

## **UnitedHealthcare Community Plan Louisiana**

### **3rd Quarter Member Advisory Council Meeting**

**September 8, 2020**

**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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**Member Advisory Council  
September 8, 2020**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	Medicaid Growth Team-Director for Central Region	<b>X</b>
Melanie Thompson	Community Outreach Coordinator	<b>X</b>
Larry Smith	Compliance Officer	<b>X</b>
Jose' Calderon, ABBO, MD	CMO Behavioral Health	<b>X</b>
Akilah Taylor	Community Growth Strategy and Marketing Manager	<b>X</b>
Rhonda Winbush	Community Outreach Representative	<b>X</b>
Tiffany Page	Behavioral Health Clinical Quality Analyst Sr.	<b>X</b>
Deborah Jones	Community Outreach Representative	<b>X</b>
Felice Hill	Housing Partner-Clinical Program Consultant	<b>X</b>
Angela Olden	Chief Operations Officer	<b>X</b>
William Duckworth	Senior Clinical Quality, RN	<b>X</b>
Paula Morris	Manager, Clinical Quality	<b>X</b>
Corey Langley	Assoc Director of Clinical Quality	<b>X</b>
Erana Mayes	Community Outreach Representative M&R	<b>X</b>
Deb Junot	Director Medical Clinical Quality	<b>X</b>
<b>Guest Name</b>		<b>Present</b>
Nicky Scott	Guest	<b>X</b>
Dr. Brooks	Guest	<b>X</b>

**Minutes Submitted By:**

**Minutes Approved By:**



Brad Grundmeyer, VP of Mktg & Outreach

Date

Karl Lirette, CEO

Date

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

TOPIC: Confidentiality Statement / Agreement		PRESENTER: M. Thompson		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
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		

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

TOPIC: Review and Approve 2nd Quarter – June 2020 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
B. Grundmeyer Recap of June Member Advisory Council Meeting <ul style="list-style-type: none"> <li>- Summer Newsletter release early July will feature prenatal and postpartum care, child immunizations, family recipes, detect skin discoloration due to over exposure to sun.</li> <li>- 250,000 contributions were made to the Covenant House homeless shelters for youths and help with behavioral services</li> <li>- 2.5 Million nationwide to National Healthcare of the Homeless Council 100,000 of it was distribute locally in New Orleans for PPEs to give to the medical frontline</li> <li>- 1 million invested for the testing program</li> <li>- 250,000 Second Harvest food bank to address food insecurities throughout Greater New Orleans and the Lafayette areas over 1 million meal were distribute for this contribution</li> </ul>	N/A			

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<ul style="list-style-type: none"> <li>- Notre Dame Seminary/Second Harvest food drive event with UHC/Peoples Health volunteers via car by car.</li> <li>- Community engagement:80,000 cloth facemask (Hanes) washable distribution statewide. 2 million facemasks nationwide distribution.</li> <li>- KN95 non-medical frontline facemasks 2500 distribution statewide</li> <li>- 1-liter bottle of hand sanitizer efforts to small business, faith-based organization, community organizations.</li> <li>- 1500 blankets for homeless shelters/individuals</li> <li>- UHC donated 10 million to the George Floyd foundation along with 25,0000 volunteer hours also establish an education dedicated diverse fund for George Floyd's children. 5 million of the 10 million in the twin city area.</li> <li>- Member advisory council charter feedback from LDH suggest alterations to the current document UHC has in place to grow member participation.</li> </ul> <p><b>o Plan Updates-A. Olden</b></p> <ul style="list-style-type: none"> <li>- The highlights of COVID-19 from a healthplan prospective</li> <li>- Telehealth connecting with providers for technical capability which includes providing services and billing.</li> <li>- Work with case management program to identify high risk members for outreach and providing resources.</li> <li>- Communication Project: Top 600 providers to obtain email addresses and telephones numbers and outreach to 430,000 one per household to obtain phone number or email address to send out information or blast as it relates to natural disasters and/or COVID-19.</li> <li>- Mom's meal expanded eligibility for any person who has a need. Work with second harvest address food insecurities.</li> <li>- Shelter insecurities housing navigator: Felice Hill educate what we can do in the community.</li> <li>- Working with the City of New Orleans on sponsoring testing sites. mobile testing site by zip code. New Orleans, Baton Rouge, Lafayette, and Shreveport</li> <li>- New Orleans testing site location: St. Mary's of the Angels Church and City of Love Church. it's not only for UHC members, but also for the community which we serve.</li> </ul> <p><b>o Behavioral Health-Tiffany P./Dr. Calderon</b></p> <ul style="list-style-type: none"> <li>- Performance Improvement Plan will be reinstatement by the end of June.</li> <li>- Member satisfaction survey has been delayed, now will go out to members to evaluate strengths and opportunities.</li> <li>- Rev. Anderson questions on will survey include COVID-19 questions</li> </ul>				
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<ul style="list-style-type: none"> <li>- Tiffany reply: Will keep the same survey as last year and is behavioral health specific.</li> <li>- Level of anxiety reported during COVID-19 and the social economic impact still need to be measured</li> <li>- Behavioral health provides shift rapidly to telehealth services at 90%</li> <li>- Partnership with Baton Rouge General Hospital to open the first Behavioral Inpatient Health facility for COVID positive patients</li> <li>- Working on coming up with innovative ways to support provider services during COVID-19</li> </ul> <p>o <b>Quality/Population Health-P. Morris/W. Duckworth</b></p> <ul style="list-style-type: none"> <li>- Resuming Hepatitis C program</li> <li>- Seeking member feedback</li> <li>- Wrapping up Provider and Member outreach</li> </ul> <p>o <b>Compliance-L. Smith</b></p> <ul style="list-style-type: none"> <li>- 600% Increase of telehealth utilization nationwide due to the pandemic</li> <li>- OIG publish a workplan 2 audits open: telehealth and behavioral health claims</li> </ul> <p>o <b>Outreach</b></p> <p><b>North Louisiana</b></p> <ul style="list-style-type: none"> <li>- Distribution of cloth facemasks to small businesses, faith-based and community organizations</li> <li>- Distribution and education of Healthy Louisiana program for individuals who have experience job loss due to COVID-19</li> </ul> <p><b>Central Louisiana</b></p> <ul style="list-style-type: none"> <li>- Louisiana Health Equity: Wellness Wednesday Calls with Dr. Calderon/Dr. Brooks with Family Strong Foundation</li> <li>- DSNP partnership called Twilight calls to engage seniors.</li> <li>- Heartsmart program to stay healthy during the quarantine.</li> <li>- Dr Brooks gives testimony stating, "United puts people over profits". Also grateful for care package distribution to seniors</li> </ul>				
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<b>TOPIC: New Business</b>		<b>PRESENTER: B. Grundmeyer, A. Olden, A. Taylor, D. Junot/C. Langley T. Page/J. Calderon, L. Smith, F. Hill</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-B. Grundmeyer</b> <ul style="list-style-type: none"> <li>- Governor John Bel Edwards declares Wednesday, September 9, 2020 Louisiana Census Day via <a href="http://www.2020census.gov">www.2020census.gov</a> or call 1-844-330-2020.</li> <li>- Hurricane Laura response UHC contribution \$500,000 to Lake Charles Community Foundation focus on food and shelter</li> <li>- Generators awareness and education to keep it outside the home due to carbon monoxide (CO) poisoning at 20 feet away from home not inside home</li> <li>- Getagameplan.org LA state hurricane preparedness website</li> <li>- 4500 care packages for distribution in the greater Lake Charles area</li> <li>- Fall newsletter features: quitnow.net, mammograms screenings, telehealth visits availability, doctor's chat, mental health, flu vaccination and COVID-19 information.</li> <li>- Brad Grundmeyer move to Central role still apart of Medicaid Louisiana and Akilah Taylor job role move to Manager for Strategic Marketing and Outreach for the Louisiana plan</li> <li>- Mental illness and addiction crisis line located on the back of the member ID card.</li> <li>- New and Revised Behavioral and Physical health handbook expanded resources; depression support, specific to populations, and suicide prevention resources.</li> </ul> </li> <li>o <b>Operations-A. Olden</b> <ul style="list-style-type: none"> <li>- Team distribute supplies to North Louisiana Natchitoches, Ruston, Shreveport, Lake Charles,</li> <li>- August 21, 2020 State under new leadership Dr. Courtney Phillips, Secretary of Louisiana Health Department and Ruth Johnson, Medicaid Director along with the Governor of LA decided to throw out that decision and start over again with a new proposal for HPs that are interested. The current contract has been extended no lapse or change in coverage from a member prospective and will not affect open enrollment period. HPs will be working with LDH to put a response out once the proposal is initiated by the state.</li> </ul> </li> <li>o <b>Open Enrollment -A. Taylor</b> <ul style="list-style-type: none"> <li>- October 15th to November 30<sup>th</sup> effective date is 1/1/2021</li> </ul> </li> </ul>				

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<ul style="list-style-type: none"> <li>- Hiring of 2 full-time contracted employees for 6-week duration in community outreach along with radio advertisement and digital media</li> <li>- Benefits unlimited doctors' visits, health reward giftcards, care coordinators, 24/7 nurse-line, weight management program dental coverage, assistance for homeless, and chiropractic pain management program</li> <li>- Members have an opportunity to change or stay with health plans</li> </ul> <p><b>o Quality-D. Junot/C. Langley</b></p> <ul style="list-style-type: none"> <li>- Received Accreditation for NCQA and applying for a multicultural healthcare distinction begin process in a couple of weeks and will have certification and accreditation by September 2021</li> <li>- Extension from the State of LA on HEDIS project to shows outcome for UHC members to gather data deadline is October 10, 2020.</li> <li>- Legislative report: diabetes and obesity data go to state legislation along with the other MCOs.</li> <li>- Cory shares CAPHS 2020 Community &amp; State LA Results Summary September 2020. See PowerPoint</li> <li>- Adult (18 and older) and Child Medicaid (0-14 years or older) results: survey demographics profile of survey respondents by age, gender, health status, and mental/emotional health status, education, ethnicity, and race.</li> <li>- Measures and benchmarks on Summary Rate scores</li> <li>- Custom questions results</li> <li>- NPS scores</li> </ul> <p><b>o Behavioral Health-T. Page/Dr. Calderon</b></p> <ul style="list-style-type: none"> <li>- Can use virtual visits for mental/substance issues via liveandworkwell.com website.</li> <li>- Substance use disorder anonymous helpline: 1-855-780-5955 for both members and non-members.</li> <li>- Improving member follow-up after hospitalization.</li> <li>- Increase provider awareness for the need to evaluate mood disorders national indicators showing increase in suicides, accidental overdoses, and domestic violence etc.</li> <li>- Increase the level of screening for more than anxiety disorders.</li> </ul> <p><b>o Compliance-L. Smith</b></p> <ul style="list-style-type: none"> <li>- Google blocked over 18 million emails that are determine as fraud</li> <li>- Since April scammers have gotten away with 13 million dollars.</li> <li>- USDA tracking scammers operation called quack hack since June they have identify over 700 fraudulent products that are sold over the internet.</li> <li>- Number 1 fraud is Blood and saliva from COVID survivors</li> </ul>				
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<ul style="list-style-type: none"> <li>- Popular fraud: Nasal sprays kill the virus.</li> <li>- Popular fraud: At home test kits.</li> <li>- Increase fraud: Donations to fake charities to people who are affected by COVID</li> <li>- USDA have approved a test kit but it's not available for sale.</li> <li>- If you get a call or email and is, ask to disclose your personal information please hang up or log off.</li> </ul> <p><b>o Housing Partner-F. Hill</b></p> <ul style="list-style-type: none"> <li>- Update on COVID testing</li> <li>- Completed 4,560 COVID test since 7/7/20 last day Saturday, September 12, 2020.</li> <li>- Partners with City of Love 70118 zip code and St. Mary of the Angels Catholic Church.</li> <li>- In addition to COVID testing wrap around services provided by DePaul, TCA, HANO: rental assistance/section 8, Urban League of Louisiana: census, register to vote, and virtual job fairs. Also provided 1 month of food boxes via second harvest.</li> </ul>				
<p><b>TOPIC: Open Discussion</b> <span style="float: right;"><b>PRESENTERS: Dr. Brooks/E. Mayes</b></span></p>				
<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>- Dr. Brooks with Family Strong Foundation thanked UHC Community Plan and Deborah Jones on the Wellness Wednesday weekly calls and special guest for next calls is Kara Robe' to discuss the importance of filing out census.</li> <li>- Erana, M&amp;R thanked for community outreach activities efforts in Hurricane Laura impacted areas</li> </ul>	N/A			
<p><b>TOPIC:</b> <span style="float: right;"><b>PRESENTERS: R. Winbush, D. Jones</b></span></p>				
<b>DISCUSSION: Community Outreach Activities</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<p><b>North Louisiana</b></p> <ul style="list-style-type: none"> <li>- 9<sup>th</sup> annual Alzheimer's and caregiver symposium three-part series virtual and an opportunity for social worker to earn CEUs</li> <li>- Legal issues with Attorney Joseph Kilsapp</li> <li>- Dr. Sylvia Perry Dallas, Tx. event</li> <li>- Campy Community Development Center distribution of backpacks and computers</li> <li>- Monroe City School provided with water bottles</li> <li>- Provide FQHC with floor decals</li> <li>- Focusing on open enrollment activities in North Louisiana</li> </ul>	N/A			



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<p><b>Central Louisiana</b></p> <ul style="list-style-type: none"> <li>- Nicole Scott, BRGMC street nurse project using heartsmart program</li> <li>- Feed the homeless in October</li> <li>- Assistance with placement of evacuees from Lake Charles who are currently in Baton Rouge</li> <li>- Felice-housing partner share resources to assist with housing placement for evacuees</li> </ul>				
<p><b>VI. 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 7:17 pm, the meeting was adjourned.</p>		<p>Brad Grundmeyer Adjourned meeting</p>		

**2020 Member Advisory Council Meetings:**  
**Tuesday, December 8, 2020 – 6pm**