

WellCare Presentation – Medicaid Oversight & Advisory Committee

October 13, 2022



Member Churn and ER/PCP Utilization

Duration - Current Members Enrolled (March 2022 Data)

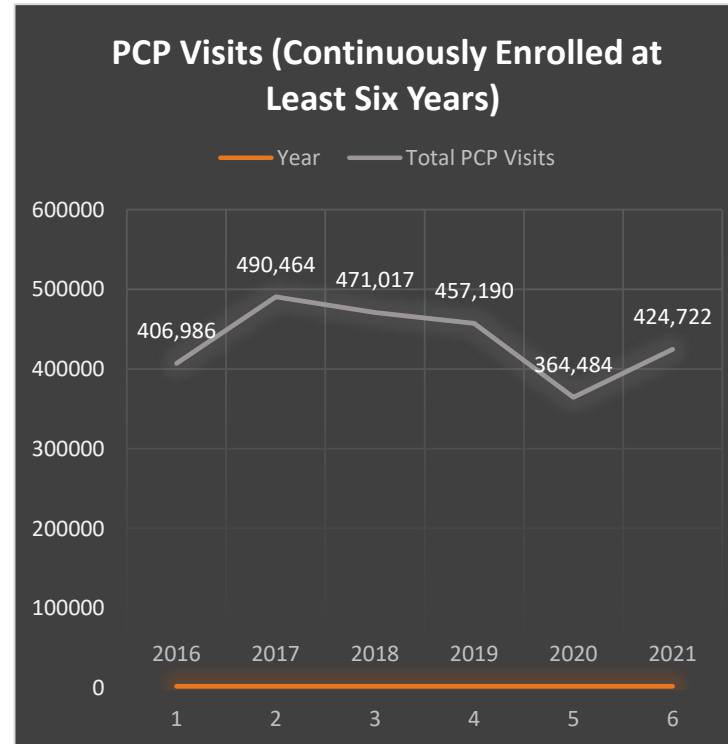
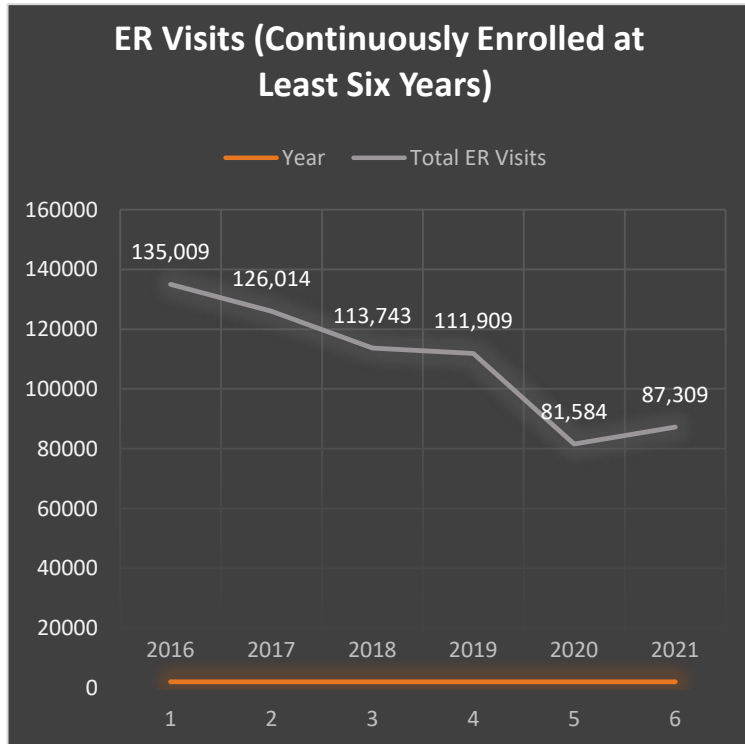
Duration	# Members	%
< 90 days	7,403	1.53%
90 days to 1 year	21,136	4.36%
1 to 2 years	40,220	8.31%
2 to 4 years	76,908	15.88%
4 to 6 years	78,886	16.29%
> 6 years	259,732	53.63%
	Total - 484,285	

Duration - Members Ever Enrolled (March 2022 Data)

Duration	# Members	%
< 90 days	67,073	6.76%
90 days to 1 year	148,242	14.94%
1 to 2 years	141,013	14.21%
2 to 4 years	190,669	19.22%
4 to 6 years	141,813	14.29%
> 6 years	303,369	30.58%
	Total - 992,179	

- Of entire universe of members ever enrolled with WellCare, 30.58% were enrolled over 6 years
- Of current membership, 53.63% have been enrolled over 6 years

ER Visit/PCP Visit Utilization Among Current Members Continuously Enrolled at Least 6 Years (152,241 Members)



Year	Total ER Visits	Average ER Visits	Total PCP Visits	Average PCP Visits
2016 (baseline)	135,009	0.89	406,986	2.67
2017	126,014	0.83	490,464	3.22
2018	113,743	0.75	471,017	3.10
2019	111,909	0.74	457,190	3.00
2020	81,584	0.54	364,084	2.39
2021	87,309	0.57	424,722	2.79

PCP visits exceeded base line year (2016) in every year except 2020 (heart of COVID outbreak)

A decorative graphic consisting of two vertical columns of small orange dots, with the left column being slightly taller than the right one.

Ensuring Network Adequacy

Member Access to Providers



WellCare exceeds contractual requirement of 95% access threshold for all key provider types

Provider Category	Accessibility Standard	Unique Count of Providers	Percent of Members with Access
HOSPITAL	1 Provider within 30 Miles	138	100%
PCP - ADULTS		4,666	100%
PCP - PEDIATRIC		1,665	100%
APPLIED BEHAVIORAL ANALYST	Urban Members At least 1 Provider within 30 Miles Rural Members At least 1 Provider within 50 Miles	193	100%
BEHAVIORAL HEALTH SERVICES ORGANIZATION		160	100%
CARDIOLOGIST - ADULTS		820	100%
CARDIOLOGIST - PEDIATRIC		868	100%
COMMUNITY MENTAL HEALTH CENTER		14	100%
DERMATOLOGIST		141	96%
DME		593	100%
ENDOCRINOLOGIST DIABETES & METABOLISM		200	95%
FEDERALLY QUALIFIED HEALTH CENTER		155	100%
GASTROENTEROLOGY		387	100%
GENERAL DENTIS		771	100%
GENERAL SURGEON - ADULTS		656	100%
GENERAL SURGEON - PEDIATRIC		889	100%
LABORATORY		923	100%
LICENSED CLINICAL SOCIAL WORKER		1,258	100%

Provider Category	Accessibility Standard	Unique Count of Providers	Percent of Members with Access
LICENSED MARRIAGE AND FAMILY THERAPIST	Urban Members At least 1 Provider within 30 Miles Rural Members At least 1 Provider within 50 Miles	157	99%
LICENSED PROFESSIONAL CLINICAL COUNSELOR		970	100%
LICENSED PSYCHOLOGICAL PRACTITIONER		377	100%
NEUROLOGIST		517	100%
OBSTETRICIAN/GYNECOLOGIST		839	100%
ONCOLOGIST		614	100%
OPHTHALMOLOGIST		355	100%
OPTOMETRIST		566	100%
ORTHOPEDICS		509	100%
OTOLOGIST, LARYNGOLOGIST, RHINOLOGIST		186	100%
PCC CLINIC		1,778	100%
PHARMACY		1,532	100%
PHYSICAL THERAPIST		1,031	100%
PODIATRIST		205	100%
PSYCHIATRIST - ADULTS		494	100%
PSYCHIATRIST - PEDIATRIC		82	97%
RADIOLOGY SERVICES		1,270	100%
RURAL HEALTH CLINIC		252	95%
UROLOGIST		275	100%

Access target met 100% for hospitals, CMHCs, and PCPs

Network Adequacy - Telehealth

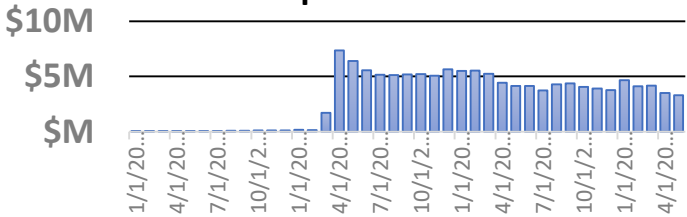
Thank you -

- **Senator Alvarado** - SB 112 of 2018
- **Representatives Prunty and Willner** – HB 188 of 2022

WellCare fully supports telehealth

- We've paid claims to **12,011 distinct provider IDs and 89 unique provider types/specialties** (behavioral health and physical health)
- We think telehealth has helped **reduce ER visits** and **boosted PCP visits**

Telehealth Spend Trend



Member Access to Technology?

- A 2018 Deloitte survey of adult Medicaid beneficiaries (nationwide) found **86%** owned a smartphone (same percent as “general” adult population) and **69%** owned a tablet (compared to 72% of “general” adult population)
- <https://www2.deloitte.com/us/en/insights/industry/public-sector/mobile-health-care-app-features-for-patients.html>

Telehealth Rural Impact on Behavioral Health

- Journal of American Medical Association (JAMA) published (June 2022) an eight-year study on impact of telehealth on Medicare members with severe mental illness in over **2,900 rural counties**
 - Study showed nearly **13.7% increase** in follow-up behavioral health treatment within 7 days post BH hospitalization
 - <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2793628>

89 Unique Provider Types/Specialties Paid

Adult Congenital Heart Disease	Family Medicine	Physical Medicine & Rehabilitation
Advanced Practice Midwife	Female Pelvic Medicine and Reconstructive Surgery, OB/GYN	Physical Therapist
Allergy & Immunology	Female Pelvic Medicine and Reconstructive Surgery, Urology Physician	Physician Assistant
Anesthesiology	General Acute Care Hospital	Physiological Laboratory
Art Therapist	General Practice	Plastic Surgery
Audiologist	Hospice and Palliative Medicine	Podiatrist
Audiologist-Hearing Aid Fitter	Hospice Care, Community Based	Preventive Medicine
Behavior Technician	Hospitalist	Psychiatric Hospital
Behavioral Analyst	Internal Medicine	Psychiatric Unit
Behavioral Neurology & Neuropsychiatry	Legal Medicine (Other Service Providers)	Psychiatry & Neurology
Case Management	Licensed Practical Nurse	Psychologist
Case Manager/Care Coordinator	Marriage & Family Therapist	Public Health or Welfare
Chiropractor	Medical Genetics	Radiology
Clinic/Center	Midwife	Registered Nurse
Federally Qualified Health Center (FQHC)	Multi-Specialty Clinic	Rehabilitation Practitioner
CMHC	Neurological Surgery	Residential Treatment Facility, Emotionally Disturbed Children
RHC	Neuromusculoskeletal Medicine & OMM	Single Specialty
	Neuromusculoskeletal Medicine, Sports Medicine	Skilled Nursing Facility
Clinical Neuropsychologist	Nurse Practitioner	Social Worker
Clinical Nurse Specialist	Obstetrics & Gynecology	Specialist
Colon & Rectal Surgery	Occupational Therapist	Specialist/Technologist (Speech & Hearing)
Community Health Worker	Ophthalmology	Speech-Language Pathologist
Community/Behavioral Health	Optometrist	Student in an Organized Health Care Education/Training Program
Counselor	Oral & Maxillofacial Surgery	Substance Abuse Rehabilitation Facility
Day Training, Developmentally Disabled Services	Orthopaedic Surgery	Supports Brokerage
Dentist	Otolaryngology	Surgery
Dermatology	Pain Medicine	Thoracic Surgery (Cardiothoracic Vascular Surgery)
Dietitian, Registered	Pathology	Transplant Surgery
Durable Medical Equipment & Medical Supplies	Pediatrics	Urology
Early Intervention Provider Agency	Peer Specialist (Other Service Providers)	
Emergency Medicine		

Appointment Availability – (PSN-09 Report to DMS)

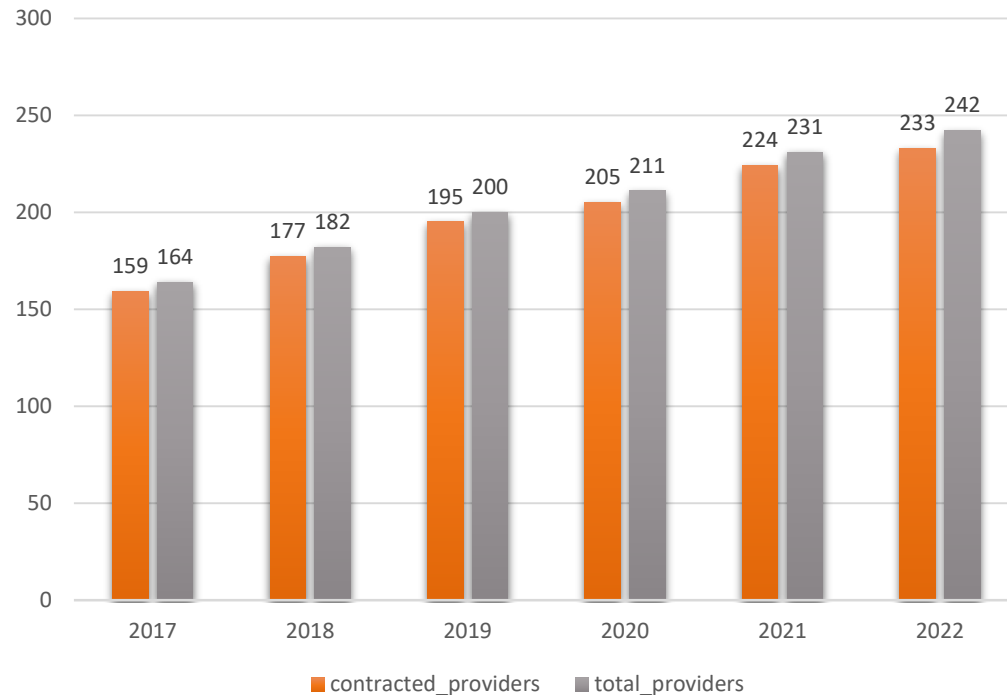
Provider Type	Metric	Q1 Number surveyed	Q1 Number compliant	Q1 Compliance Rate	Q2 Number surveyed	Q2 Number compliant	Q2 Compliance Rate
Adult PCP	Urgent appt. within 48 hours	443	443	100%	459	452	98.5%
	Routine appt. within 30 days	443	443	100%	459	456	99.3%
Pediatrician	Urgent appt. within 48 hours	82	82	100%	90	90	100%
	Routine appt. within 30 days	82	82	100%	90	90	100%
Adult PCP	After hours call returned within 30 minutes	447	443	98.6%	459	431	93.9%
Pediatrician	After hours call returned within 30 minutes	82	81	98.8%	90	85	94.4%
Specialist	Routine appt. within 30 days	213	212	99.5%	167	164	98.2%
	Urgent appt. within 48 hours	213	206	96.7%	167	159	95.2%
Behavioral Health	Routine appt. within 60 days	250	248	99.2%	216	215	99.5%
	Routine appt. within 60 days	250	249	99.6%	216	215	99.5%
	Crisis stabilization availability within 24 hours	250	246	98.4%	216	214	99.1%
	Post discharge appt. within 7 days	250	250	100%	216	215	99.5%



Addressing the Critical Financial Position of Rural Healthcare Providers

Supporting Rural Health Providers

FQHCs/RHCs Enrollment by Calendar Year



At least 75% of WellCare members reside in a rural area

Hospital Rate Improvement Program (HRIP)

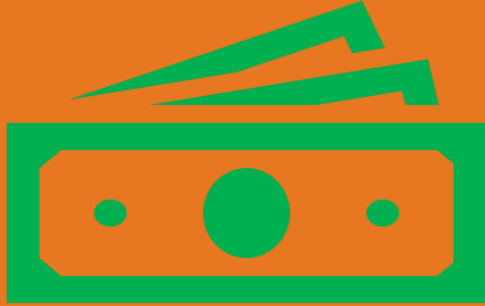
- Federal (reg) payment limit is higher via MCOs (FFS limit is Medicare, MCO limit can be higher) *KY = 80% of commercial reimbursement*
- Pass-through arrangement
- WellCare paid **\$351.1M** in HRIP funds to KY hospitals in CY 2021
- WellCare paid **\$166.2M** in HRIP funds to KY hospitals as of June 2022
 - >45% of HRIP payments typically go to rural hospitals
- We fully support KHA's efforts to extend this to outpatient hospital payments

Ambulance Provider Supplemental Payments

- Similar to HRIP (higher UPL via MCOs)
- WellCare paid **\$14.6M** in supplemental payments to KY ambulance providers in CY 2021

2022 Quality Bonus Payments/Value-Based Contracting

- We're paying multi-tiered bonus payments for 11 physical health services/screenings and 6 behavioral health services/screenings
- We've launched a new all upside/no risk value-based contracting initiative targeting BH providers and aggressively promoting it in rural areas (*summary on next slide*)



Supporting Rural Health Providers

New Value-Based BH Provider Contracting Initiative

New BH Value-Based Contracting Initiative

- Upside only (risk-free, penalty-free for providers) – aggressively promoting in rural markets
- A substantial amount of money with FIVE bonus categories/member
- We provide list of targeted members to each provider (already seen by provider in the past) but lacking necessary outpatient BH care
- Multiple incentivized actions -
 - Get member in the door w/in 14 days for assessment
 - Develop treatment plan
 - Avoid ER, inpatient admission, residential admission
 - Provide follow-up care w/in 7 days following ER visit, inpatient admissions, residential admission
- Five bonus payment levels, paid quarterly, expedited payment mechanism
- We inform providers on their performance, and they can also track online 24/7
- Very well received thus far, truly no reason for providers to refuse
- We'll assess and plan to broaden scope in future

2022 Quality Bonus Payments Initiatives

- Also, as already noted on Care Management/Quality slide – Wellcare launched 2022 behavioral health bonus payments in 2022 targeting member quality needs



Initiatives to Improve Medicaid Population Health

Improving Member Health - Care Management Examples

- Care management for many is a calling, **a way of life**, similar to that of healthcare professionals
- CMs will tell you the most effective “tool” is persistent outreach, **showing that they care**, not just managing care



Care Management Data Analytics Tool



- We **continually assess** initiatives to determine efficacy/improvement opportunities
- Our Data Analytics Team and Care Management Team developed a **KY-market tool** to assess our care management initiatives
 - This is not a corporate tool
 - We only assess KY-members and outcomes



Good Measures (Diabetes/Pre-Diabetes/Healthy Weight) Care Management

- Outreach diabetic and pre-diabetic members, supporting disease prevention & management goals, lifestyle changes, care plans, medication adherence, and food as medicine mantra

Diabetic/Pre-Diabetic Program	2021
Inpatient Visits/1,000	-26%
ER Visits/1,000	-27%

Pharmacy cost for the above group increased but we attribute that to better medication adherence

Healthy Weight Program	Nov 2021 – Jan 2022
Inpatient Visits/1,000	-33%
ER Visits/1,000	-23%

Complex (Medical) Pediatric Care Management


- Children with complicated medical conditions, genetic disorder, private duty nursing needs, or on a home ventilator
- The chart below shows % change in service setting for the individuals comparing 180 days prior to enrolling in care management to 180 days after enrolling in CM

Service Setting	% Change after Enrolled in CM
Inpatient	-41%
ER	-5%
Ambulance - Land	-55%
Ambulance – Air/Water	-73%
Home	+38%
Office	+26%
Outpatient Hospital	+26%
FQHC	+15%
RHC	+4%
CMHC	+75%

Readmission Reduction Task Force

After readmission rates rose and remained elevated (12% to 13%) during the initial year of the COVID pandemic, WellCare formed a Readmission Reduction Task Force

Actions taken -

- EMBEDDING CARE MANAGERS in hospitals 
- Running a daily algorithm (claims based) to identify members at highest risk for readmission – then incorporate the data into a daily discharge list which CMs review
- Engaging 100% of members post-hospital discharge to identify/solve medical, behavioral, and social determinants of health (SDOH) need



Task Force Impact

Readmission Category	% Decrease Following Readmission Reduction Task Force Launch
Overall Readmissions	-1.5%
Medical Readmissions	-1.5%
BH Readmissions	-1.9%
Sepsis Readmission	-2.7%
Hypertension Readmission	-2.4%
Respiratory Failure Readmission	-2.7%
COPD and Bronchiectasis Readmission	-1.5%
Diabetes Readmission	-1.2%
Mood Disorder Readmission (BH)	-2.0%
Schizophrenia Readmission (BH)	-2.4%
Alcohol Related Disorder Readmission (BH)	-5.0%

Special Nutrition/Infant Formula Crises

Special Nutrition Partnership - In 2020 WellCare partnered w/a pharmacy (the Prescription Pad) to provide low protein formula and food to members (infant and adults) with phenylketonuria (PKU) disorder

Crisis #1 – Confusion When Formula Switched from Pharmacy to DME Benefit

October 2021, special infant and adult formulas were shifted from the pharmacy benefit (administered by single PBM MedImpact) to DME benefit

- Providers, members, pharmacies were confused regarding the coverage and process changes
- Our CMs quickly enlisted help from the Prescription Pad and key DME providers
- Our pharmacy team identify members receiving special formula via claims reports
- Our pediatric CM team outreached the members/families and providers to help obtain orders and authorizations for the formulas
- We assisted over 200 families in this effort

Crisis #2 – Infant Formula - Thank you Senator Carroll for Alerting Us


- Early 2022 infant formula recall creating crisis shortage
- Our CM team partnered once again with the Prescription Pad and other established relationships to meet the challenge by
 - Exploring formula availability
 - Working w/members' providers to locate appropriate formula
 - Working w/Women's Infant and Children's (WIC) offices statewide to coordinate (match baby formula supplies w/needs)
 - We assisted over 100 families and continue to work through challenges

Brooke Hall along with Mike Burns were the everyday heroes in the infant formula initiative

- Brooke previously benefited from WellCare care management - she and her two sons, one with asthma, experienced a crisis a couple of years ago after a divorce
- Brooke, distraught, applied for Medicaid coverage and enrolled with WellCare
- Fast forward – Brooke joined the WellCare Care Management team
 - She is a CM supervisor now, helping others through crises

Quality Team



- > 50 dedicated staff
 - Identify and address care gaps
 - Quality Practice Advisors (QPAs) reside in geographic region they serve
 - QPAs teach providers on how to improve their specific members' compliance with healthcare regimen
 - Each QPA is responsible for 2 to 4 HEDIS measures (performance improvement)
 - QPAs design, implement, and track unique interventions for each measure
-  - QPAs continually assess outcomes and brainstorm/collaborate to improve member outcomes
- Quality staff also
 - Outreach members - to see doctors, get screenings such as A1c, colonoscopies, breast cancer screenings, timely fill of meds
 - Send/assess member satisfaction (CAHPS) surveys and follow-up to rectify any member issues
 - Outreach members during crises/disasters - COVID, WKY tornadoes, EKY floods
 - Link members to SDOH needs (food, housing, homelessness, transportation)

2022 Quality Initiatives

25 New (2022) Quality Behavioral Health (BH) Initiatives - COVID Raised Depression/Anxiety Prevalence

- Quality practice advisors meet w/providers and inform of identified needs and care gaps
- Scope of initiatives include:
 - Non-compliance regarding post-discharge follow-up BH care
 - Adherence to antipsychotic or antidepressant medication
 - Metabolic monitoring of children on antipsychotic medication
 - Members with opioid prescriptions from multiple providers

New (2022) 11 BH Provider Bonus Payments




- Addressing:
 - Diabetes screening for individuals with schizophrenia or bipolar disorder
 - Metabolic monitoring of children/adolescents on antipsychotic medication
 - Adherence to antipsychotic medication (members with schizophrenia)
 - Follow-up care for members w/severe mental illness post ER visit
 - Follow-up care for members w/severe mental illness post-hospitalization
 - Follow-up care for members w/alcohol or drug addiction diagnoses post ER visit

If providers perform screening for target % of members, we pay bonus payment (two thresholds – 81% and 85%) in addition to bonus for every screening even if provider failed to reach either bonus target

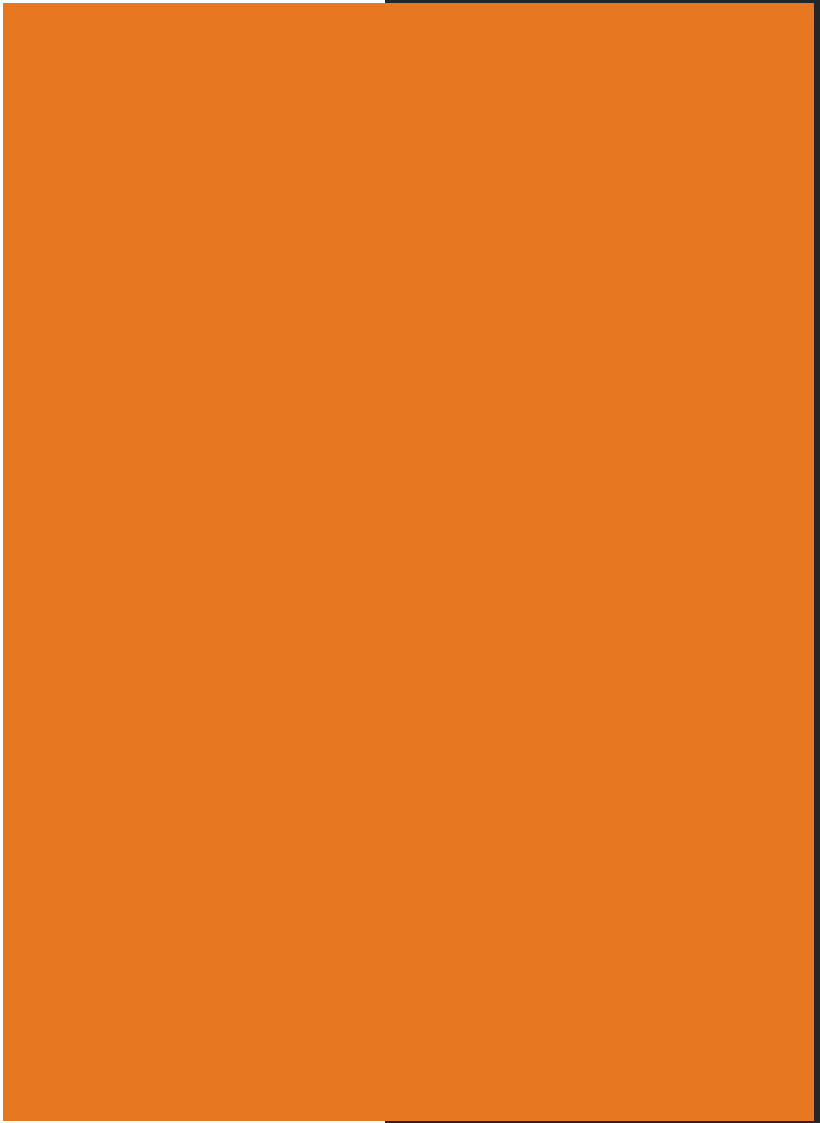
New (2022) 6 Physical Health Provider Bonus Incentives



- Incentivizing diabetes screening care, mammograms, cervical cancer screenings, immunizations, childhood obesity, blood pressure, among other services



Tools to Measure Effectiveness of Substance Use Disorder Treatment



SUD Efficacy Tools - Opioid Task Force

Opioid Task Force -

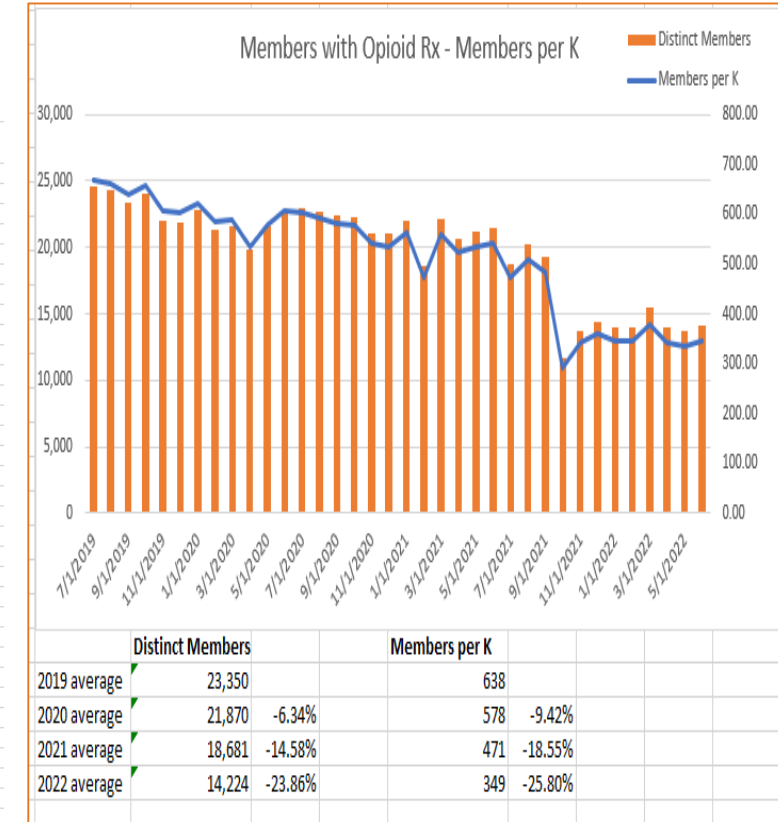
- Data Analytics team collaboration w/Pharmacy and Care Management teams
- Interventions –
 - Develop and disseminate opioid prescriber feedback report cards which report:
 - % of members with risk of continued opioid use
 - % of members compliance with pharmacotherapy of opioid use disorders
 - % of members receiving pharmacotherapy for opioid use disorder who have received counseling
 - % of members prescribed Narcan (naloxone)
- CMs– identify appropriate members, educate them, and connect them to providers
- Prescriber outreach to those who are prescribing opioids in excess of 90 MME (morphine milligram equivalent)



Senator Alvarado – we'd love to meet w/you to discuss SUD treatment efficacy 

% of MAT w/Therapy by Month

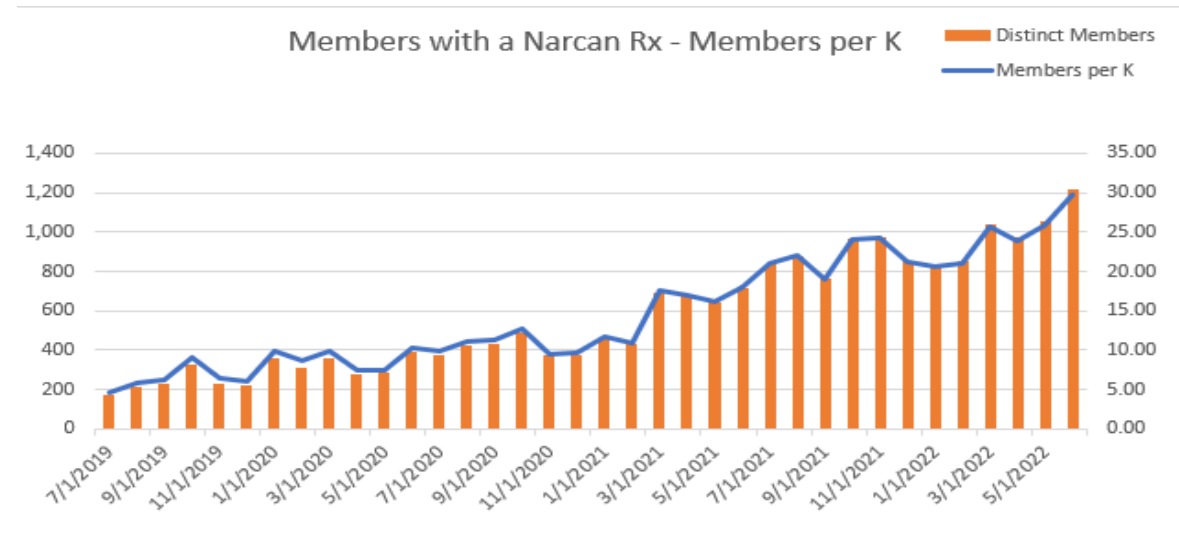
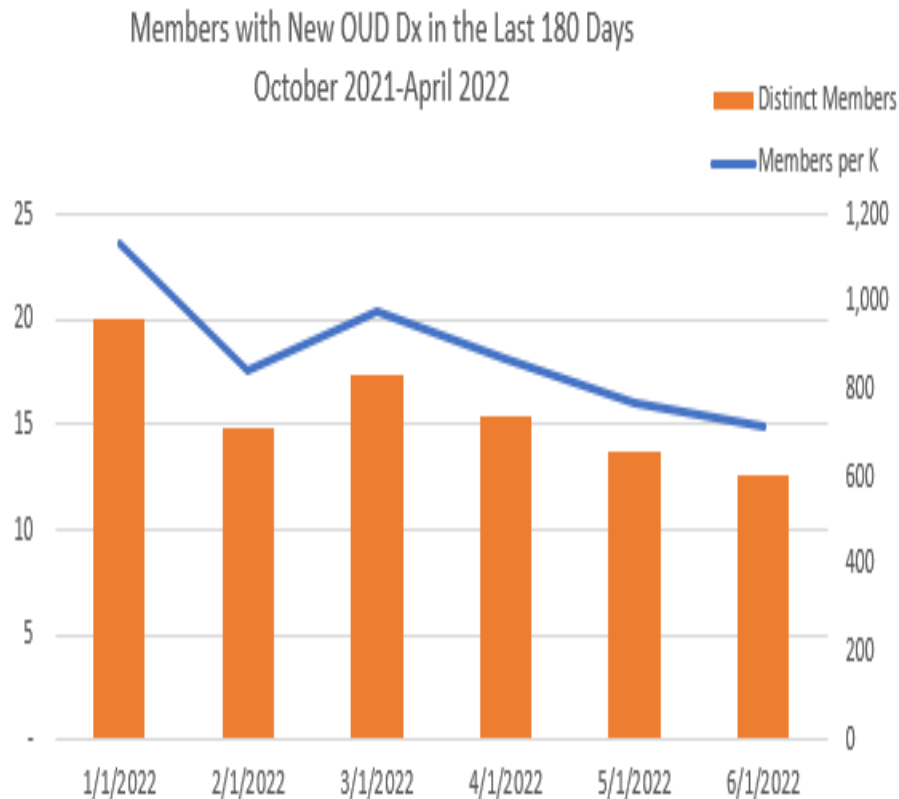
% Members on Medication Assisted Treatment (MAT) and Receiving Therapy		
Year	Month	Percentage
2019	July	74%
2019	August	73%
2019	September	74%
2019	October	77%
2019	November	74%
2019	December	74%
2020	January	78%
2020	February	75%
2020	March	74%
2020	April	72%
2020	May	73%
2020	June	76%
2020	July	75%
2020	August	75%
2020	September	75%
2020	October	75%
2020	November	72%
2020	December	74%
2021	January	72%
2021	February	71%
2021	March	73%
2021	April	73%
2021	May	73%
2021	June	73%
2021	July	72%
2021	August	72%
2021	September	70%
2021	October	71%
2021	November	73%
2021	December	71%
2022	January	73%
2022	February	72%
2022	March	75%
2022	April	72%
2022	May	71%
2022	June	69%



*Members at Risk of Continued Opioid Use		
Measure	Calendar Year 2021	July 2021 through June 2022
15-day supply in 30-day period	1.06%	0.47%
31-day supply in 62-day period	0.72%	0.28%

*Above population = % of members 18 to 64 who experienced a new opioid use episode putting the at risk for continued use

SUD Treatment Efficacy - Opioid Task Force Continued



Telehealth Note

- Study of Medicare beneficiaries (CMS data) with an opioid use disorder, published 8/31/22 in the Journal of American Medical Association Psychiatry showed beneficiaries who utilized **telehealth** had:
 - Lower odds of experiencing a medically-treated overdose;** and
 - Better retention rate of receiving OUD medication (methadone, buprenorphine, and extended-release naltrexone)
- Dates of service = September 2018 to February 2021 (pre-pandemic and pandemic)
https://jamanetwork.com/journals/jamapsychiatry/fullarticle/2795953?guestAccessKey=ee7219e9-7be8-4f85-bf27-6313250cfea3&utm_source=For_The_Media&utm_medium=referral&utm_campaign=ftm_links&utm_content=tfl&utm_term=083122
- As noted in a prior slide, **we fully support telehealth** and believe it has positively impacted opioid treatment outcomes



More Initiatives to Improve Medicaid Population Health

Improving Member Health - Community Engagement

- WellCare connects members with resources that assist them with everything from housing to transportation to food assistance, paving a path toward better health and independence
- These resources can be accessed through our community partnerships or calling our Community Connections Help Line (launched in 2014)
- We created our own database to identify needs, including food insecurity - this is arguably the most comprehensive database that exists in Kentucky - accessing internal as well as public/external resources as well



17,573 community members in Kentucky received **41,596** social service referrals through the Community Connections Model.



Last year WellCare completed **1,708** community activities, reaching **48,707** community stakeholders

WellCare participated in or hosted **1,004** events during the year

Event Theme	Homelessness	Domestic Violence	Suicide Prevention	Faith-Based	School-Based	Quality/Health	Behavioral Health
Total Events	150	97	73	68	92	298	226
Event Attendees	9,991	3,277	2,107	1,328	1,769	12,376	5,676

Top Referrals

- COVID-19 Assistance
- Food Assistance
- Financial Assistance
- Transportation
- Dental Assistance

Quantifiable Outcomes



Community Connections Outcomes

When compared to demographically similar members in Kentucky, those individuals with their social barriers removed are more likely to improve their health and access care across several key areas, including:



5.5X More Likely to Have an Annual PCP Visit



1.4X More Likely to Improve HbA1C Results

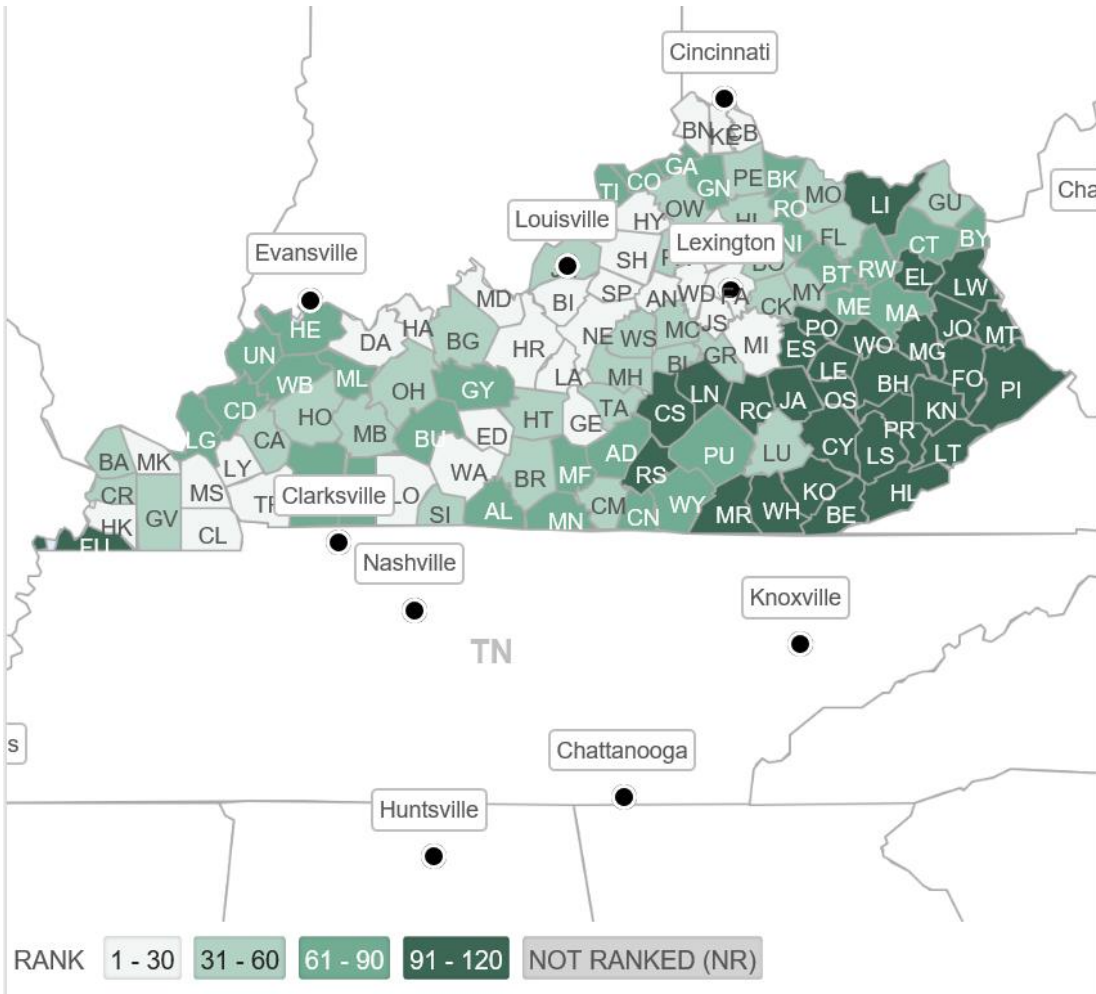


1.7X More Likely to Improve their Functional Status

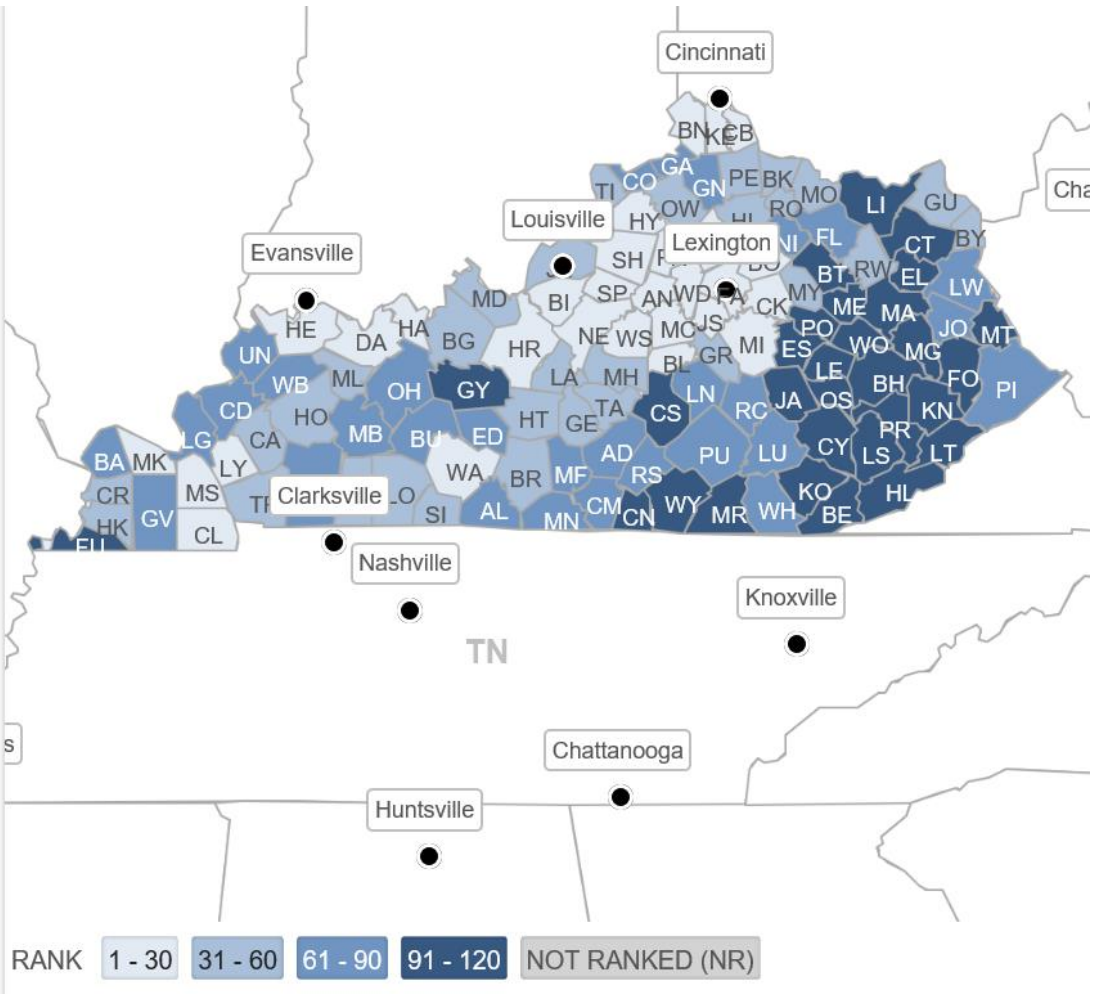
Of the Kentucky members with a CCHL interaction surveyed, 50% stated that they would recommend WellCare to a friend or family member. Among the general Kentucky membership, this rate was 54%.

Adapting Our Approach to a Data Driven Strategy

Health Outcomes



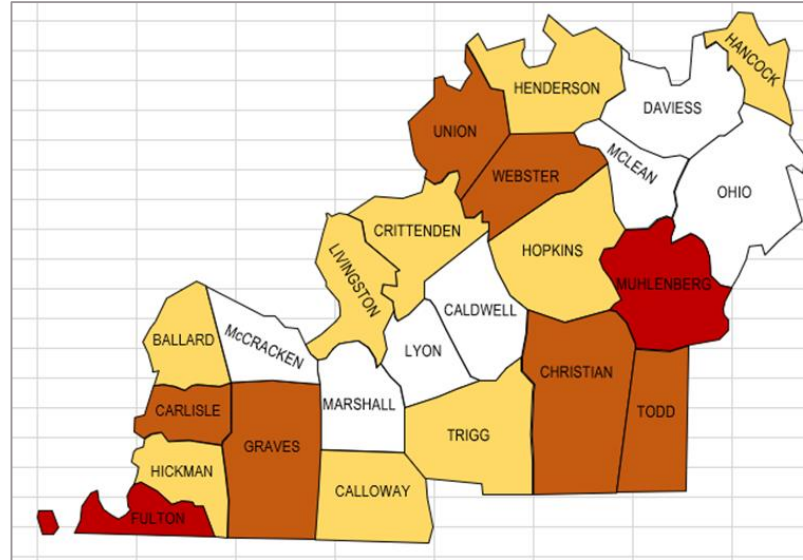
Health Factors



Using Data to Drive SDOH Response

Need	Socioeconomic** Low Counties	Membership Numbers
Highest	Fulton^	1022
Medium	Muhlenberg	4804
Low	Carlisle	794
	Graves	5613
	Christian	3681
	Todd	809
	Union	1834
	Webster	1511
	Hickman	612
	Ballard	1066
	Calloway	3996
	Trigg	1052
	Livingston	1151
	Crittenden	1247
	Hopkins	4817
	Henderson	5215
	Hancock	1228

**poverty, unemployment,
income, and education



SDOH Need	County	Organizations (Program Examples)
Quality Of Housing	Fulton	Fulton Housing Authority 201 N Highland Dr. Fulton, KY 270-472-1115
Crime and Violence*	Fulton	Merryman House - Domestic Violence Assistance 201 Highland Dr. Fulton, KY 270-472-1115
Environmental Conditions	Muhlenberg	Pennyrile Allied Community Services 518 Hopkinsville St. Greenville, KY 270-338-5080 Garden Seed program; Weatherization program
Access to Primary Care	Graves	Mayfield - tornado care needs Graves County Health Department 416 Central Ave, Mayfield, KY
Discrimination*	Calloway	Murray State University Critical Race Training program 102 Curris Center Murray, KY 270-809-3741
Civic Participation*	Graves	Mayfield - tornado relief
Incarceration*	Webster	Webster County Detention Center - Vaccination 141 N. Stegal St. Dixon, KY
Language and Literacy	Todd	Migrant Education - Todd County Schools https://www.todd.kyschools.us/apps/pages/index.jsp?uREC_ID=1593139&type=d&pREC_ID=1719899
Enrollment In Higher Education^	Trigg	Trigg County Adult Education Center 202 Main St. Cadiz, KY 270-522-2211

Hotel Inc.

Not having a safe or stable home environment can make caring for yourself or your family ten times harder.

- WellCare has works with HOTEL INC. to address everyday issues faced by homeless people in Kentucky, and to help provide members with essential resources to get them on their feet.
- The program has seen a **10% reduction in ER visits** and an **18% reduction in flu related visits**

Welcome House

- Helps transition individuals from housing uncertainty to housing stability
- Offers a continuum of services
- 22%** of WellCare members have found and maintained housing
- 48%** of members subsequently visited a PCP

Rural Transit Enterprises Coordinated (RTEC)

RTEC is a non-profit organization that provides transportation services in 13 Southeastern Kentucky Counties.

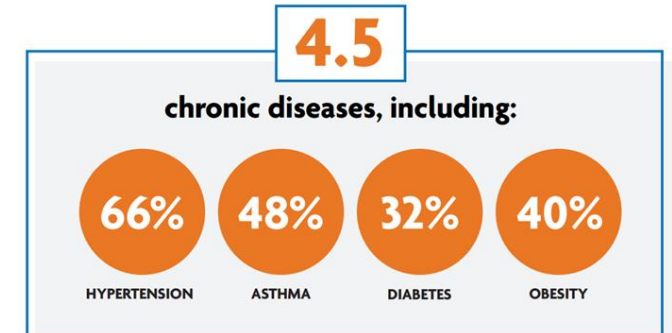
- WellCare has partnered with RETC to provide funding for transportation – not only to doctor’s appointments, but education, job placement and food access.
- In one 18-month period, about 130 members received almost 900 trips at no cost to them.
- Despite having multiple chronic conditions, these members saw a **21% reduction in emergency room visits** and a **57% reduction in non-emergency visits** – indications of more stable health status!
- A similar program in the Pennyryle region of Western KY found similar results – including a **62% reduction in hospital days** for asthma patients
- These results show the role transportation plays in improving health outcomes.



Geographic equity – at least 75% of WellCare members live in a rural area



The average RTEC beneficiary has 4.5 chronic conditions - below is the prevalence of notable conditions among RTEC beneficiaries





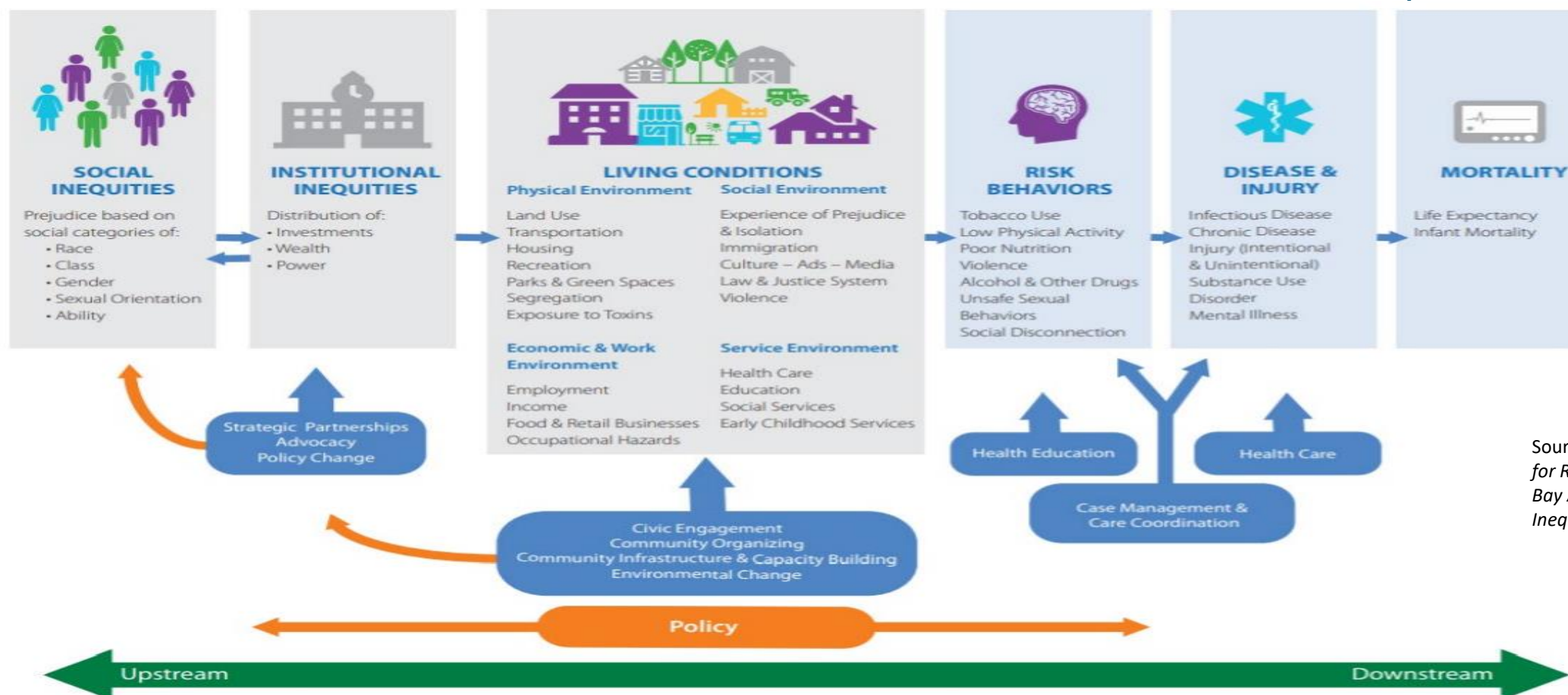
Strategies to Ensure Health Equity

Hunger

Sustainable Food Source

Food Rx, Food as Medicine

Food Literacy



Source: A Public Health Framework for Reducing Health Inequities – Bay Area Regional Health Inequities Initiative 2015



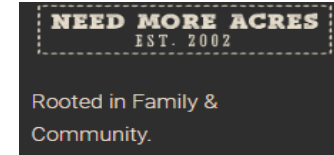
Black Soil KY

- Reconnect black Kentuckians w/agricultural heritage
- Connects black farmers, growers, producers across KY with urban families to promote healthy living, healthy food consumption
- Providing seasonally fresh food including:
 - Fresh Food for Moms initiative
 - Meal Preparation
 - Delivered meals, curbside pick-up, community pick-up sites

Care Manager Initiatives Addressing Health Equity



- **Housing for Homeless**
 - CMs engage w/members to connect w/stable housing and address associated health inequities
- **Refugee Assistance**
 - CMs specifically dedicated to helping refugees
 - CMs identify, outreach, and assist refugees w/navigating healthcare system
 - We provide translators (phone or in person) for PCP appointments
- **Project Release**
 - Outreach members being released from prison
 - Assist individuals in reconnecting w/society and work w/parole officers
 - Also track member appointments and outcomes



Need More Acres

- Food = medicine
- Provides fresh, healthy food plus prepares meals and educates on how to prepare meals
- Includes medically-tailored meals:
 - Children w/special dietary needs
 - 40 weeks of fresh food meal kits for pregnant women (launched May 9, 2022)
- Provides food infrastructure
- MANY pilot projects
 - Partnership with Hotel Inc (another community partner WellCare supports)
 - In Bowling Green, pilot project primarily serving refugees
- WellCare also funds farmers as part of this initiative (not just consumers)



Fresh Rx for Moms

- WellCare launched in 2018 in partnership with the Community Farmers Markets (CFM) and the Community Farm Alliance (CFA)
- Produce “prescription” to provide fresh, Kentucky-grown produce for Mothers on Medicaid
- Nutrition education/advice from on-site dietitians, seasonal recipes, cooking kits
- Expanded in 2022, now operation in Allen, Barren, Fayette, Franklin, Jefferson, Kenton, Letcher, Menifee, and Warren Counties


More Initiatives to Improve Medicaid Population Health

Promoting Education and Work - Examples

Phoenix Racing

In the Lake Cumberland Region, WellCare has partnered with Phoenix Wellness, a nonprofit organization, to provide wellness programming for students. This programming includes Phoenix Racing, which helps students prepare for a 5K races – encouraging them to participate in 12 races a year. The program encourages kids to get their yearly well child visit.

- Over the past 3 years, Phoenix Racing has had **10 out of 15 high school seniors go on to college with 8 of those receiving Cross Country or Track scholarships.**
 - Seven** of these students are the first persons in their families to go to college.



- ✓ Significantly more positive engagement with parents/caregivers and teachers
- ✓ 10-25% fewer disciplinary referrals
- ✓ 50% fewer absences (75% less on days when there is a Race Team activity)
- ✓ Improved academic performance

- “Besides the obvious health and motivation benefits of running and exercise, the teachers have seen improvements with the Phoenix Race Team students both academically and behaviorally. Teachers often share that students in the program are more focused and disciplined in their schoolwork, as well as show improvement in following the school’s rules and getting along with others.” – Lisa Black | Principal of Eubank Elementary School, Eubank Kentucky*

WellCare Works

- Launched in concert with “KY Health” (proposed Medicaid redesign which included community engagement/work requirement for “able bodied” to maintain Medicaid coverage)
- Located in Hazard
- Even though “KY Health” was halted in federal court, WellCare has continued the initiative
 - Provides free employment assistance such as
 - Resume preparation
 - Job training and coaching
 - Interviewing guidance
 - GED preparation and tests
 - Much more
- Specific example -
 - 54-year-old male with knee injury who worked in factory (standing eight hours/day) was no longer able to perform job
 - Via WellCare Works he discovered he qualified for financial aid and enrolled in Kentucky Community Technical College System (KCTCS)
Currently pursuing a medical coding degree

Kentucky Homeplace (KHP)

During this partnership, community health workers provided health coaching throughout a 30-county coverage area to individuals with chronic diseases like asthma and diabetes. Participants were provided gas cards and met weekly to take the steps toward improvements in nutrition, medication use, exercise, communication, decision-making and more.

- Over a two-year period, **1,903** WellCare members received **9,066** total services. Among these members, the average age was **59.4** years old and **68.4%** were female.
- A sizable **reduction** in healthcare utilization was observed in one-year post interaction:



For members who had **DIABETES**, there was a:

16.4% reduction in ER visits **28.9%** reduction in inpatient admissions **31.5%** reduction in inpatient days

For members who had **ASTHMA**, there was a:

10.7% reduction in ER visits **19.3%** reduction in inpatient admissions **19.3%** reduction in inpatient days

For members who had **ASTHMA + DIABETES**, there was a:

10.7% reduction non-emergent emergency visits

For members who had **COPD**, there was a:

32% reduction in visits related to acute lower respiratory infections

WellCare of Kentucky Tornado and Flood Relief

Disaster response - meeting community needs until the rebuild is complete

Tornado Response

- \$100,000 donation to the Governor Andy Beshear's Tornado Relief Fund
- \$250,000 in donations given to the following organizations to meet growing needs:
 - Cayce United Methodist
 - Cedar Grove Baptist Church
 - Community Action of Kentucky
 - Community Farmers Market
 - Community Foundation of West Kentucky
 - Day Spring Outreach Center/Day Spring Assembly of God
 - First Baptist
 - His House Ministries
 - HOTEL Inc.
 - Med Center Health
- \$25k of emergency supplies shipped to key distribution centers
- Delivered thousands of personal care and hygiene items, which were donated and gathered by WellCare associates
- Communicated to more than 59,000 members via text, phone messages, and Facebook to advise them that emergency prescriptions are covered if they were lost
- Reached out with personal phone calls to over 17,000 high-risk members
- Waived prior authorizations
- Providing a 24-hour Nurse Advice Hotline
- Providing access to 24-hour behavioral and mental health services
- Volunteered at mobile health access event that provided care, glasses, and clothing




















Flood Response

- \$100,000 donation to the Governor Andy Beshear's Team Eastern Kentucky Flood Relief Fund
- \$300,000 in donations given to the following organizations to meet growing needs:
 - Appalachian Regional Healthcare (ARH)
 - Aspire Appalachia
 - Christian Appalachian Project (CAP) – Disaster Relief
 - Cowan Community Action Group
 - East Kentucky Dream Center
 - Foundation for Appalachian Kentucky
 - Hindman Settlement School
 - Montgomery Baptist Church
 - Mountain Comprehensive Health Corporation (MCHC)
- \$25k of emergency supplies shipped to key distribution centers
- Delivered thousands of personal care and hygiene items, which were donated and gathered by WellCare associates
- Communicated to more than 85,000 members via text, automated phone messages, and Facebook to advise them that emergency prescriptions are covered if they were lost in the flood
- Reached out with personal phone calls to over 25,000 high-risk members
- Waived prior authorizations
- Providing a 24-hour Nurse Advice Hotline
- Providing access to 24-hour behavioral and mental health services
- Provided 1,200 meals to first responders



Value-Added Benefits - \$10+ Million Additional Investment in Member Health

-  **Adult Vision**
New glasses or contacts every year. Members under 21 get free glasses every year too.
-  **Health and Wellness Items**
Receive up to \$300 in health items delivered free to your home.
-  **Healthy Rewards**
Premium rewards like Amazon Prime memberships, gift cards, and Fitbits.
-  **Weight Watchers**
Free six month membership for a better, healthier you.
-  **Criminal Record Expungement**
Make a fresh start by expunging a criminal record.
-  **Cell Phones**
Stay connected with a free cell phone with talk, data, and unlimited texts.
-  **More Healthy Rewards**
\$75 Nike shoes gift cards for kids that get annual wellness and dental check-ups.
-  **Housing and Utilities**
Qualified households can receive \$250 yearly assistance.
-  **Internet Hotspot**
Go wireless with internet service and hot spot. Available in select rural areas.
-  **Tutoring**
Get ahead in school with 12 one-hour tutoring sessions.
-  **YMCA Family Memberships**
Stay active with a family membership.
-  **Identification Card**
Receive a state issued ID card.
-  **Steps2Success + GED**
Meet your life and career goals with job coaching, interview tips, GED degree, more.
-  **\$1,000 Scholarships**
Apply for 50 vocational or college scholarships.
-  **Healthy Baby Program**
Choose a free playpen, stroller, car seat, or diapers after attending prenatal visits.
-  **Boy & Girl Scouts**
We'll cover membership fees and give \$25.00 towards uniforms.
-  **Sports Physical**
Receive one sports physical per year for members age 6-18.