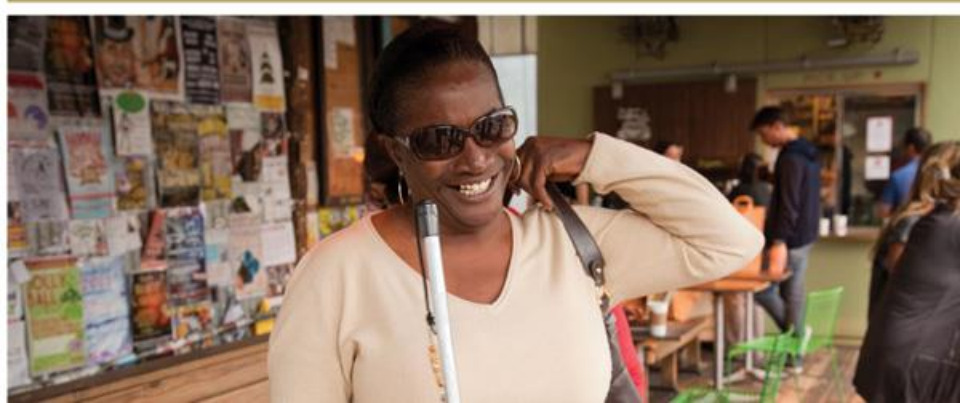





**Testimony by Leadership of
Amerigroup Kansas, Inc.**
January 2015



2014 Achievements

 Accountable

 Caring

Easy to do
business with 

Innovative 

Trustworthy 



- Paid over \$844M dollars in provider claims
- Enhanced our provider services focus through reorganization and new hires
- Assisted 600 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 our ID/DD waiting list members in face-to-face assessment to assure their well-being
- Assisted 176 members to ensure immediate access to community health services following a psychiatric hospital stay
- Supported Disability Mentoring Days with over 1,300 individuals participating and over 240 service organizations, employers, and community partners across the state
- Provided support to community organizations through our Foundation and local health plan grants

2014 Provider Payments



Hospital In-Patient/Out-Patient	\$223M
Nursing Facility	\$208M
Home- and Community-Based Services (HCBS)	\$163M
Behavioral Health	\$65M
Attendant Care (included in the HCBS total as well)	\$48M
Value-Added Benefits (approximate through September)	\$925k
Other Medical (professional and other ancillary)	\$185M

2014 Provider Payment Detail



- Claim Denial Detail

<i>(for period January 1 – October 31, 2014)</i>	Volume	Percentage
Total Adjudicated Claims	4,285,469	100%
Denials (All Categories)	475,566	11.1%
Denials (Excluding Duplicates)	416,718	9.7%

- Enhanced claim automation has improved service levels and reduced denial rates
- Weekly claim processing reviews to support the successful implementation of ID/DD and SMI HH
- Enhanced focus to improve payment appeals processing
- Focused provider education to address avoidable claims denial issues, new technology and tools, and other issues

Provider Servicing Update

Easy to do
business with



Innovative



- Reorganized key departments
- New Director, Medicaid Field Operations – Lianne Vickers
- Added Manager, Health Plan Operations – Heather Torrey
- Added Manager, Appeals & Grievances, Ginger Williams
- New Director, Provider Relations, Dennis Radio
- Restructured territories and responsibilities





- Dedicated local team supporting our Health Homes initiatives
- Contracted with 61 Health Home Partners to date
 - 55 SMI
 - 58 Chronic Care
- Enrolled over 7,000 Amerigroup members into Health Homes in November 2014, with a very low disenrollment rate
- Conducted on-site initial audits with 51 out of 53 Health Home Partners





- Dedicated Kansas-based team of deployed to the communities where our members live
- Inter-disciplinary approach with active collaboration among our behavioral health, physical health and ID/DD experts to support providers and families
- Piloting a behavioral management support process to assist our members to be successful in their preferred communities
- Actively engaged with ID/DD waitlist members to address needs and issues
- Actively working with transitioning youth to educate parents regarding supports and services, including employment options



2015 Initiatives



Accountable



Caring

Easy to do
business with



Innovative

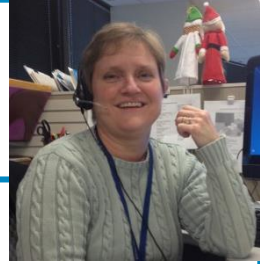


Trustworthy



- Provider Servicing
 - Tailored/Specific Provider Interactions
 - Additional Network Development
 - Provider Servicing Enhancements & Training
- Quality and Health Care Management Service
 - Proactive care coordination and integration to support
 - Nursing facility diversion
 - Re-integration into community based care settings
 - ER utilization
 - Continued reduction in avoidable ER utilization
 - In-Patient
 - Continued reduction in avoidable in-patient admissions
 - Transition Services following in-patient stays
 - Continued drive to improve outcomes through focus on preventative care
 - Health Home growth
 - Continued focus on waitlist members to identify and address as many needs as possible
- Additional community partnership with organizations through our Foundation and local health plan grants
- Employment
 - Expand scope of our employment specialist through our teams
 - Launch tools and work kits
 - Collaborative work teams to identify and assist members in gaining employment





Case Manager Helps High-Risk Member Manage Pregnancy

“Amanda,” a 36-year-old Kansas member, had a pregnancy that many physicians would consider a worst-case scenario. It was her 10th pregnancy, only four of which resulted in live births, and she had a myriad of complications including migraines, gestational diabetes, hypothyroidism, and atrial fibrillation.

Because of her pregnancy history, Amanda’s physician had her on weekly progesterone injections (17-P), which can help prevent preterm birth. Amanda’s primary insurance had been terminated when she became eligible for Amerigroup Kansas, but the pharmacy that previously supplied her injection didn’t participate in her new plan. She wasn’t aware of this until the pharmacy turned her away, and she was at-risk of missing her next dose. Amanda didn’t know where to turn.

“She called our customer service line asking for help, and they forwarded her to me,” recalls Audrey Roberts, an Amerigroup nurse case manager. “When I answered, she was frantic. She couldn’t get her progesterone shot and was scared.”

After talking with Amanda about her medical history, Audrey knew that she was a candidate for case management and began working on her case immediately. Audrey made call to a contracted pharmacy that would ship the 17-P so she wouldn’t miss a dose.

The 17-P injections were just one hurdle during this difficult pregnancy for Amanda, though. In September, just as she entered her third trimester, her primary care physician decided it was best to move her to a high risk OB-GYN in Wichita, nearly 4 hours away from her home and family. Amanda and her family live in a rural region of the state, and Wichita was the nearest high-risk clinic she could attend. Her husband had to stay home to work and care for their four children, so Amanda was alone in a new city.

Audrey was there for Amanda every step of the way though, and was able to help coordinate a number of services, including:

- Arranging transportation for her to attend her appointments
- Referring her to counseling by a registered dietician/certified diabetic educator to help manage her gestational diabetes
- Coordinating lodging at a local inn that had a small kitchen for her to prepare healthy meals
- Helping her find the local food banks and arranging meal reimbursements, because her family back home was using the food stamps
- Facilitating delivery of her medications to her hotel room

Amanda was working hard on managing her pregnancy with all of the tools and help from Amerigroup, but seven weeks before her due date, she had another health scare. An ultrasound showed some fluid near the baby’s heart and lungs. She had to go in for evaluation at Children’s Mercy Hospital in Kansas City. Audrey helped coordinate a stay at the Ronald McDonald House for her and her husband, and after testing cleared her and her baby, she returned to Wichita for the remainder of her pregnancy.

Because of Amanda’s diligence in her health management, she gave birth to a healthy baby girl at 37 weeks gestation, which is considered acceptable though not full term. Both Amanda and her baby are healthy, happy, and back home with the rest of their family.

“She has an excellent understanding of her health and is outstanding in her follow through,” said Audrey. “Amanda’s case may seem extraordinary, but this is what we do every day.”

“Amanda’s case may seem extraordinary, but this is what we do every day.”

~~ Audrey Roberts, Amerigroup Case Manager ~~



Amerigroup Specialized Team Works to Help Member Regain Mobility

Imagine waking up one morning, and not knowing how you will get out of bed, to not have the ability to walk on your own, or leave your home without assistance. This is what Russell “RJ” Johnson, a 54-year-old Amerigroup Kansas member, asked Jeanie Wiley, a Long-Term Services and Supports (LTSS) coordinator when they first met. RJ has been living with scoliosis, cerebral palsy, and mental disabilities his entire life, and he relies on a wheelchair for mobility. RJ doesn’t complain about his disabilities though, and was thriving at home, and attending adult day services. He refers to his day services as “his work,” which gives him an income, purpose, and a circle of friends.

Recently, the tilting mechanism on his wheelchair, which allows him to recline and get pressure off of his spine, started to malfunction. RJ is required to tilt and recline every 30 minutes during the day to prevent injury to his spine and irritations to his skin. For a time, staff members at the day services facility manually reclined his wheelchair, but that even eventually stopped working. He became confined to his home, and his health began to decline. “He went two weeks without going to his day site and was isolated in his home for over a week,” said Jeanie. “He doesn’t ask for anything, but this was really hard for him.” Because of state and federal regulations, RJ wasn’t eligible for a new chair until 2016, and he didn’t have the financial means to purchase a new one himself. He contributed \$2,000 of his own money for his chair last year, but he simply couldn’t afford a new one which would have cost up to \$11,000.

RJ was in pain, had bedsores, and he was slipping into depression from being confined to his home. Jeanie knew that she needed to find a solution, and fast. She reached out to the Kansas Medical Director, Dr. Joe Schlageck, and the Complex Case Rounds team for possible solutions. The team meets weekly to discuss some of the more challenging cases and find solutions for care.

“Dr. Joe told us that RJ needs his chair fixed, period. If the manufacturer is willing to fix it, we’re willing to pay for it.” said Jeanie. “RJ being without a chair until he was eligible for a new one in 2016 wasn’t even an option.”

Having the manufacturer fix the malfunctioning part wasn’t easy. Jeanie had to ship the wheelchair straight to the manufacturer in Ohio, which meant RJ was without his mobility for an additional three weeks. Jeanie coordinated the delivery of a loaner chair so RJ could remain mobile while his chair was being repaired. A few weeks later, RJ got his wheelchair back, and it’s now fully functional. He’s back to attending his adult day services, is energetic, and he’s playing jokes on his friends again. “One of the happiest moments of my career was seeing his face light up when he got his chair back, he was just so happy,” said Jeanie. “My heart just beams to see this man thriving; it felt so good to help him.”

RJ’s story is just one example of how Amerigroup finds real solutions for our members. Without Jeanie, and the Complex Case Rounds team, RJ would have been without a properly working chair until he was eligible for a replacement two years later. In the end, the total cost of repairing his chair was only \$863. “I really didn’t know what I was going to do if I couldn’t get my chair fixed and not have a chair while it was gone,” said RJ. “I have a great bunch of people who care about me and take care of me. Amerigroup was able to help me.”

“One of the happiest moments of my career was seeing his face light up when he got his chair back, he was just so happy”

~~ Jeanie Wiley, Amerigroup LTSS Coordinator ~~

Amerigroup Kansas Member, Teresa (right)

Amerigroup Kansas Case Manager, Lisa Simon (left)



New Member Receives Help after a Long, Lonely Struggle

Teresa, a 64-year-old Amerigroup Kansas member, grew up in a rural part of the state in a family with eight siblings. But details on her childhood aren't even a distant memory for her because she has no recollection of her past. All she knows of her past is what her family has shared with her in recent years. When Teresa was a teenager, her skirt was caught on the door handle of a car. As it drove away, she was pulled under the vehicle and a tire crushed her head.

Bystanders thought Teresa was dead.

"They left me on the street and covered me up," said Teresa. "They took the gentleman that ran over me to the hospital."

The accident, which put her in the hospital for three months, caused a Traumatic Brain Injury (TBI). She suffered from an array of cognitive issues, including speech problems and amnesia.

At the time of her injury, not much was widely known about TBI, and because the extent of her injury wasn't understood, she didn't receive the care she needed. She eventually recovered enough to return to school.

"When I was able to go back to school, it was even harder. [I had] to do flashcards when I was home and learn how to read all over again," said Teresa. "It was hard, I was an outcast."

She spent most of her adult life managing her own recovery, but in 2006 she experienced a major setback. She suffered a second TBI when a gate at a storage facility came down on her, and she was in a wheelchair for five years.

Then help came. Lisa Simon, a Long-Term Services and Supports (LTSS) coordinator with Amerigroup, went to Teresa's home to discuss her health and needs.

"The system was showing that she was on the physical disability waiver," said Lisa. "But she wasn't getting the services that she needed at the time."

Lisa was able to get Teresa a referral for TBI screening and moved forward with coordinating cognitive, speech, and physical therapy along with a personal care attendant to visit her home. Amerigroup also helped her get glasses so she could read, something she's struggled with her entire life.

"I got to read my first book," Teresa said. "I read Charlotte's Webb for my very first book. I'm just so happy!"

With the help of Lisa and Amerigroup, Teresa is finally getting the care she needs, and she's thriving. She's made great progress in therapy and is able to walk with a little assistance from her cane. Her goal is to move toward a more independent life and to help others in need. Lisa is confident that Teresa will achieve this goal and is encouraged by her progress up to this point. She even recently started her own jewelry business through the help of a small business association program.

"I have seen her self-esteem improve incredibly," said Lisa. "Now she realizes that she can stand up for herself and help others."

Teresa's story is just one example of how Amerigroup works to promote access to care and help our members lead more independent, healthier lives.

Lisa is happy to see Teresa thriving. "I have seen her self-esteem improve incredibly."

*~~ Lisa Simon,
Amerigroup Case Manager ~~*



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