

**ROBERT G. (BOB) BETHELL  
JOINT COMMITTEE ON  
HOME AND COMMUNITY BASED SERVICES AND  
KANCARE OVERSIGHT**

**UnitedHealthcare Community Plan**

November 2016

# UnitedHealthcare Q3 2016 Update

- Focus on whole person needs of UnitedHealthcare's members, their families and their care teams.
- Continue path towards stronger provider collaboration and administrative simplification, working directly with providers and associations.
- Stronger integration of medical and behavioral health services.
- Assist our members and their families with options for members for right time and right place housing and living arrangements.
- Continued focus on transitioning members to community based settings, where appropriate.
- Provide additional tools, resources and benefits that help our members live healthier lives.



# Provider Experience Update

*How do we align our people, processes and technology to improve provider experience?*

## Provider Support



### Dedicated Provider Advocate Teams

Quality field based staff dedicated to provider engagement with the goal of understanding our provider needs and finding creative solutions.

- ✓ Face to Face Training
- ✓ Expectations of Quality Care for our members
- ✓ Billing/Claims assistance and escalation path

## Technology



### LINK

Reduces provider administrative burden with our simple and streamlined provider web portal. Provides a single, electronic gateway to our self-service capabilities that includes:

- ✓ Eligibility & Benefits
- ✓ Claims Management
- ✓ Claims Reconsideration

## Partnerships



### Community Trainings

Throughout 2016 UnitedHealthcare has collaborated with the 2 other MCOs to provide Medicaid training based on the needs of our providers.

- ✓ 4 “All Provider Trainings – Included all provider types in 4 locations across the state that reached nearly 1,000 providers.
- ✓ 2 HCBS only sessions in 3 locations across the state that reached nearly 200 providers.

# Provider Engagement Update

## Successful Patient-Centered Health Care Incentive Program



Patient-centered incentive programs promote preventive care, increase healthy behaviors, improve quality outcomes, decrease non-emergent ER use and unnecessary hospitalizations.

**Fact Sheet**

**UnitedHealthcare**  
**GraceMed**

**Positive Results from Patient-Centered Health Care Collaboration**

Patient-centered partnership promotes preventive care, increases healthy behaviors and decreases unnecessary hospitalizations

GraceMed and UnitedHealthcare leverage technology and data to improve health of Medicaid patients

GraceMed, a Family Qualified Health Center, and UnitedHealthcare have helped improve the health of high-risk Medicaid patients in the first year of a patient-centered health care collaboration. Improvements were reported across four key quality measures:

- +34% well-child visits
- +18% kidney disease screenings
- +15% cervical cancer screenings
- +6% diabetes screenings

The positive results are based on data from more than 6,000 UnitedHealthcare Medicaid patients who received care from GraceMed in 2016.

Physicians and staff at GraceMed collaborated with UnitedHealthcare to expand their "whole person health" approach to encompass caring for a patient's overall physical, mental, spiritual and emotional well-being.

UnitedHealthcare complemented this approach by applying GraceMed with valuable data analytics to the overall patient population served by the FQHC, along with clinical support. Staff outreach to some of the most vulnerable Medicaid patients with multiple medical conditions resulted in more patients seen on a regular basis by care providers, improving health outcomes.

**Did you know?**

- UnitedHealthcare serves more than 136,000 Kentucky enrollees in a Medicaid health plan, with a network of 1,000 providers and care team.
- 1 in 5 UnitedHealthcare Medicaid members nationwide saw a saving case from a physician participating in a value-based program.
- Care providers nationwide are showing strong interest in a shift to value-based care. UnitedHealthcare has total payments to physicians and hospitals that are tied to value-based arrangements that reached \$1.7 billion in the last 12 months and is nearly \$2 billion by the end of 2016. UnitedHealthcare expects that figure to reach \$3 billion.

### GraceMed

- 34% increase in well-child visits,
- 18% increase in kidney disease screenings,
- 15% increase in cervical cancer screenings and
- 8% increase in diabetes screenings.

### Flint Hills Community Health Center

- 1.5 times increase in mental health follow-up visits following a hospitalization.
- 13% increase in annual dental visits,
- 38% increase in cervical cancer screenings,
- 6% increase in kidney disease screenings and

**Fact Sheet**

**UnitedHealthcare**  
**FLINT HILLS**

**Positive Results from Patient-Centered Health Care Collaboration**

Patient-centered partnership promotes preventive care, increases healthy behaviors and decreases unnecessary hospitalizations

Flint Hills Community Health Center and UnitedHealthcare leverage technology and data to improve health of Medicaid patients

The Flint Hills Community Health Center, a Family Qualified Health Center, and UnitedHealthcare have helped improve the health of high-risk Medicaid patients in the first year of a patient-centered health care collaboration. Improvements were reported across four key quality measures:

- 1.5x more mental health follow-up after hospitalizations
- +13% annual dental visits
- +38% cervical cancer screenings
- +6% kidney disease screenings

The positive results are based on data from more than 400 UnitedHealthcare Medicaid plan participants who received care from Flint Hills Community Health Center during 2016.

Physicians and staff at Flint Hills Community Health Center are guided by their patient-centered care approach that encompasses caring for a patient's overall physical, mental, spiritual and emotional well-being, and work as an integrated team to proactively manage care and foster long-term patient care relationships. The plan provides access to support programs such as the Team Eastern Engagement Network that aims to reduce the rate of non-pregnancy.

UnitedHealthcare complemented this approach by supplying Flint Hills Community Health Center with valuable data analytics about the broad patient population served by the FQHC, along with clinical support. Staff outreach to some of the most vulnerable Medicaid patients with multiple medical conditions resulted in more patients seen on a regular basis by care providers, improving health outcomes.

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# Success Story

## Gaereth

### Situation

Gaereth is a 16 year old boy on the I/DD Waiver who has autism and an unspecified intellectual disability. He has no oral language and is unable to express himself verbally, particularly when he is agitated. When Gaereth gets upset, he will hit his head on chairs, tables, walls, people and glass. He has even broken a window in his home with his head. Because of this, Gaereth's mother would have him wear a football helmet to try to protect his head. However, the helmet was ill-fitting and not effective at keeping him safe from injury.

*Courtney Davis, Gaereth's Care Coordinator from UnitedHealthcare* identified a helmet on a special needs web site that would be perfect for him. However, this online store would not accept insurance and the family could not afford to purchase the helmet.



Guardian - Autism, Epilepsy & Seizure Helmet - Royal Helmets



## Success Story

### *Gaereth*

#### *UHC Responds*

Courtney was unwilling to give up. Initially, Courtney contacted a Pharmacy/DME vendor to see if they would purchase the helmet from the online site and bill UHC. But they were not willing to pay the money up-front and request reimbursement. That's when Courtney contacted Nancy Bullock, a Targeted Case Manager with Achievement Services for Northeast Kansas (ASNEK) a Community Service Provider in Atchison County providing supports to individuals with Intellectual and/or Developmental Disabilities. Nancy agreed with Courtney that this helmet would be ideal for Gaereth and due to the strong relationship between Courtney and Nancy, ASNEK made the online purchase on Gaereth's behalf and filed a claim with UHC for reimbursement.

#### *Member's New Life*

Gaereth now has a lightweight helmet made from EVA rubber foam with a Lycra shell. This helmet offer him comfort and safety. Gaereth is able to be active in the things he enjoys without harming himself or others. And this has made his mother very happy. She is very grateful for the support of her UHC Care Coordinator, Courtney.



# Children and Youth in Foster Care

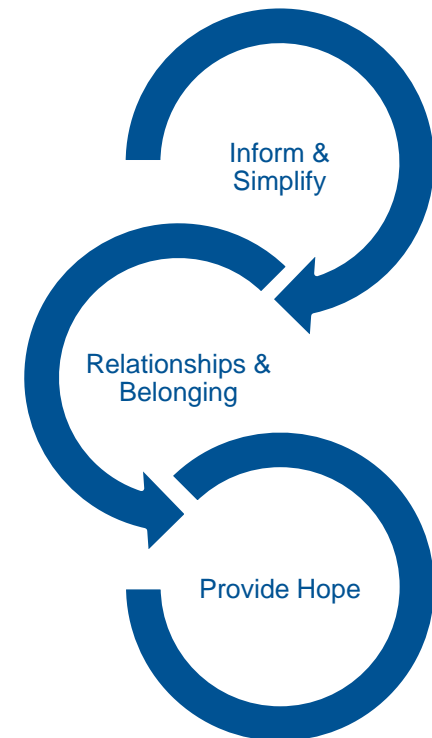
*“If we can’t decrease the burden of the illness, we can work to decrease the burden of the treatment.” — Victor Montori, MD, Mayo Clinic*

**Coordination of Care.** Active partnering and information sharing to ensure an integrated approach to health and well-being. Focus currently on those children and youth who are the most vulnerable in the East Region to support timely access to care, continuity of care and reduced frustration across partners including families, child welfare contractor and providers.

**MyJourney.** A program for transition- aged youth in Wichita designed and built in partnership with Young People in Recovery with a focus on creating positive peer relationships and building life and health management skills.

**Promote Understanding.** Focus on the needs of the diverse partners in the system of care who engage in serving children and youth in child welfare. Create and provide on demand access to no-cost education on critical topics including; Psychotropic Medications, Keeping Kids Safe, A System of Care Approach to Improved Coordination of Care and Building a Trauma-Informed Culture of Care. Professionals (MD, RN, SW, Pharmacy) can receive continuing education credit for the modules.

**Investing in Children, Youth and Families.** Collaboration with key partners to create unique and person-centered solutions through innovative approaches including enhanced payment models and dedicated family peer support. These are implemented with the goal of supporting a child to live in a safe and stable family environment.



## Enhanced Training



## Helping Foster, Kinship and Adoptive Families Support the Health and Well-Being of Children in Their Care.

UnitedHealthcare has partnered with the ***National Foster Parent Association (NFPA)*** to design, develop and deliver training that will support UnitedHealthcare Community Plan of Kansas staff develop and/or strengthen a basic understanding of the foster and adoptive individual and family experiences.

The training is also designed to help UnitedHealthcare staff develop additional skills and insights into the various challenge that impact members and their foster families.

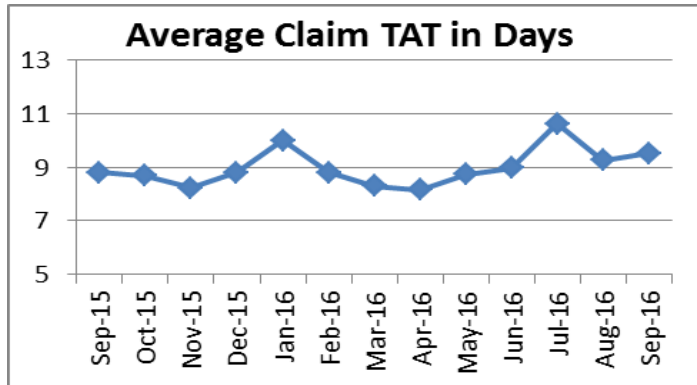
These capabilities, approaches and systems can help ensure that UHC staff address the specific needs of those involved in the out-of-home care system and to strive to ease the burdens and barriers to accessing quality physical and behavioral health care.



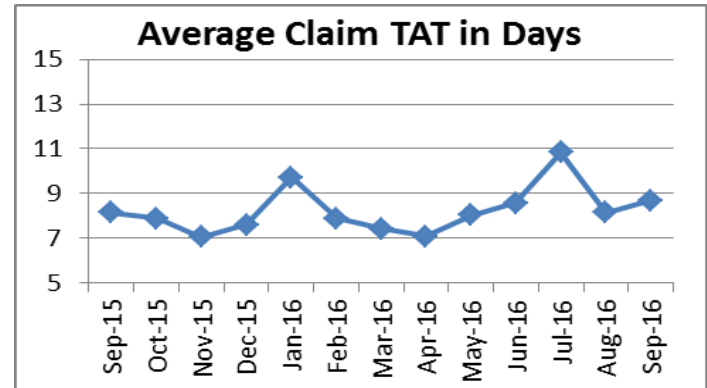
# Additional Updates

# Operational Data (Q3 2016)

## Claims Processing Turnaround Time: All Providers



## Claims Processing Turnaround Time: HCBS Providers Only

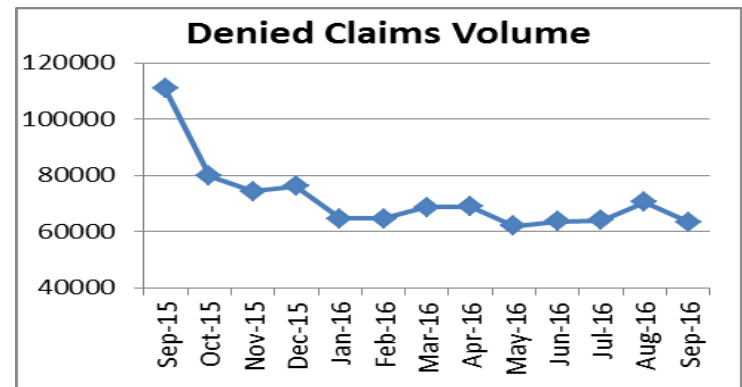


## Prior Authorization Volume \*

Notification type	Total Count of PA Request Received	Approved	Denied	Pending
Fax	510	477	33	0
Web portal	305	274	31	0
Phone	270	231	39	0
Other	178	177	1	0
<b>TOTAL</b>	<b>1263</b>	<b>1159</b>	<b>104</b>	<b>0</b>

\* In Q3 2016, 92% of prior authorization requests were approved.

## Claims Denials – Total Volume All Providers



# Community Transitions:

## *The Path to Home*



UHC works with members, caregivers, providers and communities to help our members live in the safest and most independent setting possible.

