



Medicaid Oversight & Advisory Committee

Anthem Report

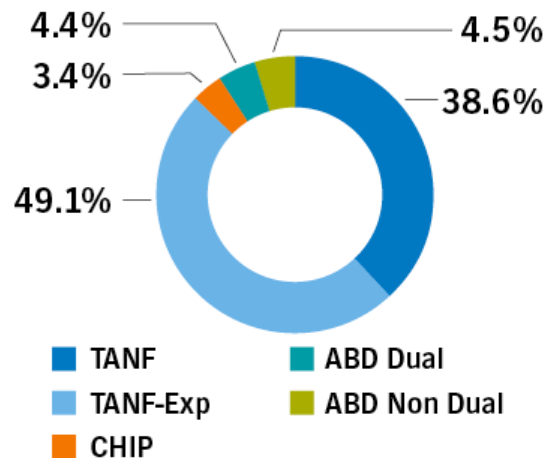
June 22, 2022

Requested Agenda

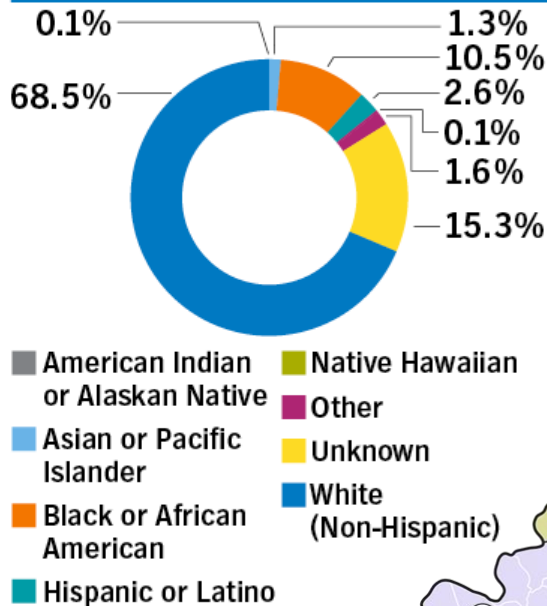
- 1) Initiatives to improve the health of the Medicaid population
- 2) Strategies to ensure healthcare equity
- 3) Ensuring network adequacy
- 4) Tools to measure effectiveness and efficacy of SUD
- 5) Addressing the critical financial position of rural healthcare providers

Addressing Diverse Health Needs Across the Commonwealth

By Product

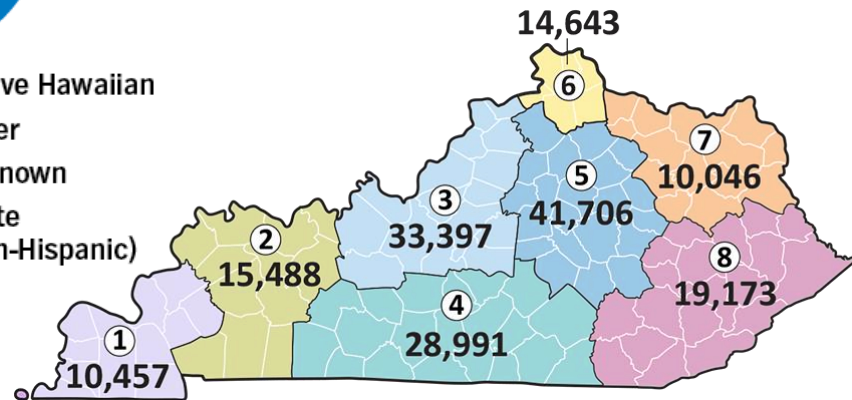


By Race/Ethnicity



173,901

Membership as of
June 1, 2022



MEDICAL CLAIMS

Average Claims
Turnaround Time

8.2 DAYS

Paid Claim
Count Total

1,708,308

Claims Paid

\$253,690,479

Encounters
Acceptance Rate

99.85%

Claims Processed
Within 30 Days

99.37%

CALL CENTER



Provider

Call Count
43,815Call Count
60,404

Member

13 Seconds
Average Speed to Answer12 Seconds
Average Speed to Answer

PHARMACY

1,116,761
Total Paid
Prescriptions YTD

QUALITY MEASURES

■ 2021 ■ 2022
Adult Access to Preventive Care

55.8% / 57.9%

Breast Cancer Screening
36.2% / 42.1%Cervical Cancer Screening
37.9% / 44.9%Colorectal Screening
31.2% / 38.7%Annual Dental Visit (Child Preventative)
16.4% / 18.0%

CLINICAL UTILIZATION



Admits/1000

82 / 67



Days/1000

459 / 343



ER/1000

563 / 576



Telehealth/1000

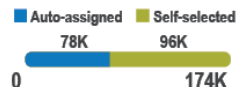
1293 / 2051

■ 2021 ■ 2022

ENROLLMENT

173,901
Members Assigned

Assignment

COMMUNITY OUTREACH
& EDUCATION

YTD Meetings & Events

2,432

TOP PRESCRIPTIONS UTILIZATION

Drug Category	Claims	Paid Dollars
Cardio Disease - Hypertension	115,068	\$2,141,548
BH - Antidepressants	102,084	\$1,818,316
Pain Management - Analgesics	75,438	\$6,700,708
Allergy	74,444	\$998,391
BH - Other	73,093	\$14,098,789
Inflammatory Disease	61,368	\$15,866,838
Diabetes	57,876	\$22,002,332
Infectious Disease - Bacterial	57,439	\$1,021,272
Asthma & COPD	56,299	\$10,668,564
Seizure Disorders	52,100	\$2,429,643

TOP Z CODE BILLED SDOH NEEDS



POPULATION HEALTH

2022 YTD Top 5 DX by Claims Paid		2022 YTD Top 5 DX by Claim Counts	
Opioid Dependence	\$11,224,143	Opioid Dependence	137,245
Other Stimulant Dependence	\$3,387,822	Contact W & Exposure to C-19	21,432
Alcohol Dependence	\$2,697,604	Other Stimulant Dependence	19,341
Generalized Anxiety Disorder	\$1,628,551	Essential (Prim.) Hypertension	18,927
Autistic Disorder	\$1,497,189	Generalized Anxiety Disorder	18,927

Elevate | Elevating beyond Whole Health & Advancing beyond Healthcare



DRIVING HEALTH EQUITY









- Data focused
- Whole-person care
- Accountable, collaborative
- Multi-disciplinary
- Results oriented

Addressing Member Needs

Anthem Domain of Focus

-  Behavioral Health
-  Cancer Screenings and Treatment
-  COVID Testing and Vaccinations
-  Chronic Conditions
-  Dental Visits and Oral Health
-  Maternal / Child Health
-  Health Related Social Needs (SDoH)
-  Substance Use Disorder

Key Performance Metrics

-  Reduce Suicide Attempts & Increase BH Utilization for Anxiety & Depressive Disorders
-  Increase Colorectal & Lung Cancer Screening
-  Increase COVID Vaccination Rates
-  Decrease Diabetes & Hypertension Dx
-  Increase Annual Dental Visits
-  Increase Childhood Immunizations & Increase Prenatal Care
-  Decrease Food Insecurity & Homelessness
-  SUD-Reduce Overdose Rates in Kentucky

	Condition	Kentucky Population	S.M.A.R.T Objective	Top Intervention	Outcomes	KPI Impact
Chronic Conditions	Diabetes/Pre-diabetes	<p>The number of members with diabetes are growing: there are 9,315 members identified as being in the diabetes HEDIS measure denominator in MY22 versus 8113 members in MY21</p> <p>Baseline of members having HbA1c test in all of MY2020: 81.6%</p>	<ol style="list-style-type: none"> Increase the number of members completing HbA1c tests 5% YOY Decrease the number of members per 1000 using ED for diabetes events by 5% YOY 	<p>Prediabetes: 721 members engaged with digital diabetes prevention program</p> <p>Diabetes: case management program to engage members in diabetes care and avoid ER usage</p> <p>DSMES classes for member education on diabetes management and healthy eating</p>	<ol style="list-style-type: none"> HbA1c test- Overall, members are trending up slightly 0.93% in Q122 vs Q121 (MY21: 52.2%, MY22: 53.2%). Denominator has increased by 1200 members from 2021 to 2022 indicating that the trend, is accounting for the newly identified members ER Utilization trending downward based on claims received so far in 2022 (Q4 21: 9.6/1000, Q1 22: 3.5/1000) 	<p>ER Utilization</p> <p>HEDIS A1C goals</p>
Maternal Child Health	Prenatal Care	<p>The number of pregnant women in the HEDIS denominator increased about 300 members YOY in first quarter 2022 (2021=1417, 2022=1715)</p>	<p>Increase the percentage of members with established prenatal care prior to 14 weeks gestation by 5% by end of year 2022</p>	<p>Doula agency funding</p> <p>Offering focus groups to learn more about members' birth experience in KY</p> <p>Targeted member outreach to educate members on prenatal care and introduce them to benefits available from Anthem</p>	<p>Doula Outcomes 28 births- 15 African American, 13 Caucasian</p> <p>pre-term - 1 (26 term births), 1 still birth at 34 weeks</p> <p>C-section- 7</p> <p>low birth weight- 2</p> <p>breast feeding- 27</p> <p>post-partum depression- 0</p> <p>NICU- 2</p>	<p>HEDIS Prenatal Care (PPC1)</p> <p>Preterm/Low Birthweight Rate</p>
Dental	Dental visits	<p>Baseline for dental visits in 2020:</p> <p>Child ADV: 35.42%</p> <p>Adult: 12.11%</p>	<p>Increase dental visits for adults by 2% by the end of 2022</p>	<p>Mobile dental clinics to complete basic dental screenings and assist members in scheduling follow up appointments for ongoing issues.</p> <p>Educate members about new annual dental visit healthy reward for adults</p> <p>Dental home initiative</p>	<p>Dental visits have slightly increased YOY with 5,394 claims for annual dental visits received in the first quarter</p>	<p>Members Engaged through Mobile Clinics/ Network Adequacy</p> <p>Healthy Rewards redemptions</p>
Cancer	Colorectal cancer screenings	<p>Overall, colorectal cancer screening occurs about 30-35% of the time for members aged 45 and older</p> <p>Baseline: MY20=35%</p>	<p>Increase the number members who have a colorectal cancer screening 5% by the end of the year</p>	<p>Home-based test kits sent to targeted members to complete non-invasive screening in their homes</p> <p>Public health consultants offering education about cancer screenings in the community</p>	<p>Overall, COL screening for all members is trending up 7.54% (MY21: 31.2%, MY22: 38.7%); Denominator has increased 4,477 in 2022 from 2021</p>	<p>HEDIS (COL)</p> <p>Prevalence of disease (per 1000)</p>
BH/SUD	Critical events- opioid overdose and suicide attempts	<p>Suicide Attempts</p> <p>2020 Avg: 33.5 members per 100K; Peak in Oct 2020: 46.4 per 100K</p> <p>KY Overdose rate 441.9 per 100K Q1 2021</p>	<p>Decrease critical events such as overdose and suicide attempts by 5% by end of 2022</p>	<p>Collaboration with CBOs and schools to increase intervention with potentially suicidal individuals</p> <p>Digital apps to engage members using peer support to assist with recovery 24/7</p>	<p>Suicide attempts are decreasing (Nov 21=46.9/K March 22=35.2/K)</p> <p>Opioid Overdoses are decreasing (Q4 2020=457.8/100K vs. Q4 2021=352.3/100K)</p>	<p>BH critical events</p> <p>Inpatient and outpatient utilization</p>
COVID Vaccine	Increase COVID Vaccinations	<p>Vaccination rate (Q3 2021)</p> <ul style="list-style-type: none"> 30.7% 34,783 two doses 8,573 single dose 	<p>Increase COVID vaccination rate by 2-5%</p>	<p>\$100 member incentive promoted by a marketing campaign</p> <p>Two provider incentive programs</p> <p>Member and provider education</p> <p>COVID Vaccine events</p>	<p>At the end of Q1 2022, rates increased for COVID vaccination across the state</p> <p>Total: 35.01%: (↑4.59%)</p>	<p>COVID vaccination rate</p>

Health Disparity Strategy

	Condition	Identified Disparity	S.M.A.R.T Objective	Top Intervention	Outcomes	KPI Impact
Chronic Conditions	Diabetes/Pre-diabetes	Black members are less likely to have annual HbA1c test than White peers Baseline Nov MY21: Black members : 77.0% White members 80.9%	1. Increase the number of members completing HbA1c tests 5% YOY 2. Decrease the number of members per 1000 using ED for diabetes events by 5% YOY	Increase rural access to medical services through Live Health Online free of charge to members Prediabetes: 721 members engaged with digital DPP program to learn about diabetes prevention activities Diabetes: case management program to engage members in diabetes care and avoiding ER usage	1. HbA1c test- Black members are trending up 3.5% in Q122 vs Q121 (MY21: 33.8%, MY22: 37.4%) 2. ER Utilization trending downward based on claims received so far in 2022 (Q4 21: 9.6/1000, Q1 22: 3.5/1000)	ER Utilization HEDIS A1C goals
Maternal Child Health	Prenatal Care	Black women obtain prenatal care 4% less often than White peers Baseline Nov MY21: Prenatal care- Black members: 68.5% White members: 72.5%	Increase the percentage of members with established prenatal care prior to 14 weeks gestation by 5% by end of year 2022	\$300,000 in Doula Grants with 3 CBOs to tailor their outreach and education efforts to reach and better serve women of color and women in rural areas with social and economic barriers to improve the quality and cultural competence of services they currently deliver.	1. 24 Doulas hired (10 African American, 14 Caucasian, 2 Spanish speaking, 1 American Sign Language certified, and 6 rural) which allow more options for prenatal/postpartum support 2. YOY comparison for Q1 PPC1 HEDIS rate increase of 4.14% in Black members attending prenatal appt (MY21: 70.5%, MY22: 74.7%)	HEDIS Prenatal Care (PPC1) Preterm/Low Birthweight Rate
Dental	Dental visits	Adults in rural areas had lower rate of annual dental visits Baseline dental visits Nov MY21: Region 1: 25 adults Region 2: 86 adults	Increase dental visits for adults by 2% in rural areas by the end of 2022	Offer mobile dental clinics in rural counties to complete basic dental screenings and assist members in scheduling follow up appointments for ongoing issues. Educate members about new annual dental visit healthy reward for adults	In quarter 1 the number of adult dental visits has grown month over month for each region, with significant gains in March R1: Jan=28, Feb=27, March=44, TOTAL:99 R2: Jan=49, Feb=86, March=113. TOTAL: 248	Members Engaged through Mobile Clinics/ Network Adequacy Healthy Rewards redemptions
Cancer	Colorectal cancer screenings	Black members are less likely to have colorectal cancer screening than White peers Baseline Nov MY21: Black members: 30.5% White members: 35.1%	Increase the number of Black members in Jefferson County who have a colorectal cancer screening 5% by the end of the year	Partnership with UK Center for Health Equity Transformation to develop framework for using trusted faith leaders in predominately Black congregations to advise about COL screening	For Black members in same time frame, COL is trending up 8.43% (MY21: 29.9%, MY22: 38.3%)	HEDIS (COL) Prevalence of disease (per 1000)
BH/SUD	Critical events- opioid overdose and suicide attempts	Difference in critical events based on age Baseline Nov MY21: Suicide Under 26: 28 members/Over 26: 49 members Overdose rate: 42 members	Decrease critical events such as overdose and suicide attempts by 5% by end of 2022	Collaboration w/ CBOs and schools to design activities that support increasing intervention with potentially suicidal individuals and harm reduction UK CE Center: Teaching PCPs about offering MAT therapy from their office to increase access in rural communities	1. Suicide attempts for members under 26 are trending upward (19 in Dec21, 24 in Jan22, 36in Feb22) and downward for members over 26 (42 in Dec21, 38 in Jan22, 31 in Feb22) 2. Overdoses trending down (44 in Jan, 33 in Feb and 22 in March) 3. 31 PCP practices trained on MAT	BH critical events Inpatient and outpatient utilization
COVID Vaccine	Increase COVID Vaccinations	People in rural counties have lower vaccination rate than other parts of KY Baseline Nov MY21: Region 2: 23.76% Region 4: 26.58% Region 8: 30.15%	Increase COVID vaccination rate in 5 identified rural counties across 3 regions (2 in region 2, 1 in region 4 and 2 in region 8) by 2-5%	Partner with churches and other CBOs to offer multigenerational fun activities to encourage overall health education, along with COVID vaccinations, to help improve vaccination rate; Local member outreach to overcome transportation barriers	At the end of Q1, rates increased for COVID vaccination in the designated disparity counties: Region 2: 27.95% (↑4.19%) Region 4: 30.05% (↑3.47%) Region 8: 33.99% (↑3.84%)	COVID vaccination rate

Ample Access and Availability to Providers

Anthem significantly exceeds contract requirement of 95% for all key provider types

Provider Category	Accessibility Standard(s)	Unique Count of Providers	Percent of Members with Access	Average Distance to One Provider
General Hospital	1 Provider within 30 Miles	111	99.72%	6.9
Primary Care		5586	100.00%	2.45
Allergy	1 Provider within 30 Miles (Urban Members) or 1 Provider with 50 Miles (Rural Members)	75	97.76%	10.38
Cardiology		556	100.00%	5.15
Dental Services		745	99.99%	4.53
General Surgery		433	100.00%	5.39
Hematology / Oncology		378	100.00%	6.75
Neurology		394	100.00%	7.31
Obstetrics		716	100.00%	5.73
Orthopedics		428	100.00%	6.39
Otolaryngology		140	100.00%	7.28
Psychiatry		461	100.00%	3.84
Urology		168	100.00%	7.53
Vision Services		701	100.00%	4.46

Source: Access Dashboard, March 2022 – Based on NPI number and does NOT count multiple locations

Provider Access by the Numbers

Practitioner Group			Availability Standards	2019 Rate	2020 Rate	2021 Rate	+/- YOY	Goal Met?
Type	Practitioner	Geo						
Primary Care Practitioner	Family Practice/ General Practice	All	Ratio: PCP to members 1:1500	1:12	1:12	1:11	-1.00	Yes
		Urban	Geo: 1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
		Rural	Geo: 1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
	Internal Medicine	All	Ratio: PCP to members 1:1500	1:63	1:14	1:13	-1.00	Yes
		Urban	Geo: 1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
		Rural	Geo: 1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
	Pediatrician	All	Ratio: PCP to members 1:1500	1:19	1:40	1:39	-1.00	Yes
		Urban	Geo: 1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
		Rural	Geo: 1 provider within 30 miles	99.99%	100.00%	99.50%	-0.5	Yes
High-Volume Specialist	OB/GYNs	All	Ratio: Specialist to members 1:1500	1:29	1:51	1:73	-22.00	Yes
		Urban	1 provider within 30 miles	100.00%	100.00%	99.90%	0.00	Yes
		Rural	1 provider within 50 miles	100.00%	100.00%	100.00%	0.00	Yes
High-Impact Specialist	Oncologist	All	Ratio: Specialist to members 1:2500	1:72	1:26	1:23	-3.00	Yes
		Urban	1 provider within 30 miles	100.00%	100.00%	100.00%	0.00	Yes
		Rural	1 provider within 50 miles	100.00%	100.00%	100.00%	0.00	Yes

*2021 YOY cannot be trended due to change in standards

Access for Adult PCP

92% Providers Accept New Patients

Unique Providers

3,422

Locations

2,610

Accepting New Patients

● Single Providers

■ Multiple Providers

Existing Patients Only

● Single Providers

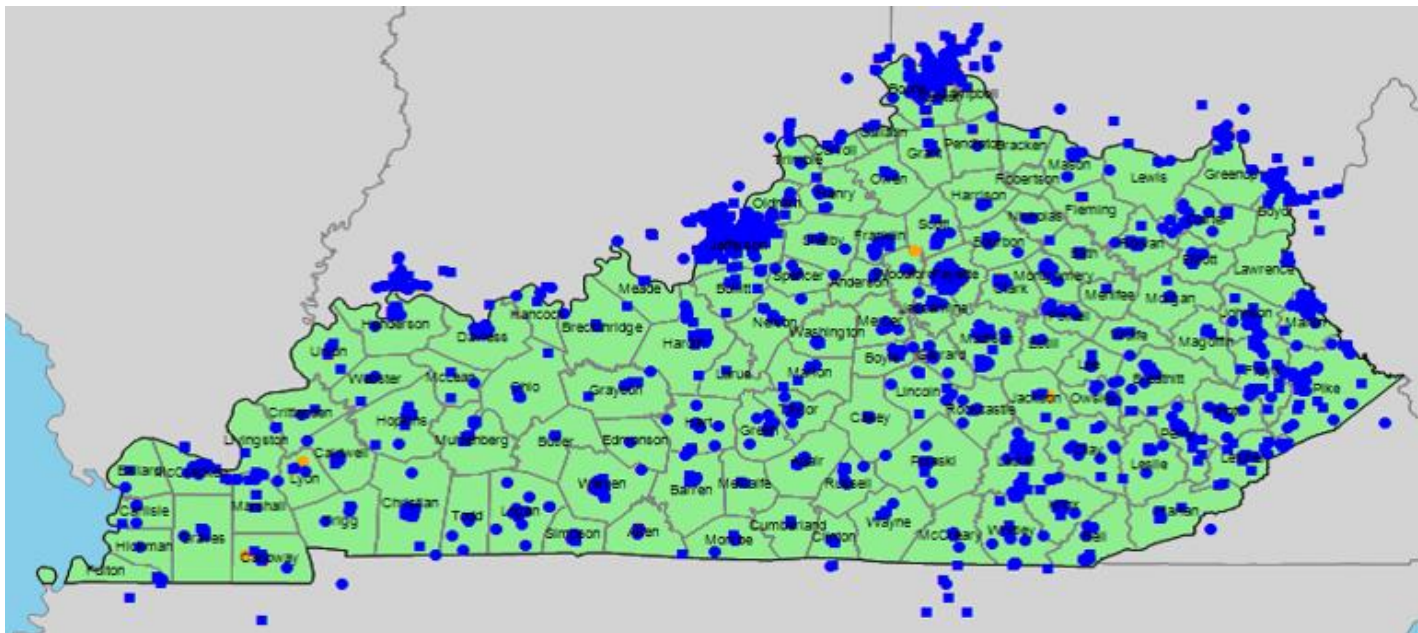
■ Multiple Providers

Keys

■ Between 95% and 100%

■ Between 0% and 94.99%

■ Default



Appointment Availability

Access percentage is very high and the biggest challenge is with BH Prescriber

Percentage of Providers passing contract requirements

(% does not include Return AH Calls)

Provider Type	2021Q1	2021Q2	2021Q3	2021Q4	2022Q1
PCP	99%	97%	96%	97%	96%
OBGYN	95%	85%	92%	100%	98%
Oncology	98%	97%	99%	100%	97%
Other Specialist	81%	80%	86%	91%	87%
BH Prescriber	79%	84%	83%	73%	75%
BH Non-Prescriber	90%	90%	89%	89%	86%
PED	100%	100%	100%	100%	98%

Source: Timely Access Report (PSN-09) 4/30/2022

Advancing Quality Care

66% of Anthem Members have a PCP who participates in a Value-based Payment Program



Wellness and Prevention

- Provider Incentive Program
- Provider Quality Incentive Program (PQIP)
- Pay for Quality (P4Q)
- HEDIS®
- PQIP Essentials



Behavioral Health & Substance Use Disorder

- BH Quality Incentive Program (BHQIP)
- BH Facility Incentive Program (BHFIP)



Chronic Disease Management & Priority Conditions

- Integrated Care Quality Incentive Program (ICQIP)
- Pediatric Residential Treatment Quality Incentive Program (PRTQIP)



Focus on Special Populations

- OB Quality Incentive Program (OBQIP)
- SDOH Provider Incentive Program (SDOHPIP)

HEDIS Overview



Performance insights and analytics of quality measure performance, barriers and mitigation strategies
For MY2018 through MY2021* (Reporting Years 2019 – 2022)

Major Findings

- Overall, the best performing quality domain is Maternal Infant Child
- Biggest improvement in rates were seen in Maternal Infant Child domain followed by Chronic Conditions domain
- Majority of the quality measures have trended upwards from MY2018 - MY2021*
- Covid-19 Impact affected final reporting and use of services for MY2019- MY2021*
- Increase in use of Telehealth services helped to boost performance in applicable measures, mainly BH
- Performance in substance abuse related BH measures varies
 - FUA and HDO/UOD have trended upwards from MY2018 - MY2020
 - FUI has trended downward from MY2019 - MY2021*
 - POD increased MY2019-MY2020 with a decrease in MY2021*
 - IET increased from MY2018-MY2019 and steadily decreased from MY2019-MY2021*

Recommendations

- Access to supplemental data and EMR has a big impact to Quality measures performance
- Address members SDOH needs to improve utilization
- Continue with Member and Provider education, incentives and care coordination

*MY2021 HEDIS rates are preliminary as of April '22 Run. 2022 HEDIS project in progress



**NCQA Health Insurance Plan Rating:
Anthem Kentucky Managed Care Plan, Inc.**

Measurement Year	Star Rating	Consumer Satisfaction
2019/2020	3.5	4.5
2018	3.5	3

Substance Use Disorder Strategies

A three-prong approach

High intensity and timely case manager engagement for post-discharge management

- Dedicated post-discharge management clinicians conduct member engagement prior to discharge and 24/48/72 hours post-discharge
- Individualized case plans using motivational interviewing and harm reduction techniques

Provider enhancements to increase access to quality care

- BHQIP and BHFIP to focus and incentivize providers for meeting key outcome measures
- University of KY CE Central partnership to increase LAN MAT awareness and access
- Virtual clinical supervision increasing access to rural MAT

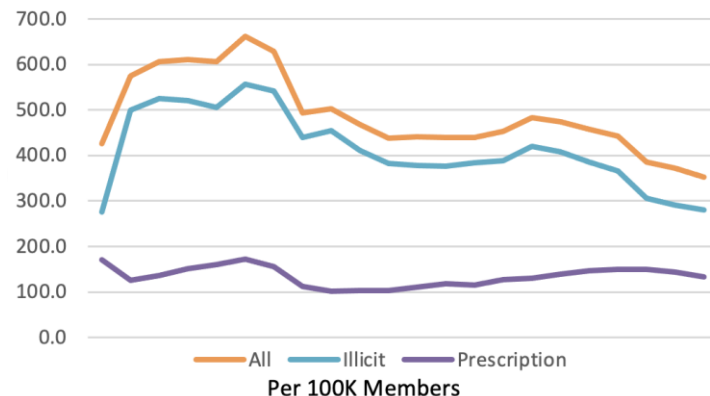
Innovative solutions to best meet member needs

- Virtual web application providing 24/7 virtual SUD peer support
- Interpersonal Violence Reduction Program providing boots on the ground interventions for individuals with history of interpersonal violence (60% SUD) trauma

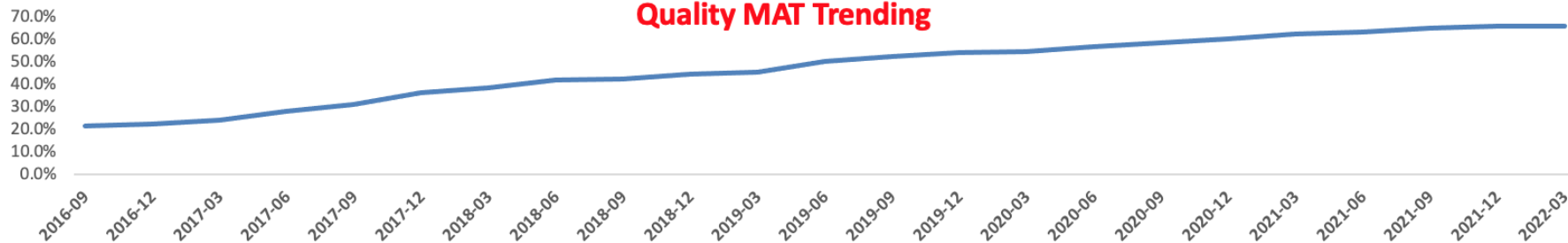
Substance Use Clinical Outcomes

- Reduced overdose rates 47% Q4 2017 to Q4 2021
- Reduced 30-day readmissions from 21% in 2020 to 15% current
 - Focused provider level detail SUD readmission rates varying from 11.9% to 35.7%
- Increase percent of detox incidents receiving residential SUD within 0-14 days and 0-60 days
 - Current rates indicate 60.7% of patients meet 60-day mark
- Increase quality Medication Assisted Treatment (MAT)
 - 24.3% March 2017 to 66.3% March 2022

Substance Use Overdose Trending



Quality MAT Trending



Filling the Gaps in Rural Health Care

Filling the Gaps in Rural Health Care

Goal: Expanding the pipeline of health care professionals to areas that need them the most.

There is currently a **10-40% vacancy** rate of nursing positions across Kentucky hospitals with rates highest in rural areas.

Improving Health Outcomes for Mothers and Pregnant Women

Goal: Ensure pregnant women and mothers, particularly those who have experienced substance abuse, have the resources needed to support their children and lead healthy lives.

Anthem donated

\$50,000

to Volunteers of America's Freedom House

The Anthem Rural Medicine Scholarships will provide:

- **\$196,000 initial investment** for EKU and HCTC scholarships
- **7,500 Kentuckians** with better primary care access

Improving Oral Health Hygiene in Rural Areas

Goal: To equip and educate students on better oral health practices by providing them with free toothbrushes and proper brushing technique guides.

- **2,500 dental care kits** delivered to six eastern Kentucky public schools

DIGITAL TECHNOLOGIES IMPLEMENTED TO INCREASE ACCESS TO CARE AND BENEFITS



LiveHealth Online
(access a doctor from anywhere via mobile device)



LARK (diabetes prevention)

CHES Health
(substance use disorder treatment)



Learn to Live
(mental health)

Online Redemption of Healthy Rewards
and most value-added benefits



Community Resource Link

Sydney App
(Anthem Member account access)

Streamlining Access to Vaccines and Information

Goal: Increase access to vaccines and reliable information about vaccinations. Anthem Kentucky Medicaid teamed up with mobile health care provider Wild Health to bring COVID-19 vaccinations to Kentuckians living in rural areas.

- Hosted **eight vaccine clinics** in hesitant counties throughout the state

Provider programs

- Hospital at Home
 - Currently working with two hospitals for future implementation
 - Patients receive real time care and monitoring from hospitals at home through iPad/tablet w/ nursing staff visiting the home
- Directed and Supplemental payments – FY21 \$124 M
- Collaborating w/ DMS to ensure wrap payments are being made to CMHCs, RHCs, and FQHCs



Thank you



Anthem Blue Cross and Blue Shield Medicaid is the trade name of Anthem Kentucky Managed Care Plan, Inc. independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.