

Aetna Better Health of Kentucky

March 26, 2020





Agenda

Aetna in Kentucky

Quality Outcomes

Innovations

Emergency Department Utilization

Per Member Per Month (PMPM)

Access Metrics

A group of approximately 20 Aetna employees are posed for a group photo in a modern office lobby. They are arranged in several rows, with some standing on a staircase in the background. The employees are dressed in a mix of business casual and casual attire, including sweaters, blouses, and jeans. Many are wearing lanyards with ID badges. The background shows a well-lit interior with glass railings and a staircase. The entire image is overlaid with a semi-transparent purple filter.

Aetna in Kentucky

Aetna Better Health of Kentucky



Original Partner

Aetna's Medicaid organization is proud of its deep roots and history of serving Medicaid managed care enrollees in Kentucky since the program's beginning in 2011.



Innovative Collaboration

Being collaborative defines who we are as an organization. We take on the challenges that others will not because we know we can make a positive impact on people's lives.



Local Staff

Aetna Medicaid has approximately 250 staff members in Kentucky who are deeply invested in our local communities.



Supporting a Healthy Kentucky Economy

We believe the most successful companies put people ahead of profits. That's why we are committed to providing our people with the resources and support they need: a base hourly wage of \$16 or more, an enhanced medical benefits program, a month of paid parental leave, and matching student loan payment contributions.

2019 Aetna in Kentucky Fast Facts

~250

Total Medicaid Staff

309,300

Total Aetna Medical
Membership

\$950,411,447

Total Claims Paid

\$8,905,399

Total Aetna Taxes

216,865

Total ABHKY Medical
Membership

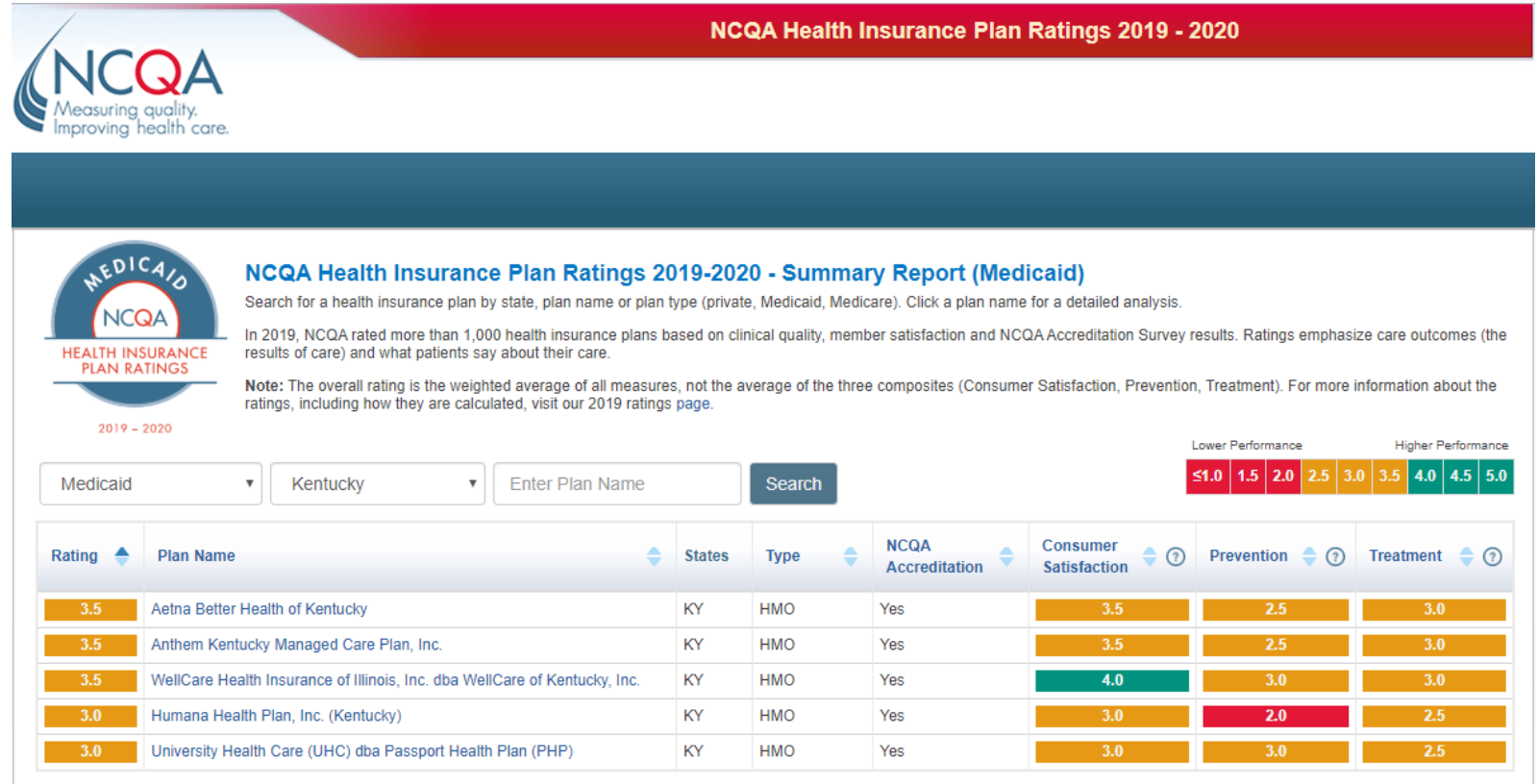
34,448

Total Medicaid
Providers

A photograph of a male doctor with a stethoscope, a woman with curly hair, and a young child in a medical office. The doctor is sitting and holding a tablet, looking at the woman and child. The woman is sitting and holding the child, looking at the doctor. The child is sitting and looking at the doctor. The background shows a window with blinds and a medical table.

Quality Outcomes

Aetna Better Health of Kentucky achieved a commendable accreditation



Quality Outcomes

HEDIS 2019 vs. HEDIS 2018



Quality Outcome Trends



Improvement

Adult BMI Assessment

Weight Assessment and Counseling
(Children/Adolescents)

Immunizations

Use of Opioids from Multiple Providers

Well Child (W34)

Initiation and Engagement of AOD Dependence Treatment (IET)



Performance

Access and Availability

Dental

Screenings: Lead, Cervical, Chlamydia

Respiratory (Asthma, COPD)

Cardiovascular (Controlling High BP, Statin Therapy)

Diabetes

Postpartum Care



Opportunities

Women's Health Screening

Anti-Depressant Medication Management

Follow Up after Hospitalization

Use of Multiple Antipsychotics in Children and Adolescents

Adolescent Well Care

Follow Up Care for Children Prescribed ADD

Timeliness of Prenatal Care

HEDIS 2019 VBS Impact

	Aetna (w/o VBS)	Aetna (w/ VBS)
Adolescent Well Care	40.03%	42.17%
Breast Cancer Screening	46.49%	47.74%
Cervical Cancer Screening	47.73%	50.44%
Diabetic Retinal Eye Exam	39.36%	41.52%

HEDIS 2019 VBS Impact, cont.

	Aetna (w/o VBS)	Aetna (w/ VBS)
Chlamydia Screening (Total)	51.47%	52.34%
Immunizations (Combo 10)	15.83%	18.57%
Well Child 15	55.99%	56.94%
Diabetic Testing	82.87%	84.16%

A photograph of a female doctor with long dark hair, wearing a white lab coat and a stethoscope, kneeling down to give a high-five to a young girl with curly blonde hair. The girl is wearing a white tank top and jeans. They are both smiling. The background is a bright, slightly blurred indoor setting. The entire image is overlaid with a semi-transparent purple filter.

Innovations

Improving Medical and Pharmacy Utilization

Aetna, in partnership with pharmacies in the Community Pharmacy Enhanced Services Network (CPESN), initiated a new program in 2019 to provide a higher level of care for shared members, addressing factors like medication reconciliation and care coordination.

Local

Utilizes local community pharmacists to engage enrollees

▶ Targeted

Identify polypharmacy concerns commonly seen with chronic medical conditions

▶ Expanded Role

Pharmacists saw a need for addressing real-time SDOH needs

▶ Collaborate

Aetna provides kits with emergency food, toiletries, and warm weather gear

▶ Delivery

Home delivery drivers supply these kits to community members that they find have an acute need



2019 CPESN Partnership Outcomes

- ▶ Aetna-CPESN care team conducted over 65 case conferences
- ▶ Reviewed 181 enrollees with potential health concerns
- ▶ Collaborated on and assisted over 98 enrollees,
- ▶ Created 151 pharmacy care plans and took over 314 actions to resolve care issues
- ▶ Pharmacist actions that focused on coordinating care with medical providers and changing drug therapy had a 59.5% acceptance and success rate.

Guardian Angel Program

Aetna's new **Guardian Angel Program** identifies enrollees with emergency room claims due to non-fatal opioid related overdose.

A designated care manager outreaches the enrollee to offer evidence-based SUD services and educate about community resources and supports.

We connect them with resources for care and support, so they can reduce the risk of another overdose.

268

Members Identified with Overdose Since September 2019



27%

Members Reached



39%

Members Agreed to Case Management



Strategic Partnerships for Justice Involved Members

Aetna is the only Medicaid managed care organization in the Commonwealth with care management coordinator embedded in a justice system facility. The Start Strong Re-entry Program, a 90-day jail substance abuse program with 6 months of follow-up support, helps people move beyond addiction and establish healthy, productive lives.

We help with the following:

- Sober living solutions or treatment options
- Face-to-Face Visits with Members to build rapport
- Development of individualized Release Plans
- Collaboration with KCDC Staff regarding resources and Member needs around employment, housing, legal documents, and more
- Ability to be available to meet with member the day of their release, and ensure they start their aftercare plan with support



Initial Statistics on Start Strong

500+

Individuals have received a presentation on Start Strong while at KCDC

77

Total Number of Members Aetna Care Management Coordinator has worked with to date

90.9%

Success Rate of Start Strong Members

Unite Us - Using technology to layer SDOH services



Aetna Better Health® of Kentucky



UNITED
COMMUNITY

Community partners, such as health care providers, government agencies, or human service organizations can use this shared technology platform to:



Make
electronic
referrals



Securely share
client
information



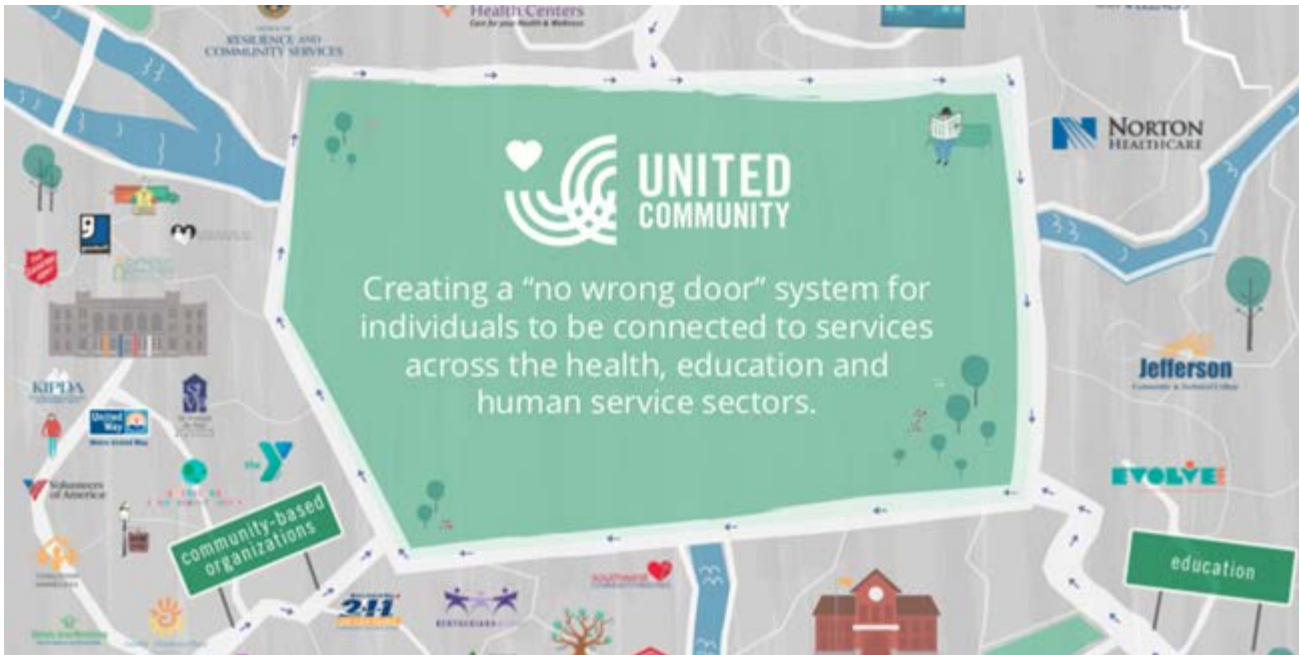
Track
outcomes
together



Inform
community-wide
discussion



Improve
communication



Strategic Initiatives Aimed at Removing Barriers to Employment

- We host regional job and resource fairs where we provide resume writing assistance, free business attire, and interview skills-building to provide our community members with the skills and confidence they need to pursue a career.
- We work with our community partners, such as the Salvation Army and the local Housing Authority to host these events. Some are targeted towards those who are experiencing homelessness, domestic violence, or are involved with the justice system.



Strategic Partnerships for Addressing the Opioid Crisis

Chair of the Opioid Response Program for Business, an initiative of the Kentucky Chamber of Commerce's Workforce Center, which works directly with employers to help audit their policies and recommend best practices to maintain a drug-free workplace while supporting a recovery-friendly culture.

The initiative focuses on destigmatizing the addiction epidemic and supporting employers' role in opioid prevention, treatment, and recovery in the workplace.



The Kentucky Chamber believes, state policy should stress **treatment over punishment** for opioid abusers.



Aetna CEO Jonathan Copley speaks at the launch of the Opioid Response Program for Business at the Chamber Opioid Summit in June 2019.

Strategic Partnerships to Support Members in Recovery



Aetna CEO Jonathan Copley presents a check for Volunteers of America Mid-States to Jennifer Hancock, President and CEO, Volunteers of America, in May 2019.

Recovery is the first step to becoming independent from drugs.

To aid in this effort, Aetna contributed \$150,000 to Volunteers of America Mid-States in support of its new Freedom House program in southeastern Kentucky.

Freedom House provides state-of-the-art and nationally recognized addiction recovery treatment and care to pregnant and parenting mothers working to overcome substance use disorder.

With Volunteers of America, the treatment program also includes classes and training on life skills as well as preparation to enter the job market and attend school.



Jennifer Hancock, President and CEO, Volunteers of America, KY Governor Andy Beshear, and Aetna CEO Jonathan Copley

Strategic Initiatives aimed at Improving Behavioral Health



Face-to-Face Support: Embedded care managers provide face to face visits with members hospitalized at a facility in the state with the highest number of ABH-KY BH admissions.



Member incentives: Members can earn a \$20 gift card for completing a follow-up visit with a mental health practitioner within 7 days of discharge after a hospitalization for mental illness.



Provider incentives: We have a value-based arrangement with one of the largest BH provider groups to improve outcomes such as increasing follow-up care and use of first-line psychosocial care.

Strategic Partnerships to Relieve Food Insecurity

Aetna partners with local food pantries to address food insecurity and access to healthy foods through local community gardens. We plant, grow and harvest vegetables that are donated to local food pantries.

We partner with MANNA to provide free meal delivery for members recently hospitalized for a chronic condition. We provide three meals a day for twelve weeks so that members can focus on getting better.



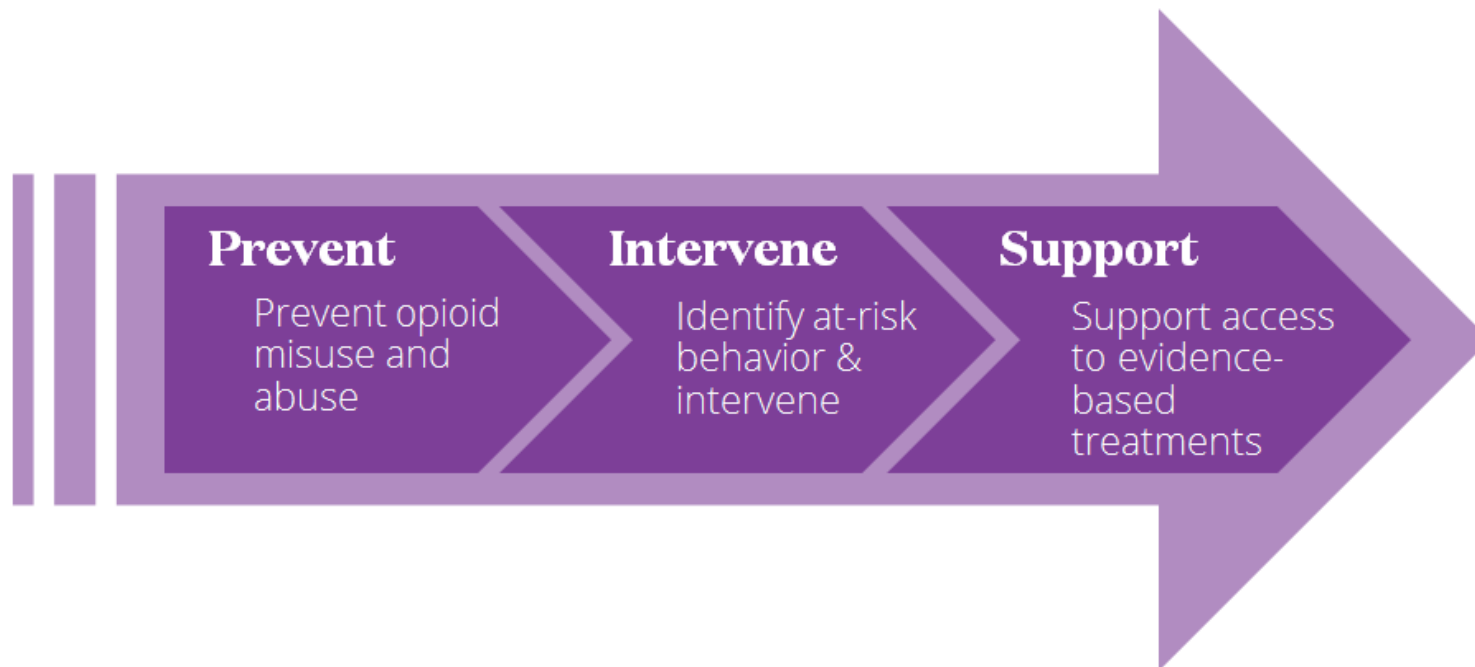
Opioids: Aetna's Three Year Goals

By 2022 Aetna is committed to the following:

- **Increase percent of members with chronic pain treated by an evidence-based multi-modal approach by 50%**
 - Chronic pain diagnosis include fibromyalgia, neuropathic pain, arthropathies, abdominal and back pain
 - Non-opioid modalities include PT/OT, chiropractic care, acupuncture, psychotherapy, biofeedback, local therapeutic injections
- **Reduce inappropriate opioid prescribing for our members by 50%**
 - Members receiving opioids with a known past opioid overdose
 - Members receiving concomitant benzodiazepines and opioids
 - Members receiving opioids with existing diagnosis of opioid use disorder
 - Members receiving opioid prescriptions greater than one week duration for an acute condition
- **Increase percent of members with Opioid Use Disorder treated with 'Medication Assisted Therapy' by 50%**
 - Members diagnosed with opioid use disorder receiving buprenorphine or naltrexone
 - Members diagnosed with opioid use disorder receiving cognitive behavioral therapy



Aetna's Comprehensive Strategy to Combat the Opioid Epidemic



Ongoing Initiatives

▶ Aetna Better Health plans cover non-opioid pain treatments (e.g. chiropractic care and acupuncture)

▶ Aetna Better Health has enacted quantity limits and day supply limits on initial prescriptions on opioids

▶ Dental super-prescriber intervention

▶ Behavioral Health and Care Management clinicians perform substance abuse screenings and interventions for new members and support compliance with MAT medications

▶ Screening, Brief Intervention, and Referral to Treatment (SBIRT) program encouraged and reimbursed

1

Prevent

Prevent opioid misuse and abuse

Ongoing Initiatives

▶ Lock-in committee consists of medical and pharmacy directors as well as care managers and behavioral health clinicians

▶ Aetna Medicaid Neonatal Abstinence Syndrome program supports women whose babies are at-risk for opioid withdrawal

▶ Aetna Foundation providing Grants totaling \$6 million which will fund state and local projects addressing opioid-related challenges; Kentucky was one of three recipient states of donated naloxone (Narcan)

▶ Narcan is covered without prior authorization

2

Intervene

Identify at-risk behavior and intervene

Ongoing Initiatives

▶ Encourage the use of evidence-based treatments such as medication-assisted treatment (MAT) and remove barriers to access

▶ Support concept of MAT medications as “chronic medications” and addiction as a brain disease

▶ Enhance ease of access to Narcan

▶ Start Strong Re-Entry Program

3

Support

Support
access to
evidence-
based
treatments

Sustained Year-over-Year Reduction in Opioid Medication Claims

Region	Year			
	2016	2017	2018	PY2019
Region 1	6,339	5,832	5,661	2,089
Region 2	17,364	17,008	15,819	6,403
Region 3	9,577	9,089	8,555	3,881
Region 4	25,006	24,427	22,323	8,558
Region 5	34,841	31,181	29,985	14,372
Region 6	12,882	11,650	10,183	4,533
Region 7	7,236	7,277	7,036	3,167
Region 8	24,854	22,164	26,002	11,621
Annual Total	138,099	128,628	125,564	54,624



Emergency Department Utilization

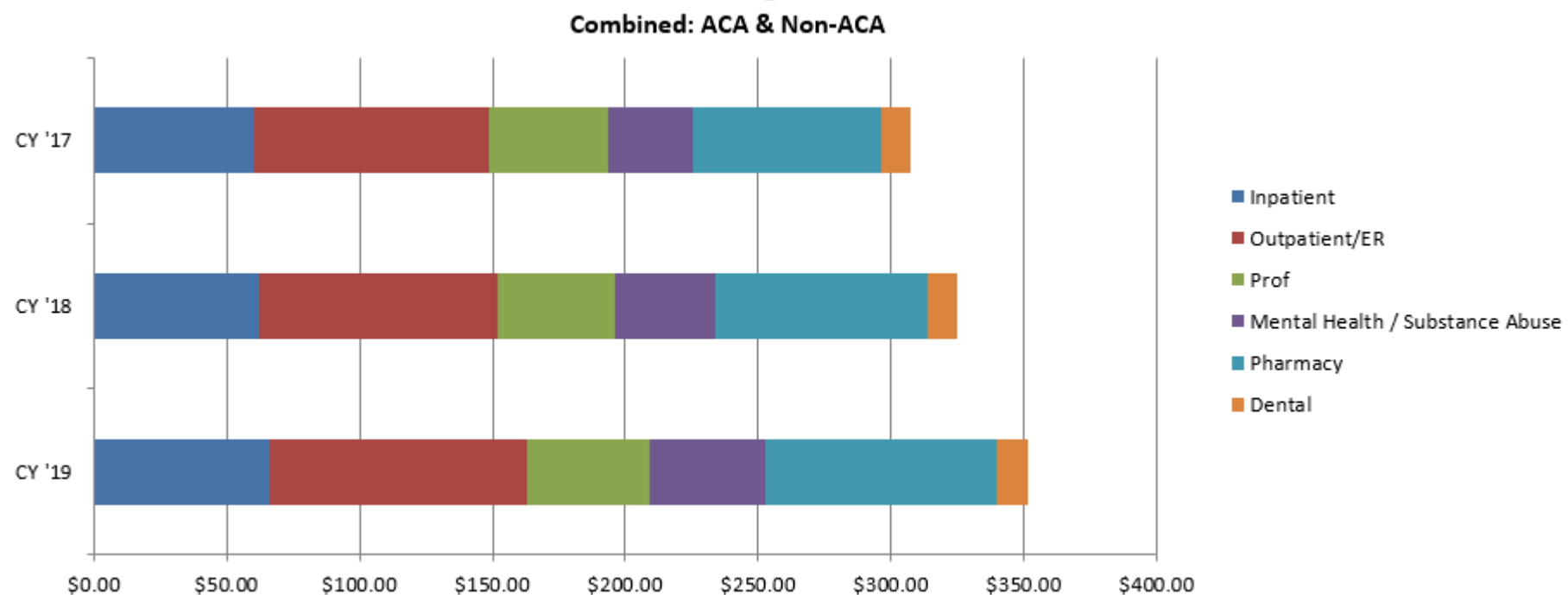
Year	Member Visits	Visits per 1,000 members	Total ED Spend
2016	161, 379	641	\$80,528,881
2017	178, 908	714	\$87,222,225
2018	155, 725	673	\$80,553,122
2019	145, 988	672	\$78,572,578

Top 10 Diagnoses	<ul style="list-style-type: none"> • Musculoskeletal Disorders • ENT Disorders • Digestive Disorders • Respiratory Disorders • Overdose 	<ul style="list-style-type: none"> • Skin Disorder • Cardiac Disorder • Neurological Disorders • Urological Disorders • Mental Health Disorder
Positive Trends	<ul style="list-style-type: none"> • Utilization is decreasing quarter over quarter • Engaging facilities with high member ED utilization for improved outcomes • Engaging providers via VBS agreements: ED utilization is a common metric • Increased enrollment in care management for high utilizers. 	



Per Member Per Month (PMPM)

Medical Expense PMPM Trends





— Access Metrics —

Aetna Network Adequacy

January Network File

Proximity Standards (includes Kentucky and Seven Surrounding States)		
Contract Terms		
Percent of Members Within	Standard (%)	Coventry Cares (%)
60 miles of a Hospital(rural)	95	100.00
30 miles of a Hospital(urban)	95	100.00
45 miles of a PCP (rural)	95	100.00
30 miles of a PCP (urban)	95	100.00
60 miles of a Dentist	95	100.00
60 miles of Vision Services	95	100.00
60 miles of a Laboratory	95	100.00
60 miles of a Radiology Services	95	100.00
30 miles of a Pharmacy	95	100.00
Selected Physician Specialties		
Percent of Members Within	Standard (%)	Coventry Cares (%)
60 miles of an Allergist	95	100.00
60 miles of a Cardiologist	95	100.00
60 miles of a Dermatologist	95	96.76
60 miles of a DME	95	100.00
60 miles of a Gastroenterologist	95	100.00
60 miles of a General Surgeon	95	100.00
60 miles of a Neurologist	95	100.00
45 miles of an OB/GYN	95	100.00
60 miles of an Orthopedist	95	100.00
60 miles of an Otolologist/Laryngologist/Rhinologist	95	100.00
60 miles of a Pathologist	95	100.00
60 miles of a Psychiatrist	95	100.00
60 miles of a Urologist	95	100.00

PCC Contracted in Each Region

Region	State	MCO
	Designated	
01	2	0
02	0	0
03	10	2
04	2	0
05	23	5
06	1	0
07	9	6
08	34	6

FQHC Contracted in Each Region

Region	Federal	MCO
	Designated	
01	1	1
02	4	4
03	3	3
04	2	2
05	7	6
06	2	2
07	1	1
08	16	11

RHC Contracted in Each Region

Region	Federal	MCO
	Designated	
01	15	11
02	19	16
03	17	11
04	45	33
05	46	32
06	1	1
07	12	3
08	90	62

Members and PCPs by Region

Region	Members	PCP	Members Per PCP
01	11,426	909	12
02	26,133	1,864	14
03	20,342	11,717	1
04	36,111	2,786	12
05	46,949	8,870	5
06	22,543	3,836	5
07	13,559	985	13
08	31,755	3,710	8
Total	208,818	34,677	6

Contract With Each CHMC

MH REGION	Contract?
1 Four Rivers	Y
2 Pennyroyal	Y
3 River Valley	Y
4 LifeSkills	Y
5 Communicare	Y
6 Seven Counties	Y
7 North Key	Y
8 Comprehend	Y
9&10 Pathways	Y
11 Mountain	Y
12 Kentucky River	Y
13 Cumberland river	Y
14 Adanta	Y
15 Bluegrass	Y

A photograph of a family of three. A man with dark curly hair and a blue shirt is on the left, smiling and looking down at a bunch of fresh carrots. A woman with dark hair and a light blue shirt is on the right, smiling and looking towards the camera. In the center, a young child wearing a grey baseball cap and a brown and white striped shirt is holding the carrots and smiling with their eyes closed. The background is a blurred indoor setting.

**Thank
you**

