

## **UnitedHealthcare Community Plan Louisiana**

### **4th Quarter Member Advisory Council Meeting**

**December 17, 2019**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

Pass Code - 827 190 708

**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](mailto:brad_grundmeyer@uhc.com)

12/17/2019 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
December 17, 2019**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Director, Marketing & Community Outreach	<b>X</b>
Melanie Thompson	Marketing Specialist I	<b>X</b>
Deb Junot	Manager Clinical Quality	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Jose' Calderon, ABBO, MD	CMO Behavioral Health	<b>X</b>
Akilah Taylor	Marketing Manager	<b>X</b>
Rhonda Winbush	Community Outreach Specialist	<b>X</b>
Tiffany Page	Behavioral Health	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
C.C.		<b>X</b>
D.S.		<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 6:01 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 3rd Quarter – September 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. Grundmeyer Recap of March Member Advisory Council Meeting  <ul style="list-style-type: none"> <li>- Health Talks Discussions-Fight the Flu, Mammograms saves lives, Plan to Quit, and Ways to relieve stress</li> <li>- UHC Doctor Chat Presentation Spotlight-Doctor Chat app available app store or Google Play™.</li> <li>- Behavioral Health Satisfaction Surveys Update-create a game plan, Educate providers about Virtual Visits and Doctor Chat, UHC member facing materials, UHC member services</li> <li>- Medical Spend, Payment Integrity, Investigations-Member awareness of unnecessary medical spend, quarterly Meetings related to Payment Integrity, Aug. 29<sup>th</sup> meeting, a review of the number of cases related to opioids,3x the number of referrals and</li> </ul>	N/A			

UnitedHealthcare Community Plan of Louisiana

investigations than any other health plan, (3) Hot Lines: LDH, Provider, Member/UHC website - Community Outreach Activities: North and Central Louisiana				
---	--	--	--	--

TOPIC: New Business		PRESENTER: B. Grundmeyer T. Page/J. Calderon, D. Junot, L. Smith		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>o <b>Plan Updates-Brad G.</b></p> <ul style="list-style-type: none"> <li>- 2020 Member Advisory Council Meeting 2020 Schedule: 3/10, 6/9, 9/8, and 12/8</li> <li>- Wellness checkup with PCP for all family members</li> <li>- SAD-Seasonal Affective Disorder is a type of depression that's related to changes in season. Tips-use light box, exercise, move the body, spend time outdoors, sit close to the window, and take vitamins, UHC live, work well information on SAD or contact member services.</li> <li>- Flu season- Louisiana has the highest level of influenza; past 4 weeks running media campaign with Sally Ann Roberts encouraging members to get a flu shot. Tips- fever reducing medication, plenty of water, rest, and make sure you stay home.</li> <li>- UHC Doctor Chat App</li> </ul> <p>o <b>Behavioral Health-Tiffany P./Dr. Calderon</b></p> <ul style="list-style-type: none"> <li>- Member rights and patient advocacy-make sure members understand their rights and advocate for themselves</li> <li>- Strengths: provider listens to them both adults and children. Culture Competencies and Confidentiality. Focus on members understanding side effects of medication and educating on rights to refuse medication</li> <li>- Opportunities: How to file a complaint, condition management resources support includes: customer service line, newsletters, community resources live and work well.com.</li> <li>- Several interventions with provider to improve customer experience by sharing community resources with members, virtual visits, and doctor chat etc.</li> <li>- Raise awareness to substance abuse and behavioral disorder</li> <li>- Utilizing mental health and substance use treatment benefits</li> <li>- Dr. Calderon shares the foundation of addressing SAD by diets, exposure to light and exercising which increase endorphins which help the brain heal and repair itself.</li> <li>- 24/7 mental health 1-866-675-1607/nurse line 1-877-440-9409.</li> </ul>	N/A			

UnitedHealthcare Community Plan of Louisiana

<ul style="list-style-type: none"> <li>o <b>Quality/Population Health-D. Junot</b> <ul style="list-style-type: none"> <li>- NCQA CAHPS member experience survey last year scored 12.8 out of 13</li> <li>- Opportunities: areas of specialist and communications with provider by forming a workgroup to figure out ways to more effectively communicate with member along choosing wisely.</li> <li>- Random selection of member occurs via post-cards, letters, and calls at the end of January beginning of February and continues through August 2020.</li> <li>- Doctor Chat: Louisiana is the most responsive in a short period of time</li> </ul> </li> <li>o <b>Compliance-L. Smith</b> <ul style="list-style-type: none"> <li>- Whistle Blower Law: Protection Act of 1989 (federal government)</li> <li>- UHC website for making a tip</li> <li>- UHC/LDH website fraudulent activity</li> </ul> </li> </ul>				
<p><b>Topic: Outreach</b> <span style="float: right;"><b>PRESENTERS: R. Winbush, A. Taylor</b></span></p>				
<p><b>DISCUSSION: Community Outreach Activities</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><b>North Louisiana</b></p> <ul style="list-style-type: none"> <li>- Great giving to Ouachita Parish and West Monroe Senior Center who offers a food Surplus: Protein for Pantry campaign</li> <li>- Computer donation Alexandria Farmers market for SNAP program</li> <li>- Caddo headstart parenting meeting and nutrition program</li> <li>- Plasma Center outreach</li> <li>- Rhonda received National Recognition for Community Outreach in Louisiana</li> </ul> <p><b>Central Louisiana</b></p> <ul style="list-style-type: none"> <li>- FQHC high linkage providers renewing outdated materials updating new materials</li> <li>- January 2020 Baton Rouge Citywide babyshower in partnership with Nikki Ward inc.</li> <li>- Family Expo at Lamar Dixon participation of 300 attendees</li> </ul>	<p>N/A</p>			

TOPIC: Adjournment		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:05 pm, the meeting was adjourned.	N/A	Brad Grundmeyer Adjourned meeting		

**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**