



UnitedHealthcare Community Plan of Kentucky

Advisory Council for Medical Assistance (MAC)

January 28, 2021

United
Healthcare

Agenda

- Introduction to UnitedHealthcare Community Plan of Kentucky
- Member Centered Care
- Provider Partnerships
- Integrated Clinical Model / Population Health / Quality
- Community Engagement
- Questions



Meet Our Team

Keith Payet, CEO, keith_c_payet@uhc.com

Rebecca Boling, COO, rebecca_boling@uhc.com

Michael Lines, CFO, Michael.lines@uhc.com

Jeb S. Teichman MD, MS, FAAP, CMO, jeb.teichman@uhc.com

Divya B. Cantor, MD, MBA, FACOG, Medical Director, Divya.cantor@uhc.com

Dr. Lisa Cook, DrPH, LPC, CPC, Behavioral Health Operations Director, lisa_cook@uhc.com

Suzanne Lewis, MSN, RN, CCM, Population Health Service Director, Suzanne.lewis@uhc.com



Our Mission and Vision

Mission

Helping people live healthier lives and helping make the health system work better for everyone.

Vision

Be the most trusted name in health care.



Consumers

Deliver simplicity and earn trust.



Community Care System

Be a catalyst for person-centered, community-based health transformation.



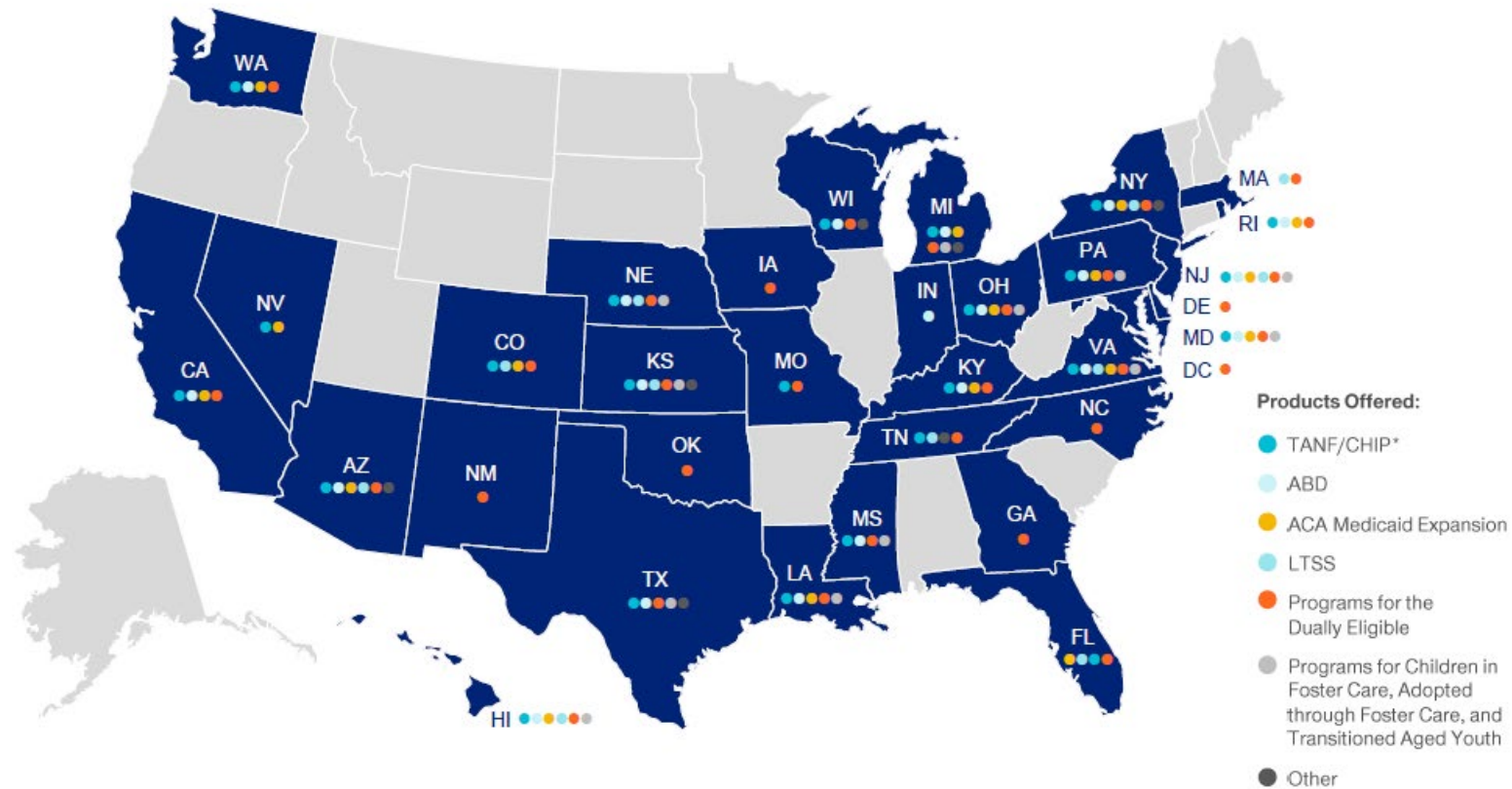
State Partners

Be a trusted partner in delivering person-centered, community-based health transformation.



UnitedHealthcare Community & State

UnitedHealthcare provides Medicaid benefits to 6.4 million members, including more than 2.7 million children.





Member Centered Care

Access to Care

We want our members and their families to have the right care at the right time. Some member benefits include:

- **Hospitalization.** Members pay nothing for care in a hospital.
- **Lab and X-rays.** Lab tests, x-rays and diagnostic imaging are covered.
- **Therapy Services.** Therapy visits to help with recovery.
- **NurseLineSM.** Access to a registered nurse 24/7.
- **Well Visits.** Annual checkups and screenings to help keep members and their families healthy.
- **Shots and Vaccines.** Routine shots to help protect against illness.
- **No Copays.** Pay nothing for doctor visits or prescriptions.
- **Virtual Visits.** Members can connect to a live doctor through a smart phone or computer for non-emergent visits.



Member Resources

Our members have access to their plan information online 24 hours a day.



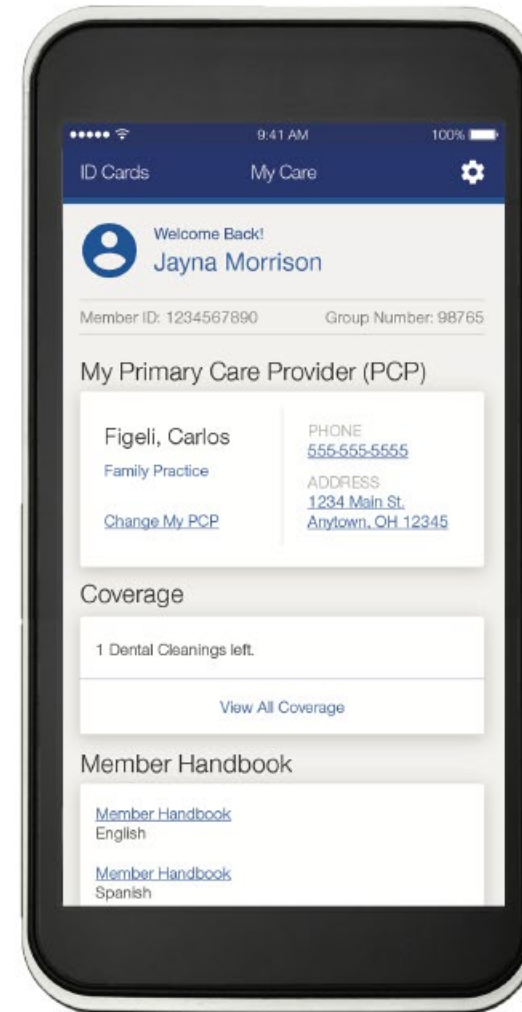
myuhc.com/CommunityPlan



UnitedHealthcare Health4Me™
mobile app



Member Service Representatives are
available at **866-293-1796**, Monday – Friday,
7 a.m. – 7 p.m. EST.



Value Added Services

Rewards Program

\$25 Gift Card for adolescent/teen well visit
\$15 Gift Card for completion of diabetic or prediabetic A1c & retinal eye exams



Rewards Program

\$15 Gift Card for child dental visit
\$15 Gift Card for enrolling in Healthy First Steps™
\$10 gift card for postpartum visits



Virtual Doctor Visits

Connect with the doctor by video or phone for non-emergency care.



Social Support

Access to a Social Determinants of Health Advocate or member advocate for specialized services.



Boys & Girls Club Memberships

UHCCP provides Boys and Girls Club memberships for after school care (at participating locations).



Prescriptions / OTC

Free over the counter medications with a prescription.



Behavioral Health

Including SUD and online tools to help with managing stress and 30 free acupuncture visits.



Healthy First Steps

Specialty care program focused on the health and well being of pregnant moms and their babies



On My Way Program (uhcOMW.com)

An engaging, interactive program that informs Kentucky youth and helps prepare them for many real-world situations that lie ahead.



Remote Patient Monitoring

In home monitoring services for members with certain chronic conditions



Wellhop for Mom and Baby

This pilot program brings pregnant women with similar due dates together in an online video community and offers extra resources.



Home-Delivered Meals

Fourteen free home-delivered meals for diabetic and prediabetic members who have been discharged from the hospital.





Provider Partnerships

Provider Relations Advocate Team

Regions 1, 2, 3 & 4

Molly Mills-Kidd

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502-241-9915

KPCA

Angela McGraw

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612-428-6423

Regions 5, 6, 7 & 8

Sarah Girvin

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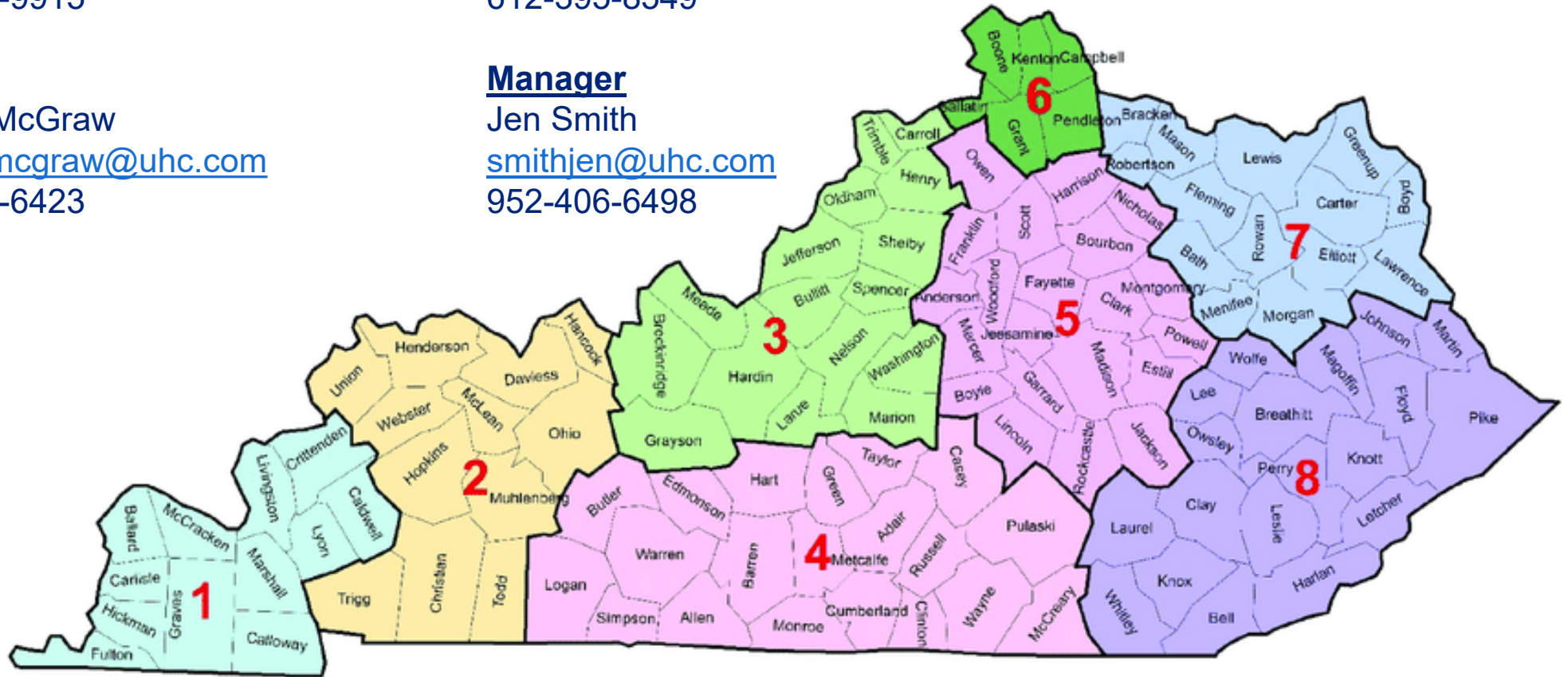
612-395-8549

Manager

Jen Smith

smithjen@uhc.com

952-406-6498



Provider Relations Service Model

Your Provider Advocate is an important resource when you have questions. They are your single point of contact across all lines of business and benefit plans to help make your interactions with us easier and more efficient.

We encourage you to follow the Provider Relations Service Model before contacting a Physician Advocate about claim payment decisions.

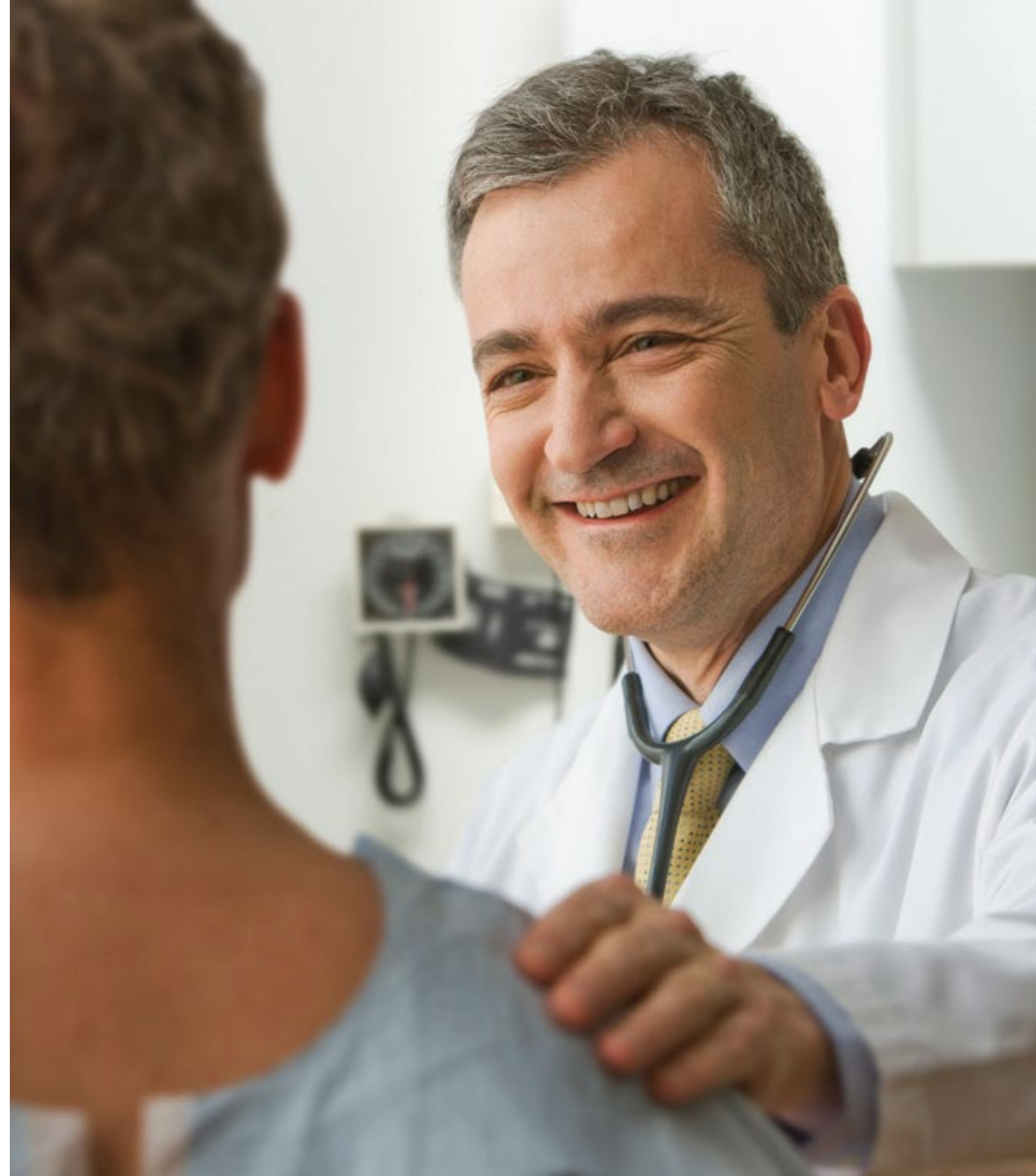
If you disagree with a claim payment decision, please do one of the following:

- Please submit claim reconsideration on UHCprovider.com > Sign in > Claims tool
- Call 866-633-4449
- Be sure to obtain a tracking number for future reference.



Provider Relations Service Model (cont'd.)

If your Reconsideration Request does not result in resolution of your claim issue, please complete the claims template and email it (making sure to include your Tax ID# in the body of the email) to: centralprteam@uhc.com or to your assigned Claims Advocate.





Prior Authorization



Prior authorization may be required for things like personal care worker services, inpatient behavioral health and transplant evaluation. For a complete listing of prior authorization, visit **UHCprovider.com/priorauth**

1. Submit prior authorization requests online by using the Prior Authorization and Notification tool, which can be found at UHCprovider.com/paan.
2. View notification requirements.
3. Identify and bill other insurance carriers when appropriate.

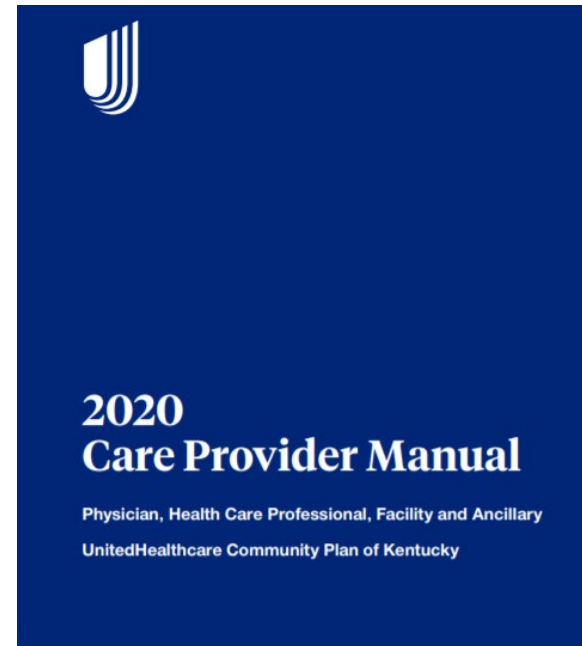


Provider Administrative Guide

Our administrative guide is your resource for understanding the new UnitedHealthcare Community Plan of Kentucky.



Visit Link >
UnitedHealthcareCommunityCare >
Kentucky > Community Plan Care
Provider Manual.



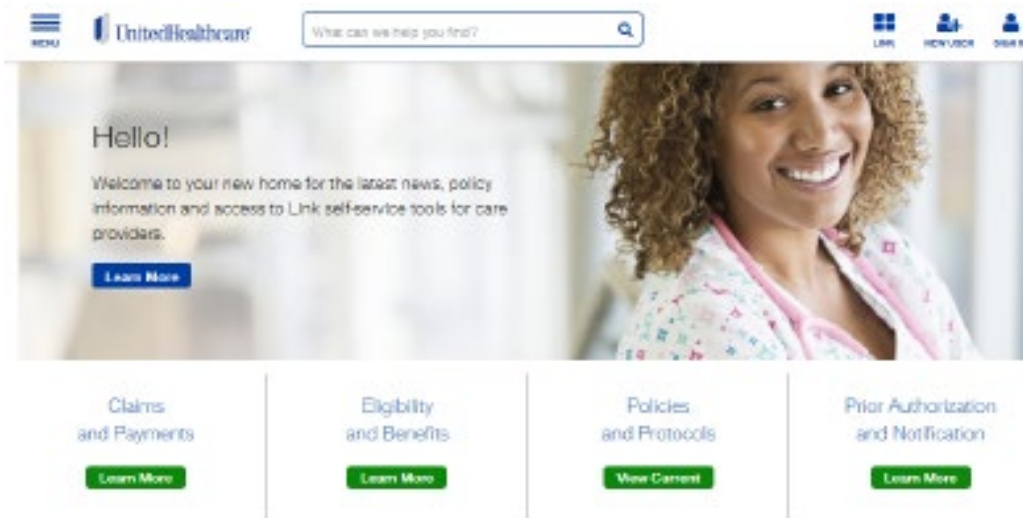
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United
Healthcare
Community Plan



UHCprovider.com



Register at
UHCprovider.com/newuser to use
Link, your gateway to
UnitedHealthcare's online tools.

Find administrative guides, policies
and protocols.

Access the most used transactions
and information.



Provider Network

Margaret Enlow, VP of Network Management

Kristopher Burns, Provider Network Director

UHC is recruiting for the UHC KY Community Plan Provider Network to ensure network adequacy and access to care for our members.

To contract with UHC KY Community Plan -

- **Medical:** Kristopher Burns, Kristopher_burns@uhc.com
- **Behavioral Health:** Amanda Gloeckner, Amanda.Gloeckner@optum.com
- **Dental:** 1-877-897-4941 or www.uhcprovider.com
- **Vision:** 1-844-516-2724 or www.uhcprovider.com



Additional Provider Resources & Key Phone Numbers



Provider Services

Phone: 866-966-4449

Hours: Monday – Friday, 8 a.m. to 6 p.m. EST

Member Services

Phone: 866-293-1796

Hours: Monday – Friday, 7 a.m. to 7 p.m. EST

Optum Behavioral Health

Phone: 800-888-2998

Hours: Monday – Friday, 8 a.m. to 5 p.m. EST



Upcoming Training

Monthly Provider Education Meetings

- First Tuesday of every month
- 2-3 PM EST

Provider Town Halls and/or Provider Information Expos

- Tentatively planned for August 2021
- Virtual or live TBD





Integrated Clinical Model / Population Health / Quality

Population Health

Approach

- Individually based care, emphasizing the whole person
- Culturally appropriate & relevant
- Early identification, data infused
- Preventive focused
- Robust data analytics driving interventions
- Telephonic and face to face

Outcomes

- Improve access to preventive care
- Empower enrollees in managing chronic health conditions
- Improve care coordination through care transitions
- Identification of community resources



Care Management

Care Management

- Individually based care, emphasizing the whole person
- Integrated behavioral and medical
- Engagement, needs identification and care coordination
- Primary care manager (CM) assigned
- CM initiates the integrated care team to address care needs

Multi-disciplinary care team approach

- Needs assessments used to identify care team members
- Gaps in care identified and care plans created with member
- Goals and Interventions are decided by CM and member
- Care team reviews care plans and interventions in clinical rounds



Member Story

Alyssa is a 23 year-old pregnant member brought in through the ER for severe nausea and dehydration. She has a hx of high-risk pregnancy (1 live birth and 3 miscarriages)



Rhonda and her CM go over the needs assessment to identify areas Rhonda would like to address. Rhonda is high risk for another pre-term delivery and with a history of domestic abuse, she is at an elevated risk for violence. UHC Healthy First Steps program for pregnant moms provides intensive support to help her find safe and stable housing, stabilize and engage in her health and to care for her young family.

1 Rhonda was identified during the UM and CM clinical rounds while she was still inpatient. The IP CM learned that Rhonda had a previous pre-term delivery, hx of smoking, recent domestic abuse where she left her partner, has very little family support, no housing or transportation.

2 When Rhonda gets home from the hospital, she will receive a call from one of the High-Risk OB Care Managers. Rhonda has many social and environmental needs, so they may decide to meet in person.

The CM contacts Rhonda to confirm she's found housing and has an appointment with her OBGYN provider. She and the CM will review the care plan and interventions along with the interdisciplinary care team recommendations.

3

4 The CM builds the care plan and discusses goals with Rhonda to help her close some of the immediate care gaps identified like safe housing. Social workers use trauma informed approach to build relationships with Rhonda and connect her with our housing navigator to find a place to live.

5

Before the next visit or phone call, the CM engages the multi-disciplinary care team to discuss Rhonda's needs. They identify resources and interventions and talk about helping Rhonda address social determinants of health so Rhonda can focus on taking care of herself and her baby.

6





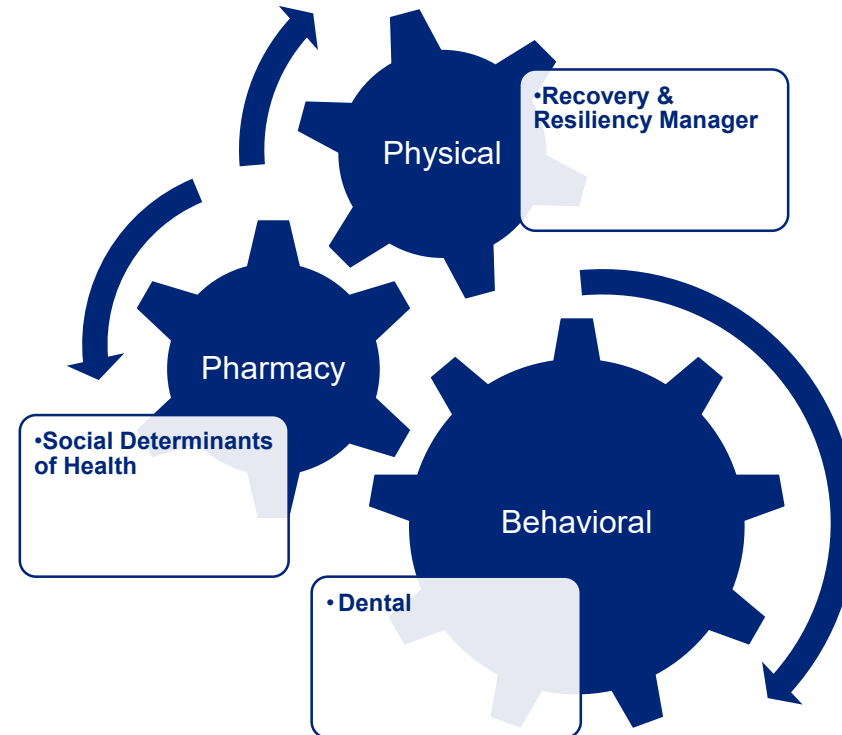
Population Health - Care Management Staff Locations

- ◆ Registered Nurse (3 Medical, 3 Maternal Health)
- ▲ Social Worker (3)
- ⬠ Community Health Worker (5 medical, 3 Maternal Health)
- ★ Behavioral Health Care Managers
- Clinical administrative coordinators



Model of Care

- Integrated Population Health Approach – Address the whole person integrated care
- Evidenced-Based
- Collaborative Care Integration and Coordination
- Recovery & Resiliency Focused



Behavioral Health / Substance Use Disorder Program

- Behavioral Health benefits – mental health and substance abuse services.
- Building a robust behavioral health provider network – support collaboration and continuity of care.
- Comprehensive Utilization Management program – monitor and facilitate high quality individualized care for the Kentucky enrollees.
- Integrated Care Complex Management model – targeted for adults in Kentucky with Serious Mental Illness and children with Serious Emotional Disorders as well as other high-needs enrollees, inclusive of enrollees with Special Health Care Needs.
- Quality Improvement (QI) Program – objective, systematic evaluation and seeking to improve services for the enrollees.
- Recovery-Focused teams – teams are driven to allow our enrollees to take a leadership role in their recovery and to support our providers in this effort as well.
- Provider Relations Advocates – partnership, education and supporting the behavioral health providers.
- Value-based payment arrangement opportunities to develop innovative programs with behavioral health providers.



BH Provider Relations Team

INDIVIDUALS, GROUPS AND CMHC'S

Regions 1, 2, 3 & 6

Shannan Thornton

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Facilities – All Regions

Lori Moncherry

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Regions 4, 5, 7 & 8

Lucy Howard

Lucy.Howard@Optum.com

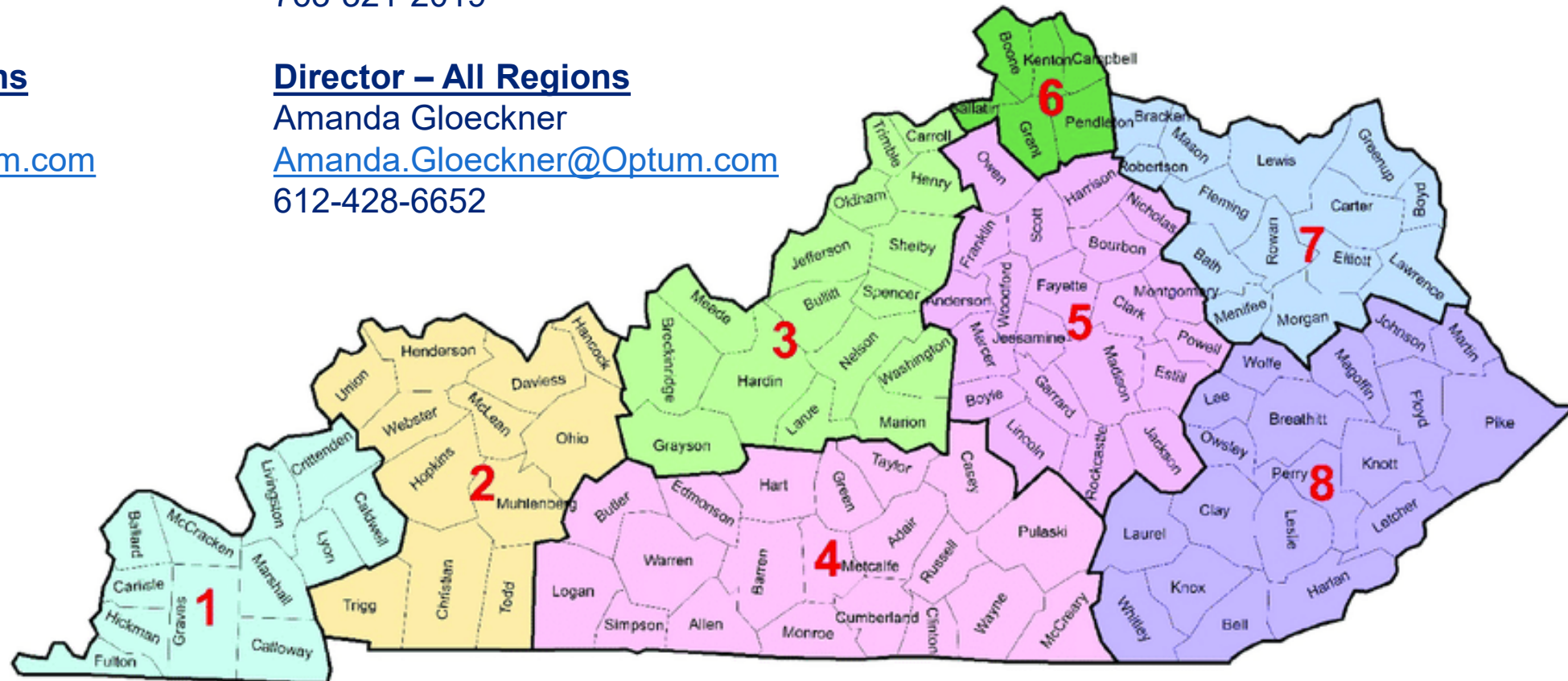
763-321-2019

Director – All Regions

Amanda Gloeckner

Amanda.Gloeckner@Optum.com

612-428-6652



Quality

We strive to continuously improve the quality of care and service from the clinical and non-clinical perspective. Our 2021 strategic goals are as follows:

- Promote and incorporate quality into the health plan's organizational structure and processes.
- Promote effective monitoring and evaluation of patient care and services provided by practitioners and providers for compatibility with evidence-based medicine guidelines.
- Identify and analyze opportunities for improvement and implement actions and follow-up.
- Coordinate quality improvement, risk management, patient safety and operational activities.
- Maintain compliance with local, state, and federal regulatory requirements and accreditation standards.
- Serve culturally and linguistically diverse populations.
- Monitor and improve quality indicators.
- Support members living healthier lives, including those with multiple complex illnesses.





Community Engagement



Engaging our Community to Help Kentuckians Lead Healthier Lives

- Community donations focused on unmet basic needs
 - Food insecurity
 - School supplies
 - Homeless outreach
 - Transportation
- Community Computers Program- serving vulnerable communities that lack access and equipment
- Kinship Caregiver Guidebooks- partnering with KY Youth Advocates on printing and distribution throughout state, including their 60 kinship support groups
- Hosted Open Enrollment Webinars to educate community-based organizations on UHC's plan and benefits
- Spotlight community partners in media
- Flu Clinic partnerships
- COVID response- hand sanitizer







Thank You!