



## **UnitedHealthcare Community Plan Louisiana**

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

**March 12, 2019**

**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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03/12/2019– Member Advisory Council - UnitedHealthcare Community Plan of Louisiana



**Member Advisory Council**

**March 12, 2019**

<b>UHC Staff</b>	<b>Title</b>	<b>Present</b>
Brad Grundmeyer	VP Marketing & Community Outreach	X
Melanie Thompson	Marketing Specialist I	X
Deborah Jones	Community Outreach Specialist, GSA-B	X
Larry Smith	Compliance Officer	X
Angela Olden	Market Director Population Health	X
Rhonda Winbush	Community Outreach Specialist, GSA C	X
Tiffany Page	Clinical Quality Analyst Sr.	X
Jose' Calderon, ABBO, MD	CMO Behavioral Health	X
Felice Hill	Community Outreach Marketing Manager	X
Kimberly Knighten	Community Outreach Specialist, GSA-A	X
Courtney Sanford	Clinical Admin Coordinator Sr.	X
Cristi Smith-Newsom	Community Outreach Representative/Provider	X
Deb Junot	Assc Director Clinical Quality	X
<b>Guest Name</b>		<b>Present</b>

**Minutes Submitted By:**

**Minutes Approved By:**

19- Member Advisory Council - UnitedHealthcare Community Plan of Louisiana



**03/12/19**

**03/12/19**

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Brad Grundmeyer, Director of Mktg & Outreach

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Date

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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: Kimberly, Brad, Cristi, Deb, Courtney, Angela, Tiffany, Rhonda, Dr. Calderon, Felice, Larry, Deborah, and Melanie	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 4 <sup>th</sup> Quarter – Dec 2018 Meeting Minutes		PRESENTER: Brad G.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Mr. Grundmeyer Recap of December Member Advisory Council Meeting  o <b>Plan Updates-Brad G.</b> - Baby Blocks program services available for the mother and baby <a href="http://www.uhcbabyblocks.com">www.uhcbabyblocks.com</a> - Encourage members for annual well visits for both adults and children	N/A	(A)		



<ul style="list-style-type: none"> <li>- Schedule A1c blood test, dilated eye and foot exam</li> <li>- Emergency and Non-emergency appropriateness: when and where to go to your PCP vs. ER</li> <li>- Importance of getting flu shots</li> <li>- 60 second commercial featuring Sally Ann Roberts encouraging members to get their flu vaccinations</li> <li>- Flu vaccinations may be available via pharmacy</li> <li>- On Friday, Dec. 7, UnitedHealthcare Community Plan of Louisiana CEO Allison Young; St. Bernard Project (SBP), an organization dedicated to eliminating unnecessary suffering by those affected by natural disasters; representatives from the Mayor's office, UHC and SBP volunteers will host a "Welcome Home" ceremony reuniting Baton Rouge resident Gladiola Haney with her home that was severely damaged by the Baton Rouge floods of 2016. This rebuild -- and many others throughout Baton Rouge -- are made possible by SBP's \$100,000 grant from UnitedHealthcare, which was awarded in April 2017.</li> </ul> <p><b>o Behavioral Health-Tiffany P.</b></p> <ul style="list-style-type: none"> <li>- Upcoming 2019 New sletter Article: Shared decision highlight members taking an active role in their treatment by developing goals and asking questions with the provider.</li> <li>- The second Upcoming 2019 New sletter Article: Access levels making sure members are aware of different access levels routine vs non-routine depending what kind of symptoms they are experiencing</li> <li>- Suicidal risk factor members can go to for help in the beginning of 2019 New sletter</li> <li>- Performance Improvement Project for Louisiana around initiation and engagement for substance abuse treatment. Currently in the proposal phase. Members seeking treatment for substance abuse. Important to get a follow-up appointments within 14 days of members being diagnose as well as a follow up appointment within the first month days additional to the initial diagnosis . Focusing on intervention and making sure everyone is aware of the care available to them.</li> </ul> <p><b>o Behavioral Health-Dr. Calderon, CMO</b></p> <ul style="list-style-type: none"> <li>- Participation with the state with Opioid prevention</li> <li>- Improvement and expanding treatment network</li> </ul> <p>Mentioned last quarter working on integrating behavioral health into primary care to see greater screening for depression, increasing the</p>				
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<p>primary provider ability to begin to assess and treat common mental health conditions such as depression, anxiety, and trauma</p> <p><b>o Quality-Angela O.</b></p> <ul style="list-style-type: none"> <li>- 2019 activities: prepping for member satisfaction survey called CAHPS should go out to random members in Feb 2019</li> <li>- HEDIS: the plan send staff to provider office to do chart review s to show documentation that we are working with our providers in delivering good quality healthcare services such as are members receiving breast and cervical screening, also pregnant moms receiving prenatal and postpartum care those are few measures needed for the State.</li> <li>- Coordination of care with the Behavioral Health partnership</li> <li>- Ensure medical provider are comfortable with available behavioral health resources and partnerships</li> <li>- Working with Marketing and Community Outreach team to get out information on flu vaccines available to patients and drug programs.</li> </ul> <p><b>o Compliance-Larry S.</b></p> <ul style="list-style-type: none"> <li>- Department of Health has been audited 5x by the Legislative Auditor since 2016 for 85 million dollars for Medicaid recipients who didn't qualify Medicaid program</li> <li>- The Department of Health now has Real-time software system to do verification of income for those who qualify for Medicaid</li> <li>- Fraud and Abuse information are located on the back of member ID card to report suspicious activity</li> </ul> <p><b>o Community Outreach Activities throughout the State of LA</b></p>				
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<b>V. Presentation Segment</b>		<b>PRESENTER: Brad G., Tiffany P., Dr. Calderon, Angela O., Larry S.</b>		
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
<p><b>o Plan Updates-Brad G.</b></p> <ul style="list-style-type: none"> <li>- UHC New sletter Spring Edition includes: Letter from the State of La regarding income verification, whats in your member handbook, knowing your drug benefits, health equity, and quality improvement</li> </ul>	N/A	(D)		



<p>results, etc.</p> <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>- CAPHIS is a member survey as well as PCP, Specialist and Value Added benefit. Members reply to the survey anonymously. Deadline for CAPHIS 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</li> </ul>				
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<p>advertisement with a collaboration with marketing and community 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>				
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VI. Member Discussion		PRESENTER: Brad G., Angela O.		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Open floor for question:		(F)		

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>1. <u>Working with Several Technical College for Career Expo Season for Spring and End of Year Career Fair</u></li> <li>2. <u>Second Harvest food distribution Greater New Orleans/Plaquemine and Houma areas</u></li> <li>3. <u>Head start program round-ups to get parent to qualify for the program</u></li> <li>4. <u>Festival season large community event engaging the community with UHC program offerings</u></li> </ol> <p><b>Deborah Jones – GSA B</b></p> <ol style="list-style-type: none"> <li>1. <u>Heartsmart Sisters program name has been changed to Live Heart Smart to accommodate both men and women at Star Hill Baptist Church Adult Sunday School for 4 months 9:30a to 10:30 a second Sunday of the month</u></li> <li>2. <u>Love Heals Baton Rouge free clinic March 15<sup>th</sup> and 16<sup>th</sup> for those</u></li> </ol>	N/A	(I)		





<p><u>w ithout health insurance coverage</u></p> <p>3. <u>In April 2019 celebrating National Minority Health Month in East Baton Rouge and St. Landry parishes</u></p> <p>4. <u>May 2019 the Center of Health Equality</u></p> <p><b>Rhonda Winbush – GSA C</b></p> <p>1. <u>March 26, 2019 Member Experience Event w ith DSNP in Shreveport</u></p> <p>2. <u>March 14, 2019 Allied Health Fair w ith Bossier City Community College</u></p> <p>3. <u>Pizza and Ties Event Bossier Parent Education Center</u></p> <p>4. <u>March 3<sup>rd</sup> Junior League of Alexandria: Kids fest bringing aw areness on bullying</u></p> <p>5. <u>Methodist Church Food Pantries and Distribution</u></p> <p>6. <u>In April partnering w ith Bossier Parish library for minority health live Healthsmart</u></p> <p>7. <u>April 20 Health Fair New Birth Fellow ship</u></p> <p>8. <u>April 16<sup>th</sup> Alexandria Farmers Market</u></p>				
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<b>XI. Adjournment</b> <span style="float: right;"><b>PRESENTER: B. Grundmeyer</b></span>				
<b>DISCUSSION:</b>	<b>RECOMMENDATIONS</b>	<b>ACTIONS/ASSIGNMENTS</b>	<b>DATE DUE</b>	<b>DATE TO MAC</b>
At 6:55 pm, the meeting was adjourned.	N/A			

**Next Member Advisory Council Meeting:**  
**1<sup>st</sup> Quarter - Tuesday, March 12, 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**