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# Aetna Better Health of Kentucky

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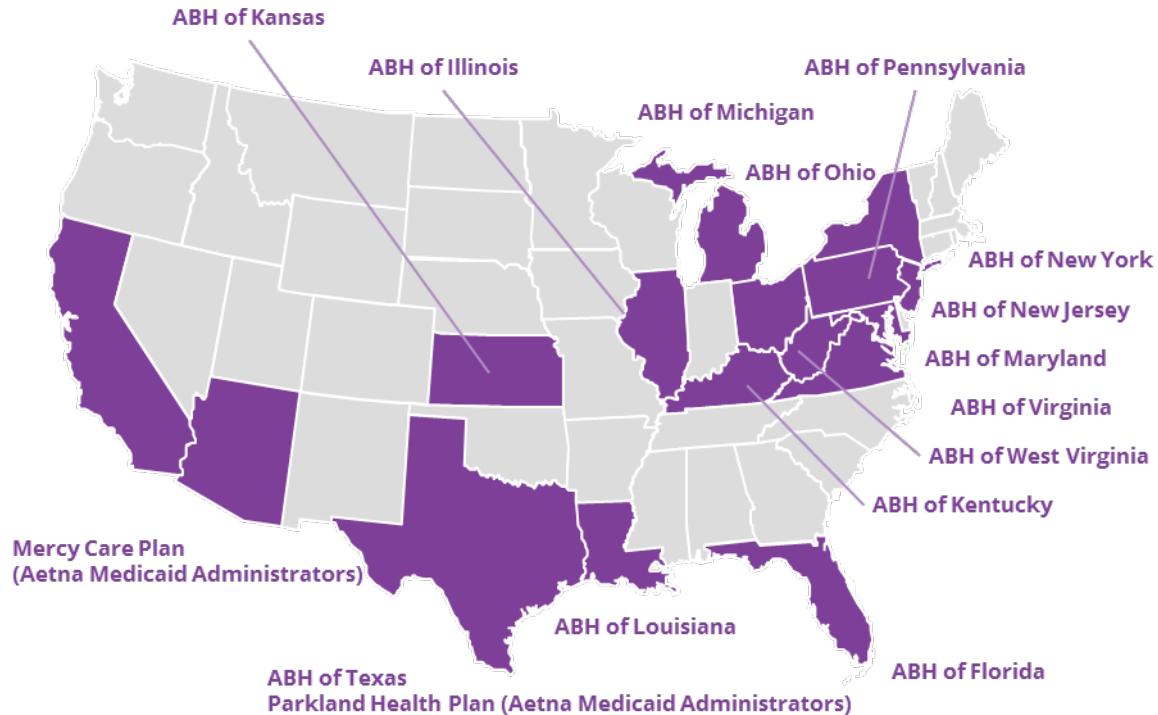


# Outline

1. **Aetna Better Health of Kentucky**
2. **Provider Experience**
3. **Innovation**
4. **Member and Community Experience**

# Aetna Medicaid by the Numbers

We are providing innovative solutions and technology to support Medicaid beneficiaries in achieving their optimal health and quality of life, while also honoring their culture, goals and needs for self determination



## 37 contracts across 16 states

Administer Medicaid programs in 16 states across the nation with a varying number of contracts within each state setup to manage distinct populations and regions within each state

## 30 plus years experience

Across all populations including managing the care of complex, high-risk populations; Best-In-Class winner of the 2017-18 Medicaid Health Plan Association Award

## 2.2M members

In ASC and risk agreements across all footprint states and programs

## 6.7K employees

In Aetna Medicaid Administrators across the nation

# Aetna in Kentucky 2017-2018



## Kentucky fast facts<sup>1</sup>

<b>Employee total:</b>	<b>381</b>
Total Aetna taxes <sup>2</sup>	<b>\$5,722,194</b>
Total claims paid <sup>3</sup>	<b>\$306,711,112</b>
Total medical membership	<b>322,925</b>
Total providers	<b>14,193</b>



## Membership<sup>4</sup>

Commercial (ASC/Risk)	77,578
Medicare Advantage	8,354
Medicaid	236,993
<b>Total medical membership</b>	<b>322,925</b>
Total dental	330,667
Total commercial pharmacy	35,362
Total Medicare Part D	48,056
<b>Total other membership</b>	<b>414,085</b>



## Supporting a healthy Kentucky economy

We believe the most successful companies put people ahead of profits. That's why we're committed to **providing our people—including nearly 400 employees in Kentucky—with the resources and support they need:** a base hourly wage of \$16 or more, an enhanced medical benefits program and matching student loan payment contributions.



## Networks

Acute care and children's hospitals	80
Primary care physicians and specialists	7,075
Other providers	7,038
<b>Total provider network</b>	<b>14,193</b>

**Aetna is committed to building a healthier Kentucky – one person, one community at a time**

# Quality Outcomes

## NCQA Health Insurance Plan Ratings 2018 - 2019



### NCQA Health Insurance Plan Ratings 2018-2019 - Summary Report (Medicaid)

Search for a health insurance plan by state, plan name or plan type (private, Medicaid, Medicare). Click a plan name for a detailed analysis.

In 2018, NCQA rated more than 1,000 health insurance plans based on clinical quality, member satisfaction and NCQA Accreditation Survey results. This way of rating plans emphasizes care outcomes (the results of care people receive) and what patients say about their care.

**Note:** The overall rating score is the weighted average of all measures, not an average of the three composites (Consumer Satisfaction, Prevention, Treatment). For more information about the ratings, including how they are calculated, visit our 2018 ratings page.

Lower Performance Higher Performance

≤1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0

Rating	Plan Name	States	Type	NCQA Accreditation	Consumer Satisfaction
3.5	Aetna Better Health of Kentucky	KY	HMO	Yes	4.0
3.5	WellCare Health Insurance of Illinois, Inc. dba WellCare of Kentucky, Inc.	KY	HMO	Yes	3.5
3.0	Anthem Kentucky Managed Care Plan, Inc.	KY	HMO	Yes	2.0
3.0	Humana Health Plan, Inc. (Kentucky)	KY	HMO	Yes	4.0
3.0	University Health Care (UHC) dba Passport Health Plan (PHP)	KY	HMO	Yes	3.0

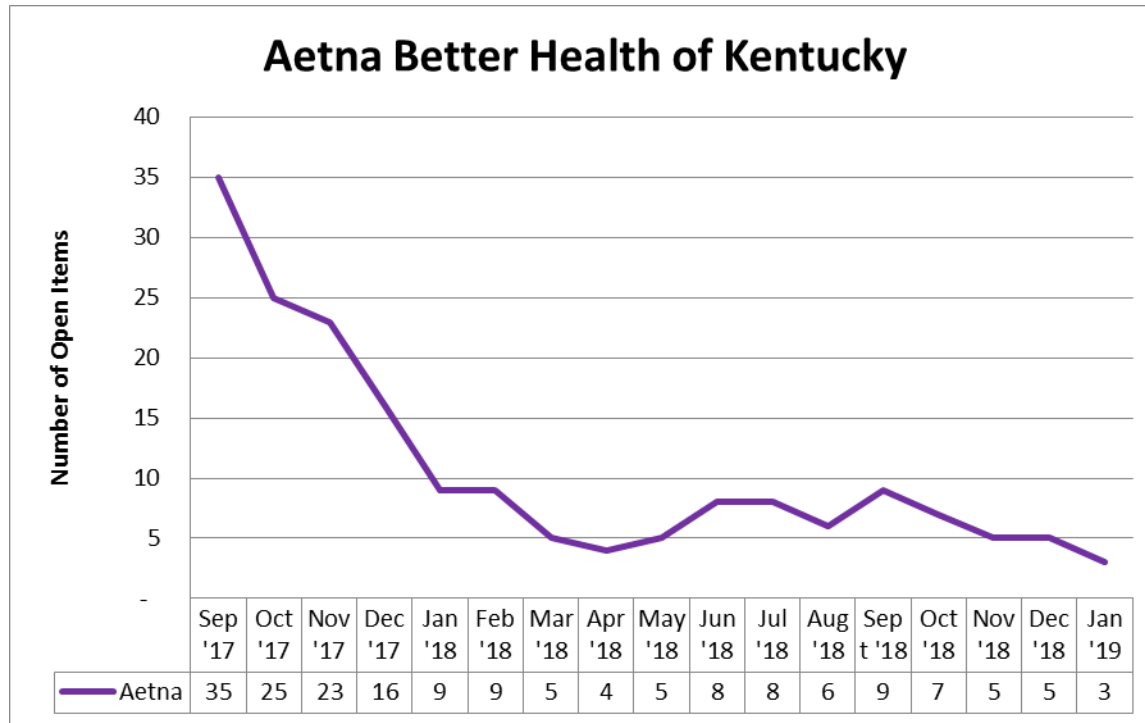
Aetna Better Health of Kentucky achieved a **commendable accreditation** - obtaining one of the highest ratings among MCOs and excelling in consumer satisfaction.

# Provider Experience



# Enhancing the Provider Experience

## Kentucky Hospital Association Activity Log



**Partnering with providers and enhancing the provider experience is a top priority.**

Provider network staff work diligently to meet the needs of our network and decrease number of open items by 90% from 2017 to 2019.

# Partnering with Independent Pharmacies

Aetna Better Health of Kentucky, the Kentucky Pharmacy Care Network and the Community Pharmacy Enhanced Services Network (CPESN) are partnering on a 12-month pilot program that began January 1, 2019. Initially, 6 CPESN pharmacies in Kentucky will be involved in this pilot program.

## **Phase I Interventions:**

Screen Aetna Medicaid members and provide community pharmacy care management-clinical check-ins/assessments and updates to the pharmacy care plan with each regular fill of chronic medications.

## **Phase II Interventions:**

- Conduct medication reconciliation and coordinate care in transitions from hospital to home within 15 days of discharge
- Support foster care placements with same-day review of medications to alert foster homes of medications that need to be filled urgently
- Refer members who are high utilizers to establish care with a primary care practice
- Assist Aetna and care providers with closure of care gaps
- Conduct reviews of medication appropriateness for members flagged with potential polypharmacy use
- Provide support and education to members with high risk opioid regimens and the prescribers working with them



*CPESN will have care plans to assess and identify Social Determinants of Health for members, allowing our care managers to assist with transportation, food, and safety concerns.*



# Partnering with Public Health Departments

## **B.R.I.G.H.T. (Barren River Initiative to Get Healthy Together) Coalition**

The BRIGHT Coalition is a 10 county alliance working together for the health, economic and education well being of the Barren River Area Development District. ABH-KY currently participates in workgroups dealing with substance abuse issues in the district and assisting in completing the 2019-2021 Community Health Improvement Plan (CHIP). The goal is to have the CHIP completed by March 31<sup>st</sup>.

## **Public Health Initiatives**

### **Hepatitis A Outbreak**

Foundation grant provided to Louisville Department of Public Health at height of Hepatitis A outbreak to assist in purchase of vaccine which helped mitigate the epidemic.

### **HANDS Program/Community Baby Showers**

In partnership with the HANDS Program, Aetna offered member appreciation baby showers during open enrollment. Events were held at family health centers, health departments, cooperative extension offices and neighborhood locations.

- 11 baby showers held
- Locations included: Montgomery, Jefferson, Barren, Pulaski, Russell, Franklin, Woodford, Fayette, McCreary and Mercer counties.



# Provider Partnerships

## University of KY Healthcare Gold Card

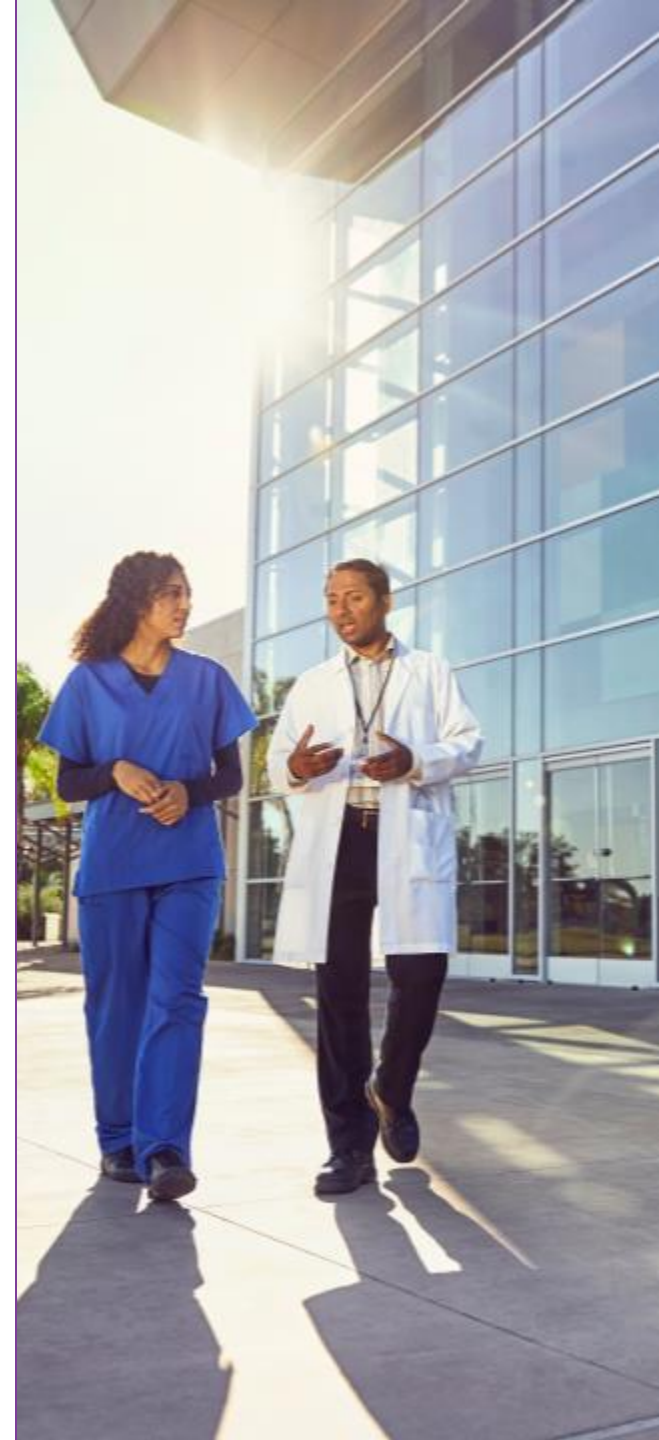
ABH-KY has partnered with 10 UK Medication Assisted Therapy prescribers that have been deemed 'Preferred Providers'. As a preferred provider, Aetna does not require prior authorization for Buprenorphine prescriptions. This allows the patient to be discharged with ready access to their prescription, while improving access to care and reducing the providers administrative burden.

## KentuckyOne Health/Care Unify

Aetna is partnering with KyOne to pilot Care Unify software that targets care gap analysis. Care Unify promotes: Patient activity tracking, Direct patient contact, High-risk patient alerts and Improves patient outcomes. Thus far, Care Unify has connected KYOne to 9,068 members; identifying 85 as high risk, 2,249 as medium risk and 6,734 as low risk.

## Children's Alliance

Aetna is in the process of developing a collaborative agreement with the Children's Alliance to provide a value based savings arrangement for this unique population of children and adolescents with behavioral health needs.



# Provider Partnerships

## Delegated Case Management Pilot

Aetna Better Health of KY is teaming up with community partners to enhance Case Management (CM) support for ABH-KY members.

We are sharing Aetna systems and information to allow partners to help members meet health care goals. Initial launch will include 5 practices and will target approximately 500 members.

## Kiosks

Working with Pursuant Health to add kiosks in retail locations in all regions where members can perform HEDIS incentives tasks, participate in interactive materials such as surveys and receive literature.

Kiosks will be located in all 8 regions in Walmart Retailers. ABH-KY is also working with the Kentucky Primary Care Association on placing kiosks in select clinics.



# Innovation



# Start Strong Re-Entry Program

90 day jail substance abuse program – Kenton County Detention Center  
*Treatment is started during the 90 days (along with programming), and then individuals are provided with 6 months support. This includes treatment, housing, and job training. We provide additional supports and ensure members can continue their treatment without any gaps.*

- Each Aetna member taken into custody receives an Aetna Start Strong Brochure and a letter stating how to get in touch with the reentry coach (case manager), housed inside the detention center.
- **The program has been presented to 300 inmates in the Kenton County Detention Center.**
- **33** Members on the Case Managers' Active Caseload
- ***0 have returned to Jail or Prison as of 1/15/2019***

As individuals complete the 90 day Jail Substance Abuse Program (JSAP), they will transition to 6 months follow-up with the Life Learning Center. During these 6 months, individuals will be given support for ongoing treatment, assistance in housing, as well as job-training/placement. Backpacks full of basic necessities are provided for those who are leaving the jail, and will begin the next phase of their treatment plan.



*"By utilizing this comprehensive solution with individuals before and after incarceration, KCDC will help more people move beyond addiction and establish healthy, productive lives. And, because jails and prisons are the largest provider of behavioral health services in the country, this effort may also serve as a blueprint for treating addiction throughout the criminal justice system,"* said Jordan Hansen, Hazelden Publishing's senior manager clinical systems.

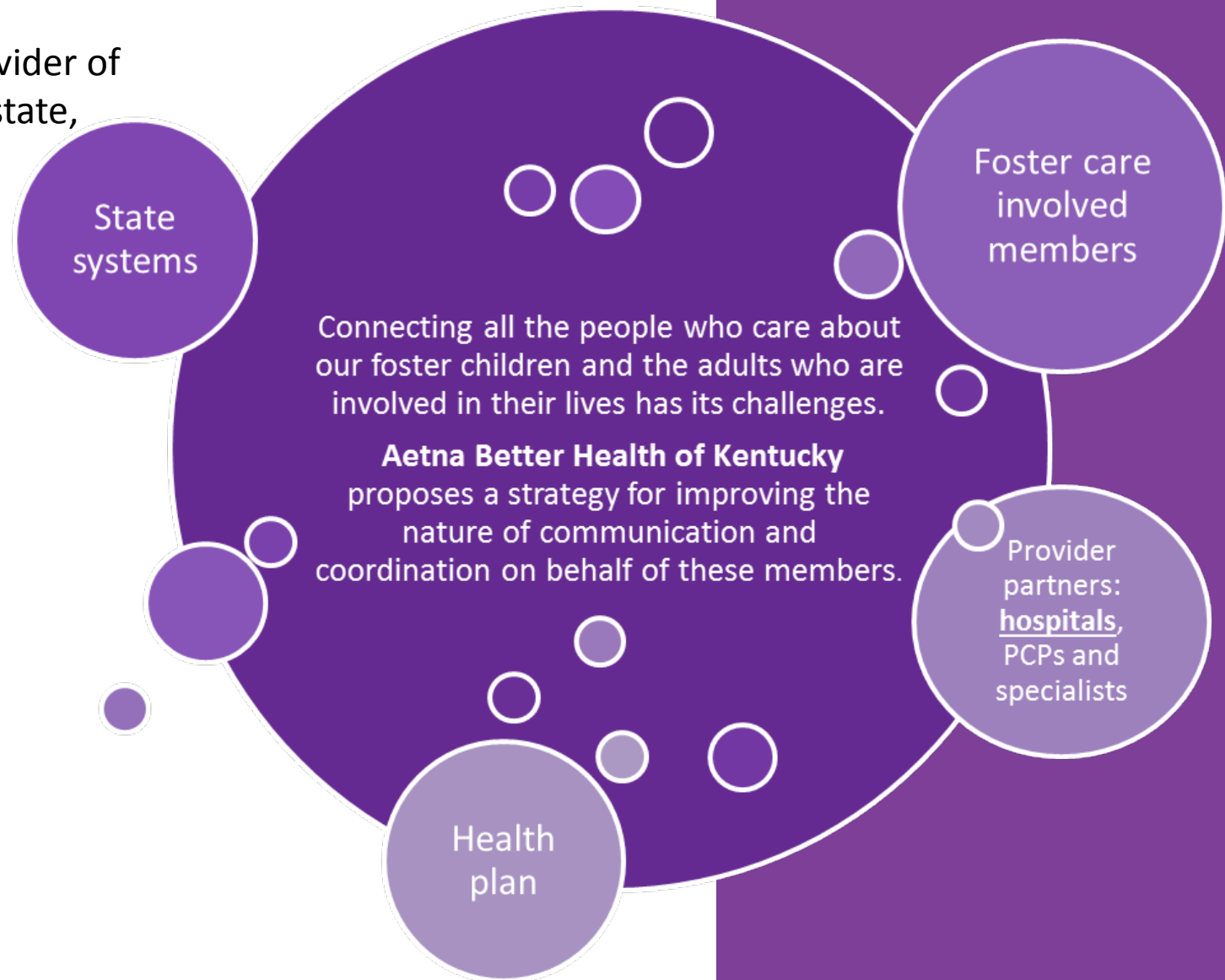
# Foster Care

Aetna Better Health of Kentucky is the largest provider of managed care coverage for foster children in the state, serving 50% of eligible children.

Aetna follows children through the system from birth to foster care, where most of these children are placed. This allows for us to provide a continuum of care as children move through the foster care system.

- Current Census 5,561
- Adopted 341

In addition to primary care and specialty medical providers, Aetna's program integrates Department of Juvenile Justice, Commission for Children, DCBS and other key agencies into the individualized care plans for each of these children.



# Aetna Innovative Partnership

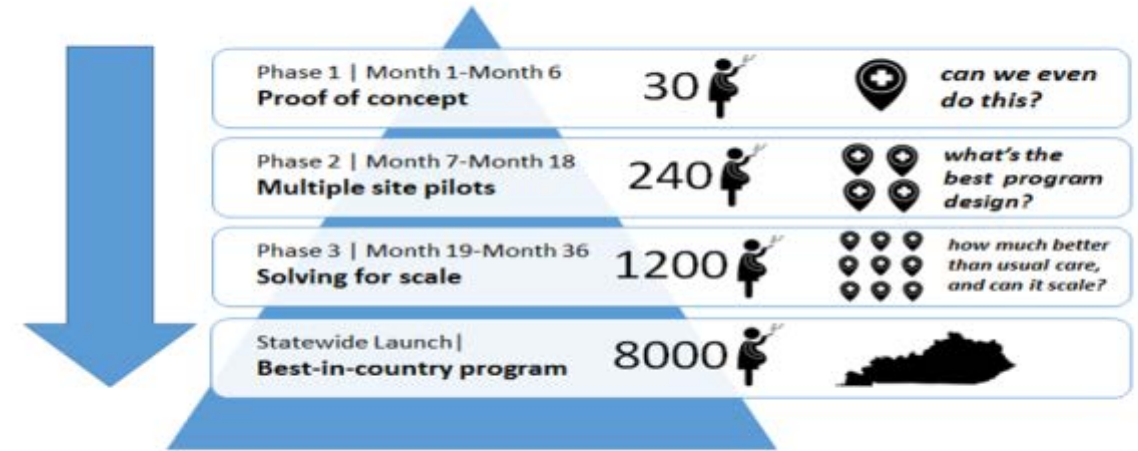
## Kentucky QuIPS (Quit Incentives for Pregnant Smokers)

A pilot initiative for Kentucky's Medicaid members that is an incentives-based cessation program.

**GOAL:** Develop best-in-country strategy to reduce smoking during pregnancy for Kentucky Medicaid members

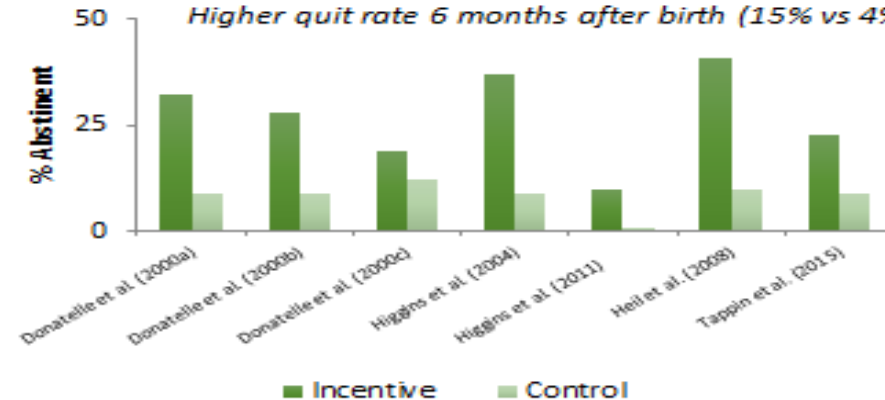
**APPROACH:** Rapid-cycle pilot tests of program elements and assumptions to learn quickly and design for scale for best-in-country program. Aetna Better Health of Kentucky is partnering on this project with the Center for Health Incentives and Behavioral Economics at the University of Pennsylvania.

## QuIPS: A phased sequence of pilots and scale up



## Strong evidence base: Financial incentives are highly effective in pregnant smokers

Increased quit rate under incentive interventions (22.5% vs 8.6%)  
 Higher birth weight  
 Higher quit rate 6 months after birth (15% vs 4%)



# Member & Community Experience





# Aetna Helping KY First Responders



*“Aetna Better Health of Kentucky is committed to joining our dedicated providers in fighting the opioid epidemic by decreasing administrative burden for Medication Assisted Therapies and expanding the treatment network.”*

Vaughn Payne, MD  
Chief Medical Officer

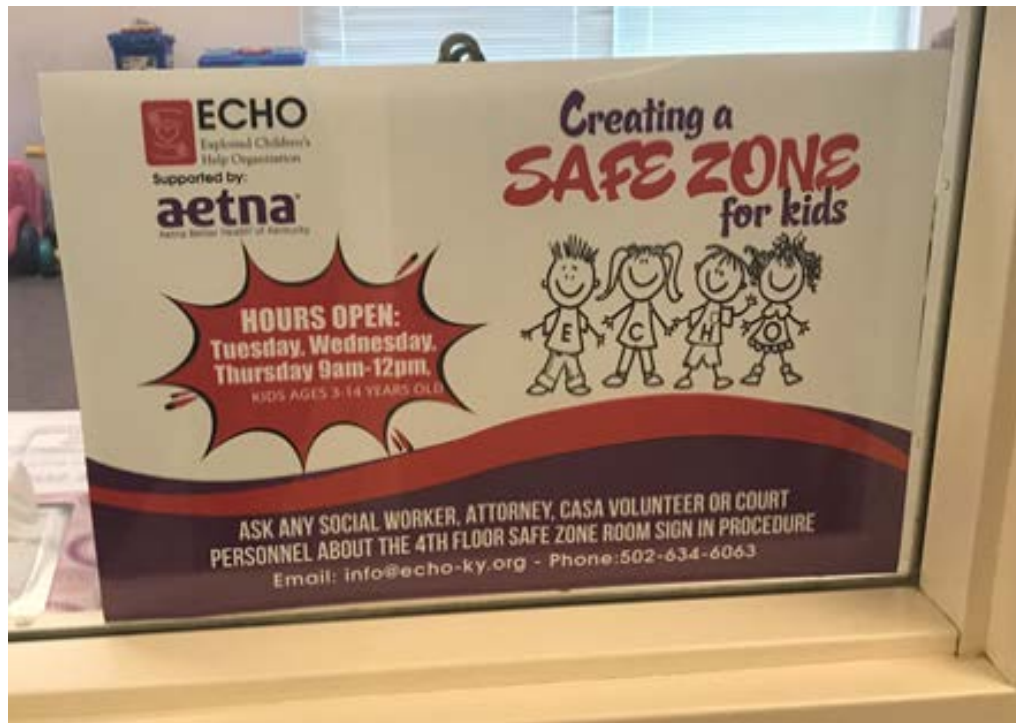
Aetna provided first responders in Northern Kentucky and Appalachia regions with 720 doses of Narcan. Gov. Matt Bevin participated in the training on how to administer Narcan and provided a demonstration to then Aetna CMO, David Hiestand.

# Aetna Safe Zone

## Exploited Children's Help Organization (ECHO) & ABH-KY Safe Zone

ABH-KY renovated the space in the Jefferson County Courthouse where children can read and play in a safe environment while their parents are in Family Court.

- ECHO serves 10-15 children per month.
- ABH-KY will have a 2019 volunteer initiative to staff the extended hours.



# Caring for KY's Homeless

Aetna case managers complete face to face visits by meeting homeless members in their own environment. With this caring approach members are more cooperative and willing to accept the services and assistance that is being offered.

## **Aetna Projects:**

Homeless Count- Louisville: Fifteen Aetna volunteers perform street counts at 3 AM

Homeless Job and Resource Fair: 30+ resources and 2<sup>nd</sup> chance employers, expungement consultations, free business attire, mock interviews

Homeless vending machine: Located at The Living Room and will include TARC bus passes; placement in Q1 2019

Sleeping Bags: 411 bags were delivered to Welcome House in December

Homeless snack pantry: Located at both a women's and a men's shelter: **up to 30 individuals are seen per day**

Case managers have visited over 45 agencies in the following areas: Elizabethtown, Hazard, Lexington, Louisville, Owensboro, Pikeville, Richmond



# Member Centric Interventions

## Diabetes Nutrition

Diabetes nutrition can be a demo or interactive class; focuses on basic carbohydrate counting and how to shop using food labels and nutrition information.

## MicroClinics

Interactive health program that teaches participants how to adopt practical health behaviors and changes while receiving periodic health screenings to monitor their progress.

## Metamorphosis

A collaborative with Kenton County Alliance is a 10 session series for students and parents to reinforce repetitive messaging and foster an environment for building skills within familiar settings like school. Promotes living a substance free life and follows the Monarch Butterfly's growth and development. Over **200 children participated.**

## Food Literacy Project Truck Farm

The Truck Farm is a mobile farm that is used to educate children about horticulture. Approximately **3,440 youth, family and care givers were served March – Nov 2018.**

Community Development offers ongoing evidence-based and internally developed education courses throughout the community which improves the quality and promotes healthy living for all members.



# Aetna Impact



American Heart Association®



*"Aetna Better Health and the Aetna Foundation know that a positive health impact can be made when communities work together to tackle social determinants of health,"* said Jonathan Copley, CEO of Aetna Better Health of Kentucky



Thank You!