

## **UnitedHealthcare Community Plan Louisiana**

### **1st Quarter Member Advisory Council Meeting**

**March 10, 2020**

**TELECONFERENCE:**

Toll Free - (866) 469-3239

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**HEALTH PLAN CONTACT:**

Brad Grundmeyer

Vice President of Marketing & Community Outreach

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03/10/2020 – Member Advisory Council - UnitedHealthcare Community Plan of Louisiana

**Member Advisory Council  
March 10, 2020**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Vice President of Sales, Marketing & Community Outreach	<b>X</b>
Melanie Thompson	Marketing Specialist I	<b>X</b>
Deb Junot	Director Medical Clinical Quality	<b>X</b>
Larry Smith	Compliance Officer	<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>
Angela Olden	Chief Operations Officer	<b>X</b>
Felice Hill	Clinical Program Consultant	<b>X</b>
William Duckworth	Senior Clinical Quality, RN	<b>X</b>
Paula Morris	Manager, Clinical Quality	<b>X</b>
Deborah Jones	Community Outreach Specialist	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
F.H.	Guest	<b>X</b>
D.S.	Guest	<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



Brad Grundmeyer, VP of Mktg & Outreach

Date

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: M. Thompson</b>		
<b>DISCUSSION</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
Melanie Thompson 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 4th Quarter – December 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 December Member Advisory Council Meeting <ul style="list-style-type: none"> <li>- Wellness checkup with PCP for all family members</li> <li>- UHC Doctor Chat Presentation Spotlight-Doctor Chat app available app store or Google Play™.</li> <li>- Behavioral Health 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> <li>- NCQA CAHPS member experience survey last year scored 12.8 out of 13</li> <li>- Whistle Blower Law: Protection Act of 1989 (federal government)</li> </ul>	N/A			

UnitedHealthcare Community Plan of Louisiana

- UHC/LDH website fraudulent activity				
- Community Outreach Activities: North and Central Louisiana				

TOPIC: New Business		PRESENTER: B. Grundmeyer, A. Olden, F. Hodoh, T. Page., D. Junot, W. Duckworth, L. Smith		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>o <b>Plan Updates-A. Olden</b></p> <ul style="list-style-type: none"> <li>- Coronavirus/COVID-19 information/updates</li> <li>- Resources CDC.gov current information on what you should know, and what to do if you are sick</li> <li>- Situation map and global issue</li> <li>- What are the symptoms, fever, cough, and shortness of breathe</li> <li>- Prevention: Steps to protect yourself: handwashing with soap for 20 minutes and hand sanitizer above 60% alcohol avoid touching your eyes, nose, and mouth with unwashed hands, avoid close contact, social distancing, and cover your mouth when coughing or sneezing. Use of face mask if you have symptoms.</li> <li>- Utilization of UHC Doctor Chat</li> <li>- Recipes of making your own disinfectant with bleach or rubbing alcohol</li> <li>- LA.gov specific state information parish by parish</li> <li>- Latest: 2 cases are presumable in the State of Louisiana.</li> <li>- Incubation period/self-quarantine 14 days symptomatology</li> <li>- Coronavirus/COVID-19 unknown if it will run the course when it peaks similar to the flu with the approach of the warmer temperature months</li> </ul> <p>o <b>Pennington Biomedical Research Center-LSU/F. Hodoh in behalf of Dr. Leanne Redman</b></p> <ul style="list-style-type: none"> <li>- 3 studies: BabyEE Pilot- Seeking infants' between 1 to 3 month of age Metabolism is a major component of health, especially infant health. Scientists are not sure how metabolism is inherited or what factors after birth may influence metabolism, so researchers at Pennington Biomedical are working to better understand the factors that impact metabolism development in infants.</li> <li>- Connect study seeking moms and healthy infants between 2 to 5 weeks old, Breast milk, the recommended choice for infant nutrition, provides key nutrients, which support cognitive benefits. The goal of the CONNECT research study is to explore how early life nutrition and specific nutrients impact brain and cognitive development in the first 2 years of a baby's life.</li> <li>- The Infant 31P Pilot study seeking healthy infants 10 to 28 days</li> </ul>	N/A			

## UnitedHealthcare Community Plan of Louisiana

<p>old aims to develop a technique to accurately measure muscle metabolism in infants. Understanding more about muscle in infants will help researchers learn more about the factors that impact the health of people beginning in early life and continuing throughout their lifespan</p> <ul style="list-style-type: none"> <li>- New Cancer Doctor onboard-Colon Cancer: The EXACT research study is evaluating whether a physical activity program can help improve the health of men and women who have had colorectal cancer</li> <li>- OPS Study: will assess the safety and performance effects of supplemental testosterone during simulated, strenuous military stress, including underfeeding, sleep deprivation and high physical activity levels in healthy, fit young males; Be willing to live at Pennington Biomedical for 21 consecutive days. Compensation of up to \$7,500 will be offered for the completion of this study.</li> <li>- MoTrPAC Study- Participants will visit the Pennington Biomedical outpatient clinic for an orientation to learn more about the study. Once enrolled, participants will be randomly assigned to 12 weeks of resistance exercise training, endurance exercise training, or control group. Compensation of up to \$1500 is offered for the completion of this study</li> <li>- RRATE Study: will evaluate if physical activity programs, developed with input from elderly African American adults 65 – 85 years of age, can help improve brain function in areas such as attention and memory in an effort to reduce the risk of developing dementia, such as Alzheimer’s disease</li> <li>- Find Pennington Biomedical Research Center at <a href="http://www.pbrc.edu">www.pbrc.edu</a> or call 225-763-0947.</li> </ul> <p><b>o Plan Updates-B. Grundmeyer</b></p> <ul style="list-style-type: none"> <li>- UHC.com on COVID-19 information/updates and contact member services</li> <li>- Healthtalk Spring edition</li> <li>- What to expect to do when leaving the ER</li> <li>- Your partner in health how to choose the right PCP</li> <li>- Member handbook: Valued added benefits, Fraud, waste and abuse, contact member services, get to know your drug benefits, right care for you, population health and volunteer program, safe and secure with PHI, taking care preparing what to do before you see your doctor, language interpreter and health equity.</li> </ul> <p><b>o Behavioral Health-T. Page</b></p> <ul style="list-style-type: none"> <li>- Coordination of care report across the plan the importance of coordinating care between providers: medical, behavioral health or substance, resourcing to use live and work well. Releases to exchange information. Importance to have continuity of care with</li> </ul>				
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UnitedHealthcare Community Plan of Louisiana

<p>providers</p> <ul style="list-style-type: none"> <li>- A joint project with behavioral health and medical side working on engaging member on substance use disorder treatment, member awareness and access to outpatient/inpatient services and treatment.</li> </ul> <p>o <b>Quality/Population Health-D. Junot/W. Duckworth</b></p> <ul style="list-style-type: none"> <li>- Encourage members to go to the doctor and get their screenings is a part of quality measures</li> <li>- Performance Improvement Project Hepatitis C eradicate in the State of Louisiana over the course of 2 years with coordination LDH.</li> <li>- 2019 State of Louisiana has a partnership ilac first of its kind</li> <li>- Working with interdepartmental teams: case management and provider advocacy</li> <li>- Any member who diagnosis with Hepatitis C have unlimited access to treatment of choice</li> <li>- State remove authorization requirement</li> <li>- Increase member screening who falls in the high risk categories and access to medication</li> <li>- Testing members 1945-1965 who has a current or past history of injection drug use, ever been on long-term hemolysis, history of incarceration, and HIV</li> <li>- Looking for success stories; how it impact member's lives or any barriers identified, and member feedback</li> </ul> <p>o <b>Compliance-L. Smith</b></p> <ul style="list-style-type: none"> <li>- Medicaid budget 2018: 12 billion dollars. Attorney General office has Medicaid fraud unit recovered 10%</li> <li>- 30,000 letters per month, 360,000 per year. In the last 2 months UHC received 2</li> <li>- Last 10 days in March 2020 received 4 complaints</li> <li>- State fraud hotline and UHC/LDH website fraudulent activity</li> <li>- Member Handbook display of member ID card for Fraud hotline 1-800-488-2917, waste and abuse along with the Nurseline.</li> </ul>				
<p><b>Topic: Outreach</b> PRESENTERS: R. Winbush, D. Jones  <b>Taylor</b></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>

UnitedHealthcare Community Plan of Louisiana

<p><b>North Louisiana</b></p> <ul style="list-style-type: none"> <li>- 3/24 Woolworth Community Health Center Diabetes education class</li> <li>- 4/4 Easter Egg Hunt with Health Hound</li> <li>- Diabetes event in May</li> <li>- Greater New Zion Missionary Baptist Church Heartsmart program 40 members joined along with other churches</li> <li>- 4/14 Provider Expo</li> <li>- Walk with Humanities UHC/Union Springs to bring awareness</li> <li>- Headstart parent meeting with Sesame street program to educate and promote healthy eating</li> </ul> <p><b>Central Louisiana</b></p> <ul style="list-style-type: none"> <li>- Working with Ladies in Christ prayer-line Live Heartsmart program men/women via conference call begins in April</li> <li>- Heartsmart session: Taking off pounds sensibly who meet at the Methodist Church</li> <li>- Awareness/Prevention information sessions on the COVID-19 telephonically</li> <li>- True Health Wellness Center grand opening in Zachary, LA.</li> <li>- 3/20 MIECHV: Maternal Infant Early Childhood Home Visiting program annual conference and exhibiting formerly nurse family partnership</li> <li>- Retreat Starhill Baptist Church</li> </ul>	<p>N/A</p>	<p>.</p>		
<b>TOPIC: Adjournment</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>
At 7:05 pm, the meeting was adjourned.	N/A	Brad Grundmeyer Adjourned meeting		

2020 Member Advisory Council Meetings:

**Tuesday, June 9, 2020 – 6pm**

**Tuesday, September 8, 2020 – 6pm**

**Tuesday, December 8, 2020 – 6pm**