



Robert G. (Bob) Bethell Joint Committee on Home and Community Based Services and KanCare Oversight

Aetna Better Health of Kansas

Keith Wisdom, President and CEO

November 9, 2018



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November 2018

Building a Healthier World is our Mission



Aetna at a glance

50,000 employees

23.5 million medical members

160 years of national and international experience

3rd largest managed care organization in US

Aetna in Kansas

Aetna Better Health of Kansas will serve ~**130,000 members** with **500+** locally based employees

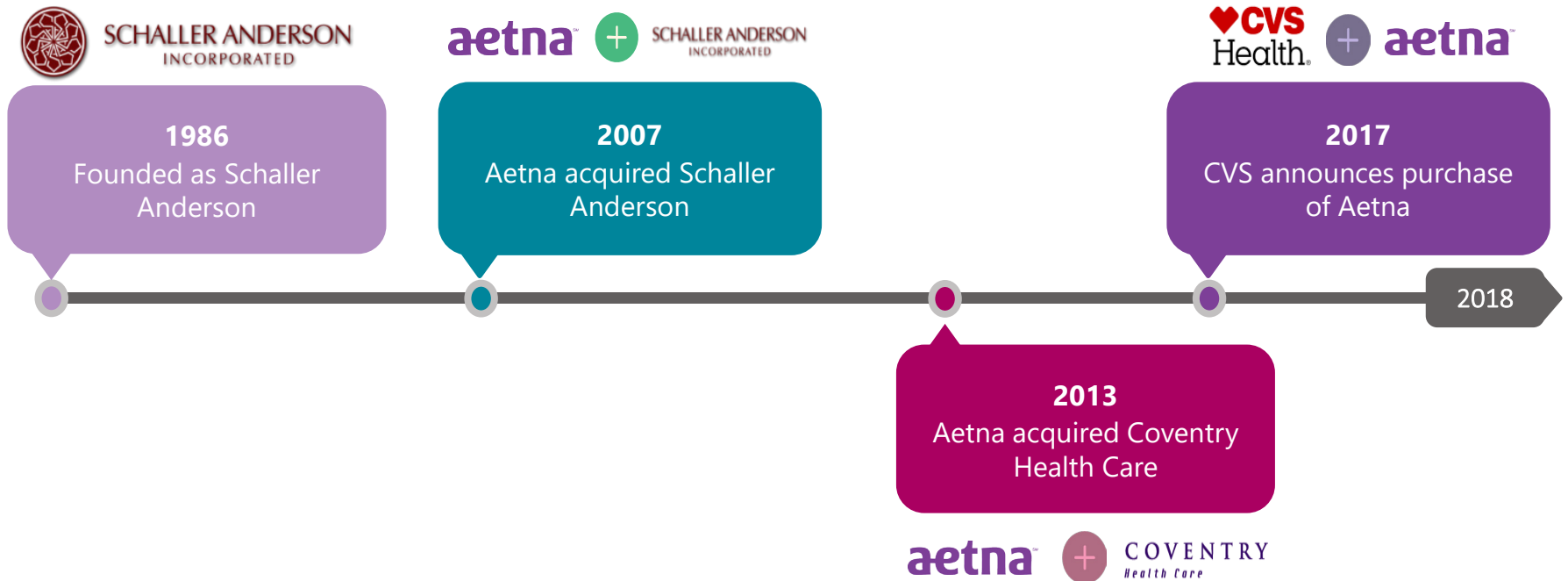
Currently serving approximately **380,000** commercial and Medicare members



Experience Matters
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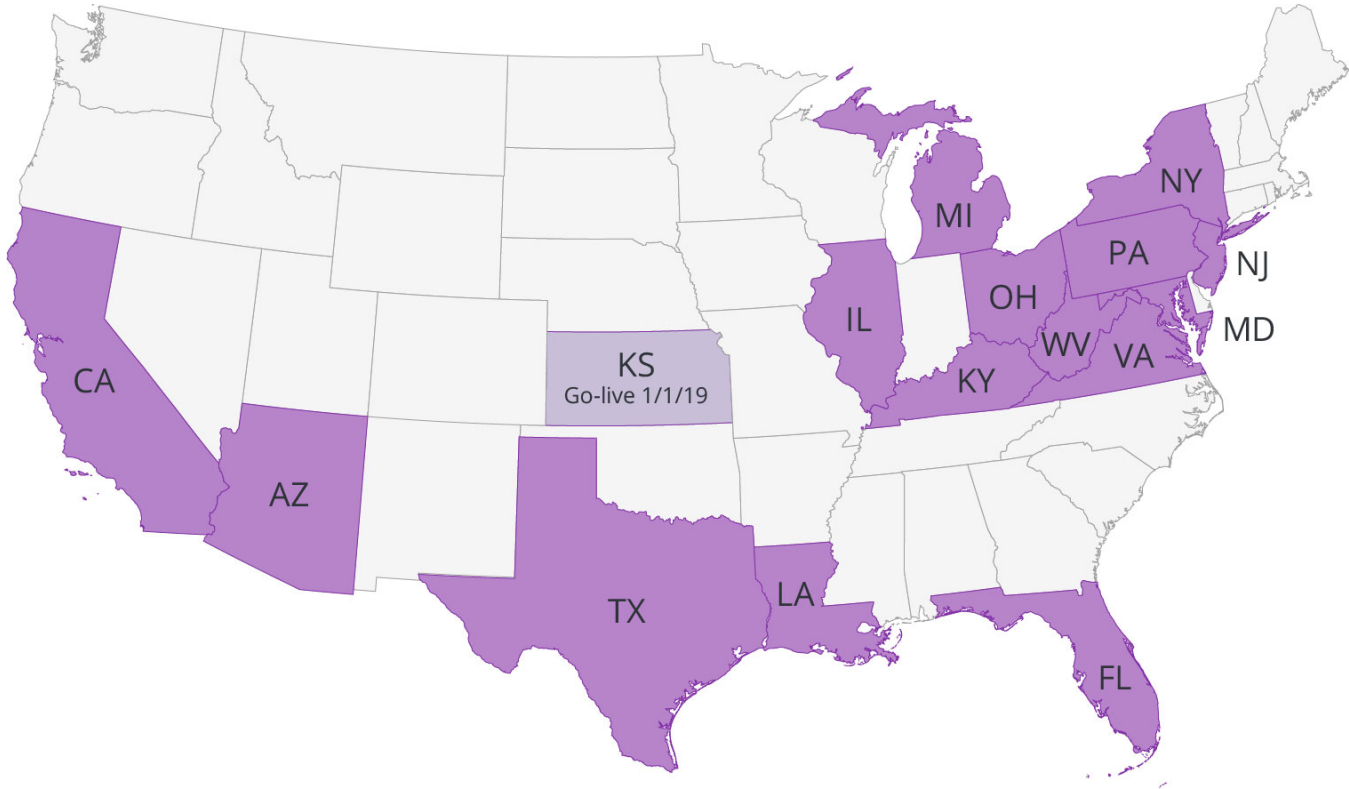
Aetna Medicaid History

Relatively new Aetna business, but inherited more than 30 years experience managing the care of complex, high-risk populations



Aetna Medicaid overview

Leader in managing medically complex populations at the local, community-based level by integrating physical health, behavioral health, and social economic status of members



Over
3 million
members across 16
states

30
years of managed care
experience

23
successful
implementations in the
last 2 years

Populations we serve

	ABD/SSI	ACA Expansion	BH Carve-In	CHIP	Duals	LTSS	TANF	Foster Children	I/DD ²
Arizona	■	■	■	■	■	■	■	■	■
California	■	■	■	■		■	■		
Florida	■		■	■		■	■		■
Illinois ¹	■	■	■		■	■	■		■
Kansas ³	■		■	■	■	■	■	■	■
Kentucky	■	■	■	■			■	■	
Louisiana	■	■	■	■			■	■	
Maryland	■	■		■			■		
Michigan ¹	■	■	■	■	■	■	■	■	■
New Jersey	■	■		■		■	■		
New York						■			
Ohio ¹			■		■	■			
Pennsylvania	■	■		■			■		
Texas	■		■	■	■	■	■		■
Virginia	■		■	■	■	■	■		■
West Virginia	■	■	■				■		

¹ Medicare-Medicaid plan

² Acute care services

³ Go-live January 1, 2019

Aetna Better
Health[®] of Kansas

Aetna Better Health of Kansas Leadership Team



Janet Grant
Regional Vice President



Keith Wisdom
CEO



Kim Glenn
COO



Jeff Roscoe
Interim CFO



David Hiestand
Interim CMO



Scott Brunner
Head of Community
Relations



Michael McClure
Director Provider
Experience

Kansas Medicaid Offices



9401 Indian Creek Parkway,
Overland Park, KS



8535 East 21st Street North
Wichita, KS



222 SW 7th Street
Topeka, KS

Implementation Status: A look at our first 100 days

On track

- Enrollment file testing
- Claims Configuration
- Enrollment Call Center/Member Services is open and running in Overland Park
- Opened 3 offices
- Member Materials
- Website
- Marketing materials
- Policies & Procedures
- Successfully completed readiness review

Current priorities

- Network Development
- Staffing
- Vendor Implementation
- System Testing
- Spend Down Process

Staffing up to meet the needs of KanCare Members

Targeting to hire 483 people in Kansas to serve Medicaid and CHIP members.

Have filled key positions including CEO, COO, Directors of Quality, Service Coordination, Network, Pharmacy, and Compliance Officer.

Working with Amerigroup to aid in transition

- Screened approximately 200 applicants from Amerigroup.

Kansas Network Build Strategy

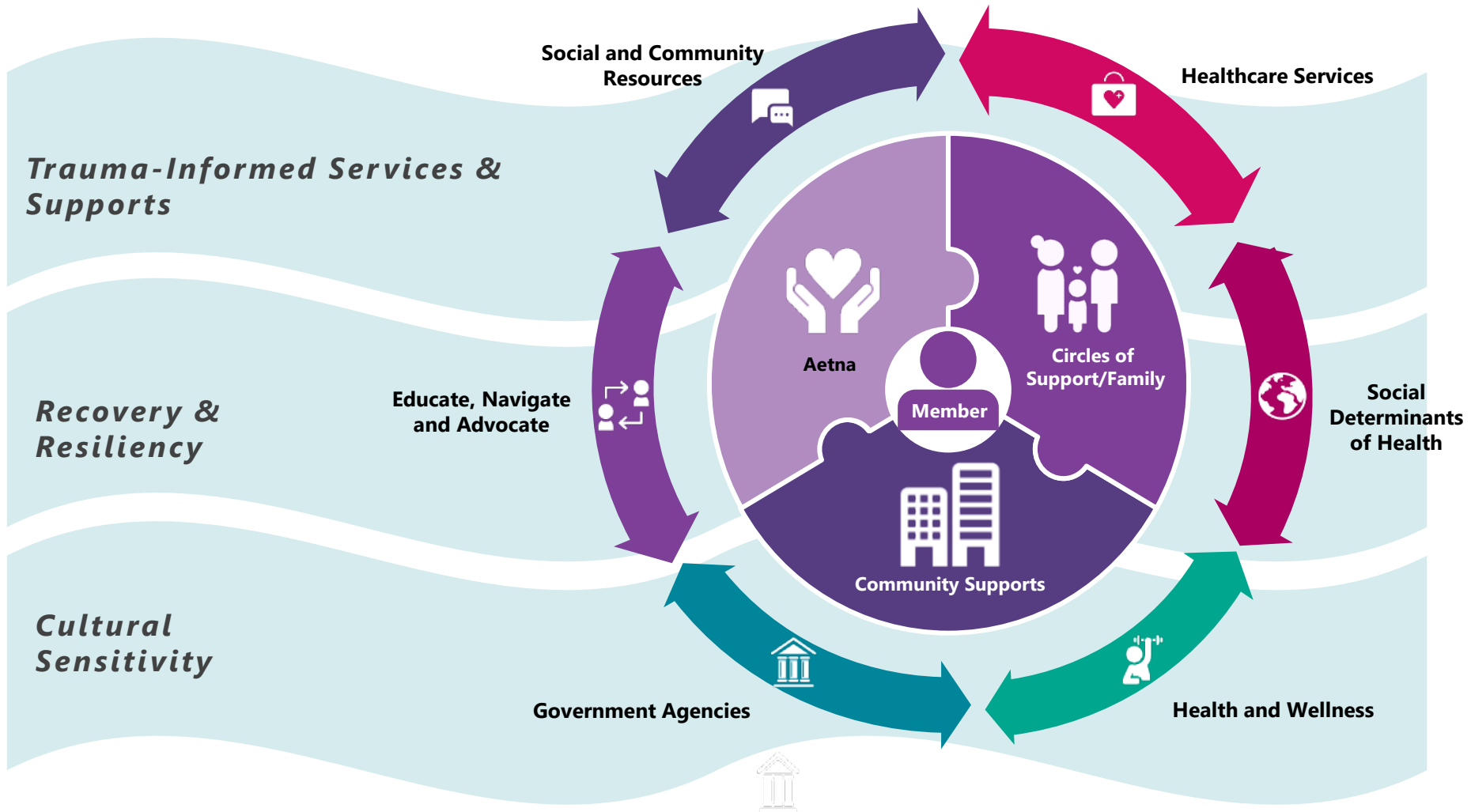
1. Deemed providers with Children's Mercy Family Health Partners (FHP) contracts
2. Deemed or sent Medicaid amendments to Aetna commercially contracted providers
2. Pursued Direct Contracts for targeted providers not in FHP or Commercial Networks
5. Completed Vendor Contracts for Vision, Dental and Non-emergency transportation



Our Managed Care Model, a **System of Care**

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Our System of Care



Physical, behavioral, and social integration

We have leading edge medical management capabilities that focus on:



Fully integrated care encompassing physical health, behavioral health and social and cultural concerns of members



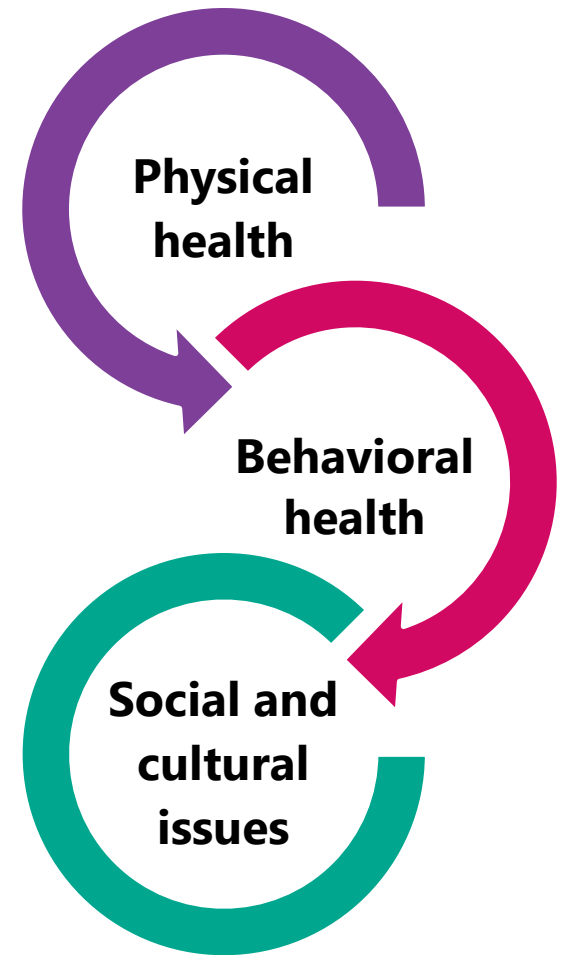
Strong provider partnerships and alliances with community based organizations



Interdisciplinary care teams that include the member and family



Leveraging technology to ensure **care team has a view of the whole person**



Experience Serving Elderly and People with Disabilities and Home and Community Based Services

Our approach is not a medical model.

Focused on member goals through integrated, holistic, and outcomes-based care.

We focus on increasing a member's capacity to live a self-determined life including:

- meaningful employment
- community living
- interacting in their community as citizens with a voice.

Partner with stakeholders and service providers to build capacity and improve quality of care for members.

Specialized staff to work with HCBS Waiver providers, systems, and to advocate for members.

Person Centered Thinking, Planning and Living!

- LifeCourse Framework (UMKC)
- Self Determination Inventory (KU)
- Johnson County VBP Employment Pilot
- I/DD Crisis (Proactive and Reactive)
- Positive Behavioral Supports Initiative
- National Core Indicators Internal Workgroup
- Housing, Employment, School to Adult Transitions Initiatives
- Assistive Technology initiative with the KU Life Span Institute. (Assistive Technology for Kansans Program).

Value Added Benefits

All Members

- Rides to doctor appointments, pharmacy, WIC and pre-natal classes
- Ten free rides per year for job-related and community health services
- Mental Health First Aid training
- Healthy Rewards Incentive Program
- Text-based reminder and wellness programs:
 - Care4life – Diabetes
 - Text4kids
 - Text4baby
 - Text4health
 - Text2quit

Children and Teens

- Up to \$35 per year to join YMCA, 4H, Boys and Girls Club or Boy and Girl Scouts
- \$25 gift card for annual well teen visits

Adults

- \$500 per year toward dental services
- Android smartphone with 1,000 minutes or megabytes per year
- Stop Smoking program
- Weight Watchers membership
- Vision services including \$50 per year for glasses or contact lenses
- GED Assistance
- Foot doctor visits for members with diabetes
- Home delivered meals after a hospital stay
- One set of hypoallergenic sheets per year for those members with asthma

Value Added Benefits

Members with Special Needs

- An extra 120 hours of respite care for those on the I/DD, Autism, Frail Elderly (FE), Physically Disabled (PD), and Traumatic Brain Injury waivers; as well as Foster care and HCBS waiting list members.
- 24 hours of extra personal care services for those on the I/DD, PD and FE waivers
- Peer support specialists for members on the PD, Autism and SMI waiver programs.
- No Place Like Home Grants. Up to \$5,000 per member to help move from a nursing home to an HCBS setting
- Memory Care. 2 door alarms and 6 window locks for members with Alzheimer's or dementia when moving into an community setting from a nursing home.

Pregnant Women

PROMISE Pregnancy Program

Incentives to reward frequent prenatal and postnatal visits to make sure you and your baby are healthy, including:

- Gift cards up to \$30 for doctor visits
- Gift card rewards for baby equipment such strollers, portable cribs or play yards
- Text4baby alerts and support

The Aetna difference: experience where it counts



Budget stability

Exceeding savings targets for the states we serve

Promote value-based payment models

Invest in data sharing technology with providers.

Invest in member facing technology that reduces complexity for members and integrates care.

Provide policy advice to promote the financial sustainability of Medicaid and CHIP



National expertise

More than 3 million Medicaid members and 30 years of experience

Best-in-class operations, meeting or exceeding auto adjudication and clean claims payment requirements

National Advisory Council engages stakeholders and shares best practices

Thought Leadership: opioid, post incarceration, behavior health integration and pharmacy benefit integration.



State investment

Local plans with local employees and investments in community programs addressing social determinants of health

Filling 483 positions in Kansas for the health plan.

Expanding two office locations and opening 1 additional office.

Promote community involvement supporting local causes and organizations through volunteerism and grants.

The Aetna difference: experience where it counts



Transforming care

Aetna is personal health care company that cares for every member we serve

Population Health Platform to support personalized health and Social Determinants of Health

Telehealth/remote monitoring increased access and affordability

Twelve of our Medicaid Plans are accredited by NCQA demonstrating Aetna's strong commitment to quality



Pioneers in Integrated Care Management

Total care management that includes physical, behavioral, and social supports

Enhancing quality and improving outcomes through:

- Integrating physical and behavioral health
- Simplifying the experience for members and providers
- Managing costs without compromising quality and access



Healthier communities

Solving for health disparities in partnership with our states

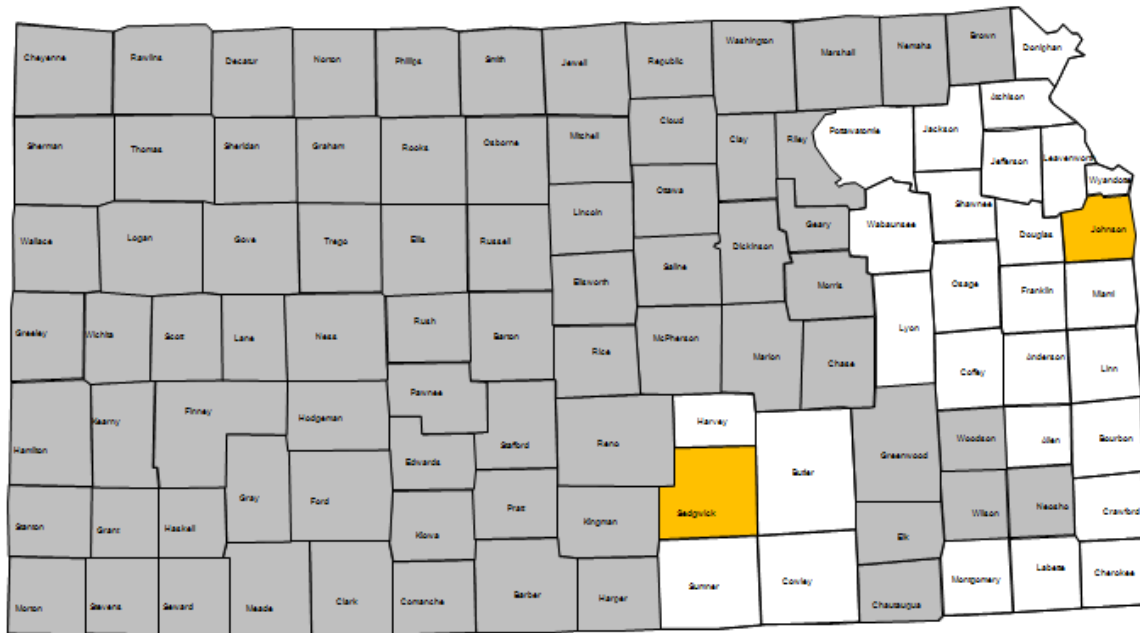
Aetna Home and Community Care Circle of support and care coordination

Local, member-facing staff trained in cultural competencies

Branding and community investment in food security, substance abuse and supportive housing

Expanded options for Dual Eligible Medicaid Members

2019 MA Service Area in White, 2019 DSNP in Orange



Aetna offers Medicare Advantage programs in Kansas.

Leveraging Aetna Medicare operations/implementation

Adding Dual Eligible Special Needs Plan (DSNP) members in Johnson and Sedgwick Counties in 2019.

Expanding to more counties in 2020.

The DSNP will provide Integrated care management for shared KanCare members

Questions?