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

Amerigroup Kansas, Inc.

Gail D. Howard, Regional Vice President and COO

November 8, 2018



Testimony Highlights



November 8, 2018

- Operational Performance
- Claim Data
- Provider Engagement
- Consumer Engagement and Quality
- Community Relations and Activities
- Quality Metrics – HEDIS HCBS Metrics
- Transition/Decommision
- Contact Information
- Amerigroup Q & A

Operational Performance



- 98,000+ calls received 2018 YTD
- Average length of a call is seven minutes
- Leading reasons for Member calls include benefit and enrollment
- Leading reasons for Provider calls include claim status inquiry and prior auth requests



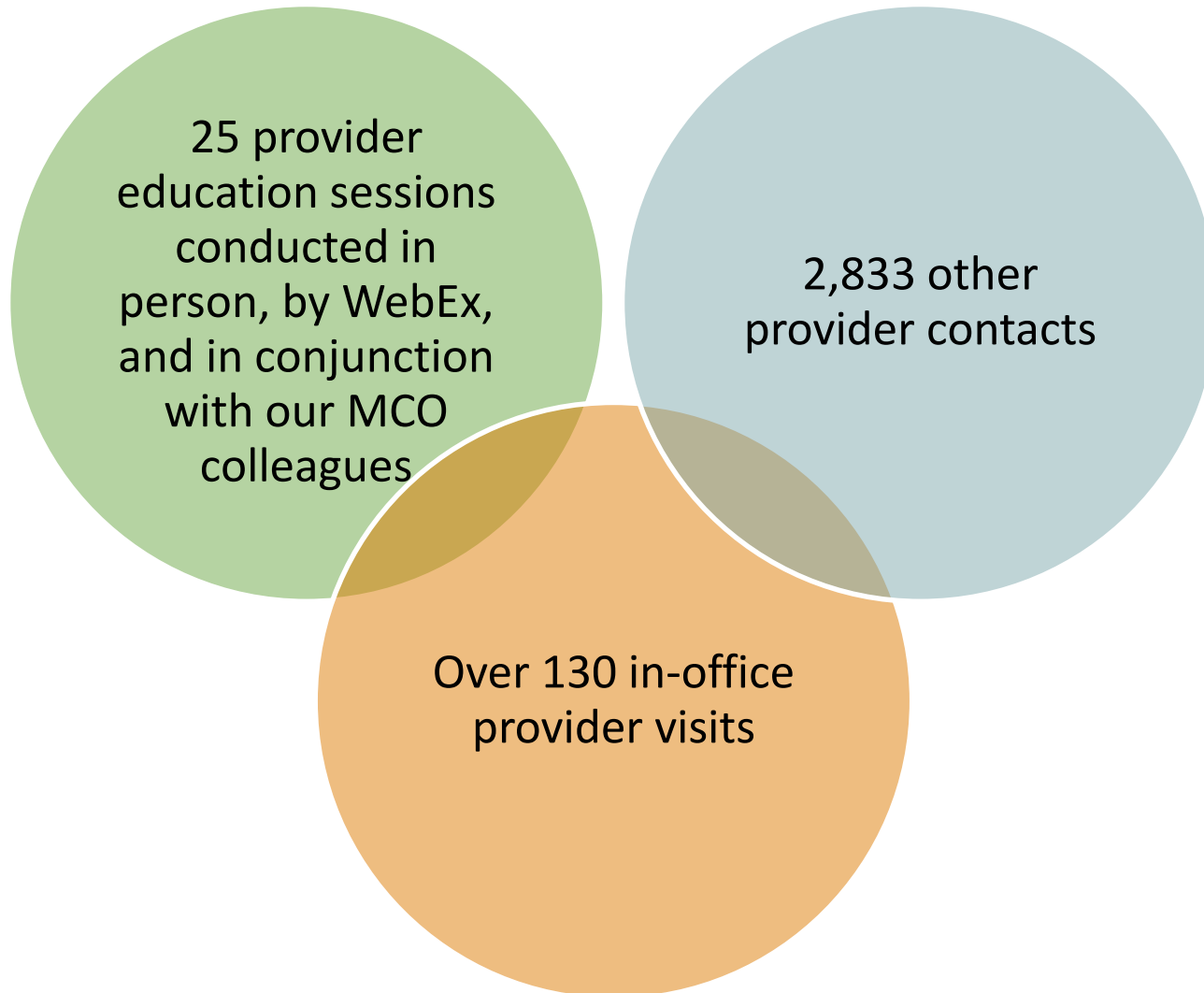
2018 YTD:

- Over 4.0 million claims received and adjudicated
- Average Days from Receipt to Adjudication – 9.1
- % Denied Claims – 17.32%

Provider Engagement



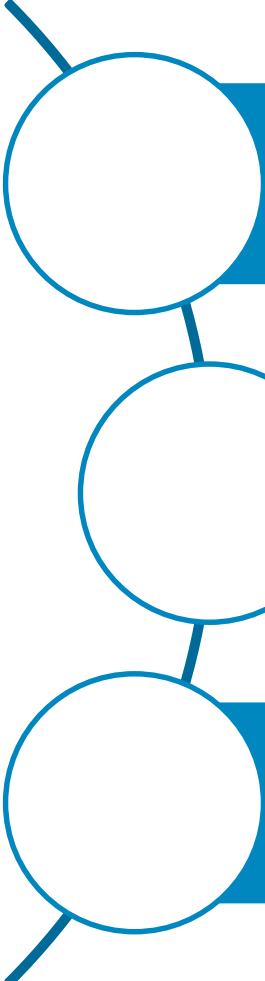
- Provider Collaboration and Contacts (Q3-2018)



Provider Engagement



- Quality Incentive and Value-Based Payment Models



Behavioral Health Quality Incentive includes the Community Mental Health Centers and covers more than 10,000 consumers statewide

Expansion of our Primary Care quality incentive program to additional practices covering over 14,000 members, securing an additional six provider agreements for 2018 participation

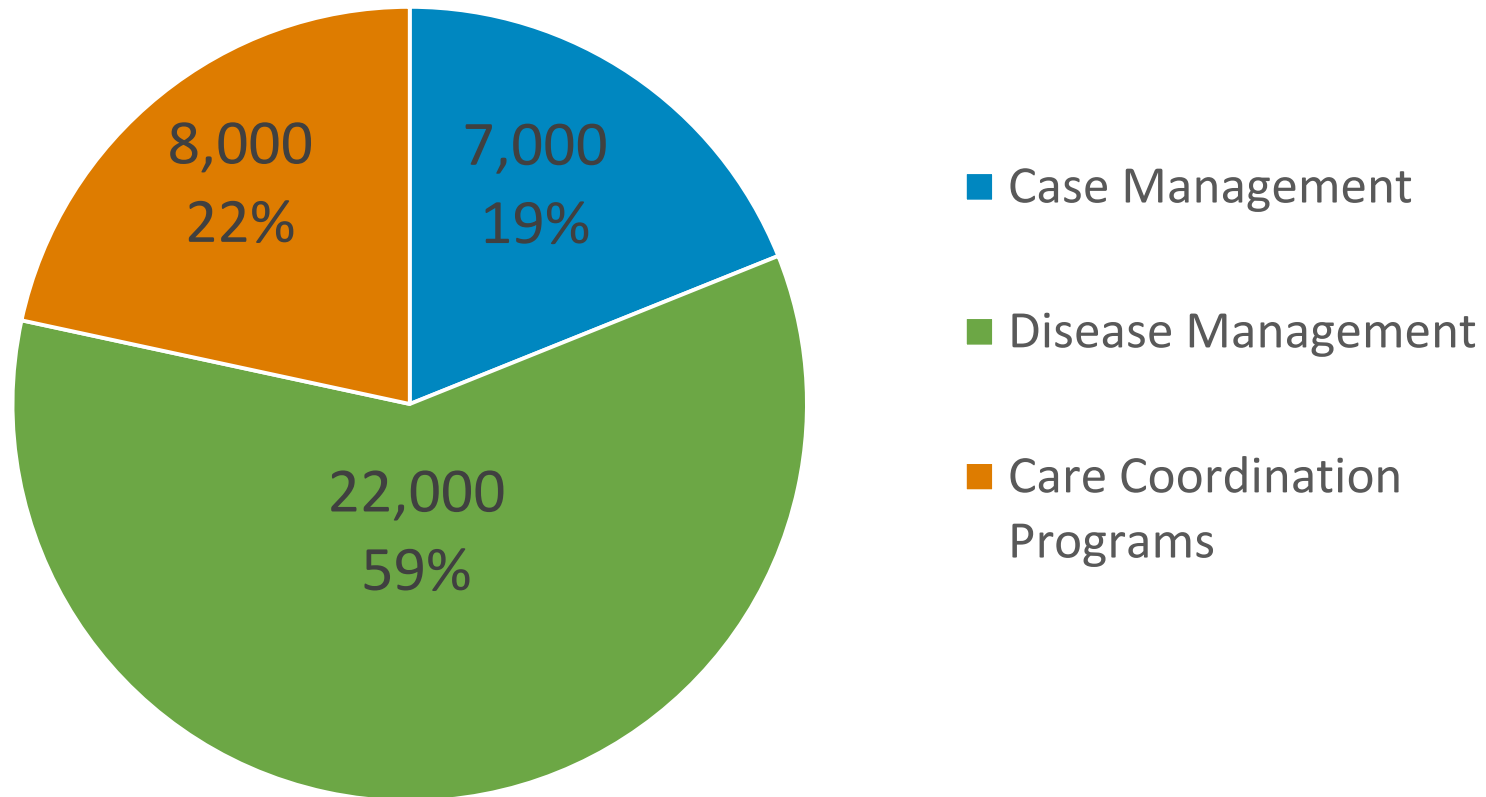
Obstetrical/GYN physician quality incentive program to promote prenatal care and services, covering 2,000 consumers and approximately 150 births within the last year

Consumer Engagement and Quality



- Promoting Member's Well-Being and Independence

Members in Case and Care Management



Consumer Engagement and Quality



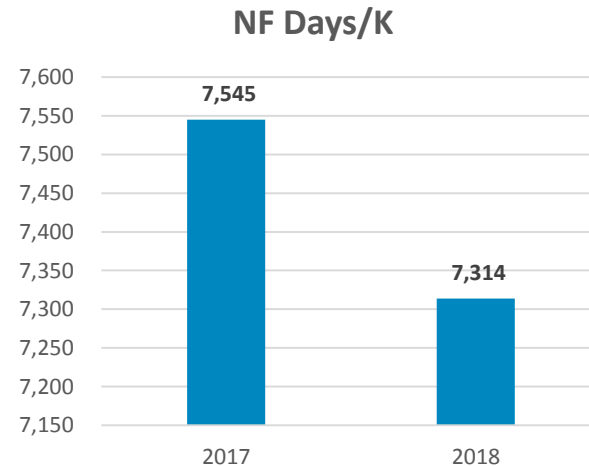
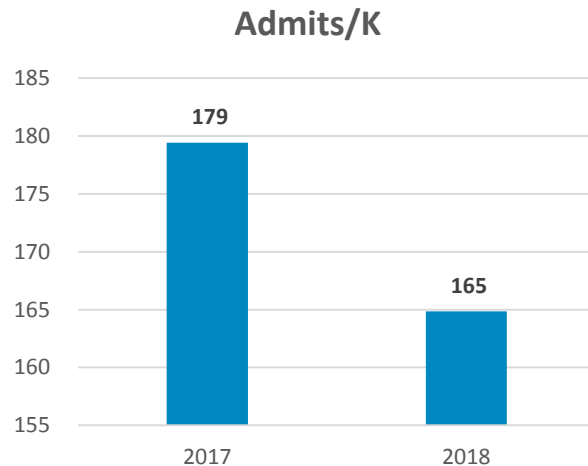
- Improving the Member Experience

Health Education
Advisory
Committees
(Teen/Adult/Special
Needs)

Health Promotion
Fairs




Community
Engagement and
Coordinated
Programs

- Monitoring and Evaluating Managed Care Success



Community Relations & Activities



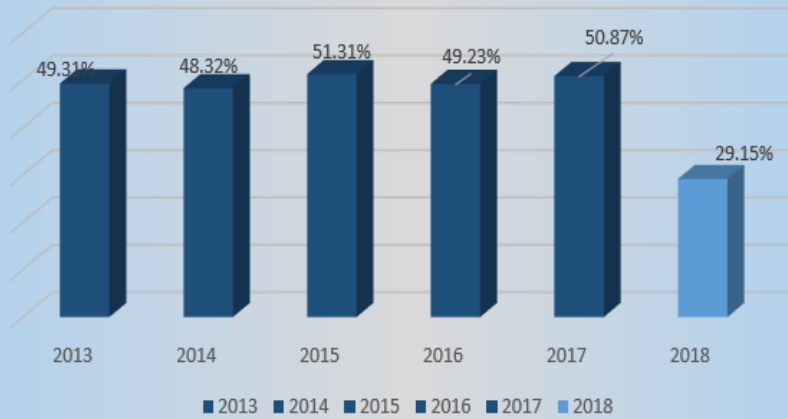
<p>August 3</p> 	<p><u>Special Olympics Kansas (SOKS)</u></p> <ul style="list-style-type: none"> Amerigroup is proud to return as a sponsor for the 2018 Special Olympics Summer games Amerigroup sponsored the Spikes and Strikes bowling event The Kansas Health Plan provided over 30 volunteers
<p>October</p> 	<p><u>National Foundation for Governor's Fitness Council – Don't Quit Ribbon Cutting</u></p> <ul style="list-style-type: none"> Amerigroup Foundation is a co-funder \$100,000 Brand New Fitness Centers Oct. 10 Jardine Middle Topeka, KS 9:30-10:30 am Oct. 11 Uniontown USD 235 Uniontown, KS 8:30 – 9:30 am Oct. 11 Lincoln Elementary USD 484 Fredonia, KS 2:00-3:00 pm
	<p><u>Christmas in October</u></p> <ul style="list-style-type: none"> \$5,000 contribution to help renovate houses for low income and/or disabled

Quality Metrics – HEDIS

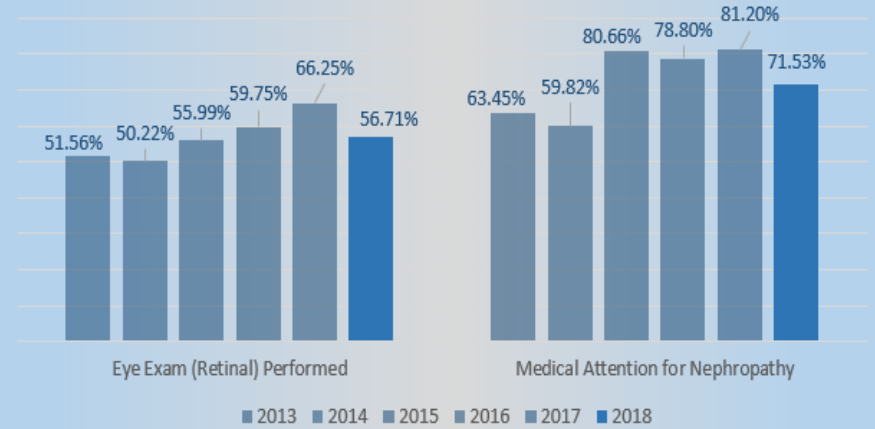


HCBS Performance

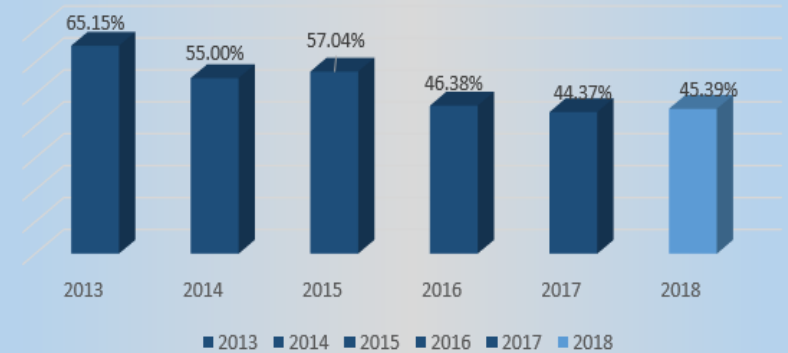
Adult Dental Visit MY 2013-2018 (YTD)



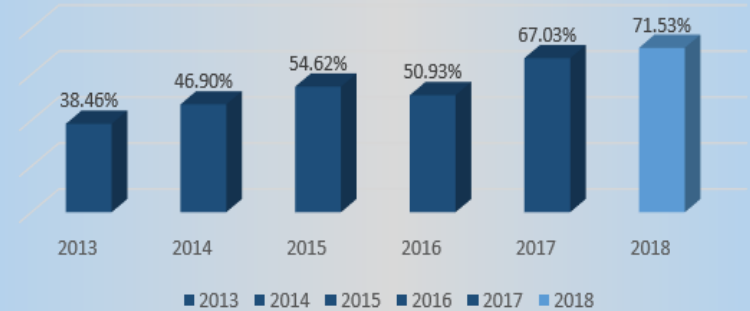
Diabetes Care MY 2013 -2018 (YTD)



W34 Well-child Visits 3 -6 year olds MY 2013-2018 (YTD)



Adolescent Immunizations - Tdap & Meningococcal My 2013-2018 (YTD)



Transition/Decommision



- Planning began in July 2018
- Ensure Member Continuity of Care
 - Authorizations “as if”
 - Accelerated annual/semi-annual assessments
 - Provided member education/assistance
 - Transition Reporting – e.g. IP Discharge
- Project Management – Joint with State
- Meet Federal / State – Statutory/Regulatory/Contractual Requirements
- Joint MCO Efforts
 - Staff Placement
 - Best Practices
 - Member Transitions
- On-site Leadership through 3/31/19
- Select operations continue through 1Q2020 (claims/appeals/encounters)

Amerigroup Kansas, Inc. Contact Information



- **Frank Clepper** President and Chief Executive Officer
 - 913-563-1613
 - Frank.Clepper@amerigroup.com
- **Keith Derks** Director Operations
 - 913-563-1609
 - Keith.Derks@amerigroup.com
- **Gary Haulmark** Government Relations Director
 - 913-563-1611
 - Gary.Haulmark@amerigroup.com
- **Gail D. Howard** Regional Vice President and Chief Operations Officer
 - 913-563-1612
 - GailD.Howard@amerigroup.com
- **Kay (Cynthia) Small** Director Quality Management
 - 913-563-1626
 - Cynthia.Small2@amerigroup.com
- **Gina Wendling** Marketing Manager, and Interim Provider Solutions Manager
 - 913-638-9760
 - Gina.Wendling@Amerigroup.com

Q&A





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