WellCare Health Plans, Inc.
WellCare’s Presence in Kentucky

Counties with WellCare offices

484K MEMBERS
290 ASSOCIATES
6 OFFICES
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
Kentucky Overview

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
WellCare’s Value Proposition

Members are getting heathy!

CY 2012-2017 improvement(1)

<table>
<thead>
<tr>
<th>Children Measures</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Adolescent Well Care 12-21yrs</td>
<td>19.02%</td>
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<tr>
<td>Well Child 3-6 Year</td>
<td>10.85%</td>
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<tr>
<td>Well Child 15 Month: Six or more well child visits</td>
<td>26.78%</td>
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<tr>
<td>Weight Assess: BMI Percentile Documentation - Total</td>
<td>48.97%</td>
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<tr>
<td>Weight Assess: Counseling for Physical Activity - Total</td>
<td>27.29%</td>
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<tr>
<td>Weight Assess: Counseling for Nutrition - Total</td>
<td>29.08%</td>
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<table>
<thead>
<tr>
<th>Diabetic Measures</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Comp Diabetes: Eye Exam</td>
<td>22.60%</td>
</tr>
<tr>
<td>Comp Diabetes: HbA1c Good Control (&lt;7)</td>
<td>13.77%</td>
</tr>
<tr>
<td>Comp Diabetes: HbA1c Adequate Control (&lt;8)</td>
<td>12.80%</td>
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<tr>
<td>Comp Diabetes: Monitoring for Nephropathy</td>
<td>8.67%</td>
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<table>
<thead>
<tr>
<th>COPD Measures</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Pharm Mgmt. COPD: Systemic Corticosteroids</td>
<td>35.93%</td>
</tr>
<tr>
<td>Pharm Mgmt. COPD: Bronchodilators</td>
<td>37.92%</td>
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(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.

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

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.

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

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.
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.
Field Care Management

- **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

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

Foster Care and Adoption Program

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

\(^{(1)}\) As of Oct. 1, 2018
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