



# Health and Welfare Committee

January 2019

# Anthem<sup>®</sup>

1 in 8 Americans 

nearly  
**40 million**  
total medical members in  
affiliated health plans

**over 73 million**  
total lives served



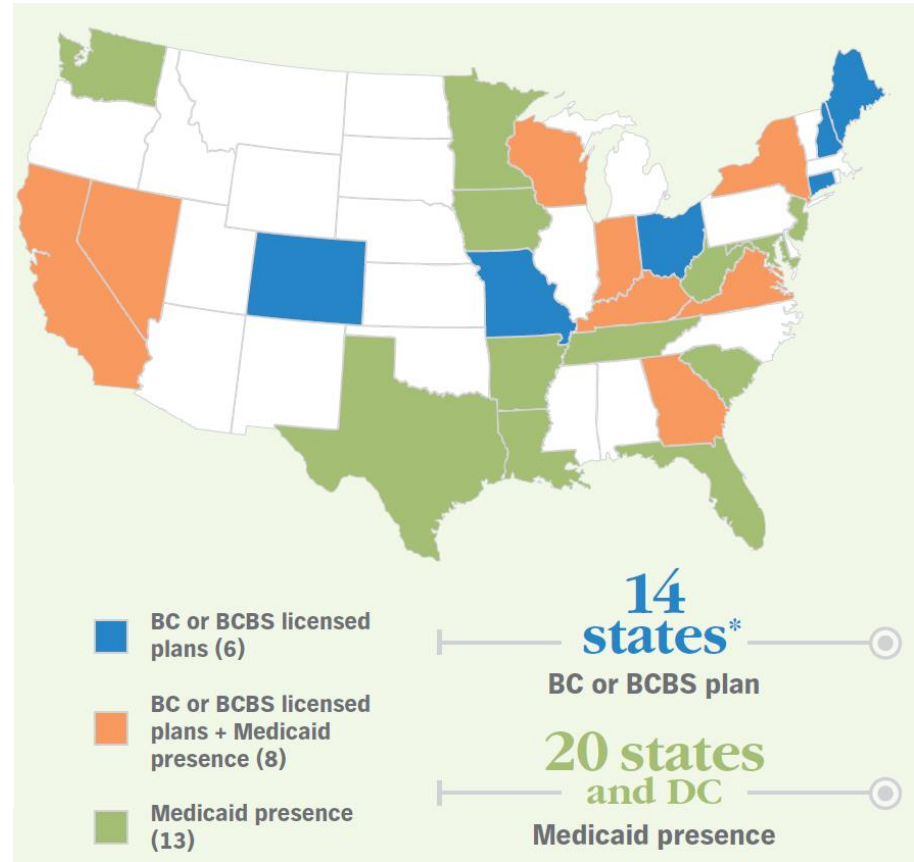
**51 million**  
service calls



**749.3 million**  
claims processed



**264.6 billion**  
benefits paid



**Membership**



**80 years**  
in Kentucky

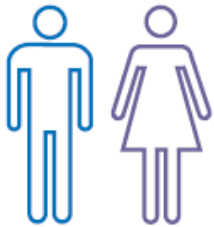
**Vendor spend**



**\$134 million**







**Associates**



**1,330**  
associates employed  
in Kentucky

**Taxes Paid**

**\$17 million**

-  **1,476,000**  
Commercial
-  **130,000**  
Medicaid
-  **122,000**  
Medicare
-  **75,000**  
Federal Government Solutions

**Foundation & social responsibility**



**\$1.6 million**  
annual giving  
in Kentucky



**3,107**  
associate  
volunteer  
hours

# Real Best Practice Examples

## Health Promotion



## HIP Indiana

Serving Hoosier Healthwise,  
Healthy Indiana Plan and Hoosier Care Connect

**Anthem**  
BlueCross BlueShield

### Get more benefits for less money with HIP Plus!

**Don't miss out**  
With Healthy Indiana Plan Plus (HIP Plus), you get **more benefits and no copays.\*** On top of your regular Anthem benefits, like care from doctors, specialists and hospitals, you'll get:

- Dental care.
- Vision care.
- Enhanced pharmacy services.
- Chiropractic (back) services.

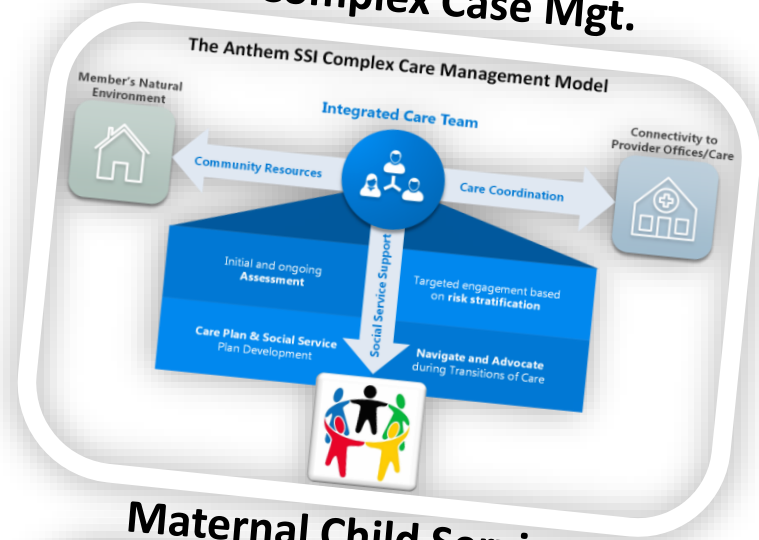
And with Anthem, HIP Plus members get these extras at no cost.\*

- High school equivalency test help
- Rides to the doctor
- Weight Watchers®
- Gym membership
- And more!

**Why HIP Plus?**  
No copays! You just have one low monthly payment based on your income. It's called a copay and can be as low as \$1 a month.

**We'll send you reminders when it's time, so you don't miss out!**

## SSI Complex Case Mgt.



## Maternal Child Services

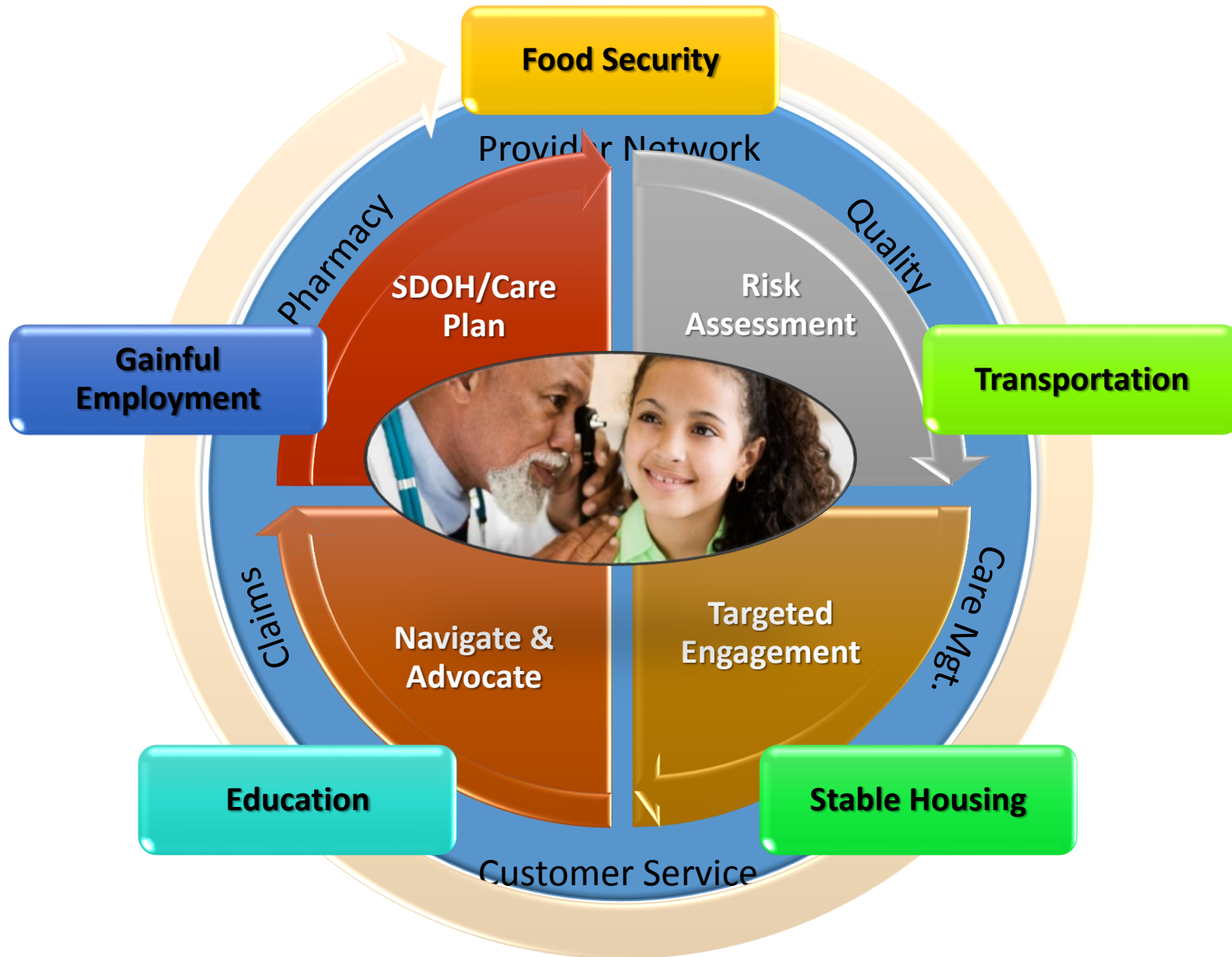
**Anthem**

### Maternal Child Services

Efforts to Address Opioid Use Disorder in Pregnancy and Neonatal Abstinence Syndrome (GBD)

Teresa Ortiz, Director Clinical Programs  
Susan Brown, MD, FAAP, Enterprise Medical Director (Neonatology)

# “Whole Person” Circle of Health



# Performance Summary

2014 January:  
Entered KY  
"Expansion" in  
105 Counties

2014 July:  
Added TANF  
Members to the  
Counties

2015:  
Expanded to  
Louisville area  
(putting us in all 120  
counties)

2017: NCQA  
Accreditation

2019 January:  
Implemented  
member co-  
payments

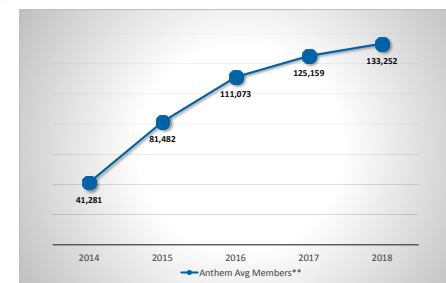
2019:  
Kentucky HEALTH

## Commitment to the Commonwealth

- Vision: To be **America's** valued health **Partner**
- In Kentucky for **80 Years**
- Medicaid since 2014
- Serving **1.8 Million** in Kentucky
- 1,330 Associates



## Membership Growth

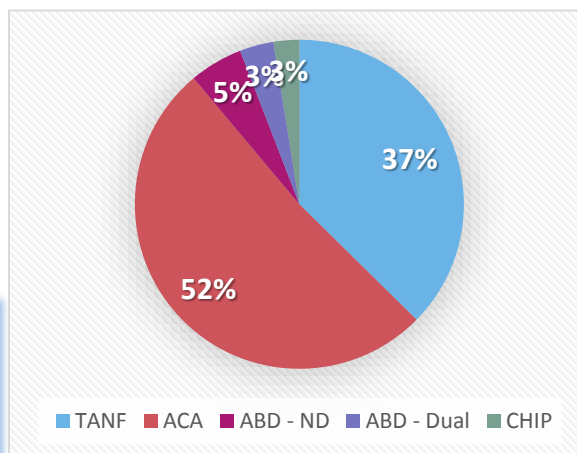


\*\*See Anthem Eligibility System

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## Membership Mix



■ TANF ■ ACA ■ ABD - ND ■ ABD - Dual ■ CHIP

## Commitment to Service

- Customer Service
  - 328K Calls
  - ASA: Member 20 Seconds, Provider 22 Seconds
  - Abandonment Rate: Member 1.2% / Provider 0.83%
- 2018 Claims
  - 2.7 Million claims representing \$661M
  - 6.02 days Average Medical Claims Payment
- Prompt Payment Results\*
  - Hospital: 98:71% Paid/adjudicated w/in 30 Days
  - Physician: 99.09% Paid/Adjudicated w/in 30 days

\* Excludes Pharmacy

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## Anthem's Philosophy

Anthem's philosophy is one of **Collaboration**

Serving all with a **Focus** on those with the greatest need

Coordinating health for the **Whole Person** including not only care coordination but also food security, transportation, stable housing, education and gainful employment.

Brilliant at the basics and **Innovative** when in matters Needed services are facilitated through **Evidence-Based** review process and sophisticated predictive modeling to eliminate unnecessary services, to improve quality, enhance the member experience and reduce costs.

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# Real Stories – Care Management

Meet Raquel, a former Anthem BCBS Medicaid member.

Raquel suffered from a rare pulmonary condition known as CTEPH, and as a result of collaboration between Anthem and our state partner, Raquel was referred to and successfully treated at UC San Diego, the leading institution for treating this life threatening condition.

Today Raquel has recovered and has returned to the workforce and is commercially insured and is once again leading an active, full life.



Note: Raquel has given Anthem permission to share her story so both the story and the image are real

# Bringing the Anthem Model to Life – Real Stories

## Full Time Student & Father of 3



Anthem Care Mgr. helped to apply for SNAP so he could afford rent and feed his children

## Abusive Home Situation



Care Mgr. referred to BRASS and arranged for early refills on prescriptions so the member would have access to vital medicines because she had to leave them behind.

Note: The stories are real but the images are not of the actual members.



# Summary

- Vision: Be the most innovative, valuable and inclusive partner
- Mission: Improving lives and communities. Simplifying healthcare. Expecting more.
- Values: Leadership, Community, Integrity, Agility and Diversity
- Anthem is committed to the Commonwealth and it's most vulnerable citizens
- Anthem is committed to work with DMS to introduce solutions to improve quality, enhance experiences and reduce costs
- Our goal is “Whole Person Health” not just health care
- Our nationwide experience can bring innovation
- Our local presence is in tune with Kentucky needs