



nh healthy families™

# NH Healthy Families Annual Report

*February 13, 2017*

---

2/15/2017



# Providing Better Health Outcomes at Lower Costs for Our Members

## Helping a Homeless Member with SUD

- First encounter: living in tent post discharge
- ICM worked with him weekly for a year
- Connected with services and housing
- Now:
  - No longer uses, achieved One-Year AA Medallion, has new relationship with family.



# Quality Assessment & Performance Improvement (QAPI)



Continuously improve the Quality and Safety of the Clinical Care and Services Provided to Our Members:

- Implemented member and providers outreach activities to improve clinical and preventive care
- Development of a Provider Tool Kit focusing on EPSDT required services & member value added services
- Patient Safety and Collaboration through providing expertise and ongoing support to practices.



# 2015-2016 Performance Improvement Projects

## Four Performance Improvement Projects (PIPS)

- Screening/Monitoring Diabetic Retinal Exam 
- Diabetes Screening for Members w/ Schizophrenia or Bipolar disorder on an Antipsychotic Medication
- Well Child Visit for Children Ages 3-6
- Weight Assessment & Counseling for Nutrition & Physical Activity for Children /Adolescents 

# 2015-2016 Performance Improvement Projects



## Opportunities for Improvement: In Process

- Improvement in the HEDIS medical record abstraction process
- Increase the engagement of practitioners in improving HEDIS rates
- Incentives for enhanced quality of care
- Multi-tier interventions implemented earlier in the calendar



# Integrated Care Management (ICM)

- NH Healthy Families care managers are nurses, behavioral health clinicians, or social workers.
- Care managers work with the member and their doctors to help them:
  - Get the care they need
  - Identify community resources
  - Set up home health care
  - Assist with other needed services





# Integrated Care Management

Care management is available for all members including members with the following:

- Social and care coordination needs
- Complex medical health needs
- Behavioral health needs
- Pregnancy
- Disability





# Integrated Care Management

Categories of Integrated Care Management cases:

<i>Level of Care Management</i>	<i>Case Category</i>	<i>Description</i>
<i>Care Coordination</i>	Medical and Behavioral integrated	Primarily needs are housing, financial, etc. with need for community resources or assistance with accessing health care services. Care coordination typically involves non-clinical activities performed by non-clinical staff; clinical staff may assist if minor medical or behavioral health concerns arise. Services at this level of coordination include outreach to member, assistance scheduling appointments, assistance securing authorizations, and follow up to ensure compliance.
<i>Complex Care Management</i>	Medical and Behavioral integrated	Appropriate for members needing a higher level of service, with clinical needs. Members in case management may have a complex conditions or multiple co-morbidities that are generally well managed, have family or other care giver support, and are in need of moderate to minimal assistance from a care manager. Services at this level of care management include the level of coordination along with identification of member agreed upon goals and progress towards meeting those goals.



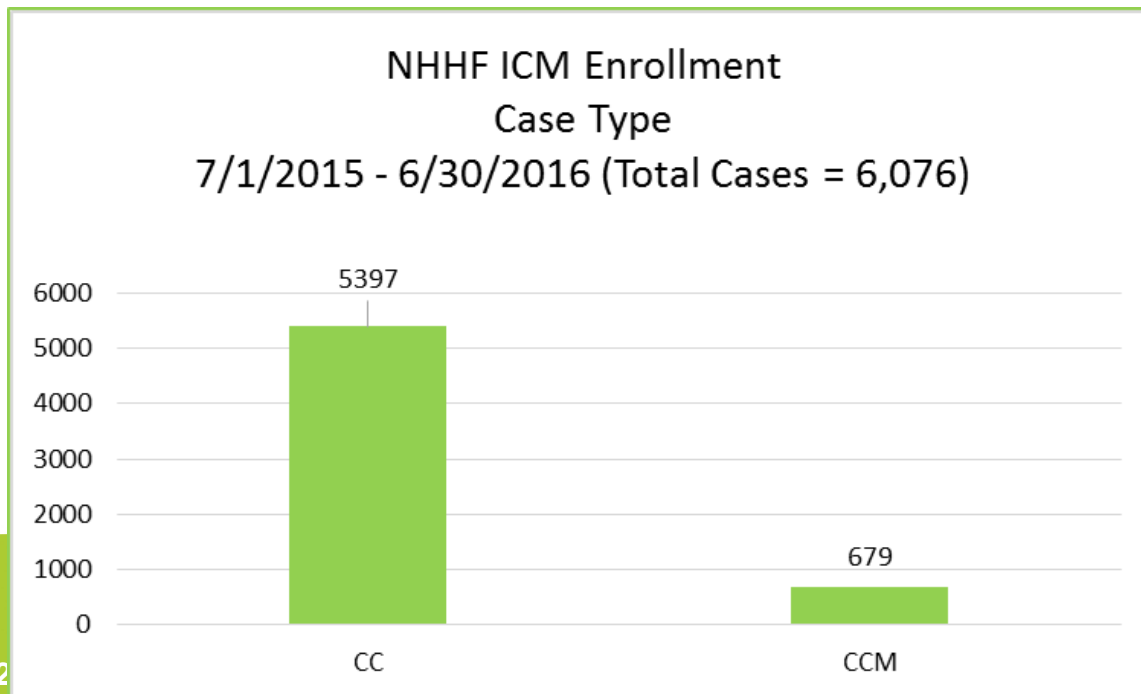
# Membership in Integrated Care Management



nh healthy families™

## NHHF Membership and Percent Enrolled in ICM during FY 2016

Membership as of June 2016	Received Outreach	Enrolled in CM	Percent Enrolled of Total Membership	Percent Enrolled of Total Identified
62,915	11,309	6,076	10%	54%



### Categories of Integrated Care Management Cases

CC	Care Coordination
CCM	Complex Care Management



# ICM Program Highlights

## Start Smart for Your Baby®

- Special program for pregnant women (ID through NOP)
- Of 306 members identified, 157 (51%) were enrolled in a Smart Start case

## 24-Hour Nurse Advice Line

- Registered nurses available 24/7
- Assist with finding a doctor, getting transportation, and determining the best place to go for care



# ICM Program Highlights

## Follow-up after Discharge

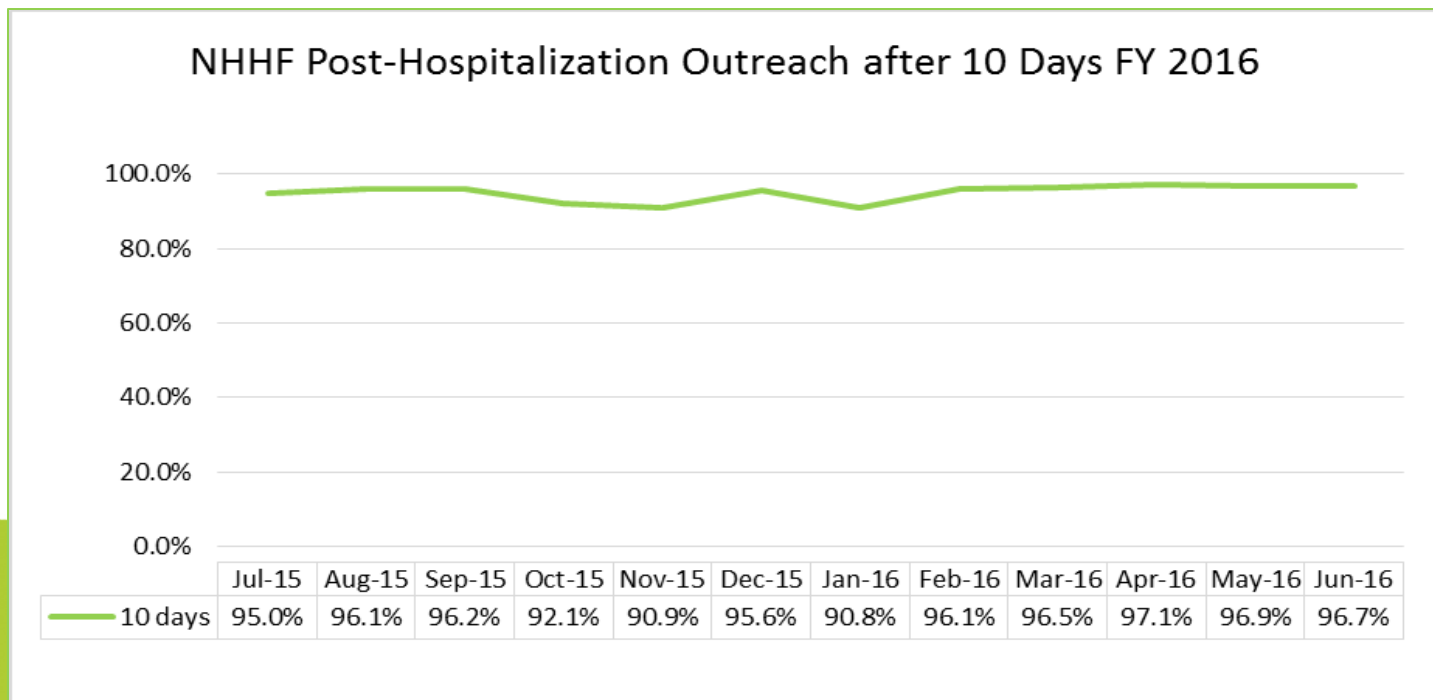
- Actively work to ensure members receive timely outreach after an inpatient discharge
- Post-hospitalization outreach can:
  - Prevent readmissions
  - Ensure appropriate follow-up services are in place



# ICM Program Highlights

## Follow-up after Discharge, cont.

- During FY 2016 NH Healthy Families staff completed the following outreach goals



# ICM Program Highlights



## Disease Management

- Educational mailings and telephonic interactions with trained, clinical-licensed professionals
- Therapeutic interventions focused on behavior modification, symptom management, and prevention
- Improvement of member self-management

Disease Management Programs	
Asthma	Diabetes
COPD	Telecare Monitoring
Depression	Puff Free Pregnancy
Tobacco Cessation	Weight Management
Heart Disease (CAD & CHF)	



# Disease Management Continued

During FY 2016, a total of 8,033 members (rolling total, year-over-year) were active in the DM program

- 1,560 eligible members were identified and 32% of those members were enrolled

Activity FY 2016	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Newly Identified	254	216	246	96	7	10	35	271	63	94	144	124	<b>1560</b>
Newly Enrolled	43	29	21	58	8	14	12	57	95	50	49	63	<b>499</b>
Total Active (rolling totals)	736	691	638	621	583	569	774	664	706	689	678	684	<b>8033</b>



# ICM Program Highlights

## MemberConnections®

- Promotes preventive health & connects members to healthcare and social services
- Conduct community visits to help with immediate needs

## Representatives completed 718 community visits

- 628 were in the member home
- Other locations include:
  - Homeless shelters, community centers, hospitals, nursing homes, etc.



# ICM Program Highlights

## ConnectionsPlus®

- Free cell phones for members needing safe, reliable access

## Educational Resources

- Award-winning publications & communications focusing on specific conditions and disease management.

**Get Healthy**  
BULLETIN

nh healthy families

SUMMER 2016

*It's summertime and better living is easy*

Warm temperatures, fresh produce, and a slower pace make summer a great time to exercise more, eat healthier, and take better care of yourself. Try these tips to improve your health this summer.

**Walk in the woods.** Neighborhood sidewalks get steamy in the summer, so take your walks in the shade of a nearby park or forest. Walking is great exercise, but walking in nature is even better. A walk in the woods lowers blood pressure, pulse, and levels of the stress hormone cortisol, says Aaron Michalek, MD, of Loyola University Chicago's Stritch School of Medicine. Remember to use precautions, like insect repellent and long sleeves, to ward off mosquitoes and ticks while outdoors.

Try a variety of foods. Your body needs 40 different nutrients to stay healthy, and no one food group provides all of them. Don't worry. This time of year, farm stands and local grocers offer a wide variety of vegetables and fruits, including many that you can't get other times of the year. Try new foods to add taste and textures to meals.

**Make time for family.** Take advantage of summer's slower pace to relax with family for meals together. Eating as a family will not only help your mental wellbeing, there's also evidence that it could do the same for your weight. One study found eating dinner together at a table (instead of in front of the TV or on the go) is associated with lower weights for adults and kids. Other studies have shown eating together as a family helps kids eat more fruits and vegetables.

**Relax a little.** Don't feel guilty about your splurge at the weekend BBQ. It won't do you any good. Just make sure that you get back to healthy eating on Monday morning. A recent study shows that most people gain weight on the weekend, but it's what they do during the week that really makes the difference. Those who stuck to healthy eating habits from Monday's breakfast until Friday's date night were the ones who ended up losing weight. Most weight loss experts say even the strictest diets need to leave room for cheating. ■

Try these seasonal tips to help your body and mind

nhhealthyfamilies.com

Get Healthy Bulletin | 1





nh healthy families™

# Pharmacy Operations

- Processed 782,600 Prescriptions with a 98.9% Approval Rate
- Preferred Drug List (PDL) Conversion
- Developed and implemented Comprehensive Medication Review offer and adherence letter program
- Leveraged local presence to improve Provider relationships
- Epocrates Implementation



nh healthy families™

# Substance Use Disorder: Programmatic Focus

Initiatives undertaken to address the opioid crisis:

- Substance Use in Pregnancy Program (13 active enrollees)
- Designated MLADC licensed Substance Use Coordinator
- Implemented SUD Medicaid Benefit Expansion 7/1
- Luncheon sponsor for the Governor's Summit on Substance Misuse.
- Sponsored Tilton Recovery Coach Academy graduating 32 new recovery coaches.



# Substance Use Disorder: Pharmaceutical Focus

- Implemented opioid analgesic policy to limit dosage to the equivalent of 100 mg of morphine.
- Suboxone policy revised to waive the PA requirement for 16mg/day or less of the preferred film form
- Distributed hundreds of Naloxone atomizers free of charge to any FQHC that wants them.
- Tracked and contacted all high-prescribing providers.



# CentAccount Program

- Cash awards offered for doing healthy behaviors.
- No fees or cost to member.
- Awards automatically loaded onto card.

## Helping a Struggling Family

- Member is 3-year old needing liver transplant
- Mom is caregiver and money is tight.
- ICM helped by showing that with CentAccount and MyHealthPays they could access over \$500.
- Mom is so grateful!



# Consumer Advisory Board

- Conducted quarterly meetings
- Held meetings from geographic areas around the state including Laconia, Keene & Berlin (2).
- 36 Members attended

Topics Discussed
Ease of using benefits
Member experience with the plan
Pharmacy
CentAccount
Preventive Care
Preferred communication methods
Care management
Getting appointments
PCP satisfaction
ER utilization



# Consumer Advisory Board Outcomes

Areas of Satisfaction	Areas for Improvement
Doctors in the Network	Is Urgent Care covered?
Member Services	PDL required choices
Care Management Program	More/better Dental care & coverage
Coming to this meeting	Didn't know CentAccount



nh healthy families™

# Provider Satisfaction Survey

218 Surveys Completed

Highest Scores	Lowest Scores
Getting member information	Formulary does not reflect current standards
Quality of Specialists in network	Quality of Provider Orientation
Provider Relations representatives	Consistency of Formulary over time



# Provider Advisory Board

- Met quarterly with physicians/ providers to solicit feedback
- Issues identified by providers include:
  - Fee schedule
  - Prior Authorization
  - Pharmacy
- Each issue leads to an action plan:
  - Policy change in pharmacy PA for Suboxone to remove barriers.
  - Claims-related issues are being addressed
  - Education provided on product differences.





nh healthy families™

# Community Outreach

Participated in or sponsored 145 events

Highlight: *Keep It Moving* program

- An original 5-week program
- Everyday sessions focused on healthy eating and physical activity.
- Run in collaboration with a local Boys & Girls Club
- Over 50 children participated.





nh healthy families™

# Contact Information

Thank you for your time and attention today.

- Dr. Sam DiCapua, Chief Medical Director
  - 603-263-7141
  - [SDiCapua@Centene.com](mailto:SDiCapua@Centene.com)
- Ann Marie Sciammacco, Vice President, Quality Improvement
  - 617-779-5124
  - [Ann.M.Sciammacco@Centene.com](mailto:Ann.M.Sciammacco@Centene.com)
- Nancy Sullivan, Manager, Quality Improvement
  - 603-263-7278
  - [NASullivan@Centene.com](mailto:NASullivan@Centene.com)