

# July 2014 MCO Good News Reports

---

## MCOs Going Above and Beyond

### CoventryCares

A 43 year old male diagnosed with Chronic Hepatitis C and was to begin treatment of Sovaldi and Ribavirin. Case manager (CM) contacted the member the day prior to his starting treatment. During the review of his clinical history the member reported that he has had a history of depression and bipolar disease. The member shared with the CM he did not feel his depression and bipolar disorder were well managed at that time and he had some doubts about the current benefit of his psychiatric medication. He denied having a current provider and/or plan of treatment for his mental health needs. Education was provided to member about the side effects of the Hepatitis C medications in relation to mental health. Education was also provided to member on the benefits of having and using regular provider/services to manage his depression and bipolar disorder. The CM educated the member about the mental health benefits and resources available through Coventry Cares and the member was open to seeking care. The CM set a goal with member to discuss his mental health history and current status with his provider that he was seeing the next day for the treatment of his Hepatitis C. The CM set goal with member to also discuss with provider if he should delay the Hepatitis C treatment and/or proceed at this time.

The member did discuss his mental health status with his provider for the Hepatitis C regimen and it was recommended by the provider for the member to see a psychiatrist or therapist. The member was started on the Hepatitis C medications and the member did proceed to see a therapist. The member is currently open to continuing to establish ongoing care for his mental health needs. He is stable at this time and compliant with treatment.

### Humana

Dawn, Care Management Clerk, was conducting an outreach call to our new member Joanna. During the call, Joanna stated that she had a spot develop on her back about a year ago. She went to the doctor at that time and was told not to worry about it and it was probably just a fatty tumor. It continued to bother her, so when she signed up for Humana - CareSource, she made an appointment with a different doctor who ran more tests and an MRI. Surgical intervention was determined necessary to remove the tumor from her spinal cord. Joanna stated that within two weeks from the start of the process, she had the testing and the surgery. The tumor was malignant (positive for cancer) and now she is scheduled to begin radiation. She stated that she is so pleased with Humana – CareSource and our no hassle process to receive the care she needed. She credits Humana – CareSource with helping save her life.

Richard became a member of HCS in January of 2013 and was engaged in High Risk Case Management (HRCM) within four months. Richard has a complex history involving blood clots and high blood pressure. At the time of engagement, he had a lot of questions that indicated he really didn't understand his medications. This was particularly alarming because compliance is of the utmost importance when taking a blood thinning agent and the long term effects of uncontrolled blood pressure can be deadly. Richard wasn't always compliant with seeing his doctors, either. Most likely this was for the same reason he wasn't always eager to talk with Caryn, the HR Case Manager...he simply didn't understand or want to admit he wasn't doing what he was supposed to be doing. He was also having an issue with being charged copays at the pharmacy because he has Medicare primary and they weren't being processed properly. He was just not getting his prescriptions or borrowing the money to pay for them. Caryn explained that he should never be charged a copay and then called the pharmacy to provide the correct information for processing his claims. Richard hasn't had a problem picking up his prescriptions ever since. Here we are, just over a year later: education, reminders, and maybe just a little cajoling are keeping Richard compliant with his medications and doctor appointments. He can tell you all about his medications and he is able to list all of his appointments for the next two months. He is happy and eager to

talk with Caryn. The best part of all, he has not had to go to the emergency room or be admitted to the hospital one time in the past year and Richard will tell you he just feels better.

## Passport

At the recent Longest Day of Play in Somerset, KY, Passport Community Engagement Representative David Grigsby provided free sunscreen to over 500 attendees, including many of our members. As the highly successful event progressed, the vast majority of families not only thanked Passport for the incentive but also took the opportunity to remind their children of the importance of wearing sunscreen. One Passport member sighed in relief, “thank goodness because we forgot ours!” This free giveaway was truly ideal and useful for participants at the event, and had a direct and immediate impact on the health and well-being of Passport’s members and community at large. To date in 2014, Passport has assisted numerous members in a similar fashion at over 350 community engagement events.

Matt\*, a Passport member, was recently released from the emergency room after a stress test showed a blockage to his heart. Although Matt had suffered from a stroke three years ago, he did not remember having a stent or angioplasty done. His blood sugar was running very high and he had only been to see his primary care provider once, since he only recently obtained insurance coverage through Passport. He was also having trouble affording the non-formulary medication his cardiologist had prescribed for him. Disease Manager Ron Keene educated Matt about Passport’s prior authorization process for medications not on the formulary, and encouraged him to discuss options with his cardiologist during his visit next week. In the meantime, Ron also emailed our Pharmacy department to check and see if there was already an existing prior authorization request for the member. Lastly, he compiled and sent a large packet of educational information to help Matt understand his condition so that he would be better prepared to discuss options with his cardiologist and PCP, and hopefully avoid a subsequent emergency room visit. Thanks to Ron’s help, the member received the cardiac medication needed to maintain his health and well-being. These efforts have helped Passport Health Plan to rank in the 75th percentile in Controlling High Blood Pressure for national HEDIS\* in 2013.

Eddie\*, a Passport member with a complex history of heart attack, Chronic Obstructive Pulmonary Disease (COPD), peripheral vascular disease (i.e. a disease of the blood vessels, veins and arteries), sleep apnea, and degenerative disc disease, *NEVER* thought he would be able to quit smoking after 40 years. Passport Disease Manager Margot French helped him believe in himself. Together they set up a plan to become smoke-free and talked frequently. Despite his worries that he would miss smoking, Eddie gradually cut back to 5 cigarettes per day. Encouraged by this success, he asked his daughter to quit with him. They both supported each other and finally quit on 6/10/13. Margot and Eddie touched base regularly after his quit date and then every 3 months after that. Over one year later, Eddie is still smoke-free and proudly displays his quit date on his calendar! These types of smoking cessation efforts have helped Passport to obtain the following rankings for national HEDIS\*\*\* in 2013:

- Advising to quit: 81.54 (90th percentile)
- Discussing tobacco cessation strategies: 40.65 (50th percentile)

After Cathy\* was admitted to the hospital for a heart attack, she quit smoking and started eating healthier. But when Disease Manager Ron Keene called to reinforce these heart healthy activities, she didn’t really understand what all of her heart medications were for. Ron patiently educated Cathy about each of her medications and encouraged her to discuss them with her cardiologist. He suggested she ask about using a beta blocker for her heart disease.

When they spoke next, Cathy told Ron that her cardiologist visit had gone well. Although the cardiologist had decided a beta blocker was not needed due to her history of chronic obstructive pulmonary disease (COPD) and low blood pressure, she was now more knowledgeable about her heart medications. Passport’s Healthy Heart Program was implemented in 1st quarter 2014 and year-to-date, Ron has enrolled and touched 83 members’ lives through education and support to improve the health and quality of life of our members.

When the oncologist told Passport member Lee\* he had cancer in the fall of 2013, Lee struggled to accept the diagnosis. He became extremely anxious and refused to follow-up with his oncologist. He also failed to complete the necessary paperwork about his health status because he couldn't read. In desperation, Lee's behavioral health provider reached out to Passport Case Manager Monica Schamel for help in the summer of 2014.

Monica reached out to Lee and spent a long time talking and emphasizing the need to learn more about his diagnosis and treatment options. She suggested he bring his wife or child to assist with the paperwork, and encouraged him to talk with his behavioral health provider about altering his anti-anxiety medications in an attempt to ease anxiety related to his diagnosis. Thanks to her compassion and patient support, Monica was finally able to coax Lee to go see his doctor. By the end of June, he had received bloodwork, a CAT scan, and attended his oncologist appointment. This major accomplishment not only helped him begin the important cancer treatment with his oncologist, but hopefully will improve his quality of life and extend his life long-term. In the second quarter 2014, Passport's Care Coordination programs made 690 similar referrals to our Behavioral Health program to advocate for and link members to necessary services and care.

In the summer of 2013, Passport member Sheila\* had her first heart attack. Shortly thereafter she quit smoking and began eating healthier. However, one year later she ended up back in the hospital for chest pains related to her coronary heart disease (CHD). As Disease Manager Ron Keene spoke with her about the event, he discovered that Sheila really didn't know much about her heart disease or how it was impacted by her diabetes. Realizing that this lack of knowledge was directly contributing to her ongoing hospitalizations, Ron took the time to explain the correlation between her two diseases. He clarified that her abnormal blood sugars were in fact amplifying her heart disease, and gave her some specific ways to get those under control. For example, he suggested she start a diary of her blood sugar and share that with her provider at every follow-up visit. He also encouraged her to discuss alterations to her insulin and other medication with her doctor, and to consider getting a referral to a specialist if she felt that still wasn't working. At the end of their conversation, Ron promised to follow-up with her in one month.

These types of efforts have helped Passport to obtain the following rankings for national HEDIS\*\*\* in 2013:

- Comprehensive Diabetes Care-HbA1c Testing PHP 84.08 (50<sup>th</sup> percentile)
- Comprehensive Diabetes Care –LDL-C Screening PHP 76.99 (75<sup>th</sup> percentile)

When Obesity Disease Manager Laura Walsh first spoke with Adolescent Passport member Daniel\* one year ago, he was obese for his age, diagnosed with Type II Diabetes, and placed on metformin (an oral diabetes medicine) and insulin. As part of our SCORE\*\*\* program, Laura immediately began conversations with Daniel and his grandmother Mabel\* on steps they could take as a family to improve his health. Over the next year, she continued to be a point of support and regularly mailed education about eating more fruits and vegetables, decreasing TV/computer screen time, increasing physical activity, and avoiding sugary drinks. Laura also used motivational interviewing to help Mabel discover she had her own creative ideas and ways to love Daniel without making unhealthy comfort food. Over time, they developed a special bond and spoke frequently. "[Mabel] has become a role model on how we should treat and take care of our family members," says Laura proudly. "She would never complain about raising her grandchildren, even though I know she had a lot on her plate."

After being enrolled in the SCORE program for one year, Daniel has successfully lost 30 pounds and has become more active playing basketball and football. He was also able to decrease his dosage of insulin, and Mabel hopes he will soon be able to stop taking it altogether.

These types of efforts have helped Passport to obtain the following rankings for national HEDIS\*\*\* in 2013:

- Comprehensive Diabetes Care-HbA1c Control (Less than 8%) 55.97 at the 75<sup>th</sup> percentile
- Comprehensive Diabetes Care-HbA1c LDL Level (Less than 100 mg/dl) at the 75<sup>th</sup> percentile

Earlier this year, Passport partnered with the American Heart Association (AHA) to provide heart healthy education in nine minority churches in Louisville, Lexington, Paducah, Bowling Green, and Northern Kentucky. All participants received free health screenings provided by local health systems. In addition, two churches participated in the AHA's *Check, Change, Control* program, which tracks participants for four months, regularly

checks their blood pressure, and provides education on how to have a healthy heart. Keeping these individuals engaged for four full months was certainly a challenge, but community partners, church liaisons, and Passport staff were empowered to work together and make the program a success. Passport's Public Health Educator Ryan Burt and Community Engagement Representative Josh Wessel provided heart education and helped coordinate the event.

Of all the participants, nine individuals participated regularly throughout the session. Three participants had Stage 2 hypertension and were already under a doctor's care with medication, and one participant had prehypertension. At the end of the *Have Faith With Heart* initiative, Passport's involvement realized the following results for Kentucky minorities:

- 4 individuals reduced their systolic and diastolic numbers from the beginning to the end (average systolic decrease 12 points, diastolic decrease 11 points)
- 2 individuals reduced their systolic numbers (average decrease 15 points)
- 2 individuals reduced diastolic numbers (average decrease 15 points)
- 1 individual increased systolic and diastolic numbers (increased systolic 10 points, diastolic 1 point)
- 6 other individuals received at least one screening and education on heart health

"It doesn't end here," says Ryan. "The commitment of this group to stay engaged with the program was impressive. I believe those ladies and gentlemen will continue to be ambassadors for health and wellness in their churches."

*\*Members' names changed for privacy.*

*\*\*Healthcare Effectiveness Data and Information Set (HEDIS)*

*\*\*\*Shrinking Childhood Obesity with Real Expectations (SCORE)*



## WellCare

Linda, a WellCare case manager, visited a 52-year-old WellCare of Kentucky member at the apartment she shares with her daughter and grandchildren to find out why she was missing her doctors' appointments. The member has suffered two strokes over the past year and has been diagnosed with hypertension, chronic obstructive pulmonary disease, chronic heart failure, sleep apnea, anxiety and vertigo. Linda learned that the member had no transportation, but had recently begun receiving assistance from Kentucky's Adult & Tenant Services to help her keep her appointments.

During the visit, Linda also learned that the member needed a blood pressure monitor, a scale, glasses and a new nebulizer. She ordered the blood pressure monitor and scale, and contacted her doctor so he could order the nebulizer. She provided the member with an application for glasses from the KY Vision Project, information on Kentucky's Comprehensive Care program for her anxiety, and information on how to receive food and utilities assistance. Linda also gave her contact information for the University of Kentucky dental school because the member wanted to learn more about getting new dentures.

Due to Linda's diligence, the member now has the medical supplies she needs to help her avoid unnecessary hospital visits, an application for glasses, and additional resources to help her eat healthier and remain in her home. Linda helped the member to understand the importance of keeping her scheduled medical appointments and, if she is unable to attend, the importance of calling the provider to let them know, so she is not dropped from the patient list. Linda is following up with the member's pulmonologist about the possibility of

participating in an in-home sleep study to determine if she needs continuous positive airway pressure (CPAP) therapy to treat her sleep apnea.

During Linda's visit, the member expressed how appreciative she was for all of the assistance she gave her, and stated that she didn't realize all the services that she needed and could receive.

## **Anthem**

While at a community Kynect event, Anthem Outreach associate Sara spoke with a woman who had really fallen on hard times. She approached Sara to ask about costs for commercial health insurance. She was very concerned about having to pay a penalty under the new Affordable Care Act changes. She and her husband had both lost their jobs and neither could find health insurance before due to pre-existing conditions. Sara was able to speak with her at length, explaining the recent changes to Medicaid with the expansion, and exploring her personal options. Luckily, this was an event where members could actually register with a Kynector. Once Sara had answered all of the woman's questions, she introduced her to a Kynector who was able to help her enroll in Medicaid. Before the woman left the event, she came to Sara's booth, nearly in tears, and gave her a hug. She thanked Sara for showing an interest in her life and not just trying to sell her something. Sara also left feeling that she had truly made a difference in the woman's life, and knowing that her work does impact individuals every day.

Part of the job of a Community Liaison is to work with certain providers, such as Federally Qualified Health Centers, who may work with the Medicaid population. Several months back, Anthem associate Jan visited one of these FQHC locations who stated they were not participating in our network. By reaching out to the contracting department, we were able to get them signed and in-network within a matter of days! Jan maintained a good relationship with the staff at this location, who reached out to her a few months later. While they had been trained as providers on the new changes to Medicaid, as far as billing procedures, etc., no one had ever taken the time to explain to them the eligibility guidelines under the Medicaid Expansion. Jan met with a few of the FQHC staff members and reviewed the expansion guidelines, answering both general questions and some Anthem-specific questions related to our benefits and coverage. Not only did this meeting help educate the providers, but they were then able to share this information with patients who may or may not have known they were eligible.