Health and Welfare Committee
January 2019
80 years in Kentucky

Vendor spend

$134 million

Taxes Paid

$17 million

Associates

1,330 associates employed in Kentucky

1.8 million members

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

Get more benefits for less money with HIP Plus!

Don’t miss out!
With Healthy Indiana Plus Plan Plus (HIP Plus), you get more benefits and no copays.*
Get all of your regular Anthem benefits. We care from doctors, specialists and hospitals you’ll get:
- Dental care
- Vision care
- Enhanced pharmacy services
- Critical care (Critical Care Services)

And with Anthem, HIP Plus members get these extra benefits:
- High school equivalency test prep
- Care for the elderly
- Workout classes*
- Gym memberships
- And more!

Why HIP Plus?
No copays. Your health matters.

We’ll send you reminders when it’s time. So you don’t run out!

SSI Complex Case Mgt.

The Anthem SSI Complex Care Management Model

Integrated Care Team

Community Resources

Care Coordination

Social Service Support

复杂的管理模型

Maternal Child Services

Maternal Child Services
Efforts to Address Opioid Use Disorder in Pregnancy and Neonatal Abstinence Syndrome (NAS)

Teresa Ortiz, Director Clinical Programs
Susan Brown, MD, FAAP, Enterprise Medical Director [Neonatology]
“Whole Person” Circle of Health

- Food Security
- Provider Network
- Risk Assessment
- Targeted Engagement
- SDOH/Care Plan
- Customer Service
- Quality
- Transportation
- Gainful Employment
- Education
- Stable Housing
- Pharmacy
- Navigate & Advocate
- Claims
- Care Mgmt.

COMPANY CONFIDENTIAL | FOR INTERNAL USE ONLY | DO NOT COPY | HEALTH AND WELFARE | JAN | 2019
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

Anthem Avg Members
**Src Anthem Eligibility System

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.

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

Membership Mix

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

Anthem’s Performance Summary

Membership Mix

- 37%
- 52%
- 5%
- 3%
- 3%
- 5%
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.
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


• 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