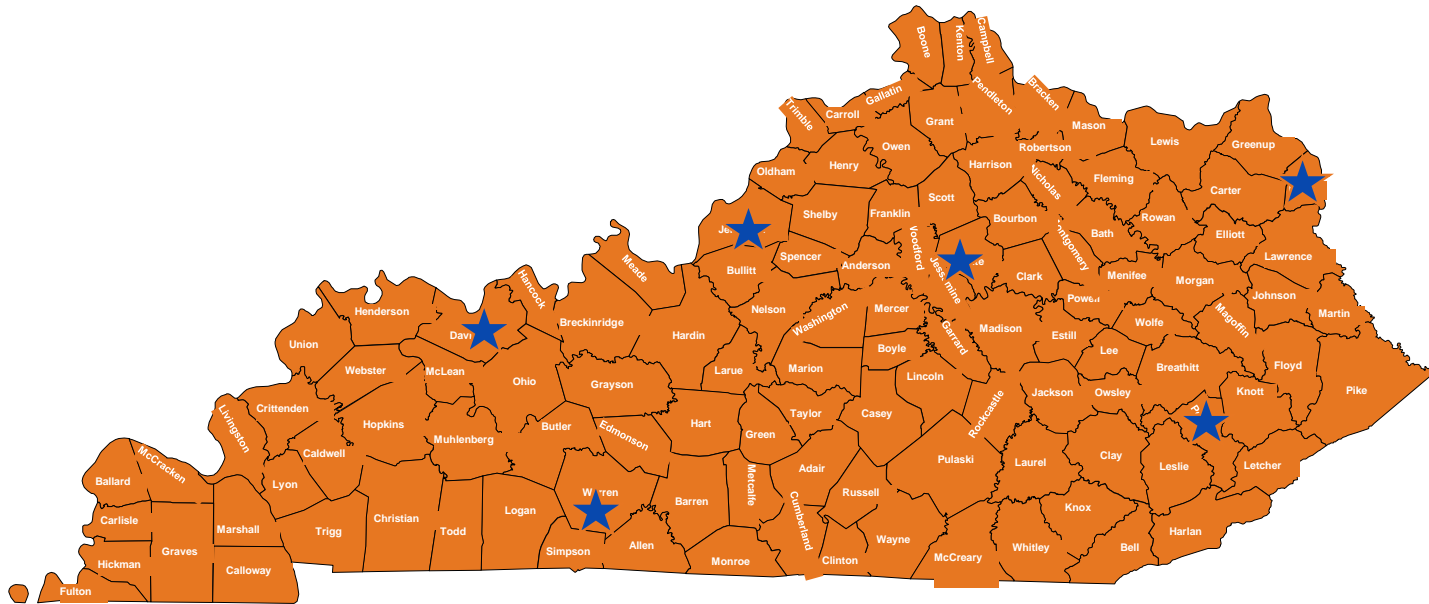


A photograph of a diverse family of four is the central focus. A father and mother are smiling warmly at the camera, with their two young children nestled between them. The father is on the left, holding a young boy on his shoulders. The mother is on the right, holding a young girl. They are all smiling and appear to be in a comfortable, home-like setting with light-colored curtains in the background.

WellCare Health Plans, Inc.

WellCare's Presence in Kentucky



Counties with WellCare offices

484K

MEMBERS

290

ASSOCIATES

6

OFFICES
STATEWIDE

34K

PROVIDERS

13K

FACILITIES

\$5.4B

STATE
ECONOMIC
IMPACT

*Economic impact based on CY2017 internal projections, including direct, indirect and induced benefits.

All numbers are as of Sept. 30, 2018



What's happening in Kentucky?

- **Excellent Quality Measures**
Achieved an overall NCQA score of 3.5 out of 5 - the highest score achieved in the state in 2018
- **Clinical and Member Satisfaction**
Earned more 4 ratings and above by NCQA than any other Kentucky plan across consumer satisfaction, prevention and treatment measures
- **Provider Satisfaction**
Highest provider satisfaction in the state, based on an external provider satisfaction survey
- **Associate Satisfaction**
Named to the Top 10 Best Places to Work in Kentucky





Members are getting healthy!

CY 2012-2017 improvement⁽¹⁾

Children Measures

Adolescent Well Care 12-21yrs

Well Child 3-6 Year

Well Child 15 Month: Six or more well child visits

Weight Assess: BMI Percentile Documentation - Total

Weight Assess: Counseling for Physical Activity - Total

Weight Assess: Counseling for Nutrition - Total

Diabetic Measures

Comp Diabetes: Eye Exam

Comp Diabetes: HbA1c Good Control (<7)

Comp Diabetes: HbA1c Adequate Control (<8)

Comp Diabetes: Monitoring for Nephropathy

COPD Measures

Pharm Mgmt. COPD: Systemic Corticosteroids

Pharm Mgmt. COPD: Bronchodilators

19.02%

10.85%

26.78%

48.97%

27.29%

29.08%

22.60%

13.77%

12.80%

8.67%

35.93%

37.92%

(1) As reported by NCQA's Quality Compass®

WellCare connects our members with resources that assist them with everything from housing to transportation to child care, paving a path toward better health and independence. Additionally, WellCare forms partnerships designed to strengthen the network of resources.

9,958 community members in Kentucky have received **54,892** referrals to social resources.



Top Referrals:

1. General Transportation
2. Medical Transportation
3. Food Pantry
4. Utility Assistance
5. Homeless Service

Removing a social barrier led to an aggregated saving from reduced:



53% Lower Inpatient Spending
17% Lower Emergency Room Use
26% Lower Emergency Department Spending

The healthcare savings from removing social barriers is re-invested back into the community through 800+ investments designed to increase data sharing capabilities or sustain critical social services.

In 2018, WellCare completed **1,134** community activities, reaching **428,612** community stakeholders.



These are activities where WellCare staff dedicated time to connection with community agencies or hosting events for the community. Activities may include attending interagency council meetings, specific health and social service focused coalitions, as well as hosting community activities targeted at specific health or social issues.

When compared to demographically similar members, those individuals with their social barriers removed are:



4.8X More Likely to Schedule and Attend a PCP visit



2.4X More Likely to Improve BMI



1.5X More Likely to have Better Diabetes-Related Treatment Compliance

Community Specific Initiatives

In 2018, WellCare invested in 91 community health initiatives in Kentucky, with particular focus on:

Healthy Food
Access

15



Access to
Healthcare

15



Homeless
Healthcare

11



These initiatives have provided more than **240,216** social services to community members.

These include vouchers to farmers markets, transportation to the grocery store, or a hot meal while living on the street.

Boyd

WellCare actively partners with CAREs, Safe Harbor of Northeast KY, The Dressing Room, and Clean Start. These agencies provide services such as financial assistance, emergency food, clothing, tents, and handmade beds to the community in part because of the support of our Community Engagement program.

Clark

WellCare sponsored community education brochures in 2017 to help spread the word of events happening in the area to improve health.

Fayette

WellCare has partnered with the Chrysalis House for the past three years filling transportation gaps their women in recovery encounter through taxi vouchers, bus passes, and gas for their on-site van.

Marshall

Team Ultra, an after school program, began in just 1 elementary school and has expanded into all 6 elementary schools. WellCare's partnership supported them to eliminate their waiting list, ensuring all students in every school are able to participate. Last year the funding allowed the program to grow to middle school students as well.

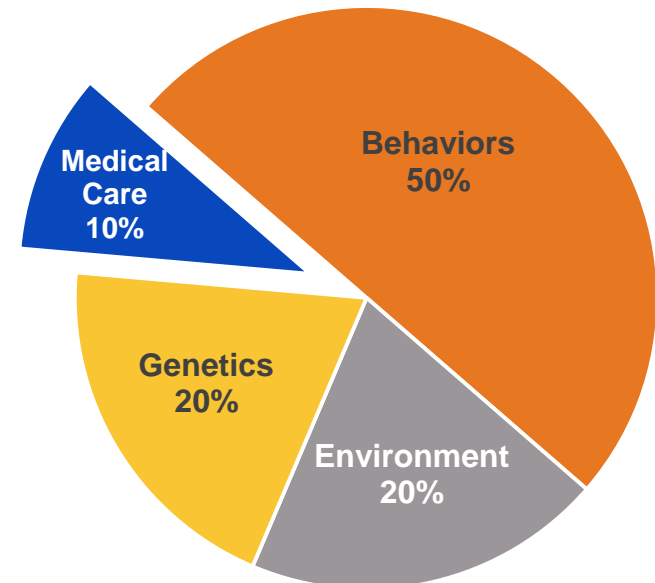
McCracken

WellCare facilitated a community meeting bringing together community leaders to fill a gap. This led to a "Trauma Informed Care" Conference where 200 professionals from 9 counties attended to enhance trauma informed practices and obtain valuable continuing education. Most recently WellCare became a committed Blue Zone partner for their Activate program planning.

■ Connecting Face-to-Face with Members and Providers

- Nurses, social workers and field outreach coordinators engaging with members
- Meeting our members in their homes and communities across all 120 counties
- Offering specialty programs for NICU, high risk OB, transitional care, behavioral health and foster care
- Outreach to providers and non-medical agencies to help close gaps in care

Health Determinants



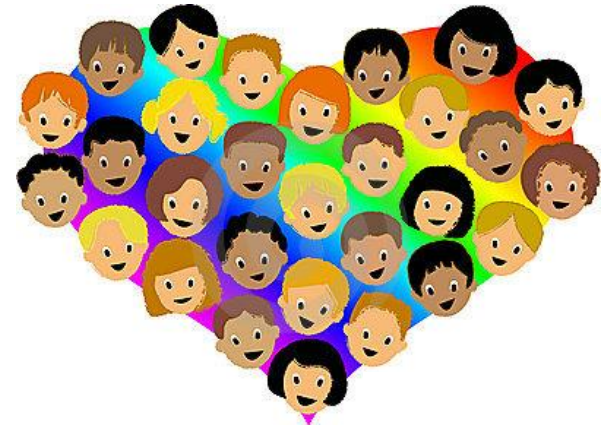
Reference: DHHS , Public Health Service, Ten Leading Causes of Death in US, Atlanta (GA) Bureau of State Services, July 1980

■ Delivering Medical, Behavioral and Social Supports to Help Our Members Live Better, Healthier Lives

Child Welfare Vision

To be the child welfare managed care leader in collaboration with our members, providers and state partners.

- **7,810 Foster and Adopted Members⁽¹⁾**
- **Team of 8 Specialized Clinicians And Staff**
- **Specialized Programs:**
 - Acute behavioral health case management
 - Autism program
 - JOOL Health Coach for transition age youth





A program connecting Medicaid members to tools and services for work and education success.

Online job-seeking resources



- Job and volunteer search
- Resume building and interview preparation
- 1-on-1 job coaching (live coach chat)
- Networking tools

Community Connections Help Line



- Can put a member in touch with community services in their area; get help with professional clothing, child care and much more
- Staff is available to help Monday–Friday from 9 a.m. to 6 p.m.

Educational Services



- GED preparation and testing assistance



Beyond Healthcare. A Better You.