



## Senate Public Health and Welfare Committee

### Aetna Better Health of Kansas

Keith Wisdom, President and CEO

January 30, 2019



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# Building a Healthier World is our Mission



## Aetna at a glance

**50,000** employees

**23.5 million** medical members

**165 years** of national and international experience

**3<sup>rd</sup> largest** managed care organization in US

## Aetna in Kansas

Aetna Better Health of Kansas will serve ~**125,000 members** with **approximately 500** locally based employees

Currently serving approximately **380,000** commercial and Medicare members

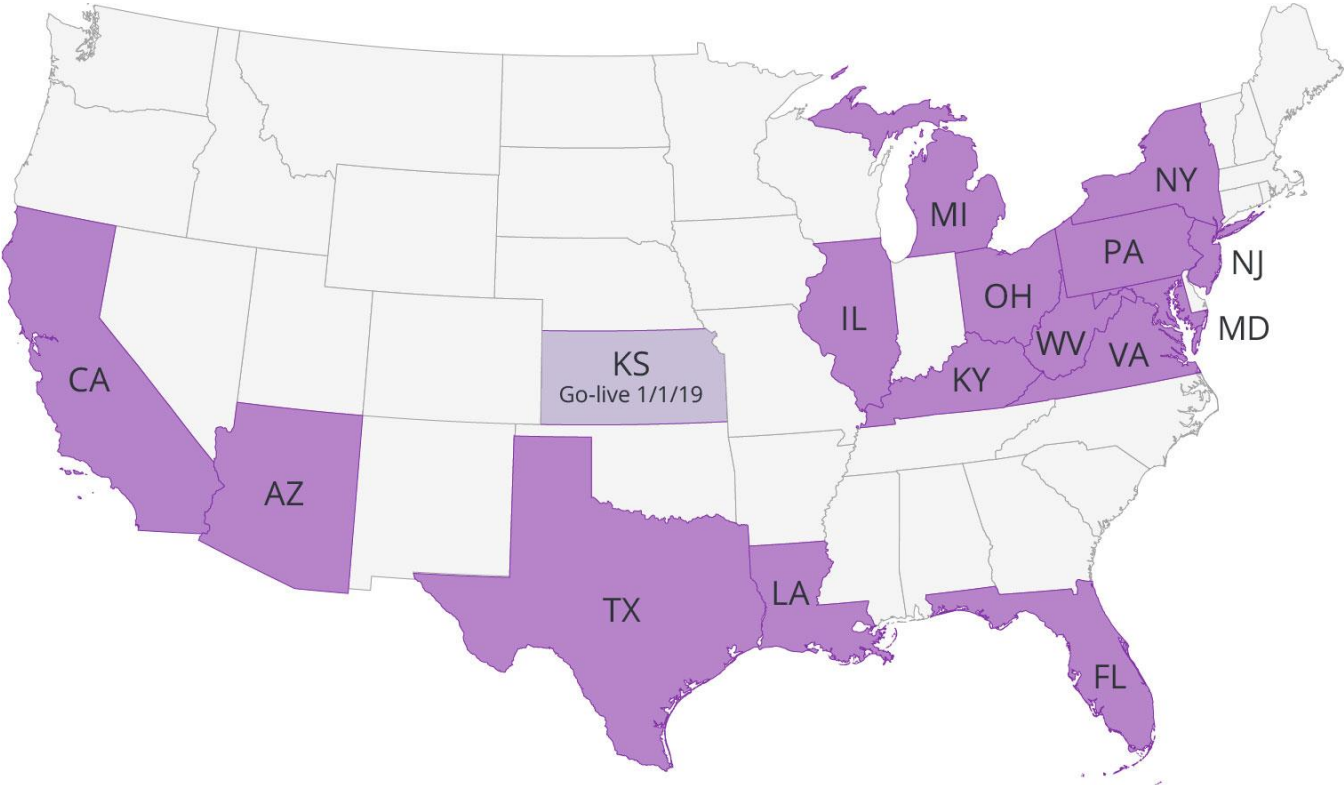


Experience Matters

**aetna**<sup>®</sup>

# Aetna Medicaid overview

Leader in managing medically complex populations at the local, community-based level by integrating physical health, behavioral health, and social economic status of members



Over  
**3 million**  
members across 16  
states

**30**  
years of managed care  
experience

**23**  
successful  
implementations in  
the last 2 years

# Populations we serve

	ABD/SSI	ACA Expansion	BH Carve-In	CHIP	Duals	LTSS	TANF	Foster Children	I/DD <sup>2</sup>
Arizona	■	■	■	■	■	■	■	■	■
California	■	■	■	■		■	■		
Florida	■		■	■		■	■		■
Illinois <sup>1</sup>	■	■	■		■	■	■		■
Kansas <sup>3</sup>	■		■	■	■	■	■	■	■
Kentucky	■	■	■	■			■	■	
Louisiana	■	■	■	■			■	■	
Maryland	■	■		■			■		
Michigan <sup>1</sup>	■	■	■	■	■	■	■	■	■
New Jersey	■	■		■		■	■		
New York						■			
Ohio <sup>1</sup>			■		■	■			
Pennsylvania	■	■		■			■		
Texas	■		■	■	■	■	■		■
Virginia	■		■	■	■	■	■		■
West Virginia	■	■	■				■		

<sup>1</sup> Medicare-Medicaid plan

<sup>2</sup> Acute care services

<sup>3</sup> Go-live January 1, 2019

**Aetna Better  
Health<sup>®</sup> of Kansas**

# Aetna Better Health of Kansas Leadership Team

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**Janet Grant**  
Regional Vice President



**Keith Wisdom**  
CEO



**Kim Glenn**  
Chief Operating Officer



**Rose Stauffer**  
Chief Financial Officer



**Dr. John Esslinger**  
Chief Medical Officer



**Scott Brunner**  
Head of Community  
Relations



**Michael McClure**  
Director Provider  
Experience

# Kansas Medicaid Offices



9401 Indian Creek Parkway,  
Overland Park, KS



8535 East 21<sup>st</sup> Street North  
Wichita, KS



222 SW 7th Street  
Topeka, KS



# Implementation Review Process



## STAFFING to meet the needs of KanCare Members

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- ❑ Have hired 458 people in Kansas to serve Medicaid and CHIP members.
- ❑ Includes 300 care management and coordination roles.
- ❑ Have filled all required positions and all key positions including CEO, CFO, COO, Chief Medical Officer, Behavioral Health Director, Directors of Quality, Service Coordination, Network, Pharmacy, and Compliance Officer.
- ❑ Filled 22 provider experience roles.

# Kansas NETWORK Build

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- ❑ The Kansas network built on four strategies:
  - Deemed contracts from Children's Mercy Family Health Partners (FHP)
  - Deemed contracts and amendments from Aetna commercial
  - Direct Contracts for targeted providers
  - Vendor Contracts for Vision, Dental and Non-emergency transportation
- ❑ PCPs loaded and members assigned PCPs
- ❑ HCBS providers loaded and prior carrier authorizations loaded in EVV
- ❑ 173 out of 193 hospitals, FQHCs, & CMHCs are contracted
- ❑ Non-contracted providers are loaded to pay filed claims at Medicaid rates according to TOC policy through Q1

# Clinical and Care coordination implementation

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Processing current prior authorization requests. Honoring Amerigroup approved authorizations received via data file.

Loaded 11,000 authorization lines for HCBS providers over the last week into Authenticare, the Electronic Visit Verification system.

Care coordination team is making initial outreach calls to members, conducting health risk assessments, and reviewing Plans of Care.



## **Pioneers in Integrated Care Management**

**Total care management that includes physical, behavioral, and social supports**

Enhancing quality and improving outcomes through:

- Integrating physical and behavioral health
- Simplifying the experience for members and providers
- Managing costs without compromising quality and access

# Implementation Status: A look at our first 30 days

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## Major Accomplishments

- Regular exchange of eligibility files with KDHE
- Have paid 40,000 medical claims and 84,000 pharmacy claims.
- Member Services call center has been running since October and is exceeding performance targets.
- Three offices opened for employees
- Full public website is running and secure portals are functional
- Successfully completed readiness review 90 days after contract award
- Honoring Transition of Care by paying all providers as in network and honoring existing authorizations.

## Priority Activities

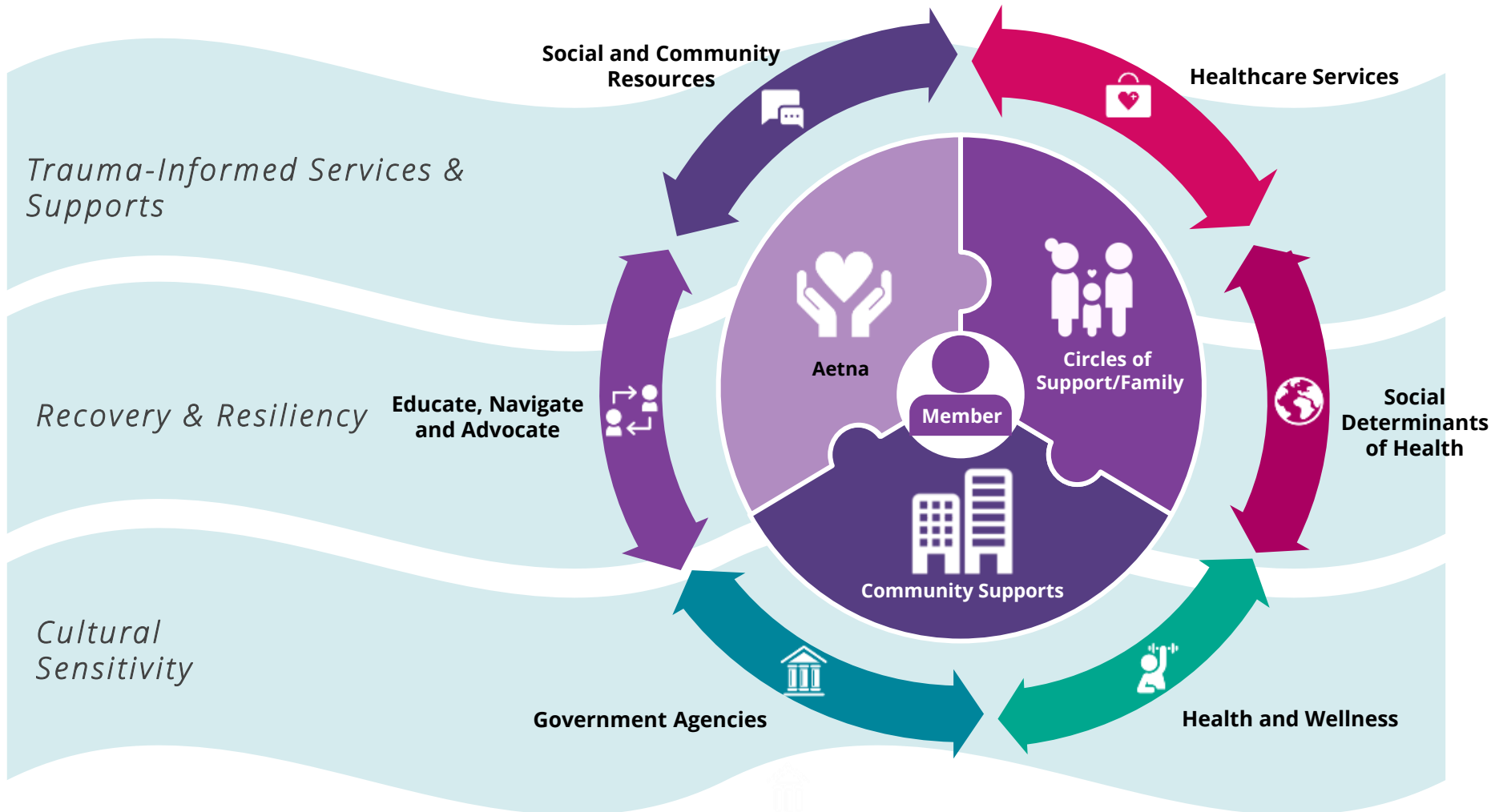
- Transition of Care policy through first quarter
- Verifying services authorized based on prior Amerigroup files
- Authorizing and coordinating care for current requests
- Care coordinators are contacting long term care and Home and Community Based Services members to verify plans of care and conduct assessments
- Completing provider credentialing, contracting process, and provider loading to confirm network status



Our Managed Care Model, a **System of Care**

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# Our System of Care



# Physical, behavioral, and social integration

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We have leading edge medical management capabilities that focus on:



**Fully integrated care** encompassing physical health, behavioral health and social and cultural concerns of members



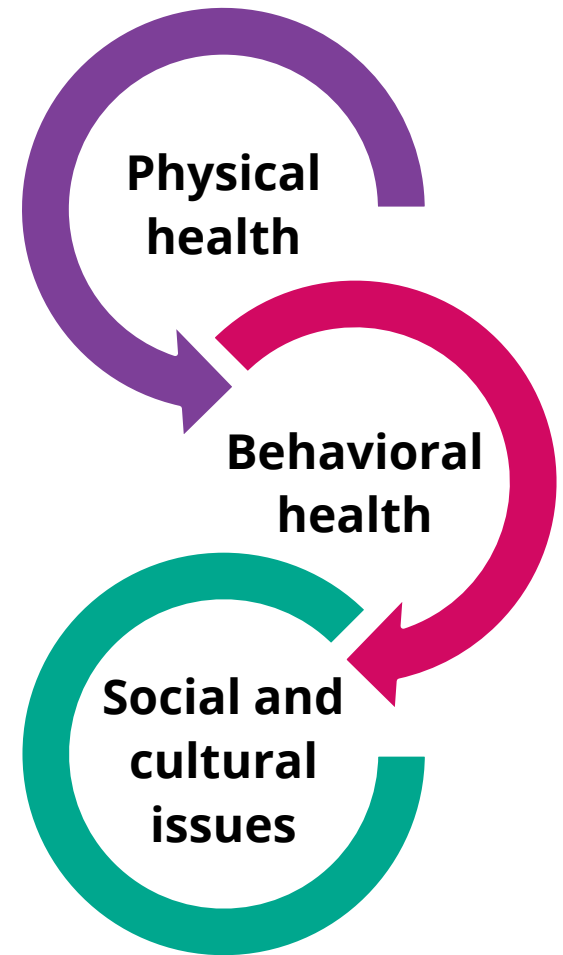
**Strong provider partnerships and alliances** with community based organizations



**Interdisciplinary care teams** that include the member and family



Leveraging technology to ensure **care team has a view of the whole person**





# Experience Serving Elderly and People with Disabilities and Home and Community Based Services

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Our approach is not a medical model.

Focused on member goals through integrated, holistic, and outcomes-based care.

We focus on increasing a member's capacity to live a self-determined life including:

- meaningful employment
- community living
- interacting in their community as citizens with a voice.

Partner with stakeholders and service providers to build capacity and improve quality of care for members.

Specialized staff to work with HCBS Waiver providers, systems, and to advocate for members.

## *Person Centered Thinking, Planning and Living!*

- LifeCourse Framework (UMKC)
- Self Determination Inventory (KU)
- Johnson County VBP Employment Pilot
- I/DD Crisis (Proactive and Reactive)
- Positive Behavioral Supports Initiative
- National Core Indicators Internal Workgroup
- Housing, Employment, School to Adult Transitions Initiatives
- Assistive Technology initiative with the KU Life Span Institute. (Assistive Technology for Kansans Program).

# Value Added Benefits

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## All Members

- Rides to doctor appointments, pharmacy, WIC and pre-natal classes
- Ten free rides per year for job-related and community health services
- Mental Health First Aid training
- Healthy Rewards Incentive Program
- Text-based reminder and wellness programs:
  - Care4life – Diabetes
  - Text4kids
  - Text4baby
  - Text4health
  - Text2quit

## Children and Teens

- Up to \$35 per year to join YMCA, 4H, Boys and Girls Club or Boy and Girl Scouts
- \$25 gift card for annual well teen visits

## Adults

- \$500 per year toward dental services
- Android smartphone with 1,000 minutes or megabytes per year
- Stop Smoking program
- Weight Watchers membership
- Vision services including an additional \$50 per year for glasses or contact lenses
- GED Assistance
- Foot doctor visits for members with diabetes
- Home delivered meals after a hospital stay
- One set of hypoallergenic bedding per year for those members with asthma

# Value Added Benefits

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## Members with Special Needs

- An extra 120 hours of respite care for those on the I/DD, Autism, Frail Elderly (FE), Physically Disabled (PD), and Traumatic Brain Injury waivers; as well as Foster care and HCBS waiting list members.
- 24 hours of extra personal care services for those on the I/DD, PD and FE waivers
- Peer support specialists for members on the PD, Autism and SMI waiver programs.
- No Place Like Home Grants. Up to \$5,000 per member to help move from a nursing home to an HCBS setting
- Memory Care. 2 door alarms and 6 window locks for members with Alzheimer's or dementia when moving into an community setting from a nursing home.

## Pregnant Women

### PROMISE Pregnancy Program

Incentives to reward frequent prenatal and postnatal visits to make sure you and your baby are healthy, including:

- Gift cards up to \$30 for doctor visits
- Gift card rewards for baby equipment such strollers, portable cribs or play yards
- Text4baby alerts and support

# The Aetna difference: experience where it counts

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## **Budget stability**

**Exceeding savings targets for the states we serve**

Promote value-based payment models

Invest in data sharing technology with providers.

Invest in member facing technology that reduces complexity for members and integrates care.

Provide policy advice to promote the financial sustainability of Medicaid and CHIP



## **National expertise**

**More than 3 million Medicaid members and 30 years of experience**

Best-in-class operations, meeting or exceeding auto adjudication and clean claims payment requirements

National Advisory Council engages stakeholders and shares best practices

Thought Leadership: opioid, post incarceration, behavior health integration and pharmacy benefit integration.



## **State investment**

**Local plans with local employees and investments in community programs addressing social determinants of health**

Filling 483 positions in Kansas for the health plan.

Expanding two office locations and opening 1 additional office.

Promote community involvement supporting local causes and organizations through volunteerism and grants.

# The Aetna difference: experience where it counts

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## Transforming care

**Aetna is personal health care company that cares for every member we serve**

Population Health Platform to support personalized health and Social Determinants of Health

Telehealth/remote monitoring increased access and affordability

Twelve of our Medicaid Plans are accredited by NCQA demonstrating Aetna's strong commitment to quality



## Pioneers in Integrated Care Management

**Total care management that includes physical, behavioral, and social supports**

Enhancing quality and improving outcomes through:

- Integrating physical and behavioral health
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## Healthier communities

**Solving for health disparities in partnership with our states**

Aetna Home and Community Care Circle of support and care coordination

Local, member-facing staff trained in cultural competencies

Branding and community investment in food security, substance abuse and supportive housing

Questions?

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