

Medicaid Oversight Advisory Committee

September 15, 2022

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Remember the Member

Linda* is a member in her 20s with three young children. She has bipolar disorder and historically hasn't taken her prescribed medication to treat this condition. When Linda was assigned to Transition of Care (TOC) Coach Kara* in May of 2022, Kara learned that Linda had been having frequent manic episodes that made her unable to care for her children. Linda's father obtained a mental inquest warrant to force her to obtain treatment. CPS placed Linda's children with their grandfather until she could demonstrate stability.

Following her discharge from the hospital, Linda was prescribed a monthly injection for Abilify. Linda was nervous and fearful of getting the shot, and Kara educated her about the importance of medication in maintaining her ability to function and overall stability. On the day of her first scheduled injection, Linda called Kara and said she was thinking about not getting the shot. Kara coached Linda through the pros and cons of getting vs. not getting the injection, and Linda ultimately decided to get the shot. She experienced minimal side effects and was motivated to get her next monthly shot prior to her discharge from the TOC program.

Linda ultimately came to the realization that her lack of follow through with oral medication had contributed to the uncontrolled symptoms of bipolar disorder that she had been experiencing. She came to understand that her father obtaining the MIW was actually done to help her vs. her previous belief that he was trying to hurt her.

With some support and guidance from Kara, Linda was able to receive the necessary treatment, which led to her resuming work and regaining custody of her three children.

*Names have been changed to protect each person's identity

Commitments to the Commonwealth



1,100 Jobs



Experience with smooth implementation for enrollees



Commitment to hire locally

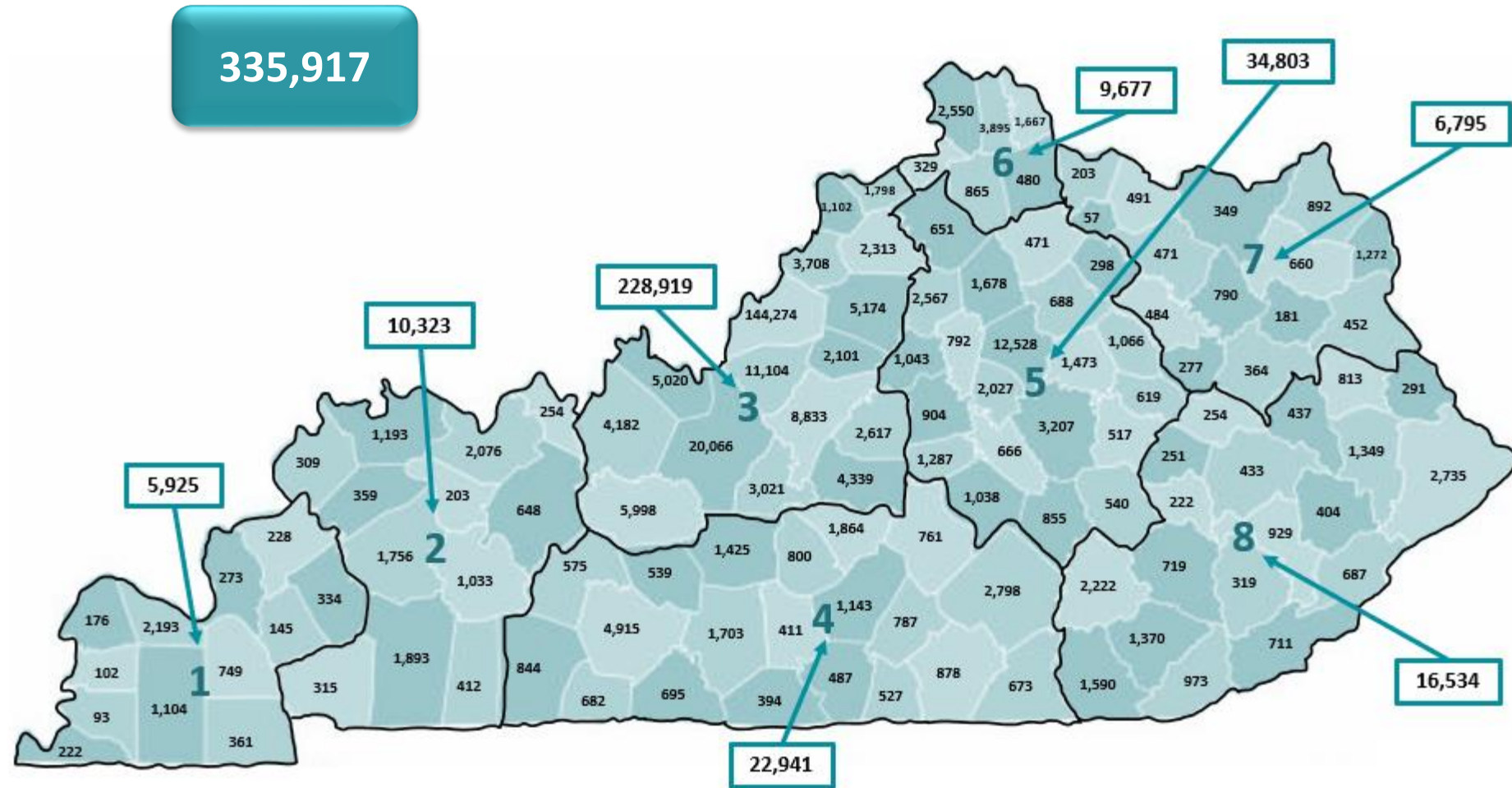


\$2.5 million investment in community organizations

Membership 335,917	Employees 700+
Lines of Business Medicaid Medicare Marketplace	Provider Network Hospitals: 191 Providers: 33,548



Medicaid Membership Count by Region



Agenda



What steps is Passport Health Plan by Molina Healthcare taking to ensure the adequacy of the Medicaid provider network?



What are the strategies for addressing the critical financial position of rural health care providers?



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



What tools are used to measure the effectiveness and efficacy of substance abuse treatment programs?



What are the strategies for ensuring equity in health care delivery?

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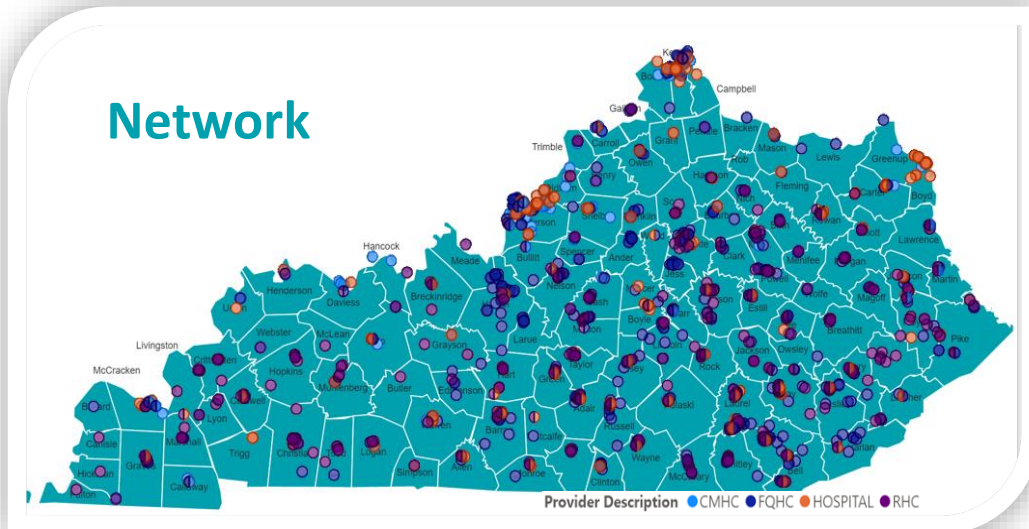
Network Adequacy

Focusing on a Strong Network

- Provider / Member Experience
- Onboarding / Training
- Provider Issue Resolution Model

Network Opportunities

- Geo-Access Analysis vs. Opportunity
- Non-Par Utilization Analysis
- Single Case Agreement Reviews



1 Daily

- Social media platforms
- Online provider directory
- One-on-one feedback from members
- Member call center

2 Monthly

- Provider out-of-network referrals report
- Single case agreement reviews
- Member-to-physician ratios report
- Member-to-PCP ratios report

3 Quarterly

- Geographic mapping reports
- Accessibility audits
- Language availability reports
- Secret shopper program
- Member grievances report
- Member/Provider Advisory Committee

4 Annually

- Appointment Availability survey
- Network Availability survey
- CAHPS survey

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Partnerships



Delivering on the Basics

- ✓ Prompt payment (avg. 6 days to payment)
- ✓ Directed and supplemental payments
- ✓ Wrap payments
- ✓ Provider resolution model



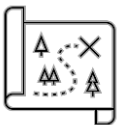
Healthy Outcomes – Performance-based Payment(s)

- ✓ Shared savings
- ✓ Outcomes-based payments



Programs for Providers

- ü Education
- ü Data analysis and data sharing
- ü SDOH documentation initiative



Delivering Healthcare Locally

- ✓ One-Stop Help Centers
- ✓ Staff living in communities they serve
- ✓ Community engagement activities in each region

77%

Passport population tied to an outcomes-based performance contract

Adult Measures*

- Wellness Visits
- Screenings
- Diabetes
- Anti-depressants

Pediatric Measures*

- Wellness Visits
- Immunizations
- ADHD
- Weight

*Not an inclusive list

Community Support



Eastern /
Western
Kentucky
Disaster Relief

Foundation for
Appalachian
Kentucky



Remote Area
Medical (RAM)



Audubon Area
Community
Services



God's Pantry
Dare to Care



United Way
Community
Services

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Initiatives to Improve Health



Community Outreach

- Education
 - Health fairs and educational events
- Accessible Support
 - One-Stop Help Centers
- Local Investment
 - Community Partnerships



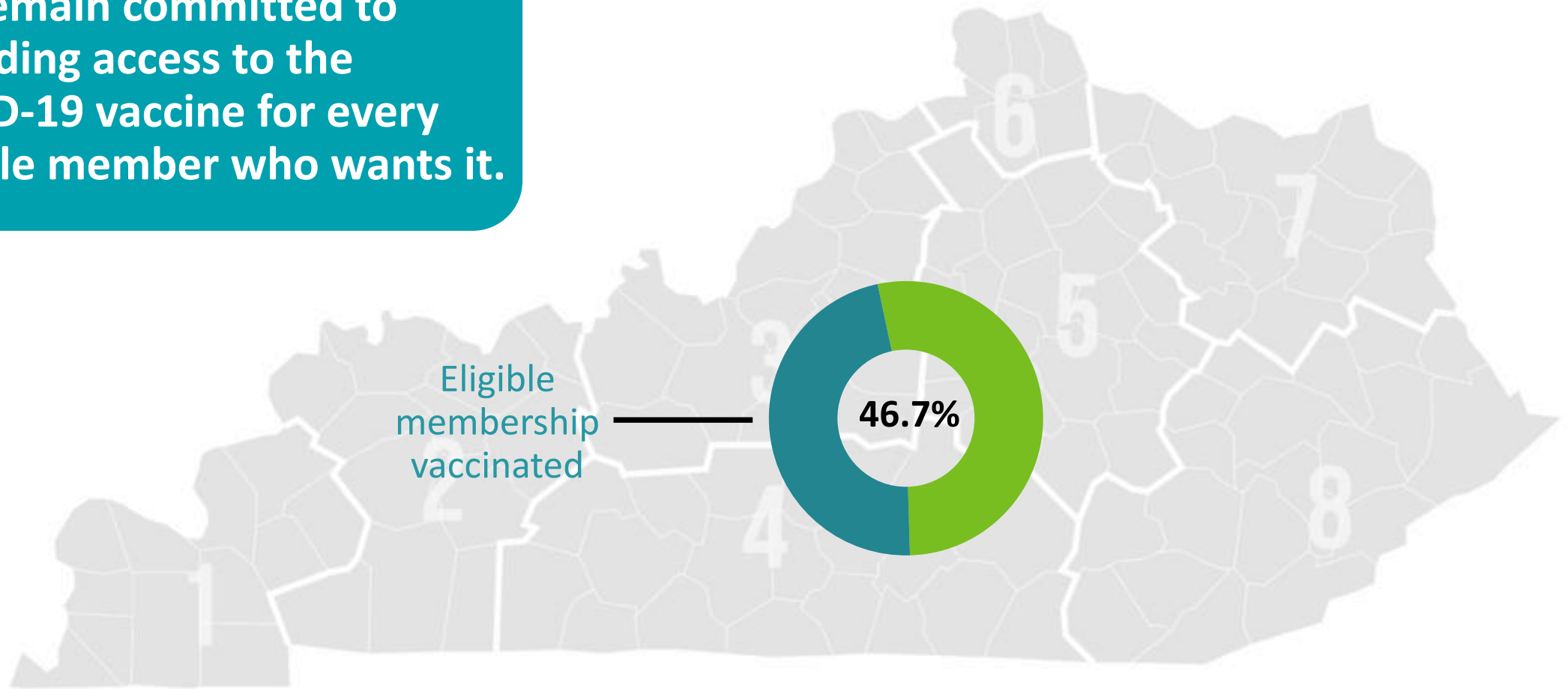
Specialized Care Management Programs and Services

- Emergency Department (ED) Diversion
- Opiate Use Disorder (OUD) Model of Care
- High-Risk OB and Supporting Healthy Moms and Babies
- Severe Mental Illness/Serious Emotional Disorder (SMI/SED) Model of Care

COVID-19 Vaccinations

Source: Percent of Vaccine-Eligible Vaccinated
Office of Health and Analytics, Division of Analytics
Cabinet for Health and Family Services
8/2/2022

We remain committed to providing access to the COVID-19 vaccine for every eligible member who wants it.



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Effectiveness of Substance Use Disorder Treatment Programs



Data Analytics

Tracking patterns of service for engagement and success in progressing through treatment



Utilization Management

Fully integrated in-house clinical team coordinating care for members and monitoring quality of providers



Provider and Member Relationships

Ongoing direct contact with members and providers gives insight to the member experience and provider outcomes

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Strategies for Ensuring Health Care Equity



Care Connections



Community Connectors and Housing Specialists



Peer Support Specialists



Data-Driven, Equity-Focused Quality Initiatives

Health Care Equity - Care Connections Programs

- ✓ Team of Passport by Molina nurse practitioners and social workers who provide wellness and preventive care services
- ✓ Responsible for comprehensive member diagnosis and the closure of gaps in care
- ✓ Deliver advanced point-of-care testing that allows for educating members on their health conditions
- ✓ “Boots on the ground” view into our members’ social determinants of health
- ✓ Coordinate care and facilitate communication between the member, their primary care physician, and care management
- ✓ Over 6,200 comprehensive exams, well-child visits, and hospital follow-up visits
- ✓ Services provided in 118 of Kentucky’s 120 counties



Nurse Practitioners

- Ashland
- Bowling Green
- Elizabethtown
- Lebanon
- Leitchfield
- Lexington
- Louisville
- Owensboro

Health Care Equity – Housing Support

- Team of four housing specialists focused on meeting social determinants of health needs
- Approximately 75 housing referrals a month
- Unique community partnership – 51 Passport households housed through Emergency Housing Vouchers
- Extending our model of community partnerships across the state



Questions