



Amerigroup
RealSolutions[®]
in healthcare



Laura Hopkins
President
Amerigroup Kansas, Inc.
November 2014



Achievements in 2014



- Paid over \$600M dollars in provider claims
- Enhanced our provider services focus
- Assisted 598 people to avoid an institutional placement
- Assisted 119 people to move from an institution back into the community
- Assisted 68 people to transition into employment
- Enrolled over 7,000 members into an SMI Health Home (HH)
- Engaged all of our ID/DD waiting list members to conduct a face-to-face assessment and assure their well-being
- Engaged with 5 ID/DD waiting list members newly approved for Waiver allocations to establish services
- Assisted 153 members to ensure immediate access to community health services following a psychiatric hospital stay
- Participated in 14 Disability Mentoring Days with community partners across the state
- Provided support to community organizations through our Foundation and local health plan grants

Provider Payments Year-to-Date



Hospital In-Patient/Out-Patient	\$168.5M
Nursing Facility	\$130.2M
Home- and Community-Based Services (HCBS)	\$119.2M
Behavioral Health	\$50.0M
Attendant Care (included in the HCBS total as well)	\$43.1M
Value-Added Benefits (approximate through September)	\$730.7k
Other Medical (professional and other ancillary)	\$134.4M

Health Plan Operations & Provider Services



27-4

- Claim Denial Detail

<i>(for period January 1 – October 31, 2014)</i>	Volume	Percentage
Total Adjudicated Claims	4,482,661	100%
Denials (All Categories)	549,492	12.26%
Denials (Excluding Duplicates)	492,058	10.98%

- Enhanced claim automation to improve service levels
- Weekly claim processing reviews for initiative specific claims: ID/DD & HH (SMI)
- All Market initiative to reduce adjustment errors for payment appeals
- Focused provider education regarding the deployment of Availity (new claim submission/reporting utility) and other specific topics throughout the market

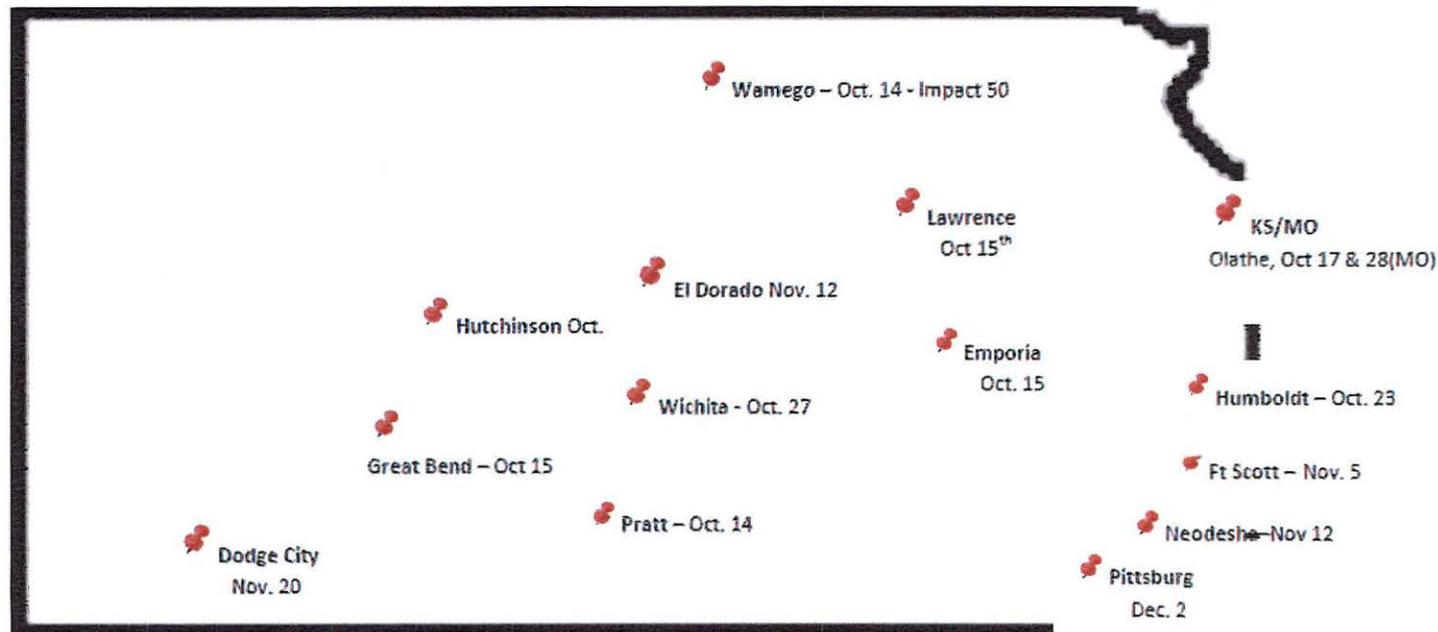
Health Homes Update



- Dedicated local team supporting our Health Homes initiatives
- Contracted with 60 Health Home Partners to date
 - 55 SMI
 - 57 Chronic Care
- Enrolled 7,322 Amerigroup members into Health Homes in November
 - Disenrollment rate of less than 12%
 - Participant distribution
 - 327 ID/DD Waiver participants, 31 are on the ID/DD waiting list
 - 247 PD participants waiver, 14 on PD waiting list
 - 631 are participants in other Waivers
 - 6,117 other KanCare enrollees



Disability Mentoring Days (DMD)



- Activities during DMD
 - Job Shadowing
 - Mock Interviews
 - Resume Building
 - Employer Booths
 - Touring of Businesses
 - What Happens after High School
 - Guest Speakers with Disabilities
 - Career Exploration with Employers
 - Service Organization Information
- Amerigroup Handouts:
 - Pocket Resume
 - WellPoint How to Apply Postcard
 - Frequent Available Positions
- Kansas Participation
 - ~ 1,143 Individuals influenced
 - ~ 220 Employers/Community Partners/Service Organizations

Foundation Grants Year-to-Date



2014 Total Foundation Grants: \$98,538

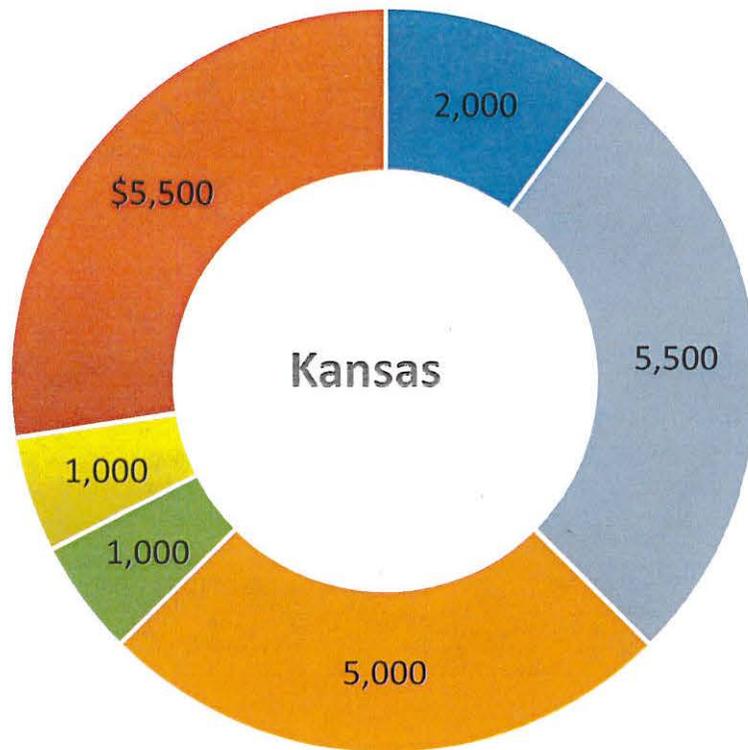
Health Index	Organization	Program/Event	2014 Amount
Childhood Obesity	Boys & Girls Clubs of America - Boys & Girls Clubs of Hutchinson - Boys & Girls Clubs of Greater Kansas City, Wyandotte County Unit	Triple Play Health & Wellness Program	\$23,000
Cancer	Caregiver Action Network	Help for Cancer Caregiver	\$1,000
Cancer	National Breast Cancer Coalition	Online Center for Advocacy	\$3,000
Cancer	US Business Leadership	Workplace Transition Pilot	\$4,993
Cardiac Health	American Heart Association	Hands-only CPR campaign	\$15,596
Influenza Prevention	American Academy of Family Physicians	Senior Immunization Awards	\$4,210.32
Policy	Convergence Center for Policy	The Project on Nutrition and Wellness Smart Receipts (PNW)	\$3,260.87
Policy	Third Way	Health Care Behavior Design Idea Lab	\$43,478.26



Community Relations Year-to-Date



2014 Total Community Relations Sponsorships: \$20,000



- Childhood Obesity: \$5,500
- Adult Physical Activity: \$5,500
- Diabetes: \$5,000
- Cancer: \$2,000
- Education: \$1,000
- Maternal Practices: \$1,000

Community Relations Year-to-Date (cont'd)



- **Community Relations by Organization**

- ***Special Olympics:*** \$5,000 sponsorship of Health & Wellness Programs
- ***Significant Matters:*** \$5,000 sponsorship of health education & screening events including Breast Cancer and Diabetes
- ***Independent Living Resource Center:*** \$6,000 sponsorship of “I Can Bike” Camp
- ***American Diabetes Association:*** \$3,000 sponsorship of Diabetes Management Camp
- ***Urban League of Kansas:*** \$1,000 sponsorship of Back Pack event for low-income children

Real Stories

Amerigroup Kansas Member, Julia Rogers

27-10



Amerigroup Kansas Member Has Life-Changing Lung Transplant

Amerigroup Kansas member Julia Rogers was born with Cystic Fibrosis (CF), a genetic disorder primarily affecting the lungs. Julia has spent much of her 28 years struggling to breathe. After more than two years on supplemental oxygen, Julia's condition deteriorated. She was hospitalized after fainting, required intubation and woke up 11 days later in the hospital. Julia's doctor determined a transplant was necessary to save her life. The timing was in Julia's favor; KanCare had just started covering lung transplants for adults.

With the assistance of Amerigroup Case Manager LaTricia Caldwell, the University of Texas (UT) Southwestern Medical Center was selected as the center of excellence for Julia's procedure. Surgeons there have performed more than 300 lung transplants.

Julia went to Dallas, nearly six hours from her home in Kansas, to be evaluated and begin taking medication to prepare for the transplant. She and her husband stayed in an apartment provided by Ark House, which offers temporary low-cost housing for families receiving medical treatment in the area. LaTricia worked to ensure the couple's lodging and transportation needs were met and provided mileage reimbursement.

While Julia waited for her transplant she and LaTricia spoke regularly. Julia had to meet a weight threshold to be healthy enough for surgery, so LaTricia provided tips on nutrition as well as tools for staying healthy and infection free prior to the procedure.

Soon, Julia received the gift that changed her life, a lung transplant. The transplant was a success and in the crucial time following the surgery, LaTricia spoke with Julia twice a week to monitor her recovery. She tackled any confusion arising from Julia's out-of-state treatment, including serving as a liaison with pharmacies and expediting necessary paperwork.

"Anytime I get confused about something, LaTricia is there to help," said Julia. "I've talked to many doctors, nurses and insurance companies in my life; sometimes it's all business, with LaTricia it is more than that. She really connected with me."

Julia spent two months in Dallas before returning to Kansas. She still travels to Dallas monthly for follow-up appointments but no longer requires supplemental oxygen. LaTricia coordinates accommodations for these visits and she also monitors Julia's health via phone, answering questions and reminding her of upcoming appointments. "I see myself as Julia's personal health coach, providing answers and encouragement and celebrating her successes," said LaTricia.

After losing her brother to complications from CF a year ago, Julia's successful transplant is bittersweet. "My life is completely different than it was before my transplant. I am doing things I never thought I would now that I can breathe easily."

"I've talked to many doctors, nurses and insurance companies in my life, sometimes it's all business, with LaTricia it is more than that. She really connected with me."

~~ Julia Rogers, Amerigroup Member ~~



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