

# AmeriHealth Caritas Family of Companies

## Introduction and Overview

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Management**



## Who We Are



A leading Medicaid managed care company with a unique mission-driven approach to care.

- A differentiated model of care operating in 16 states and the District of Columbia, serving approximately 6.9 million members through a variety of services.
- Strong experience in managing diverse populations with complex health conditions, including the medically frail.
- Experience with the Temporary Assistance for Needy Families (TANF) population since 1983 (d.b.a. Mercy Health Plan).
- Experience with the Aged, Blind and Disabled (ABD) population since 1997 (d.b.a. AmeriHealth Mercy).
- Operating Medicare-Medicaid program pilot demonstration programs in two states.

AmeriHealth Caritas has evolved from its early days as a small provider-owned, community-based Medicaid health plan, but our mission remains the same...

**We help people get care, stay well and build healthy communities.**

**Our vision: Leading America in health care solutions for the underserved.**

## Integrated Care Through Multiple Product Lines



- Medicaid managed care (TANF/CHIP/ABD)
  - Full-risk.
  - Non-risk (MSA/ASA/TPA).
- Medicare services for duals eligibles
  - Dual Eligible Special Needs Plans (D-SNPs).
  - Medicare-Medicaid Plans (MMPs).
- Behavioral health care
- Pharmacy health care
  - Pharmacy benefit management (PBM) services.
  - Medication therapy management services.
  - Specialty pharmacy services.

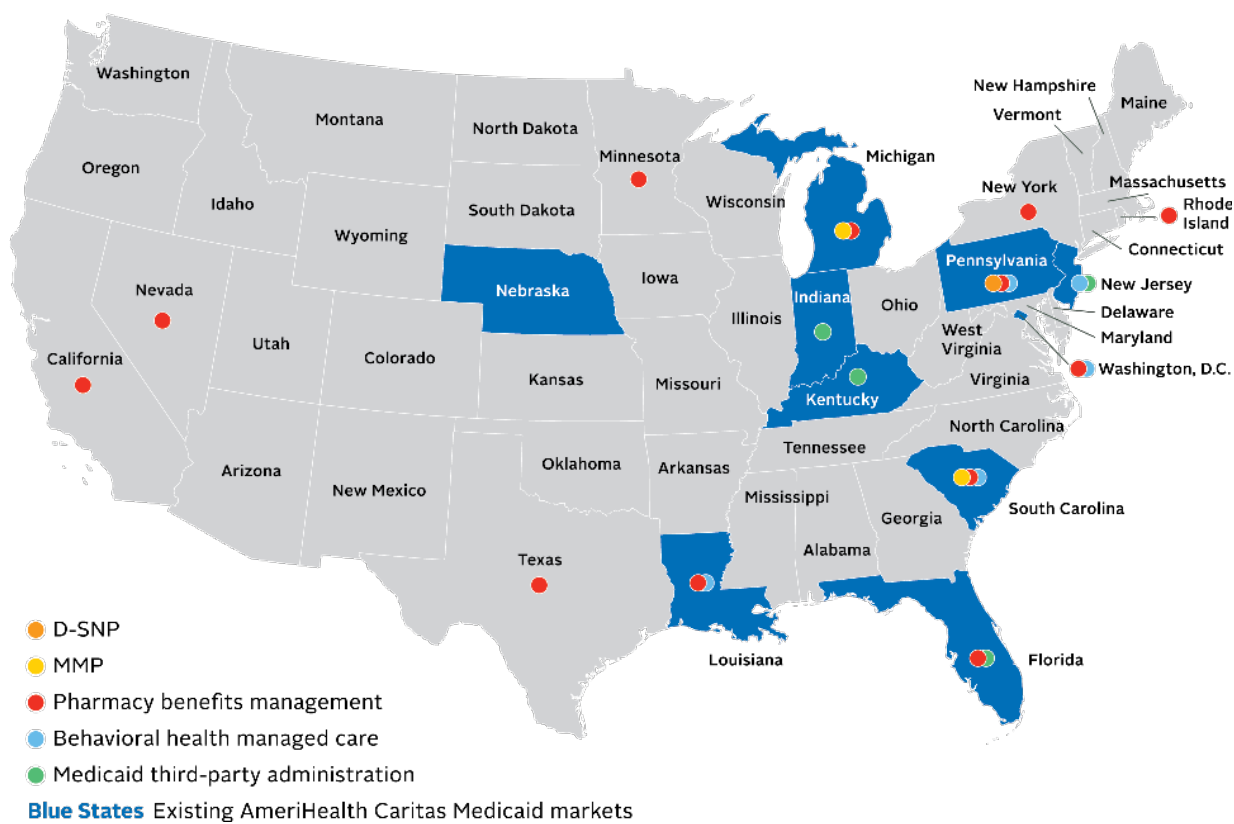


## AmeriHealth Caritas Has an Expanding National Footprint



### AmeriHealth Caritas Coverage Area

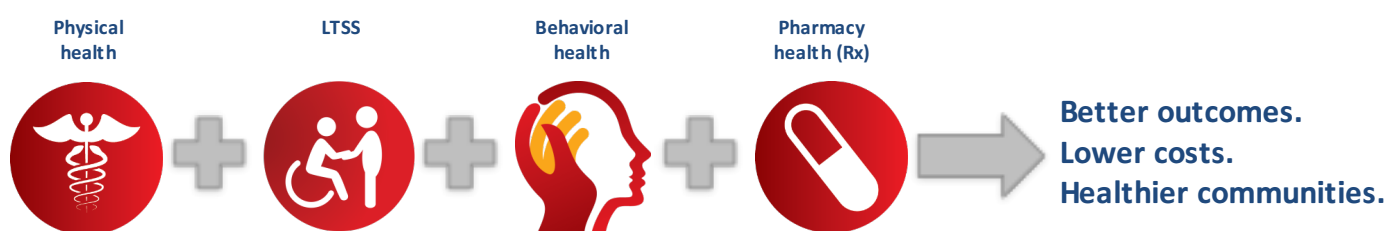
Touching the lives of more than 6.9 million members nationwide



# The AmeriHealth Caritas Integrated Care Model



- Our Integrated Care Model blends physical health, behavioral health, long-term services and supports (LTSS), PBM and specialty pharmacy services through a holistic model of care that uses a population-based health management program to provide comprehensive care management services.
- We have a unique set of tools and experiences that drive our exceptionally high-quality and cost-effective approach to LTSS.
- AmeriHealth Caritas uses an interdisciplinary, member-centered approach that focuses on all aspects of a member's wellness, including social supports.
- Our Integrated Care Model ultimately drives better outcomes for our members and lowers costs for our state-partners.



# Person-Centered Approach



With 30 years of experience serving Medicaid populations, AmeriHealth Caritas understands the needs of at-risk populations. Our person-centered approach includes:

- Engaging, educating and empowering members to actively participate in improving their health outcomes.
- Providing members with the information they need to improve and manage their health.
- Involving members, parents or guardians, care team members, providers, behavioral care providers, social services and community group representatives in the care planning and management process.
- Utilizing community-based services to avoid or delay institutional-based care, supporting members who desire to remain in the home and community-based setting.
- Incentivizing and rewarding healthy member-specific behaviors.



## PerformPlus® Value-Based Programs



PerformPlus is a portfolio of value-based incentive programs designed to encourage the right care at the right place. Provider groups, hospitals and integrated delivery systems are rewarded for achieving key performance indicators built around adherence to evidence-based clinical practices, achieving targeted quality outcome measures and providing cost-effective, appropriate care.

- Reward program for physicians for timely, appropriate ambulatory care and positive patient outcomes; utilizing peer and trend-based measurements, including HEDIS measures, to determine outcomes and link to rewards.
- Reimbursement incentives based on performance for closing gaps in care for agreed-upon HEDIS measures and other quality metrics, including:
  - High-quality and cost-effective care.
  - Member service and convenience.
  - Accurate and complete health data.

More than 40 percent of our managed care membership across all markets receives care from a provider that participates in one or more of our PerformPlus value-based programs.

## Member Engagement Programs



### Bright Start™

- Prenatal maternity program that provides support for members who are pregnant.
  - Educational materials and promotion of the use of 17-P.
  - Outreach calls and events, including Community Baby Showers.
  - Moms2be (federal lifeline phones and care management support).



### 4 Your Kids Care

- Focused education for mothers of young children.
  - How to care for a sick child.
  - When to call the primary care provider (PCP).
  - Importance of regular PCP visits.
- Group setting fosters sharing and empowerment.



### Healthy Hoops®

- Innovative childhood asthma and obesity management program.
- Approved by the National Committee for Quality Assurance (NCQA).
- The program has demonstrated decreases in inpatient and emergency room (ER) utilization, an increase in the use of prevention inhalers and a decrease in the use of rescue medications.

# Technology and Innovation



## Contact Center of Excellence

Our contact centers utilize innovative technologies and dashboard tools to engage with members and providers. Both Member Services and Care Management teams have access to the same alerts and data, allowing for collaboration of care and closure of care gaps. These tools further enable members to take control of their health, providing support and coaching to facilitate desired action.

## Mobile technology

Employing mobile technology to provide real-time, on-demand member access to benefits information, medication history, ID cards, provider directory with geo-location tools, PCP information as well as sending reminders to address potential gaps in care.



# Track Record of Achievement



## NCQA Health Plan Accreditation

- AmeriHealth Caritas Pennsylvania (since 2001)
- Keystone First (since 2001)
- Select Health of South Carolina (since 2010 – previously certified by URAC)
- AmeriHealth Caritas Louisiana (since 2013)
- Arbor Health Plan (interim 2013)
- AmeriHealth Caritas District of Columbia (interim 2014)



## NCQA Multicultural Health Care Distinction

- AmeriHealth Caritas Pennsylvania (since 2010)
- Keystone First (since 2010)
- Select Health of South Carolina (since 2010)
- AmeriHealth Caritas health plans were three of the first seven plans to receive NCQA's Multicultural Health Care distinction.



## NCQA Managed Behavioral Healthcare Organization Accreditation

- PerformCare



## URAC Accreditation

- PerformRx



ACCREDITED  
DRUG THERAPY  
MANAGEMENT



ACCREDITED  
PHARMACY BENEFIT  
MANAGEMENT

## Summary



AmeriHealth Caritas is a leading Medicaid managed care company that is uniquely mission-driven.

AmeriHealth Caritas will continue to serve as a strong partner with its state government and providers, and remain an active advocate for members to ensure they get appropriate health care in the right settings.

AmeriHealth Caritas will further leverage its position to be the consistent thought leader for the industry and recognized as leading America in health care for the underserved.

AmeriHealth Caritas will remain focused on helping people get care, staying well and building healthy communities.



**CARE IS THE  
HEART OF  
OUR WORK**

