



aetna

# Medicaid Oversight and Advisory Committee

Paige Mankovich, CEO  
November 10, 2022

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# Agenda

1

Aetna Better Health of Kentucky steps to ensure the adequacy of the Medicaid provider network

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2

Aetna Better Health of Kentucky initiatives to improve the health of the Medicaid population in Kentucky

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3

Aetna Better Health of Kentucky tools to measure the effectiveness and efficacy of substance abuse treatment programs

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Aetna Better Health of Kentucky strategies for ensuring healthcare delivery equity

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Aetna Better Health of Kentucky strategies for addressing the critical financial position of rural healthcare providers



## What is SKY?

Aetna Better Health of Kentucky (Aetna) was selected to manage the state's new Supporting Kentucky Youth program, also known as SKY.

This means that children and youth enrolled in SKY receive their Medicaid coverage through Aetna.

In addition to covering Medicaid benefits, SKY provides a high-touch approach to care management. This helps families navigate the system and make it easier to get resources they need.

## Our Purpose

- Incorporate youth voice and choice
- Improve long-term health outcomes
- Achieve safety and permanency for children
- Reduce Psychotropic Polypharmacy among System Involved Youth



# SKY Success Story

Amplifying member and family voice and facilitating system collaboration to promote safe family reintegration



## Background

Member had been in inpatient psychiatric care over 3 months due to inability to identify a safe provider of care. Member experiences CP and autism symptoms. He is very interested in law enforcement and collects the patches that certain KY LEO share.

## Intervention

The family peer support specialist, Grace Yopp, had collected patches for the member and then utilized her connection to have state police officers come to the facility on the member's birthday!

## Outcomes

The member got to interact with his heroes and get the royal birthday treatment. He was allowed to sit in a State Police vehicle. Member was allowed to interact with adults outside the facility for the first time in months.

## Feedback

The SKY member was thrilled, and the psychiatric facility has expressed tremendous gratitude to the FPSS and SKY team for helping to build relationships, collaborate, and advocate for our members at the facility.

# Commitment to Better Health

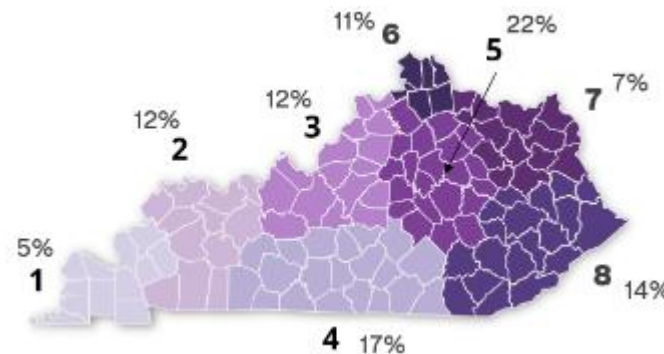
- **Member Focused**

- 250,000 Members, including nearly 30,000 SKY Members served
- Results-oriented approach
- Incentivize preventative health practices like annual screenings and tests

- **Community Driven**

- Since Jan. 2021, Aetna has hosted approx. 1,300 training and educational events across the state, reaching approx. 20,000 Kentuckians
- Championed programs across the state like groundbreaking EMDR training, provide nutritional meals, and support initiatives like Norton's doula program
- Touchpoints with CBOs in each region
- Emergency response team
  - "Boots on the ground" within 24 hours for immediate support following the western Kentucky tornado and the eastern Kentucky flooding
  - Direct support given to counties
  - Secured tens of thousands of dollars in donations

	Total
Total Membership	248889
Female < 21	68269
Female >= 21	65593
Male < 21	71226
Male >= 21	43801



- Membership dispersion across Kentucky

## The Aetna Difference

### *In Their Words:*

"You are my hero for this week! Just wanted you to know. We took XXXX and XXXX to Dr. Colgan today and they both need so much dental work that we're going Dec. 23 to the hospital to have it all done at once being put to sleep. Sounds like the best plan—instead of 4 visits with shots and crowns and drama. AND they worked in my other two for tomorrow for visits. This is a huge blessing and it wouldn't have happened without you! Thank you."

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Average Percent of Members with Access

99%

Rural

98%

Urban

140K

Telehealth claims paid  
YTD (Physical Health +  
Behavioral Health)

Urgent appt within 48 hours

91%

BH Medication  
Providers

92%

BH Non-Medication  
Providers



# Network Adequacy

Overall Totals By Region			
Region Group	Total Members per Region	Percentage of Members With Access (Minutes)	Percentage of Members With Access (Miles)
Region 1	12,984	94%	95%
Region 2	28,725	97%	98%
Region 3	29,887	100%	100%
Region 4	39,923	99%	100%
Region 5	53,522	100%	100%
Region 6	26,334	98%	99%
Region 7	16,068	98%	99%
Region 8	34,655	100%	100%
	241,987	98%	99%

Member Feedback

**Requests for Member Disenrollment**

Provider Feedback

**In Network but not seeing Aetna members**

Supporting Kentucky Youth (SKY)

**Innovative specialized residential and acute care programs.**





# Autism Spectrum Disorder Training Series Spotlight



**Surveyed  
228  
providers  
and  
caregivers**

**Established  
Partnerships  
with KATC and  
DBHDID**

## **Post evaluation indicates training resulted in:**

- Increased knowledge of ASD-4.12 rating post training compared to 3.25 pre training
- Increased confidence in supporting members diagnosed with ASD-4.11 rating post training compared to 2.99 pre training
- **97.2% respondents answered that they agree or strongly agree that the training was relevant to their needs.**
- **97.2% respondents answered that they agree or strongly agree that the training met their expectations.**

## Access to Evidence-Based Behavioral Health Therapy:



Before  
~~Before~~ I started EMDR training, I felt like I was at a loss as a therapist, I was burnt out and asked myself why do I continue to do therapy and all of my clients are still stuck. Doing this training and getting the opportunity to see a different way to therapy has been life changing for not only myself but for my clients. Amber and her team have brought hope back into my career and have taught me so much! EVERY therapist should be trained in EMDR. I cannot wait to continue to use EMDR and I am so thankful for this experience!

Thank you Aetna & Thank you Amber Team!



- EMDR enables people to heal from trauma
- 181 Therapists participated throughout the Commonwealth
- 200 testimonials collected
- Outcomes measures & pay for quality agreements in development

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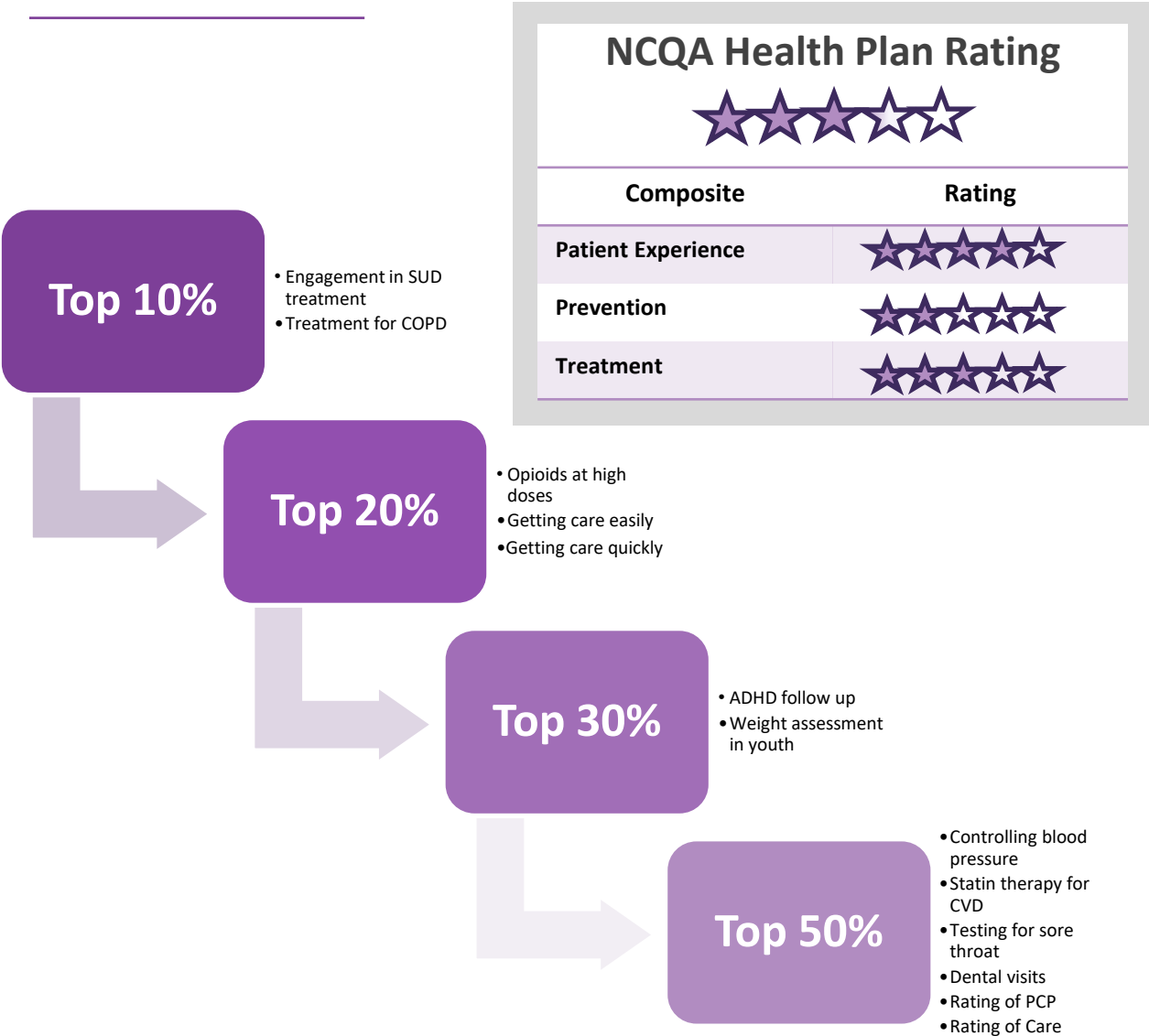
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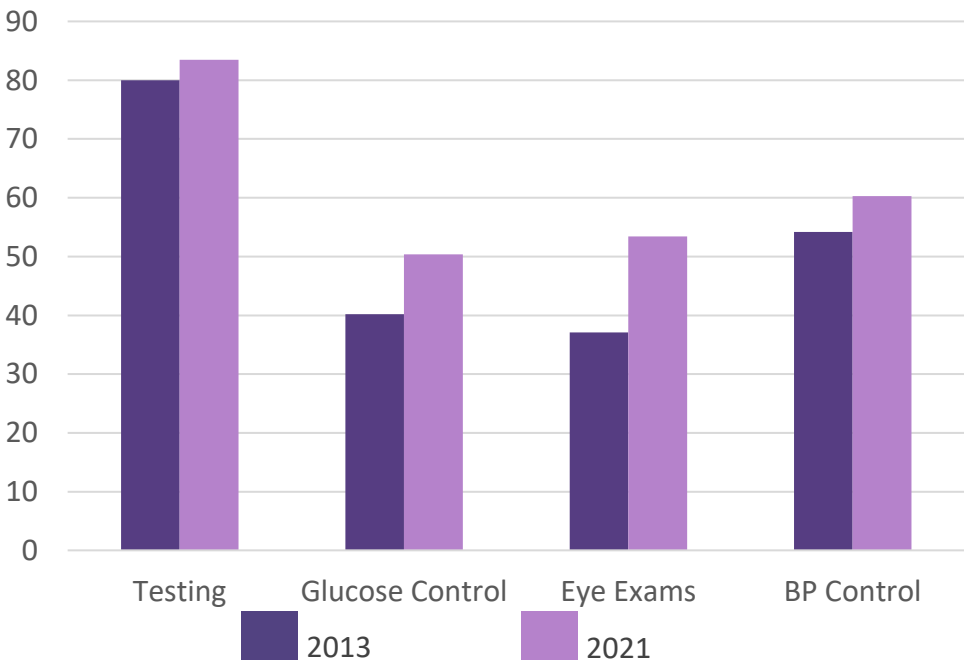
# Quality Improvement – National Performance



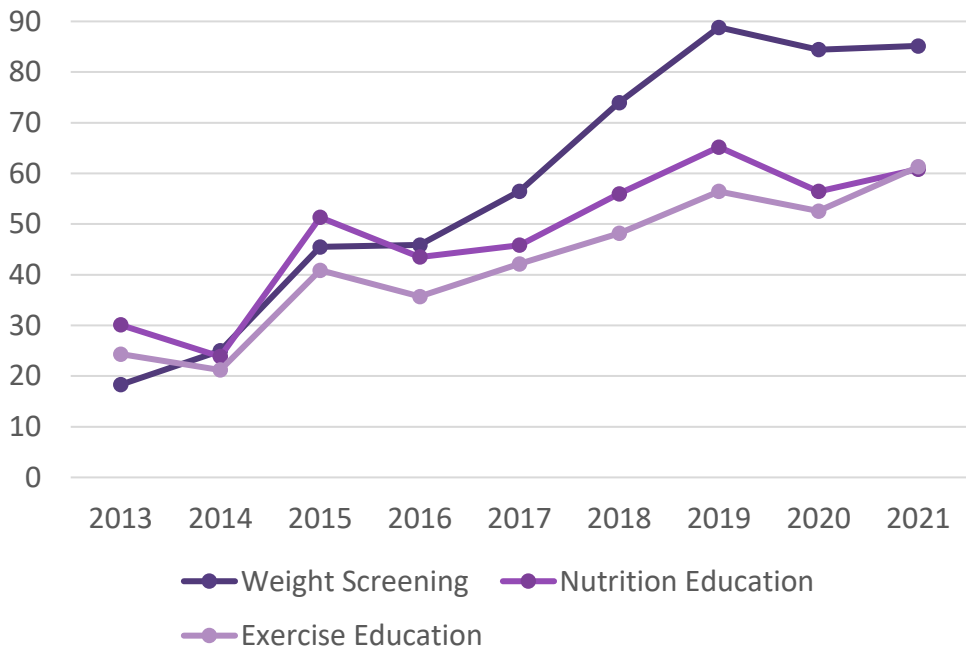
# Improving the Health of Our Members

Kentucky spends an estimated \$5.2 billion in diabetes associated costs each year.\*

Diabetes



Obesity Prevention in Youth



Outcomes Driven:

Prevalence of Chronic Kidney Disease among ABHKY members with diabetes decreased by 45% from 2019-2022.



\*[https://diabetes.org/sites/default/files/2021-10/ADV\\_2021\\_State\\_Fact\\_sheets\\_Kentucky.pdf](https://diabetes.org/sites/default/files/2021-10/ADV_2021_State_Fact_sheets_Kentucky.pdf)  
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# Emergency Department Utilization

## Physical Health

- Pandemic decreased utilization in 2020 but remains lower than pre-pandemic reporting period
- Shift toward more visits with higher acuity suggesting more appropriate ED utilization

Year	Member Visits	Visits per 1,000 members	Total ED Spend
2019	187,517	763	84M
2020	138,737	640	69M
2021	157,826	627	77M

### Top 5 PH Diagnosis

- Acute Upper Respiratory Infection
- Other Chest Pain
- Urinary Tract Infection
- Chest Pain Unspecified
- Unspecified Abdominal Pain

## Behavioral Health

- Anxiety Disorder top diagnosis for 2019, 2020 and 2021
- Increase in ED visits due to Suicidal Ideations year over year since 2019

Year	Member Visits	Visits per 1,000 members	Total ED Spend
2019	11,359	40	13M
2020	10,214	45	15M
2021	12,025	48	20M

### Top 5 BH Diagnosis

- Anxiety Disorder
- Suicidal Ideations
- Alcohol Abuse/Dependence
- Major Depressive Disorder
- Altered Mental Status



## SKY Member Trends



28K members enrolled.  
52% Male  
42% Female  
62.94% White (non-Hispanic)



37.69% Out of Home Care  
43.78% Adoption Assistance  
17.94% Former Foster Care  
.59% DJJ/Dually Committed



62% of SKY members had a claim for a behavioral health diagnosis in 2021



8% of SKY members are hospitalized for a behavioral health condition each year



5% of SKY members have an ED visit for a behavioral health condition each year



.046% of SKY members are placed out of state

# SKY Multi-Modal Interventions



**Cross-System  
Collaboration with  
DCBS, DJJ, DMS,  
Provider Networks**



**Trauma Informed,  
System of Care  
Principles Application**



**Data Monitoring and  
Sharing**



**Investment to Increase  
Access to Evidence  
Based Psychosocial  
Interventions**



**High Touch Care  
Management - Case  
Rounds, Care Planning**



**Stakeholder and  
Resource Engagement**



**Ongoing Education and Training  
of Aetna Staff and Stakeholders**



**Family Finding, High-Fidelity  
Wraparound, and HEERO**



# SKY Key Outcomes



## HEDIS MY 2021

### Annual Dental Visit (ADV)

SKY Rate: 62.90%  
National Avg.: 42.79%

### Child and Adolescent Well-Care Visits (WCV)

SKY Rate: 53.30%  
National Avg.: 46.12%

## SDOH

25,829 SKY Health Risk Assessments completed with SDOH screeners since 1/1/21

6,448 Community Resource Referrals have been completed since 1/1/21

## CHAMMPS

243 Individualized Psychotropic Polypharmacy Member Case Rounds and Consults completed since 1/1/21

At 180 days post-rounds/consults, 59% of members reviewed have generally successful outcomes

## Weight Management

In 2021, 12% of SKY members had a claim for a diagnosis of overweight or obesity

6 out of 6 Intervention Tracking Measures are trending higher YOY

## Placement Stability

Since 1/1/21, 59% of members who were referred for OOS placement were diverted to in state providers

In 2021, 92% of members designated difficult to place found placement in state



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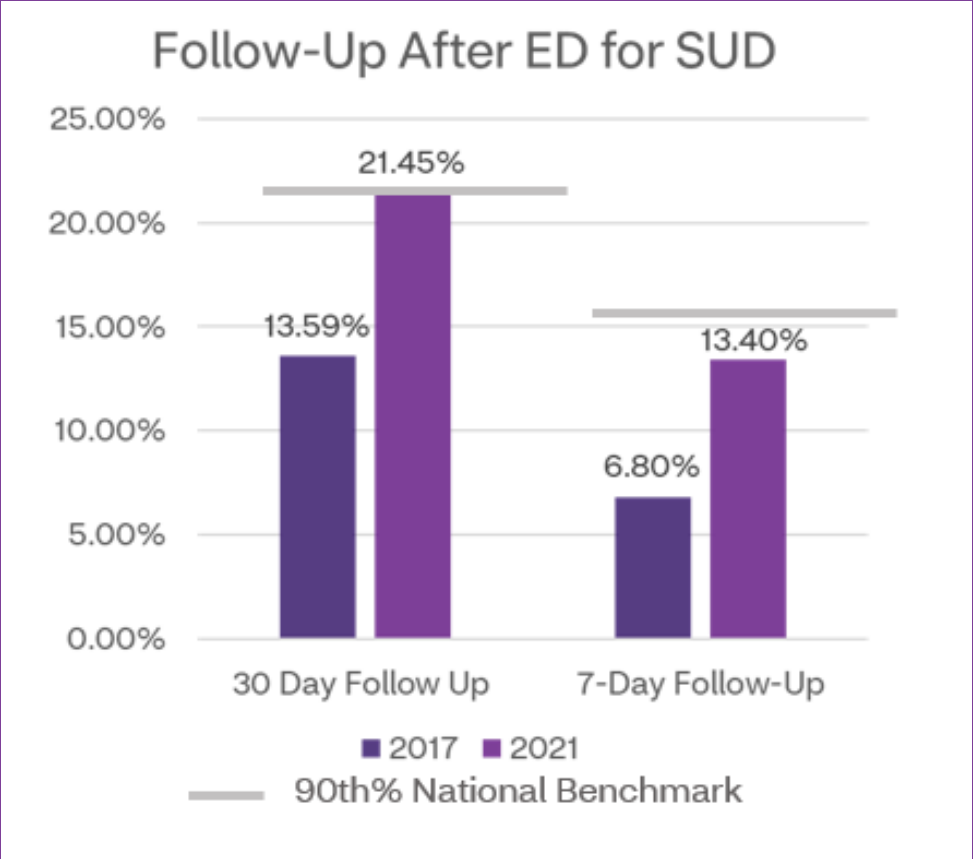
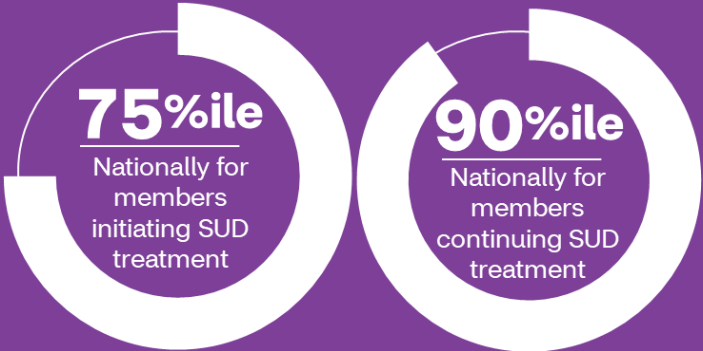
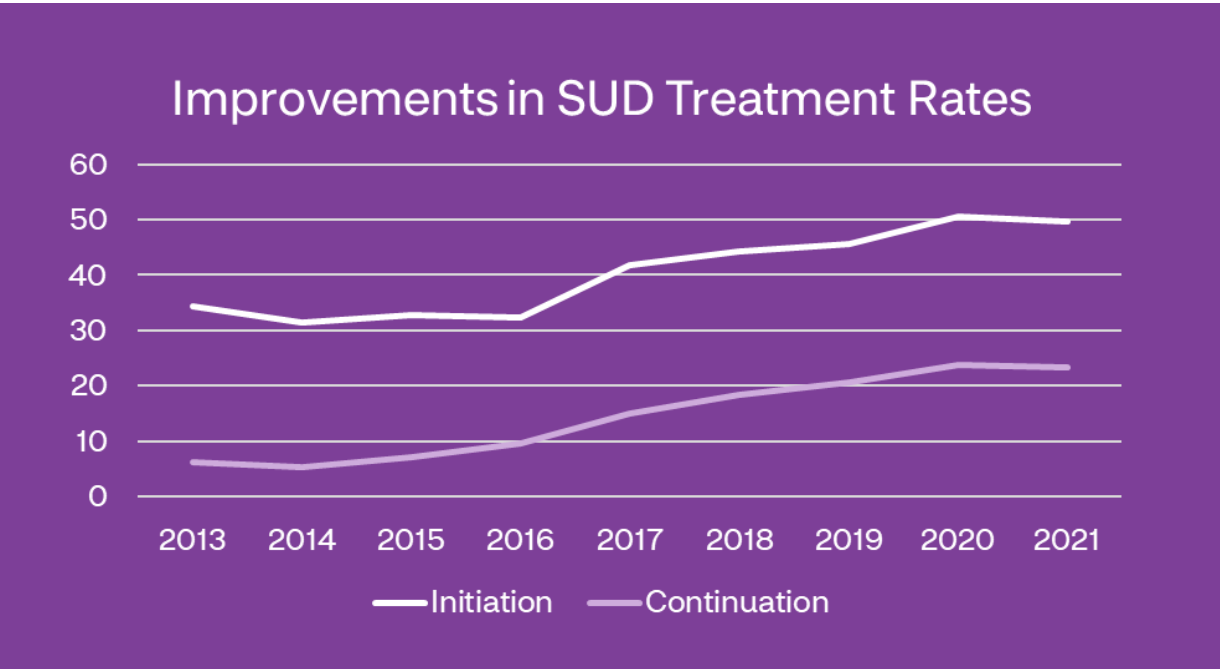
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# Measuring the Impact

## Efficacy of Substance Use Treatment Interventions

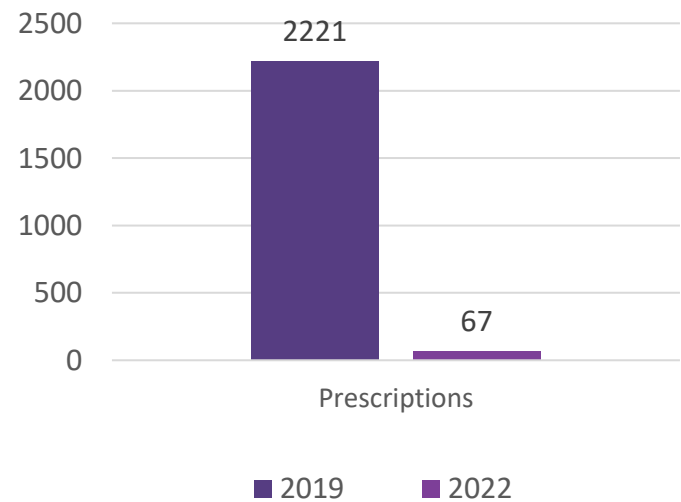
In 2017, Aetna committed to a five-year goal of improving opioid outcomes.

Aetna Medicaid in KY exceeds all established goals including increasing medication assisted treatment and alternatives to pain management.

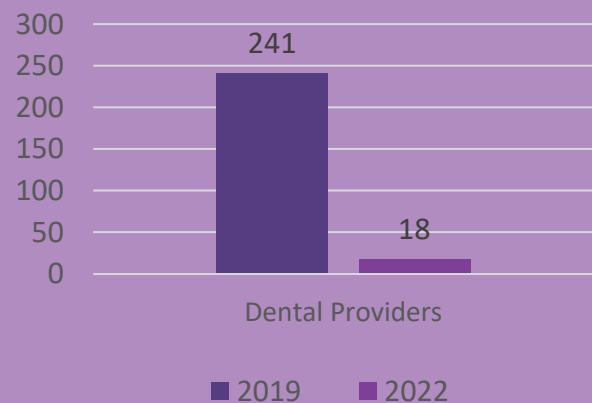


# Collaboration with Dental Providers to Reduce Opioid Overprescribing

### Scripts Exceeding 3 Day Supply



### Providers Writing Scripts Exceeding 3 Day Supply



- 93% reduction in dental prescribers
- 97% reduction in number of prescriptions



# Value Based Payment Methods for Addiction Recovery



Contracting with addiction recovery entities to reimburse for outcomes such as:

- Retention in treatment
- Timely follow-up after ED
- Reduction in ED visits and avoidable hospital stays
- Utilization of medication assisted treatment



Provider scorecard benchmarking against all providers in our network to identify opportunities for improvement



Value-Based Clinical Liaison focused on Behavioral Health and addiction

## SKY Prioritizing Risk, Engagement, and Prevention (PREP)



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**Identify at-risk members in current mental, health, physical health or substance use disorder crisis**

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**Prioritize those members based on criteria**

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**Weekly one-hour meeting with executive team to review critical risk members**

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**Review all relevant data systems for member background**

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**Deploy interventions to engage and support the member**

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**Assure member is wrapped up in the appropriate level of services and supports**

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**Prevent further escalation or crisis**

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**46%**

of PREP members  
attend follow-up after  
ED visit within 7 days

**57%**

of PREP members  
attend follow-up after  
ED visit within 30 days

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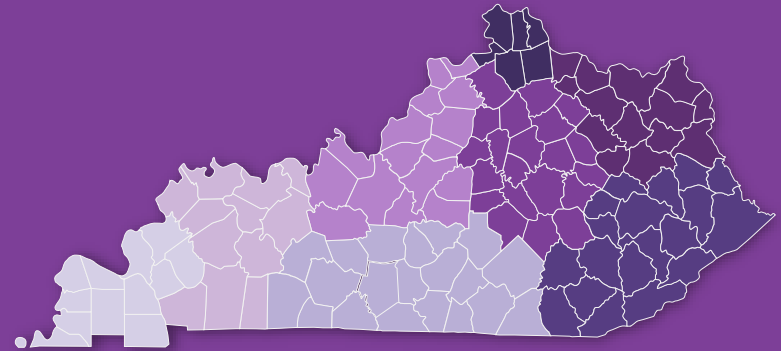
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## Data Driven Solutions –

Aetna uses social analytics tools to look at data by geography, race and ethnicity, age, gender to determine inequities



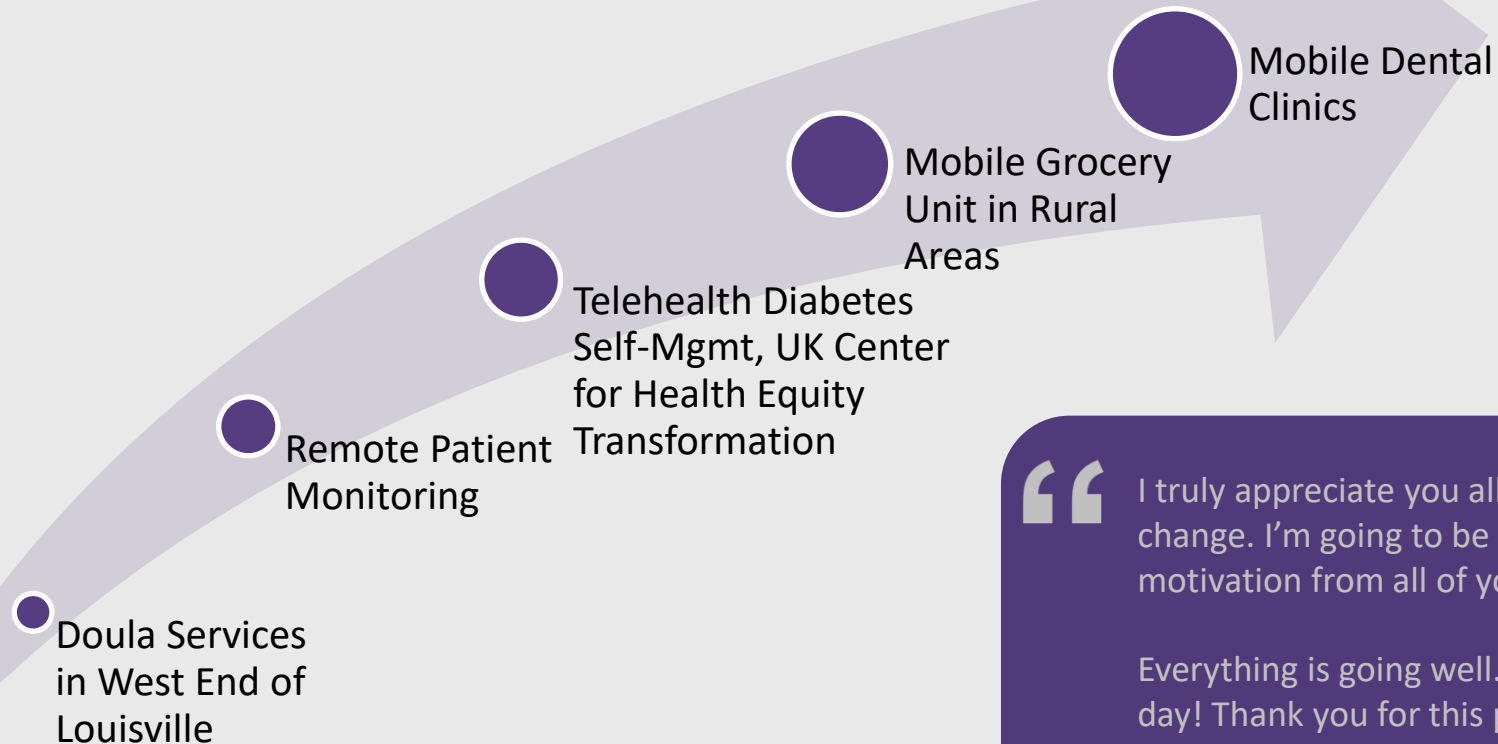
Strengthen data infrastructure

Enhance Data Assets

Reporting Solutions & Interventions



# Key Partnerships to Meet Members When and Where They Need It



“

I truly appreciate you all that support me in this life change. I'm going to be a better me because of the motivation from all of you!

Everything is going well. I have been feeling great every day! Thank you for this program it really helps me to stay on track.

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# Rural Health

## Wrap Payments

- Direct Impact to provider revenue
- Dependent on MCO data accuracy

## Provider Investments

- Focused on Behavioral Health and SKY membership
- Training and Program Improvements

## Disaster Response

- Improving Health of Kentuckians : RAM Clinic
- Boots on the Ground – Continued Commitment

## Aetna Provider Partnership Program (AP3)

- Combination of Councils, Concepts and Campaigns
- Highlights areas of opportunity to ease administrative burden on practices







Thank You