



**Presentation to the:
Medicaid Advisory
Council (MAC)**

May 26, 2016

Agenda

- Overview
- Medicaid Membership
- Provider Network
- Focus on Dental
- Community Outreach
- Value Added Benefits
- Care Coordination
- Case Management
- Disease Management
- Care on Call 24 Hour Nurse Line
- Emergency Department Utilization
- Good News Stories
- Quality Outcomes
- Performance Improvement Projects
- Questions

Overview



ABOUT US

- **Anthem Blue Cross and Blue Shield serves more than 100,000 Medicaid beneficiaries in Kentucky.**
- **We began serving Kentucky's Medicaid program in 2014, but Anthem has provided health insurance benefits and services in the commonwealth for over 75 years.**
- **Every day, members of the Anthem team can be found in Kentucky communities listening to members, interacting with providers and partnering with community-based organizations.**

Overview

Anthem Blue Cross and Blue Shield Kentucky Highlights

Highlights



78 years
in Kentucky



2016
best places to work
in Kentucky

Associates



1,310
associates employed
in Kentucky

Vendor spend*

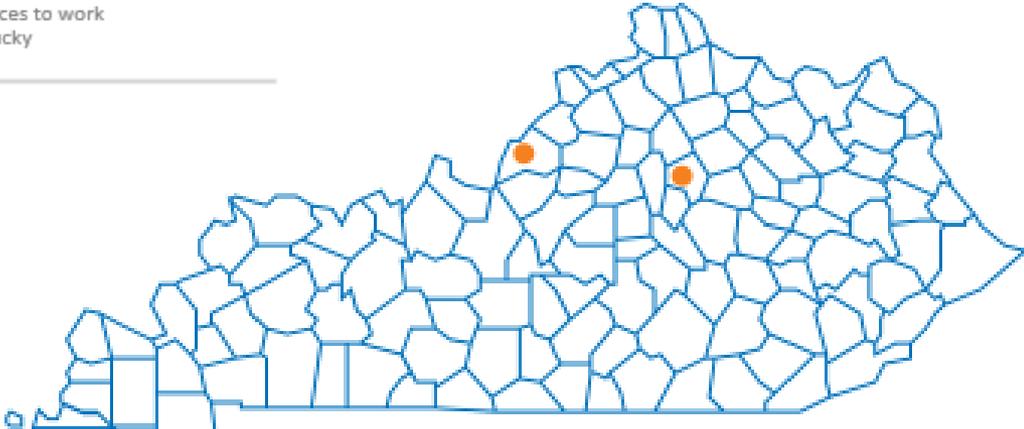


\$65.8 million

Vision

To be **America's**
valued health **partner**

*Note: 2014 data; figures released annually during 2Q



Anthem serves 120
counties

Office locations
Lexington and Louisville

Foundation & social responsibility



\$1.8 million
annual giving
in Kentucky



2,570
associate
volunteer
hours

Overview

Anthem Government Business Division (Medicaid, Medicare & Federal Government Solutions)

Medicaid

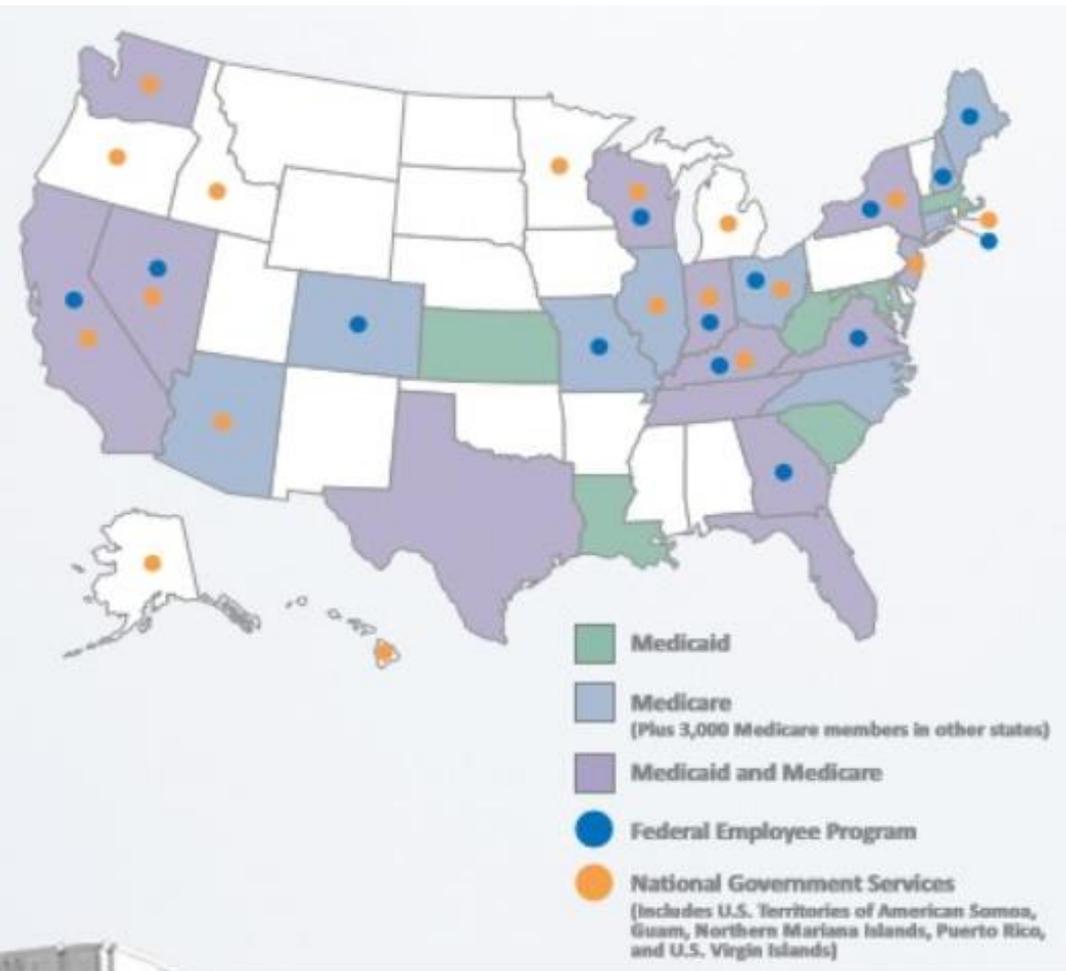
Anthem's best-in-class Medicaid capabilities serve families and people with needs through state-sponsored health care programs. Programs include Temporary Assistance for Needy Families, Children's Health Insurance Program and Supplemental Security Income/Seniors and People with Disabilities.

Medicare

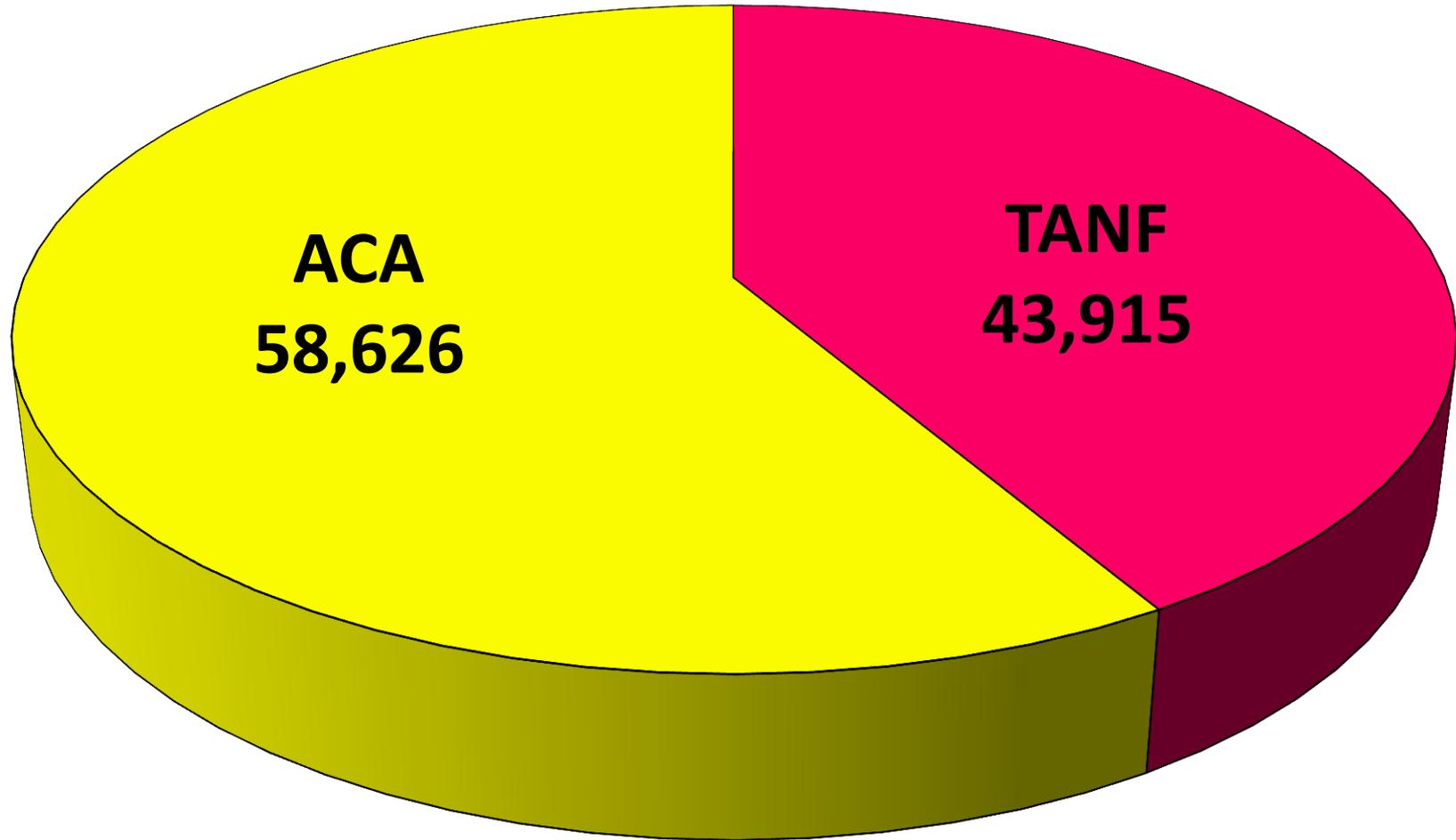
Anthem's Medicare Business offers a wide variety of plans, products, and options for seniors and other Medicare-eligibles across the country. Programs include Medicare Supplement, Medicare Advantage, long-term care and senior dental plans.

Federal Government Solutions

Anthem's Federal Government Solutions is comprised of National Government Services, the nation's leading Medicare administrator, and the Blue Cross and Blue Shield Service Benefit Plan (also called the Federal Employee Program), serving federal employees, retirees and their dependents.



Medicaid Membership



• 102,541 members as of May 23, 2016

Provider Network

- The Medicaid provider network was established based on the Anthem commercial network. We have a very comprehensive, statewide network that includes over 20,000 providers:

Hospitals - 106

Specialist – 14,162

Dental - 579

Pharmacy – 1,226

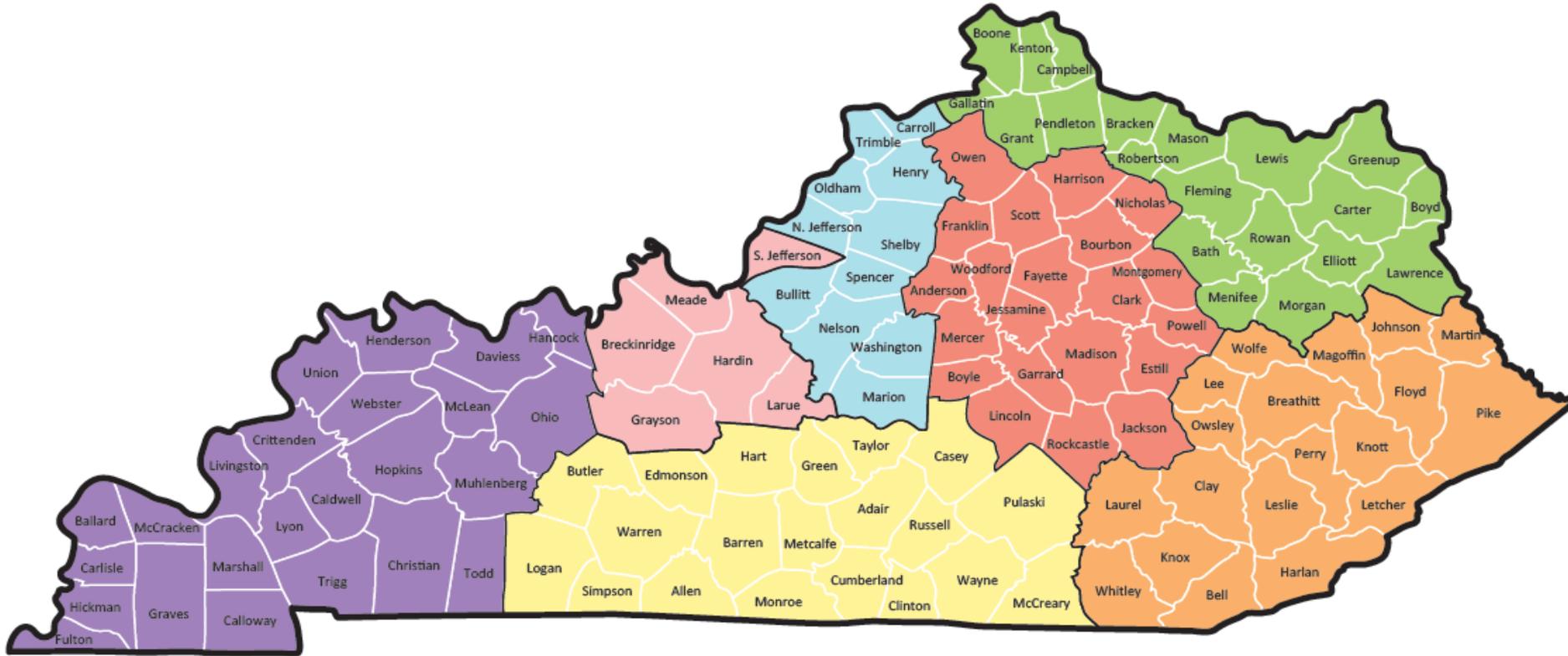
PCP – 3,624

Behavioral Health – 2,268

Vision - 784

- Easy To Do Business With...
 - ✓ Our call center receives over 10,000 calls per month from Kentucky providers.
 - ✓ 400 claims per month are reprocessed *while the provider is on the phone*.
 - ✓ Our provider website received 6,688 visits in March 2016 and has over 1,000 active Kentucky users.
 - Activities include checking eligibility, reviewing claim status, and submitting claims.
 - All web services also available on mobile devices!

Provider Relations Regions



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Focus on Dental

Benefit Changes effective March 1, 2016

- In response to provider input, DentaQuest and Anthem agreed to lift review requirements on certain codes:

D7210 – surgical extraction

Stainless Steel Crowns for older children

D9230 – nitrous oxide

Endodontic Therapy

- With attention toward member needs and affecting overall health outcomes, Anthem expanded periodontal benefits to all members and added services to allow therapy and maintenance

Code Additions

D4342 – periodontal scaling & root planing

D4910 – periodontal maintenance

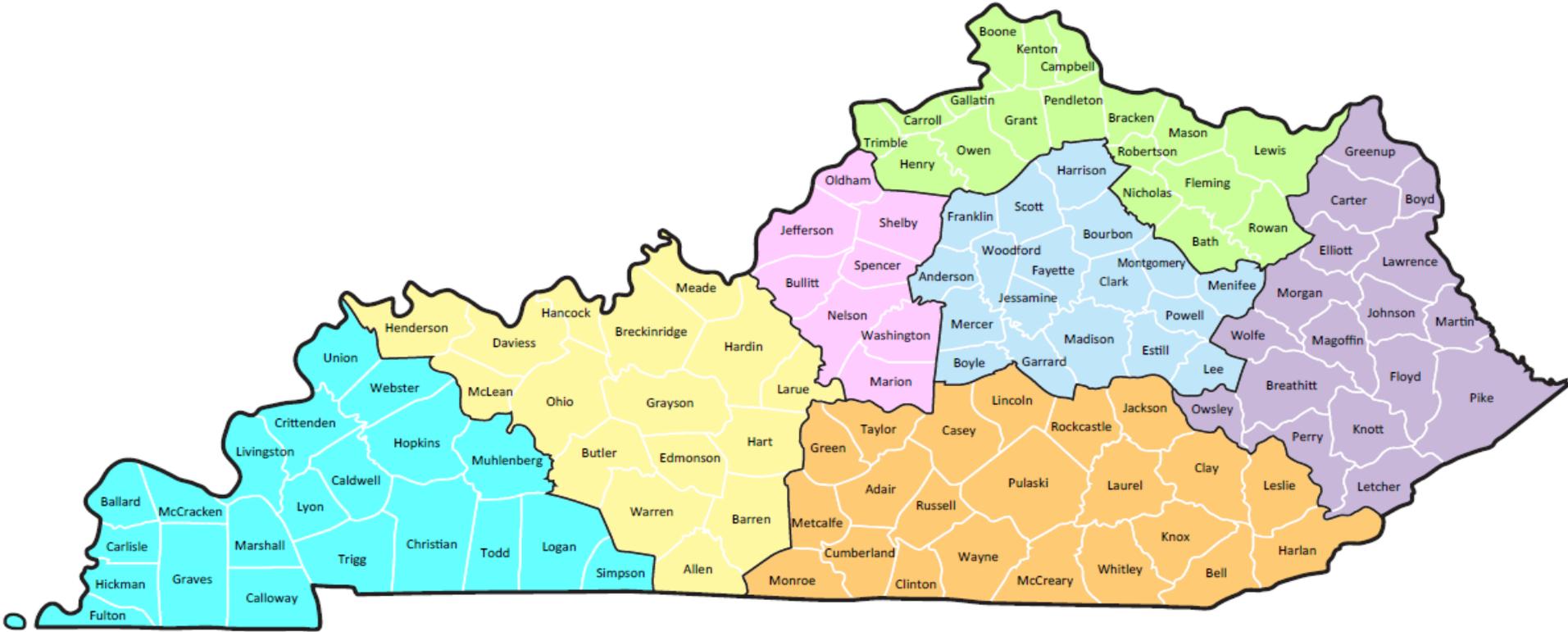
Benefit Expansion

D4355 – full mouth debridement

Broken Appointment Tracking

- No-shows a significant concern for dental providers
- Implemented codes **D9886 (missed appointment)** and **D9987 (cancelled appointment)** November 2015; reimbursable at \$3 per missed/cancelled encounter
- Data monitoring and intervention planning underway

Marketing Outreach Territories



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Central - Hollye Spicer
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South - TBD

Value Added Benefits for our Members & Community Partnerships

Community Partnerships

- Memberships to 17 Boys & Girls Clubs
- Neighborhood House in Portland
- YMCA
- Homeless Coalitions
- March of Dimes
- Anti-Bullying Materials

Value Added Benefits

- Sports Physicals
- Crib & Car Seats
- SafeLink Phones
- Hearing Aid Batteries



Care Coordination

- **Care Coordination** offers assistance to members who need help in setting up medical appointments, finding specific providers, transportation and identifying community resources for food, housing, utilities, and other areas of need for a short period of time.
- **Physical Health/Behavioral Health** integrative services that includes collaboration with utilization management, social services, 24-hour nurse line, and providers directly involved with the member.
- **Dedicated** 24-hour behavioral health crisis line.
- **Case Management** works with members who may have a serious or complicated health needs. The Case Manager completes an assessment and develops a unique care plan with the member and their provider to coordinate their physical health, behavioral health and psychosocial needs.
- **Credentials** of the staff include: Case Management (CCM) and Integrated Case Management Certification (ICGM).

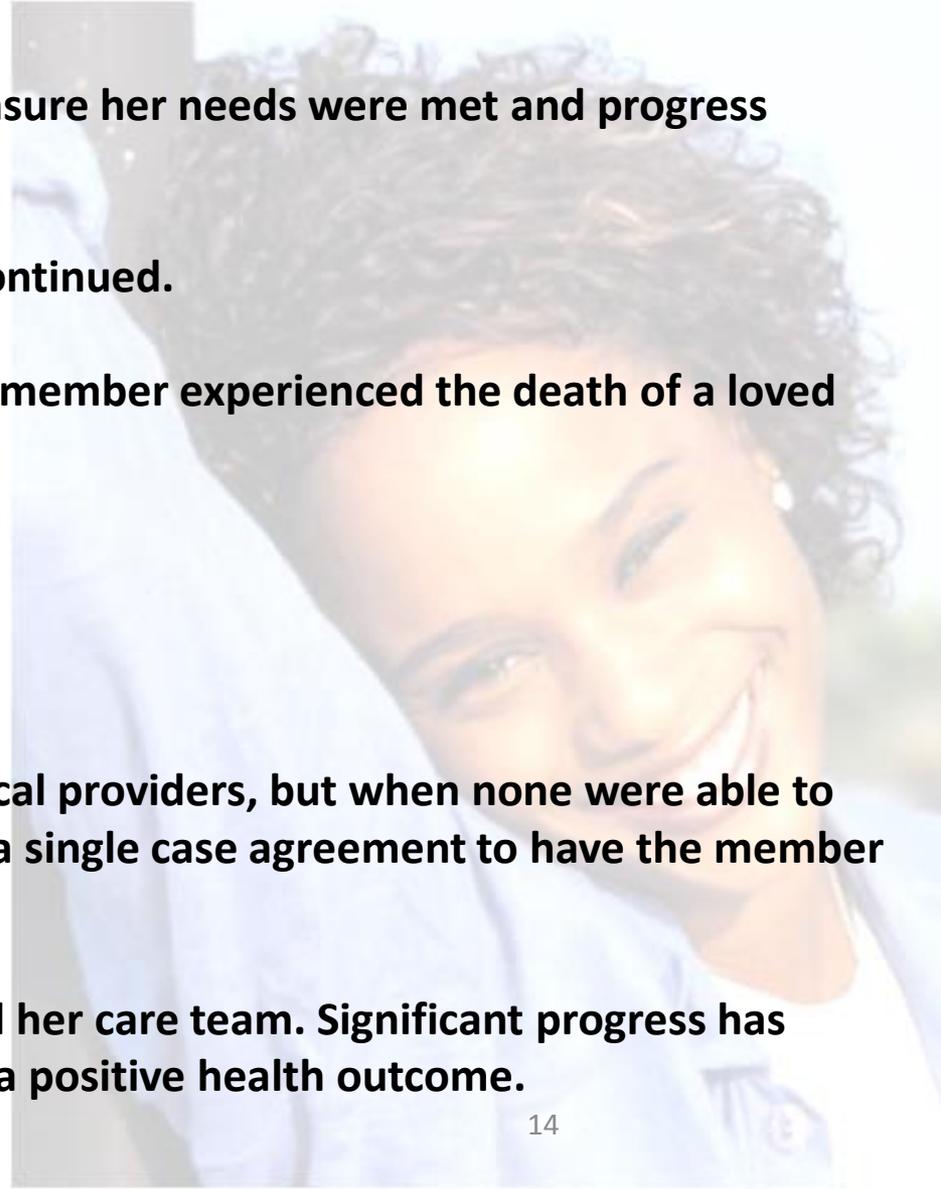
Care Coordination Story

A 29 year old female member diagnosed with anorexia was referred to Anthem's case management team. Anthem Medicaid:

- Assembled an integrated team to work with the member
 - ✓ Anthem Clinicians:
 - Anthem Case Manager (CM)
 - Anthem Licensed Clinical Social Worker
 - ✓ Community Providers:
 - Dietician
 - Primary Care Provider
 - Local Psychiatrist
 - ✓ 24/7 Behavioral Health Crisis Hotline
- The member's CM coordinated care and social supports:
 - ✓ Medication management
 - ✓ Psychiatric monitoring
 - ✓ Specialized residential services—admission and transportation to a specialized facility in Utah for 30 days of inpatient treatment
 - ✓ Specialized outpatient therapy after the member returned home from Utah

Care Coordination Story

- **The Anthem CM followed the member to ensure her needs were met and progress continued.**
- **Ensuring all needs were met and progress continued.**
- **Eight months after inpatient treatment, the member experienced the death of a loved one and relapsed:**
 - **Began taking diet pills**
 - **Purging**
 - **Stopped following a meal plan**
- **CM attempted to arrange treatment with local providers, but when none were able to meet the member's needs, the CM secured a single case agreement to have the member treated at the Utah facility.**
- **CM continues to work with the member and her care team. Significant progress has been made and Anthem is optimistic about a positive health outcome.**



Case Management

Programs for specific diagnosis and at risk groups:

- Neonatal Intensive Care
- High Risk Obstetrics

Tailored Programs

- Complex Case Management
- Foster Care and Guardianship

Member Satisfaction Rate with Case Management

Anthem's performance goal of 95% "Very Satisfied/Satisfied" was met for all measures of member satisfaction with the case management program. Overall satisfaction with the program achieved a combined satisfaction score of 97% or Very Satisfied/Satisfied.

Disease Management

- In 2015, Disease Management enrolled 29,245 members into several different programs. These programs included asthma, hypertension, chronic kidney disease, chronic obstructive pulmonary disease, coronary artery disease, diabetes and heart failure management.

- Among members enrolled in 2015, 40.4% were enrolled in the Hypertension program, 22.2% in the Diabetes program and 13.9% were enrolled in the Asthma disease management program.

- Member satisfaction with the disease management program overall was rated 4.9 on a scale from 1-5 and a 4.3 on information obtained that will help them discuss health issues with their personal doctor.



Care On Call 24-Hour Nurse Line

Our members can call our Nurse Line to get help or information 24/7

- Triage members' medical concerns to the most appropriate level of care, whether it be the ER, an Urgent Care, the doctor's office or self care at home
- Assist the member to locate urgent care
- Assist a member to find a PCP or specialist in their location
- Answer general health related questions



HEALTH INFORMATION LINE

Emergency Room Utilization

- Member education on appropriate Emergency Room (ER) usage
- 24-hour Nurse Line contributes to redirecting members to alternate care, such as urgent care clinics
- ER visits/1000 have decreased

Year Visits (per thousand)	1Q	2Q	3Q	4Q
2015	916	940	941	937
2014	1,018	1,100	1,085	1,019

Good News Story



“Kathe went beyond the extra mile for me and I couldn’t feel more blessed to have someone caring so much about my situation.”

Good News Story



Quality Outcomes

- Member satisfaction with Anthem during the first operational year utilizing the **CAHPS® 2015 5.0 Adult** survey results showed Anthem receiving the highest score of all 5 MCOs on **Getting Care Quickly** and **Adult Doctor Availability**.
- During the first operational year quality review utilizing HEDIS® measurements, Anthem received the highest rating of all 5 MCOs in multiple measures including **Comprehensive Diabetes Care** retinal eye exams and HbA1c testing; **Controlling High Blood Pressure**; **Antidepressant Medication Management**.

Performance Improvement Projects

- Reducing Avoidable ER Visits While Increasing PCP Visits (2014-2017)
- Statewide PIP – Safe and Judicious Antipsychotic Medication Use in Children and Adolescents (2014-2017)
- Increasing Annual Dental Visits in EPSDT Population (2015-2018)
- Prevention of Physical Health Risks in the Seriously Mentally Ill Population (2015-2018)
- Centers for Medicare & Medicaid Services (CMS) Oral Health Initiative-
Performance Improvement Project (PIP) Learning Collaborative
- Focus Study Activity:
Follow-up After Hospitalization for Mental Illness

Questions & Answers

