



Medicaid Oversight Advisory Committee

August 11, 2022

United
Healthcare®

Agenda

1

What specific initiatives is UnitedHealthcare undertaking to improve the health of the Medicaid population in Kentucky?

2

What steps is UnitedHealthcare taking to ensure the adequacy of the Medicaid provider network?

3

What tools is UnitedHealthcare using to measuring the effectiveness and efficacy of the substance abuse treatment programs you contract with?

4

What are UnitedHealthcare's strategies for ensuring equity in healthcare delivery?

5

What are UnitedHealthcare's strategies for addressing the critical financial position of rural healthcare providers?



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Improving Member's Health and Outcomes



Maternity Initiatives

Healthy First Steps™

Provider Education and Member Rewards

Wellhop and text4baby

Peer Support for SUD/ODU

Active case management and support for mom and baby (Neonatal Resource Services)



Diabetes Management

Targeted Case Management

Provider Education / Member Education and Rewards

Telehealth / App based services



Emergency Room Utilization

Home based services

Provider collaboration and Member Outreach

Member pharmacy lock-in programs

Telehealth with Dr. Chat

Active case management



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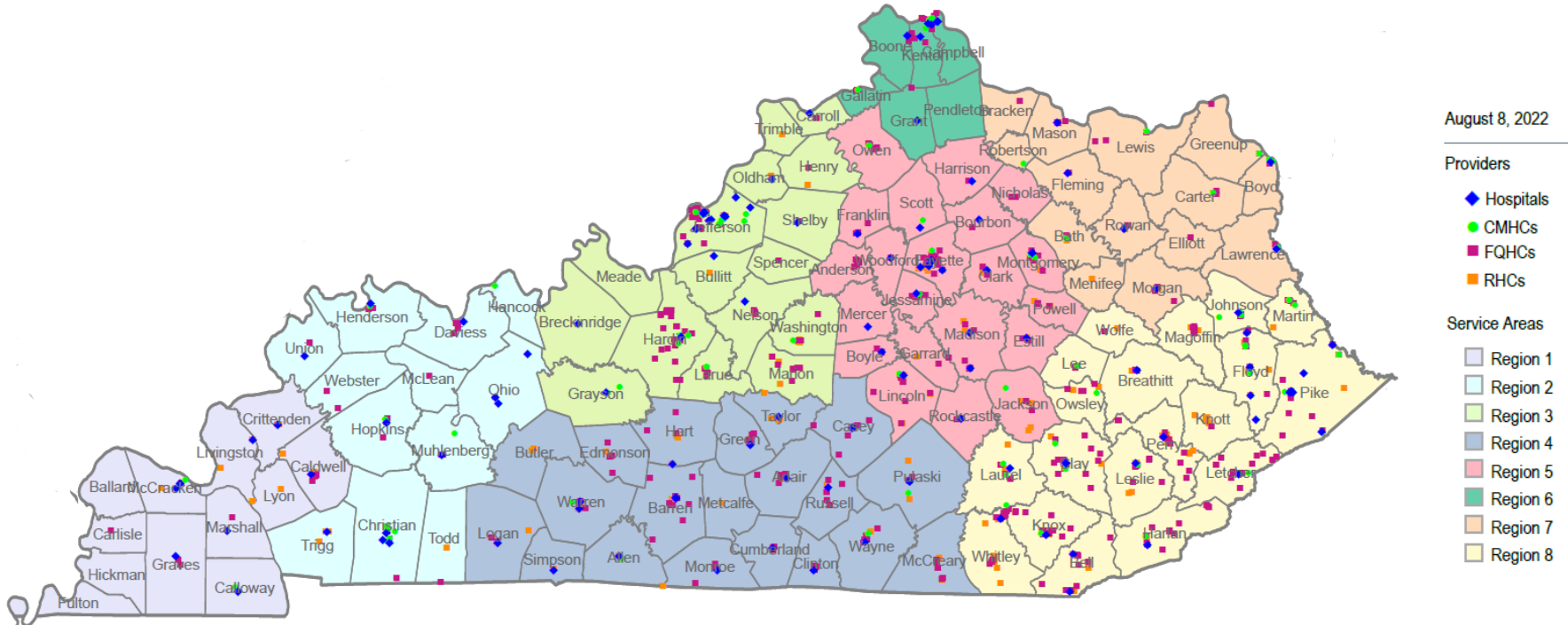
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Network Adequacy: Medical, Behavioral and Dental



August 8, 2022

Providers

- ◆ Hospitals
- CMHCs
- FQHCs
- RHCs

Service Areas

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8

95%

Medical Network
Access

96%

Behavioral Network
Access

94%

Dental Network
Access



Appointment Availability



Providers are contracted to meet appointment scheduling guidelines.

Primary Care: 30 days for routine appointments, 48 hours for urgent appointments

Behavioral Health: 10 days for routine appointments, 48 hours for urgent appointments, 6 hours for Emergencies that are not life-threatening



Quarterly audits are conducted to ensure appointment standards are achieved.



Gaps are addressed through remediation and additional audits until compliance is achieved.



Member services is ready to support any member experiencing difficulty accessing care.

99%

PCP
Routine Appointment
Compliance

90%

Behavioral Health
Routine Appointment
Compliance



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SUD Treatment – Connection, Continuity & Collaboration



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Health Equity: Assessing Member Needs

Next Best Action scripting and Social Determinant Screenings allow UnitedHealthcare to understand and meet member needs



Member connected to care through Member Services



Agent prompted to ask about non-medical needs such as transportation, housing, education, etc.



Member is referred to providers and community organizations equipped to meet their needs



UHC follows up with member 30 days after referral



Health Equity: Community Partnership

UnitedHealthcare is a proud 2022 sponsor of Goodwill's RISE & Expungement classes and clinics. More than 1,100 participants have attended and nearly 900 received expungement services through this partnership.



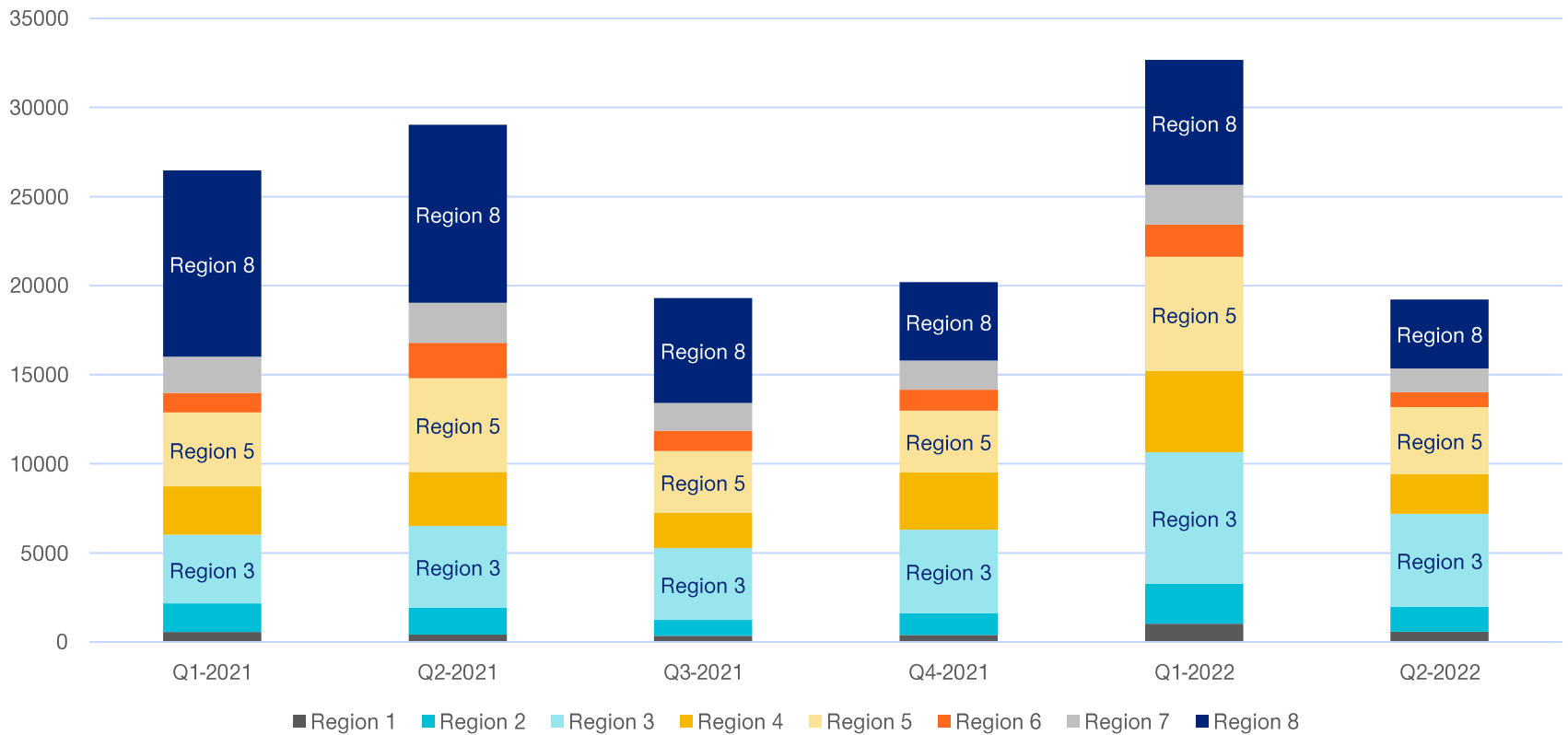
With nearly 400 participants, 140 individuals received expungement services at the Reentry Festival & Job Fair on June 3rd at Rupp Arena.



Health Equity: Telehealth

Telehealth allows equitable access for members in urban and rural geographies and reduces transportation barriers

Telehealth Utilization Over Time by Region



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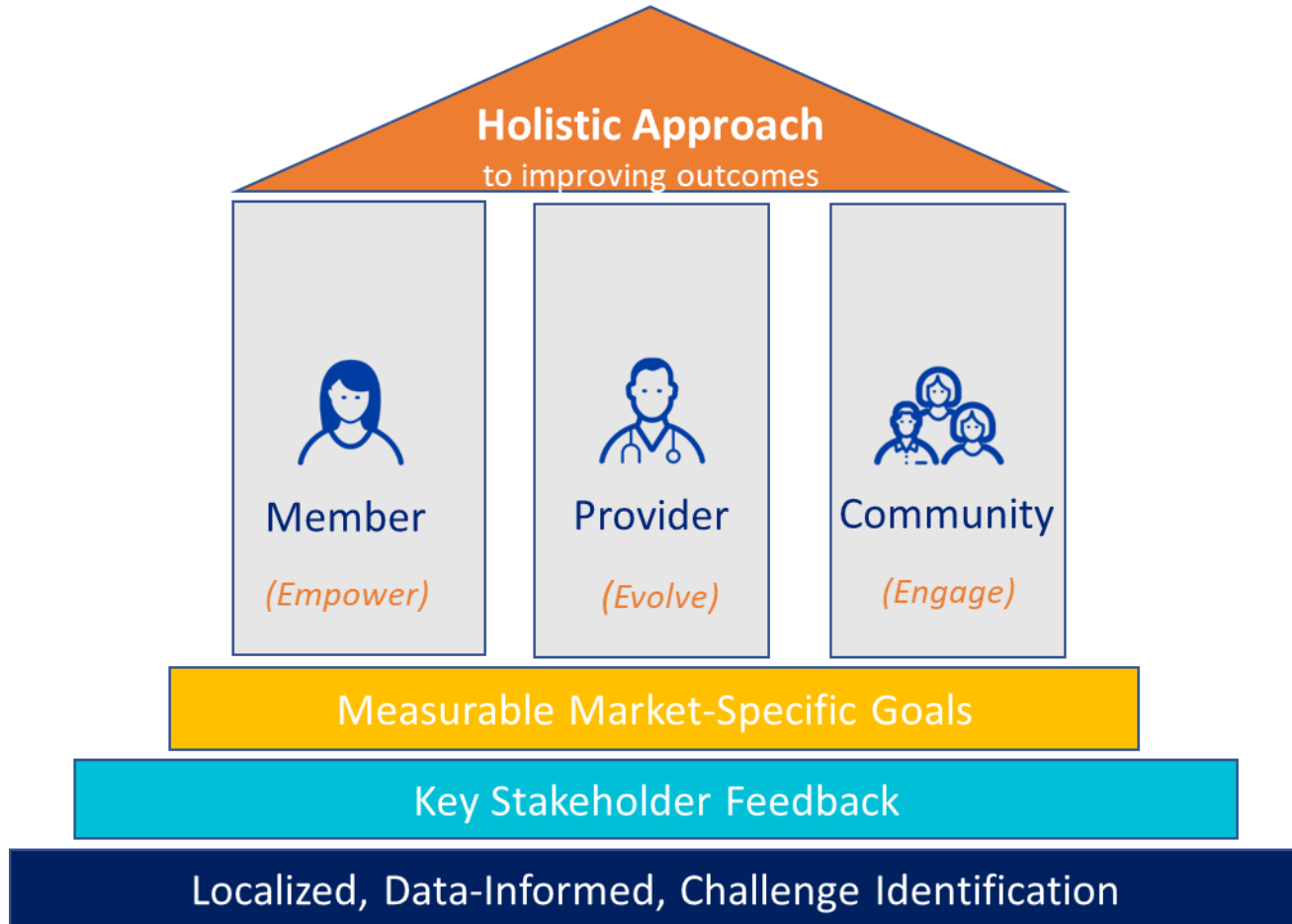
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Rural Healthcare

Each community is unique, and we believe healthcare is inherently local, so our rural healthcare strategies are rooted in highly localized, cross stakeholder, holistic approaches.



Community Grants

\$1 Million Grant Awarded to University of Kentucky to Reduce Rates of Oral Cancer and Improve Oral Health

Goals: To increase public awareness of the prevalence of oral cancer, the need for annual cancer screenings, and the link between heavy tobacco/alcohol use with increased risk for oral cancer. To positively identify more individuals in Harlan, Letcher, and Pike Counties (eastern Kentucky/Appalachia) with oral cancers at an early stage.

“This grant from United Health Foundation provides us with the resources needed to target the communities with some of the highest oral cancer rates in Kentucky, and to educate the people of Kentucky on the importance of annual screenings.”

Former Dean of the University of
Kentucky College of Dentistry

\$930,000 Grant to Pathways to Improve Mental Health Care In Eastern Kentucky

Goals: To provide better access to specialty mental health care for the more than 3,000 children served by Pathways across a 10-county service area, through installation of telehealth technology at its 16 outpatient offices and specialty residential units.

"With the United Health Foundation as our partner, we will be able to provide life-changing services for children and families who need specialized mental health care...We will also be able to address the shortage of mental health care providers in rural Kentucky through our new telehealth technology."

Chief Executive Officer of Pathways





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