

UnitedHealthcare Community Plan Louisiana

4th Quarter Member Advisory Council Meeting

December 8, 2020

TELECONFERENCE:

Toll Free - (866) 469-3239

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HEALTH PLAN CONTACT:

Akilah Taylor

Community Growth Strategy and Marketing Manager

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**Member Advisory Council
December 8, 2020**

UHC Staff	Title	Present
Melanie Thompson	Member Retention Specialist	X
Larry Smith	Compliance Officer	X
Karen Grevemberg	Population Health Manager	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
Rachel Taber	Community Outreach Representative/Bi-lingual	X
Angela Olden	Chief Operations Officer	X
Sherri Metoyer	Population Health & Health Disparity Mgr.	X
Lauren Wetzlau	Sr. Clinical Quality, RN	X
Erana Mayes	Community Outreach Representative DSNP	X
Denise Smith	Certified Peer Support Specialist/Optum	X
Guest Name		Present
Mary	Guest	X
Rev. Anderson	Guest	X

Minutes Submitted By:

Minutes Approved By:

Akilah Taylor, Community Outreach Manager

Date

Karl Lirette, CEO

Date

TOPIC: Roll Call / Meeting to Order		PRESENTER: A. Taylor		
DISCUSSION	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
Akilah Taylor 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
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		

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 3rd Quarter – September 2020 Meeting Minutes		PRESENTER: A. Taylor		
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
A. Taylor Recap of September Member Advisory Council Meeting <ul style="list-style-type: none"> - Governor John Bel Edwards declares Wednesday, September 9, 2020 Louisiana Census Day via www.2020census.gov or call 1-844-330-2020. - Hurricane Laura response UHC contribution \$500,000 to Lake Charles Community Foundation focus on food and shelter - 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 - Getagameplan.org LA state hurricane preparedness website - 4500 care packages for distribution in the greater Lake Charles area - Fall newsletter features: quitnow.net, mammograms screenings, 	N/A			

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<p>telehealth visits availability, doctor's chat, mental health, flu vaccination and COVID-19 information.</p> <ul style="list-style-type: none"> - 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 - Mental illness and addiction crisis line located on the back of the member ID card. - New and Revised Behavioral and Physical health handbook expanded resources; depression support, specific to populations, and suicide prevention resources. <p>Operations-A. Olden</p> <ul style="list-style-type: none"> - Team distribute supplies to North Louisiana Natchitoches, Ruston, Shreveport, Lake Charles, - 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. - Hiring of 2 full-time contracted employees for 6-week duration in community outreach along with radio advertisement and digital media - 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 - Members have an opportunity to change or stay with health plans <p>o Quality-D. Junot/C. Langley</p> <ul style="list-style-type: none"> - 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 - Extension from the State of LA on HEDIS project to shows outcome for UHC members to gather data deadline is October 10, 2020. - Legislative report: diabetes and obesity data go to state legislation along with the other MCOs. - Cory shares CAPHS 2020 Community & State LA Results Summary September 2020. See PowerPoint - 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. 				
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<ul style="list-style-type: none"> - Measures and benchmarks on Summary Rate scores - Custom questions results - NPS scores <p>o Behavioral Health-T. Page/Dr. Calderon</p> <ul style="list-style-type: none"> - Can use virtual visits for mental/substance issues via liveandworkwell.com website. - Substance use disorder anonymous helpline: 1-855-780-5955 for both members and non-members. - Improving member follow-up after hospitalization. - Increase provider awareness for the need to evaluate mood disorders national indicators showing increase in suicides, accidental overdoses, and domestic violence etc. - Increase the level of screening for more than anxiety disorders. <p>o Compliance-L. Smith</p> <ul style="list-style-type: none"> - Google blocked over 18 million emails that are determine as fraud - Since April scammers have gotten away with 13 million dollars. - USDA tracking scammers operation called quack hack since June they have identify over 700 fraudulent products that are sold over the internet. - Number 1 fraud is Blood and saliva from COVID survivors - Popular fraud: Nasal sprays kill the virus. - Popular fraud: At home test kits. - Increase fraud: Donations to fake charities to people who are affected by COVID - USDA have approved a test kit but it's not available for sale. - If you get a call or email and is, ask to disclose your personal information please hang up or log off. <p>o Housing Partner-F. Hill</p> <ul style="list-style-type: none"> - Update on COVID testing - Completed 4,560 COVID test since 7/7/20 last day Saturday, September 12, 2020. - Partners with City of Love 70118 zip code and St. Mary of the Angels Catholic Church. - 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. <p>North Louisiana</p> <ul style="list-style-type: none"> - 9th annual Alzheimer's and caregiver symposium three-part series virtual and an opportunity for social worker to earn CEUs - Legal issues with Attorney Joseph Kilsapp - Dr. Sylvia Perry Dallas, Tx. event 				
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<ul style="list-style-type: none"> - Campy Community Development Center distribution of backpacks and computers - Monroe City School provided with water bottles - Provide FQHC with floor decals - Focusing on open enrollment activities in North Louisiana <p>Central Louisiana</p> <ul style="list-style-type: none"> - Nicole Scott, BRGMC street nurse project using heartsmart program - Feed the homeless in October - Assistance with placement of evacuees from Lake Charles who are currently in Baton Rouge Felice-housing partner share resources to assist with housing placement for evacuees - 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. 				
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TOPIC: Presentation Segment	PRESENTER: A. Taylor, A. Olden, K. Grevemberg, T. Page, L. Smith			
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC

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<p>o Plan Updates-A. Olden</p> <ul style="list-style-type: none"> - Communications from CMS, Federal Government and State of Louisiana Officials prepping the away for a COVID Vaccination process: Identifying a code for claims processing when provider administer a medicine or service. - 1st quarter of next year routing funding to appropriate states. Vaccines will be done in phrases to the neediest residents such as nursing care facilities and front-line workers. - cms.gov or ldh.gov view proposals - Louisiana on tap to receive 40,000 vaccinations in the first round of distribution. - UHC will make accommodation to facilitate payment and communication to our member on what's happening and how to get resources. - Advise everyone to continue to wash your hands, wear masks, and social distance. <p>o Department Updates (Quality)-K. Grevenberg</p> <ul style="list-style-type: none"> - Secondary to FDA recommendations: hand sanitizers can be toxic if swallow and should be stored out of the reach of kids and should only be used under adult supervision. In addition, it can be flammable in cars particularly in the hot summer months when temperatures can go above 105 degrees. Do not place it near heat like space heaters. - Household cleaning products such as disinfectant wipes or spray should not be used on skin which can absorb them. They are intended to be used on hard surfaces. Please follow instructions on household cleaners. - If your child swallow hand sanitizers contact poison control at 1-800-222-1222 or healthcare provider immediately for next steps - Hand sanitizer is considered a drug according to food and drug administration - Wash hands with soap and water for 20 seconds - Hand Sanitizer with 60% Alcohol is recommended for usage and its usable up to 3 years - Poison control call volume increase to 79% from March 2019 to 2020 relating to improper use of hand sanitizers. <p>o Compliance-L. Smith</p> <ul style="list-style-type: none"> - MFCU Medicaid Fraud Control Unit role and responsibilities - Funded by the OIG up to 75% in 49 states - Inspector General look for violation 292 active cases and 44 are COVID-19 related particularly in telehealth at every level. - OIG does more than investigate potential criminal activities but also actively investigating domestic violence hotline and shelter in 				
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<ul style="list-style-type: none"> place order. - Looking into infectious control processes of home health agencies and dialysis centers as well as expedite provider enrollment. <p>o Behavioral Health-T. Page/Dr. Calderon</p> <ul style="list-style-type: none"> - Performance Improvement Project on members following up after an emergency visits with a mental health diagnosis - Additional initiatives on inpatient level of care transitioning - Encourage the use of telemedicine/telehealth 				
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TOPIC: New Business	PRESENTERS: A. Taylor
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DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<ul style="list-style-type: none"> - Louisiana Medicaid launched a new Facebook page on 12/7/2020 the page name is separate from the name Louisiana Department of Health. Its developed to share unique and helpful information with Medicaid members, stakeholders, and the general public. Content will include education, application and renewal information, new programs, eligibility changes, announcements and updates. - Race for vaccinations primary and prevention services among children in Medicaid and LaChip have steeply declined during COVID-19 public health emergency to ensure children stay healthy we are encouraging members to make appointments for their children preventive and routine doctor’s visits. - Louisiana Medicaid have developed materials in conjunction with the Louisiana Chapter of the American Academy of Pediatrics to assist in encouraging the public to make preventive and routine doctor appointments the materials and graphics use on social media, messaging for website, member portals and text messages verbiage is also available. - LDH Bureau of Media and Communication created talking points and graphics highlighting COVID visits for family and friends’ gatherings specifically targeting during the holiday season. Some of the messaging includes; “you may recover, but those you infect may not”, “pass the pie, not COVID”, “ don’t touch your face, then feed your tongue.” 	N/A			

TOPIC: Community Outreach Activities	PRESENTERS: R. Winbush, D. Jones, R. Taber
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DISCUSSION: Community Outreach Activities	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
<p>Central Louisiana</p> <ul style="list-style-type: none"> - 2020 Virtual Community Events reflections - Ladies in Christ Prayer Line monthly health call in the midst of a Pandemic 	N/A			

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<ul style="list-style-type: none"> - Conference honor Front-line workers Summer 2020 - Louisiana Center for Health Equity virtual event - Women Health Day at the State Capitol - Maternal Health featuring Dr. Morial Racial Disparity - Open Enrollment DSNP/Medicaid collaboration - 2 Open Enrollment Health Events in the Mall - Presentation of Lupus, Diabetes, and Hypertension WebEx conferences - Partnership with Family Strong Foundation with interpretation Bi-lingual community outreach representatives - Partnership with Rev. Alexis Anderson - Terrific Tuesday program featuring speaker Dr. Shana Brooks from Family Strong Foundation partners. <p>North Louisiana</p> <ul style="list-style-type: none"> - Masks and hand sanitizer distributions - Open Enrollment Events in apartment complexes - Beauty and barber shop community outreach - Reflections on Virtual Events and CBO collaborations <p>South Louisiana</p> <ul style="list-style-type: none"> - Outreach to Lafayette and Westbank Latin markets focus on the heaviest Spanish speaking zip-code in the state - Southwest Louisiana Navigators about healthy marketplace - Work with hospitality and restaurant workers union newly furloughed - Collaboration with Crescent Care Nutritionist panel focus on Spanish community who are impacted by co-morbidities such as diabetes, high blood pressure, and obesity. - Provide resources to low cost exercise option such as yoga, martial arts, and local food banks etc. 				
VI. Adjournment	PRESENTER: A. Taylor			
DISCUSSION:	RECOMMENDATIONS	ACTIONS/ASSIGNMENTS	DATE DUE	DATE TO MAC
At 7:02 pm, the meeting was adjourned.		Akilah Taylor Adjourned meeting		

2021 UHC Member Advisory Council Meetings:

Tuesday, March 16 – 6pm

Tuesday, June 15 – 6pm

Tuesday, September 14 – 6pm

Tuesday, December 14 – 6pm