quality	<b>X</b>
Kimberly Knighten	Community Outreach Specialist	<b>X</b>
Rhonda Winbush	Community Outreach Specialist	<b>X</b>
Jaimie Bailey	Executive Director, Behavioral Health	<b>X</b>
Tiffany Page	Behavioral Health	<b>X</b>
Laura Clark	Dr. Chat	<b>X</b>
Damian Ricks	Louisiana Department of Health	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
K.C	Member	<b>X</b>
V.S.	Member	<b>X</b>

**Minutes Submitted By:**



Brad Grundmeyer, VP of Mktg & Outreach

Date

**Minutes Approved By:**

Karl Lirette, CEO

Date

<b>TOPIC: Roll Call / Meeting to Order</b>		<b>PRESENTER: B. Grundmeyer</b>		
<b>DISCUSSION</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
Brad Grundmeyer called the meeting to order at 6:02 pm for the Member Council Advisory Meeting.	N/A			

<b>TOPIC: Confidentiality Statement / Agreement</b>		<b>PRESENTER: B. Grundmeyer</b>		
<b>DISCUSSION</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
Brad Grundmeyer read the confidentiality statement and attendees confirmed their understanding of the statement. All participate agreed:	N/A	Confidentiality Statement read and agreed by all participants		

<b>TOPIC: Introductions</b>		<b>PRESENTER: All</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
All members present on the phone introduced themselves.	N/A	Introductions		

<b>TOPIC: Review and Approve 2<sup>nd</sup> Quarter – June 2019 Meeting Minutes</b>		<b>PRESENTER: B. Grundmeyer</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<b>Recap</b> <ul style="list-style-type: none"> <li>- Plan Updates</li> <li>- Hurricane Preparedness – Start of New Season</li> <li>- Spotlight on Health topics</li> <li>- Quality - NCQA Accreditation: review ing period every 3 year June 2020</li> </ul>	N/A			

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<ul style="list-style-type: none"> <li>- Quality - Onsite review June 10 and 11th 2020</li> <li>- Quality - CAHPS score report July-Mid August</li> <li>- BH - - Member Satisfaction Survey</li> <li>- BH - Adult and child population for 6 consecutive month of enrollment</li> <li>- BH – Treating Patients with respect</li> <li>- Compliance – Opioid Crisis in LA</li> <li>- Compliance - State Attorney General f iled law suit against drug companies</li> <li>- Compliance – Louisiana is Top 10 for Opioid Use</li> <li>- Discussion – UHC Dr. Chat</li> <li>- Community Outreach Activities</li> </ul>				
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TOPIC: New Business		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p><b>Health Talk Discussion – Brad Grundmeyer</b></p> <ul style="list-style-type: none"> <li>• Fight the Flu – Get Your Flu Vaccine this Season!</li> <li>• Mammograms Save Lives – Schedule your screening</li> <li>• Plan to Quit – Consider quitting smoking, using tobacco</li> <li>• Ways to Relieve Stress – exercise, relaxing, prioritize, connect with others</li> <li>• UHC Doctor Chat</li> </ul> <p><b>UHC Doctor Chat Presentation – Laura Clark</b></p> <ul style="list-style-type: none"> <li>• Overview of new app available to UHC members</li> <li>• Doctor Chat app provides chat with a doctor from anywhere.</li> <li>• For non-emergency problem</li> <li>• Skip the wait of the emergency room and urgent care</li> <li>• Members can connect to a doctor while you're at home, at work or out and about</li> <li>• App and service is NO cost to the member</li> <li>• App available for download on mobile device from the App Store or Google Play™.</li> <li>• Once the app is downloaded, member needs to register and create an account by going to UHCDoctorChat.com</li> <li>• Doctors will be available to chat from 9 a.m.–9 p.m. daily.</li> </ul>	N/A			

<ul style="list-style-type: none"> <li>• Very positive feedback from members about the convenience and ease of use.</li> </ul>				
<b>TOPIC: Behavioral Health</b>		<b>PRESENTER: T. Page/J. Bailey</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<p><b>Behavioral Health Satisfaction Survey Updates</b></p> <ul style="list-style-type: none"> <li>- Based on the survey feedback, UHC has created a game plan to address opportunity areas</li> <li>- Educate providers about Virtual Visits and Doctor Chat</li> <li>- Work with providers to have them “Speak Clearly” to members so they can understand, process and ask questions related to their appointment and health</li> <li>- Develop and provide member-facing materials for the informational benefit of our members.</li> <li>- Offer member materials on various health related topics and resources to better inform and educate members.</li> <li>- UHC Member Services is available to all members both physical health and behavioral health.</li> <li>- Member Services is a “one call” convenient number for all things associated with UHC’s services and benefits</li> <li>- UHC’s Member Services includes:             <ul style="list-style-type: none"> <li>• Understanding your physical health, mental health and substance use treatment benefits</li> <li>• Help getting a replacement member ID card</li> <li>• Finding a provider or therapist</li> </ul> </li> </ul>	<p>N/A</p>			

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<ul style="list-style-type: none"> <li>• Getting a ride to your provider</li> <li>• Connecting with a Nurse via UHC's 24/7 NurseLine</li> <li>• 24/7 access to the Mental Health and Addiction Crisis Line</li> <li>• How to register a complaint</li> </ul>				
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<b>TOPIC: Medical Spend, Payment Integrity, Investigations</b>	<b>PRESENTER: L. Smith</b>			
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<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>- Members need to look out for issues with unnecessary medical spend</li> <li>- UHC has Quarterly Meetings related to Payment Integrity</li> <li>- At an Aug. 29<sup>th</sup> meeting, a review of the number of cases related to opioids was presented.</li> <li>- UHC had 3x the number of referrals and investigations than any other health plan</li> </ul> <p>UHC has in-state investigators who do data mining and look for suspicious activity.</p> <ul style="list-style-type: none"> <li>- There are three (3) Hot Lines:             <ul style="list-style-type: none"> <li>• LDH</li> <li>• Provider</li> <li>• Member/UHC Website</li> </ul> </li> </ul>				

<b>Topic: Outreach</b>	<b>PRESENTERS: R. Winbush, D. Jones</b>			
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<b>DISCUSSION: Community Outreach Activities</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
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<p><b>North Louisiana</b></p> <ul style="list-style-type: none"> <li>- Involved in numerous community events and activities around the Shreveport and Monroe areas</li> <li>- Alzheimer's and Caregivers Symposium – 9/14</li> <li>- Chris Hays CC Health Fair – 9/18</li> <li>- VOA Eating Well on a Budget – 9/19</li> <li>- Super Safety Saturday – 9/21</li> </ul> <p><b>Central Louisiana</b></p> <ul style="list-style-type: none"> <li>- Working with our partners at 4H</li> <li>- Recently held a Grandparents Raising Grandchildren event with Baton Rouge East Bank Council on Aging to celebrate Grandparents Day. UHC arranged for Sesame Street to have one of their characters attend the event. Over 40 community partners and vendors participated with hundreds of attendees at the event.</li> <li>- NFP Community Baby Shower – 9/13</li> <li>- SWLA Center for Health Services Table Session – 9/17</li> <li>- ExxonMobil YMCA Lunch and Learn</li> </ul>	<p>N/A</p>			
<p><b>TOPIC: Adjournment</b></p>		<p><b>PRESENTER: B. Grundmeyer</b></p>		
<p><b>DISCUSSION:</b></p>	<p><b>RECOMMENDATIONS</b></p>	<p><b>ACTIONS/ASSIGNMENTS</b></p>	<p><b>DATE DUE</b></p>	<p><b>DATE TO MAC</b></p>
<p>At 7:05 pm, the meeting was adjourned.</p>	<p>N/A</p>	<p>Brad Grundmeyer Adjourned meeting</p>		



**2019 Member Advisory Council Meetings:**

**Tuesday, December 10 – 6pm**

**2020 Member Advisory Council Meetings:**

**Tuesday, March 10, 2020 – 6pm**

**Tuesday, June 9, 2020 – 6pm**

**Tuesday, September 8, 2020 – 6pm**

**Tuesday, December 8, 2020 – 6pm**