

Regional Forum

Owensboro, KY | August 27, 2014

PASSPORT
HEALTH  PLAN 



Today's Session

- Welcome and Introduction
- 2014 results
- Program Overview
- Contact information





Welcome

Meet your Regional Provider Relations
Representatives:



Amber Henderson

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Beth Goodin

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502.585.8935 office



Welcome

Meet your specialized Provider Relations Representatives

- Department of Health for every county
- Kentucky Primary Care Association



Noel Harilson

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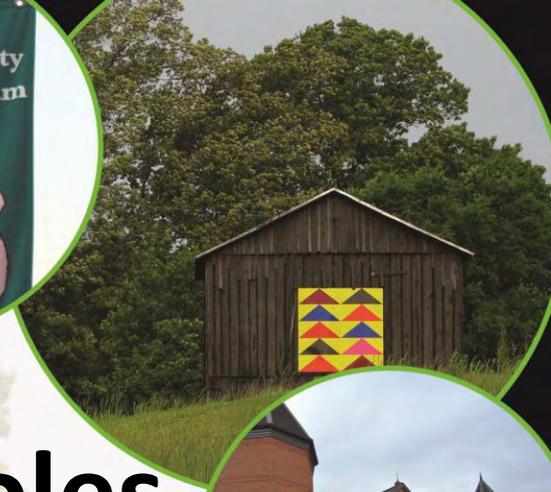
Behavioral Health Provider Relations Representative



Cynthia Bundy

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502.585.8939 office



Provider Relations vs. Community Engagement Roles

Provider Relations

- Provider-focused
- New provider orientations, site visits, education
- Strategic business relationships
- Recruitment for new provider participation

Community Engagement

- Member & Advocate focused
- Distribute advocate information binders
- Participate and sponsor various community events
- Serve on various boards, committees and advisory council meetings



Welcome

Meet your Community
Engagement Coordinator



Larry Badgett

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502.566.7801 office



Local Operating Structure

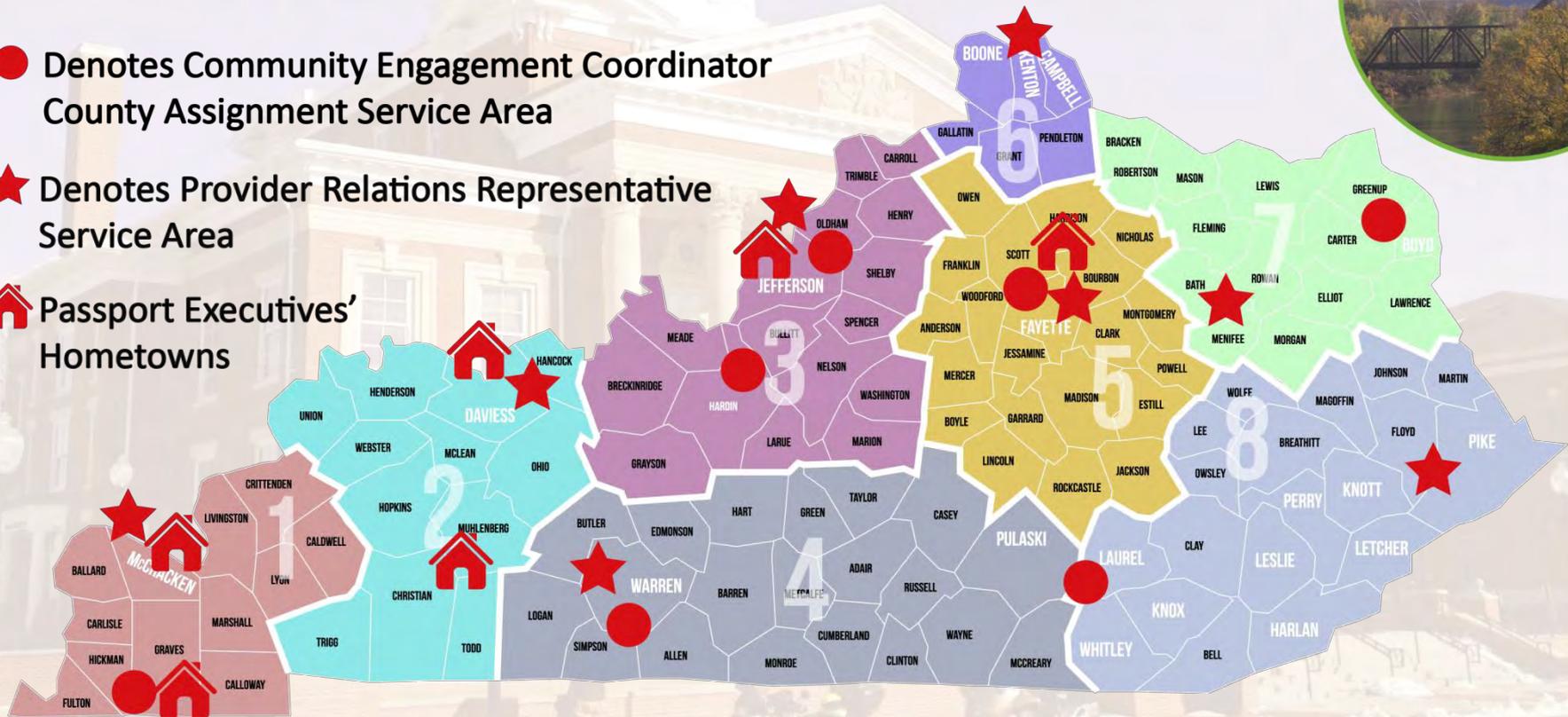


Kentucky's local Health Plan

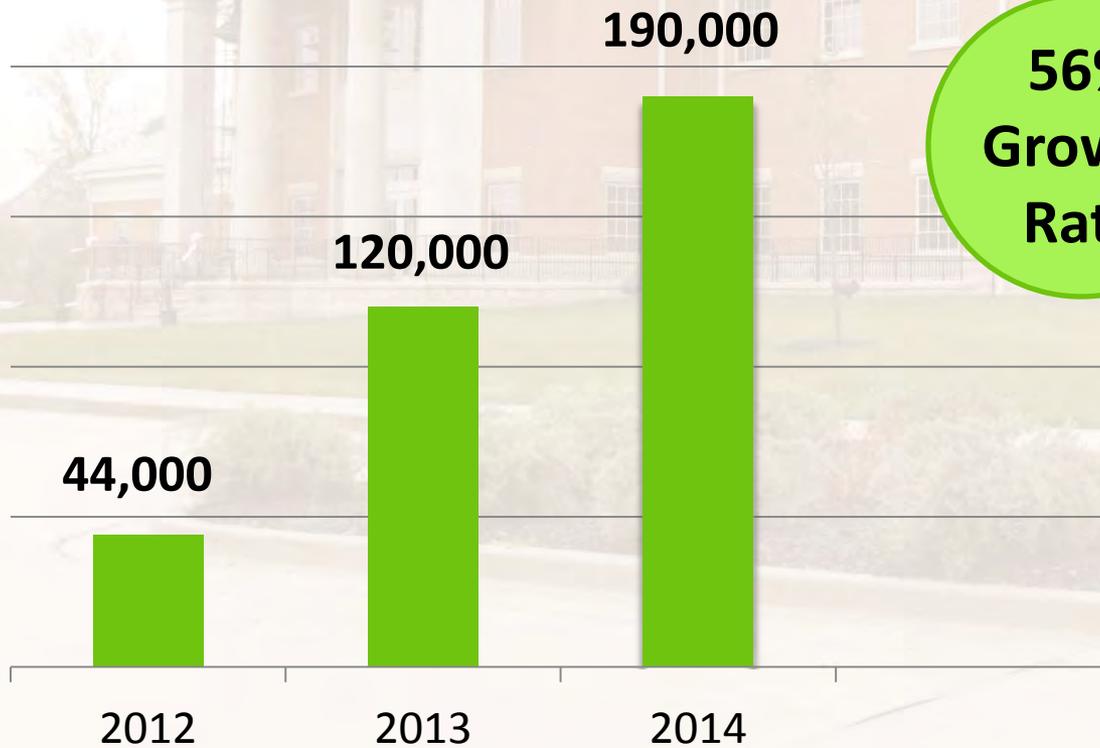
● Denotes Community Engagement Coordinator County Assignment Service Area

★ Denotes Provider Relations Representative Service Area

🏠 Passport Executives' Hometowns



Membership Growth



**56%
Growth
Rate**



Hospitals



Jennie Stuart



Owensboro Health



Methodist Hospital



Baptist Madisonville

Hospitals



Greenview Medical Center



Logan Memorial Hospital



TJ Samson Hospital



Medical Center Scottsville

Hospitals



Observations	Passport Approach
Claims denials	<ul style="list-style-type: none"> ✓ MAID number auto-reprocessing ✓ 95% of clean claims processed in 30 days
Prior authorization process	<ul style="list-style-type: none"> ✓ Turnaround time for authorization determinations is less than 1 day on average ✓ phones answered in 10 seconds ✓ Customized requirements
Education and Inquiries	<ul style="list-style-type: none"> ✓ Utilization Review/Provider relations staff/claims staff all local
Emergency Department use	<ul style="list-style-type: none"> ✓ Unique Payment Methodology ✓ Navigators

Primary Care and Specialists

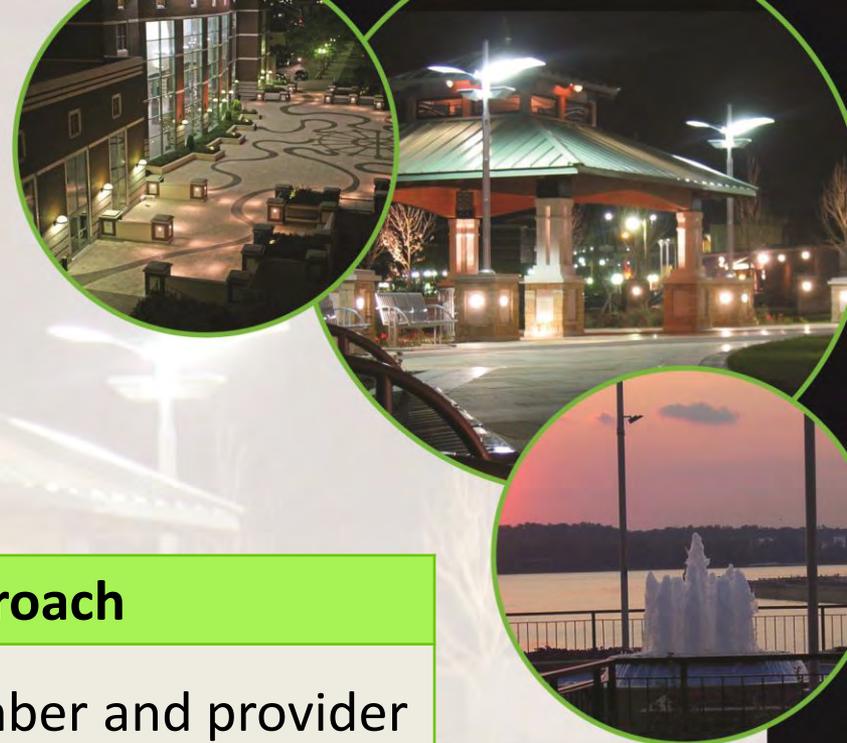


Community Health Centers of Western Kentucky





Primary Care and Specialists



Observations	Passport Approach
Assignment of members to your panel	Passport member and provider services located in KY
Referrals	Navinet set up
After hours / Urgent Care facilities	Medical home model
Taxonomy location	Flexible submission
Credentialing and Enrollment	Prescreen for claims/encounter acceptance



Behavioral Health

Observations	Passport Approach
Behavioral Health expansion ✓ New provider types ✓ New services ✓ Impact Plus transition	Dedicated Provider Relations Reps
New payment methodologies	Foster care pilot
Shortage of BH services	Psychiatric Decision Support Program (PDIP)



Health Departments

Observations	Passport Approach
Shortage of physicians	<ul style="list-style-type: none"> ✓ Reimburse school health services ✓ Reimburse administration fee for Telemedicine
Prenatal care and early childhood care needed	Possible partnership with the KY Health Department Association and HANDS program
Health Promotion	Use of Community Health Workers within Local Health Departments



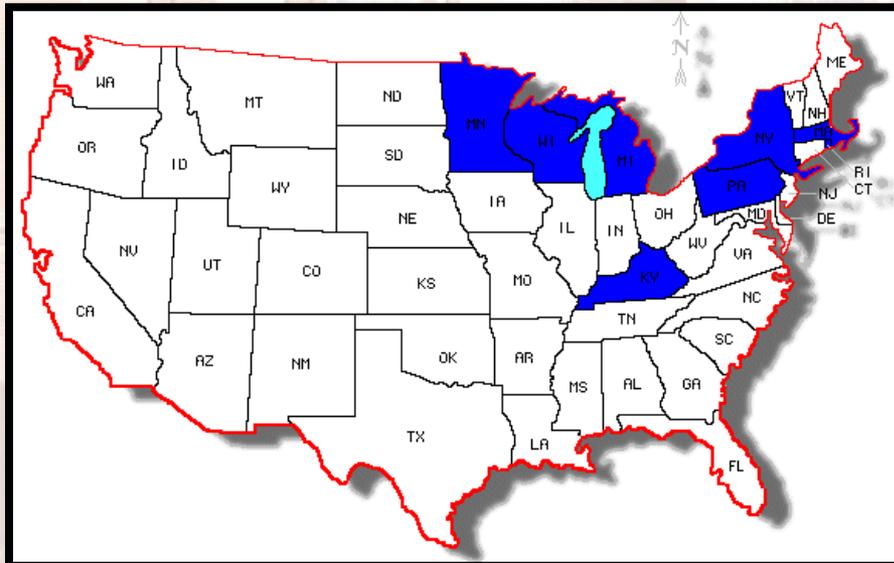
“Passport supports the medical home model, understands this special population, and has always appreciated the importance of all caregivers working together for the betterment of the member.”

*—Steve Bing,
Executive Director,
Kentucky Health Departments
Association, Inc.*



Clinical Accountability

- Ranked #21 in the nation by NCQA compared to all Medicaid plans
 - Ranked #2 in childhood immunizations



- *Highest ranked KY plan*
- *Only 10 states are represented in top 25*
- *Passport is the only health plan from the 'south' ranked until #29*



Clinical Accountability

Kyhealthnow

- Reduce smoking, obesity, cancer and cardiovascular deaths
- Focus on dental and behavioral health

Passport corporate quality goals:

- Increase healthy weight newborns
- Reduce readmissions
- Increase member and provider satisfaction

Performance Improvement Projects:

- Reduce inappropriately prescribed antibiotics
- Increase Dental Care in children with Special Health Needs
- Smoking cessation

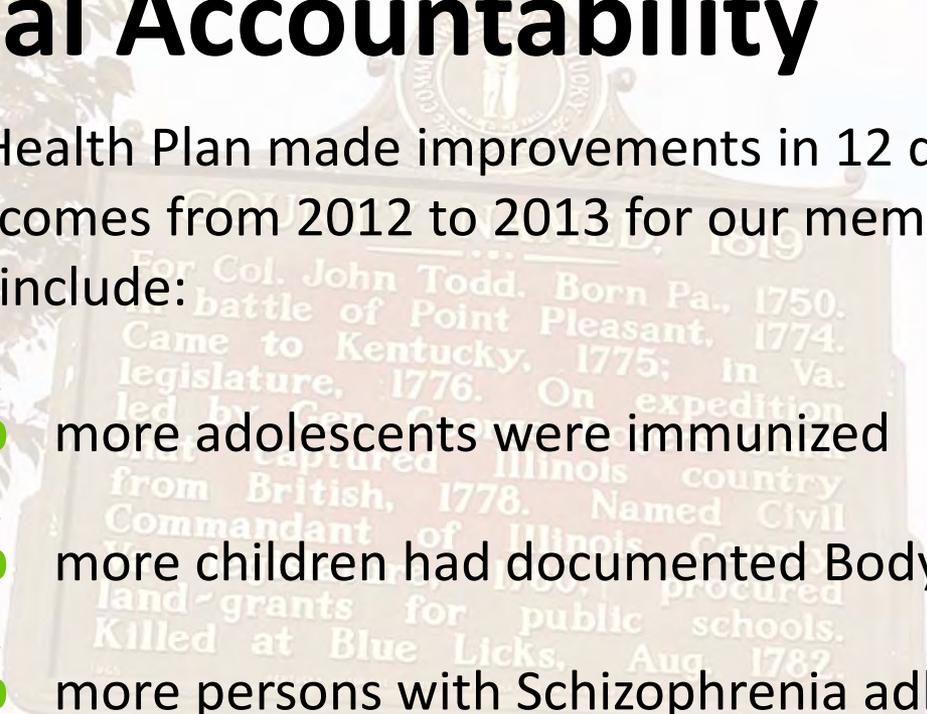


Clinical Accountability

Passport Health Plan made improvements in 12 different HEDIS outcomes from 2012 to 2013 for our members.

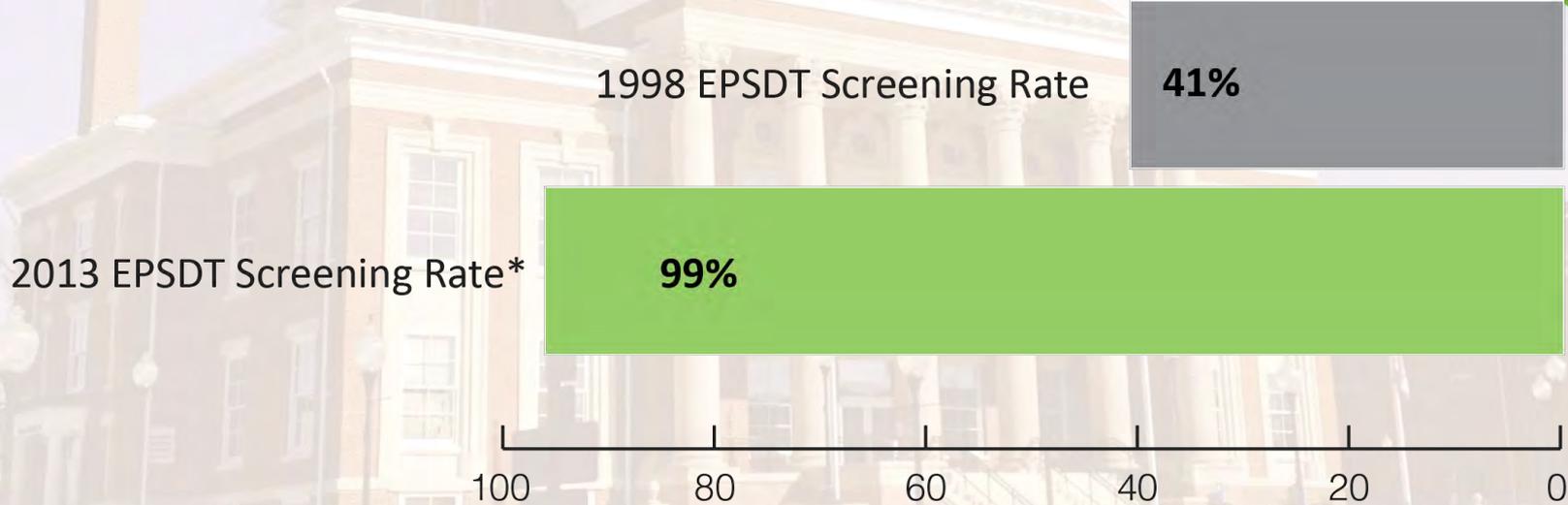
Examples include:

- 16%** more adolescents were immunized
- 28%** more children had documented Body Mass Index (BMI)
- 36%** more persons with Schizophrenia adhered to antipsychotic medications prescribed
- 45%** more children completed follow-up care after prescribed ADHD medication





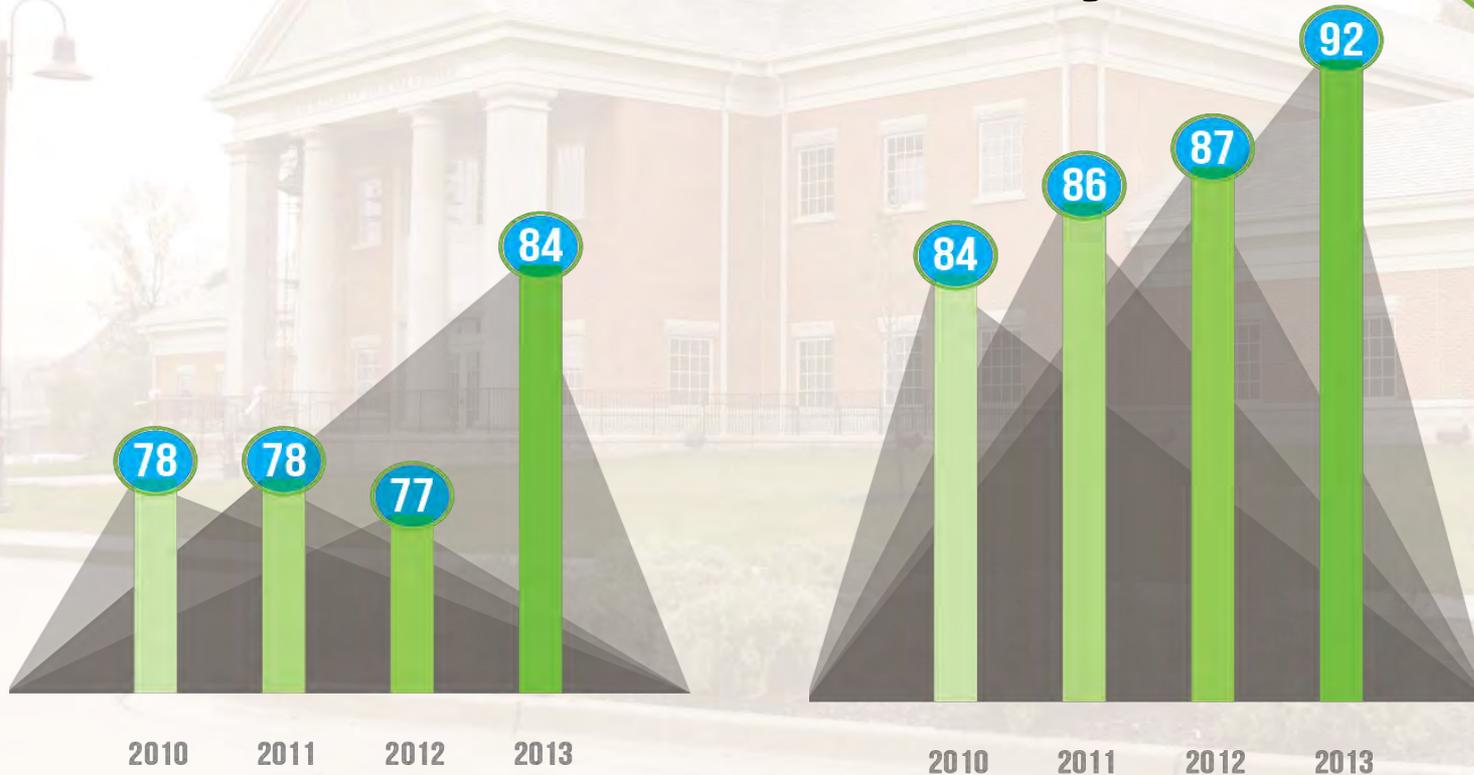
Clinical Accountability



*2013 EPSDT Federal Fiscal year results



Clinical Accountability



Adult Overall Health Plan Rating

Child Overall Health Plan Rating

*NCQA's Medicaid Health Insurance Plan Rankings 2013-2014.



Innovation

- Rapid response function
- Condition and Disease Management programs
 - Obesity Management program
- Certified Health Educators
- Improved Health Outcomes Program (IHOP)



“iHOP is a perfect example of solid bottom line results with a private/public partnership.”

Lawrence Kissner,
Kentucky Medicaid
Commissioner



More questions?

We have 15+ representatives here in the areas of:

- Utilization Management
- Provider Relations
- Provider Enrollment and Credentialing
- Member and Provider Services
- Behavioral Health
- Claims
- Dental
- Vision

Please stop by! www.Passporthealthplan.com

Passport Health Plan | We Take the Time to Care!

