

UnitedHealthcare Community Plan Louisiana

2nd Quarter Member Advisory Council Meeting

June 16, 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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**Member Advisory Council
June 16, 2020**

UHC Staff	Title	Present
Brad Grundmeyer	VP Marketing & Community Outreach	X
Melanie Thompson	Community Outreach Coordinator	X
Larry Smith	Compliance Officer	X
Jose' Calderon, ABBO, MD	CMO Behavioral Health	X
Akilah Taylor	Community Marketing Manager	X
Rhonda Winbush	Community Outreach Representative	X
Tiffany Page	Behavioral Health Clinical Quality Analyst Sr.	X
Deborah Jones	Community Outreach Representative	X
Felice Hill	Housing Partner-Clinical Program Consultant	X
Angela Olden	Chief Operations Officer	X
William Duckworth	Senior Clinical Quality, RN	X
Paula Morris	Manager, Clinical Quality	X
Lauren Nix	Senior Clinical Quality, RN	X
Guest Name		Present
Denise	Guest	X
Rev. Anderson	Guest	X
Dr. Brooks	Guest	X
Diane	Guest	X
Cathy Coleman	Guest	X
Chanda	Guest	X

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 6:02 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 1st Quarter – March 2020 Meeting Minutes		PRESENTER: B. Grundmeyer		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
B. Grundmeyer Recap of March Member Advisory Council Meeting <ul style="list-style-type: none"> - A. Olden.: Coronavirus/COVID-19 updates and resources cdc.gov, situation map and global issues. What you should know and what to do if you get sick. Prevention, Utilization of UHC Doctor Chat and recipes of making your own disinfectant. - Pennington Biomedical Research Center-LSU/F. Hodoh in behalf of Dr. Leanne Redman-3 studies BabyEE Pilot, OPS Study, and RRate Study. - B. Grundmeyer: UHC.com COVID-19 and contacting member services, Healthtalk Spring edition, what to expect when leaving the ER, choosing PCP, and member handbook. - T. Paige: Coordination of care report and a joint project with 	N/A			

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behavioral and medical health. - D. Junot/W. Duckworth: Performance Improvement Project/Hepatitis C - L. Smith: Medicaid fraud unit and State fraud hotline - R. Winbush and D. Jones: Community Outreach Activities: North and Central Louisiana				
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TOPIC: New Business		PRESENTER: B. Grundmeyer, A. Olden, T. Page/J. Calderon, P. Morris, W. Duckworth, L. Smith		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>o Plan Updates-B. Grundmeyer</p> <ul style="list-style-type: none"> - Summer Newsletter release early July will feature prenatal and postpartum care, child immunizations, family recipes, detect skin discoloration due to over exposure to sun. - 250,000 contributions were made to the Covenant House homeless shelters for youths and help with behavioral services - 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 - 1 million invested for the testing program - 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 - Notre Dame Seminary/Second Harvest food drive event with UHC/Peoples Health volunteers via car by car. - Community engagement:80,000 cloth facemask (Hanes) washable distribution statewide. 2 million facemasks nationwide distribution. - KN95 non-medical frontline facemasks 2500 distribution statewide - 1-liter bottle of hand sanitizer efforts to small business, faith-based organization, community organizations. - 1500 blankets for homeless shelters/individuals - 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. - Member advisory council charter feedback from LDH suggest alterations to the current document UHC has in place to grow member participation. 	<ul style="list-style-type: none"> • Remove following panel members must sign the standard contract for membership and conflict of interest disclosure statement and advisory council members will have term limits. • GSA changed to 9 state regions 	<p>Motion move to floor by. B. Grundmeyer and seconded by; L. Smith All agreed unanimously</p>		

<p>o Plan Updates-A. Olden</p> <ul style="list-style-type: none"> - The highlights of COVID-19 from a healthplan prospective - Telehealth connecting with providers for technical capability which includes providing services and billing. - Work with case management program to identify high risk members for outreach and providing resources. - 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. - Mom's meal expanded eligibility for any person who has a need. Work with second harvest address food insecurities. - Shelter insecurities housing navigator: Felice Hill educate what we can do in the community. - Working with the City of New Orleans on sponsoring testing sites. mobile testing site by zip code. New Orleans, Baton Rouge, Lafayette, and Shreveport - 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. <p>o Behavioral Health-Tiffany P./Dr. Calderon</p> <ul style="list-style-type: none"> - Performance Improvement Plan will be reinstatement by the end of June. - Member satisfaction survey has been delayed, now will go out to members to evaluate strengths and opportunities. - Rev. Anderson questions on will survey include COVID-19 questions - Tiffany reply: Will keep the same survey as last year and is behavioral health specific. - Level of anxiety reported during COVID-19 and the social economic impact still need to be measured - Behavioral health provides shift rapidly to telehealth services at 90% - Partnership with Baton Rouge General Hospital to open the first Behavioral Inpatient Health facility for COVID positive patients - Working on coming up with innovative ways to support provider services during COVID-19 <p>o Quality/Population Health-P. Morris/W. Duckworth</p> <ul style="list-style-type: none"> - Resuming Hepatitis C program 	<ul style="list-style-type: none"> • Remove two-year term limit to will be appointed. • Remove if member missed two consecutive meetings, he/she will be discharged. 			
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<ul style="list-style-type: none"> - Seeking member feedback - Wrapping up Provider and Member outreach <p>o Compliance-L. Smith</p> <ul style="list-style-type: none"> - 600% Increase of telehealth utilization nationwide due to the pandemic - OIG publish a workplan 2 audits open: telehealth and behavioral health claims 				
Topic: Outreach PRESENTERS: R. Winbush, D. Jones				
DISCUSSION: Community Outreach Activities	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>North Louisiana</p> <ul style="list-style-type: none"> - Distribution of cloth facemasks to small businesses, faith-based and community organizations - Distribution and education of Healthy Louisiana program for individuals who have experience job loss due to COVID-19 <p>Central Louisiana</p> <ul style="list-style-type: none"> - Louisiana Health Equity: Wellness Wednesday Calls with Dr. Calderon/Dr. Brooks with Family Strong Foundation - DSNP partnership called Twilight calls to engage seniors. - Heartsmart program to stay healthy during the quarantine. - Dr. Brooks gives testimony stating, "United puts people over profits". Also grateful for care package distribution to seniors. 	N/A			
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, September 8, 2020 – 6pm

Tuesday, December 8, 2020 – 6pm