



Anthem clinical update

Integrated Health Model (IHM)

Kentucky Employees' Health Plan (KEHP) Report for: January 1, 2022 - June 30, 2022

This report provides an overview of the KEHP's key demographic data elements, IHM participant engagement, Utilization Management, and MyHealth Advantage activity during the reporting period.

Demographics	Current
Average number of members	261,170
Average population age	37

Clinical programs	Total identified	Engaged	% Engaged
IHM	35,790	4,875	13.6%
Behavioral Health	488	163	33.4%
Future Moms	48	31	64.6%

1 Members identified for outreach/engaged.

	During period
Why Weight KY	180

	Enrollments
Diabetes Prevention Program (DPP)	1,036

Utilization Management	Authorization requests	Approval rate
Inpatient	5,313	93.11%
Outpatient	35,491	90.24%
Total	40,804	90.61%

MyHealth Advantage	Total eligible	Notes generated	Total alerts	Gaps in care alerts	Preventive alerts
Total	261,370	30,934	125,384	88,696	36,688

- Anthem Blue Cross and Blue Shield (Anthem) works with the KEHP to integrate health by innovation. This holistic model offers care which focuses on improving health and promoting physical, emotional, mental, and financial well-being for the KEHP membership.
- Behavioral Health Clinical Care Management programs: Provide outreach, support, and guidance for members with complex behavioral health conditions. The Behavioral team may also collaborate with Personal Health Consultants to ensure continuity of medical and mental health needs.
- Diabetes Prevention Program (DPP): DPP is a lifestyle change program available to members and their dependents identified with pre-diabetes or with a high risk of developing diabetes.
- Future Moms: Program which helps expectant women to maintain healthy pregnancies by offering early-risk assessment, providing obstetrical nursing support, and following the pregnancy from the first trimester through delivery.
- IHM: Better health, better outcomes promoted by identifying, engaging members, and creating cases with Registered Nurses, referred to as Personal Health Consultants. Through innovative, smart triggers, the program finds members at risk for serious and costly medical conditions and directs them to specialized programs.
- MyHealth Advantage: An early risk management program that is designed to help improve members' compliance with evidence-based care recommendations. The program provides personalized information via MyHealth Note which empowers members to take greater control of their health and healthcare decision-making.
- Utilization Management: Preauthorization is required for nonemergency hospital admissions, inpatient services, and select outpatient services. This chart shows the requested authorizations and percentage approved.
- Why Weight KY: The weight management program is designed to help members improve their health and achieve safe weight loss goals through support and guidance from a Personal Health Consultant.

Q2 2022: KEHP LivingWell Promise Program Update

Key Program Metrics

Online Health Assessment Completions <i>All actives</i>	Total HA completions: 101,914 (71%)
Biometric Screening Completions	39,624
LivingWell Promise Completions <i>Active medically enrolled only</i>	122,542 (85%)
Total Portal Registrations <i>All actives</i>	124,184 (86%)
Coaching Participants	81,364 eligible and 15,669 engaged
WAYS App downloads	9,340 (6%)

Health Coaching Risk Change Findings

- Preliminary data comparing year over year health risk prevalence show favorable improvements in health status.
- Overall, average number of risks* improved 3.7% (from 4.00 to 3.85) for the cohort of individuals who completed an assessment in 2021 and again in 2022. This is higher than the WebMD book of business.
- For individuals who engaged in health coaching, average number of risks* improved 7.5% from 4.54 to 4.20.

Dedicated Wellbeing Staff

- Promoted the LivingWell Program and LivingWell Promise at 84 events reaching 4,940 attendees
- Offered LivingWell Promise support to ICs and HRGs – Emails with resources and outreach for consultative support reached over 500 ICs and HRGs
- Educated membership during Rethink Your Drink Challenge by hosting 4 webinars with 407 views
- Provided Biometric Screening support at 31 events reaching 2,385 attendees

Communications

- Encourage the completion of the LivingWell Promise by the July 1 deadline via multiple communication channels.
- Promote the overall KEHP Program with timely and relevant reward reminders tied to National Health Observances.
- Promote and keep participants in the Rethink Your Drink challenge which included a number of emails, champion toolkit, monitor ads, flyer, social media images and a signature banner.
- Support the DWS team with champion toolkits and print material.
- Q2 Promise Reminder Letter was sent to 86,985 employees who had not completed the Promise. Letter arrived in homes starting 5/9/2022 and had the following increase on completion activity: 24% increase in Promise Completions, 26% increase in Active Registered Users, 29% increase in HA completions and a 9% increase in Biometric Screenings.