



Health and Human Services Committee

UnitedHealthcare Community Plan

January 15, 2015



**Helping people live
healthier lives**



**Helping make the health
system work better for
everyone**

Kansas Footprint

Business	Employees	Covered Lives
Corporate	3	
Optum	1,594	
UHC Community & State	172	124,771
UHC Corporate	189	
UHC Employer & Individual	29	236,537
UHC Medicare & Retirement	5	35,409
UHC Military & Veterans	14	125,859
Total	2,006	522,576
+ 1,420 Contractors		

***\$200M in annual financial investments
(wages, withholding, taxes, bonds, etc)***

***+\$750K in annual charitable
contributions***

***Over 19,000 contracted providers
across all lines of business***

Our Patient Centered Care Model

A Holistic Approach to Care:



Driven by:



***Provider
Collaboration***



Member Engagement



***Data, Analytics
and Technology***

UHC KanCare Outcomes

Utilization Management

Hospital Inpatient Management: All Products

For claims paid as of September 2014

	2013	2014	
	Q1 - Q2	Q1 - Q2	Change
Days/K	573.5	515.8	-10.05%
Admits/K	295.5	276.2	-6.56%

Quality Outcomes

Category	Successes
Physical Health	10.21% reduction in Preterm Births
Waiver/ Behavioral Health	23.89% increase in employment of members with behavioral health needs (SPMI)* 99.6% of SUD members are successfully avoiding criminal activity during treatment.*
Long Term Care	13.96% reduction in nursing facility falls**

*State provided data through Q3 2014

**State provided data through Q2 2014. Reflects NF falls resulting in major injury.

Provider Satisfaction

KanCare Provider Experience Survey

Survey Conducted by KDHE / Wichita State

Q3) "Overall, I am satisfied with UHC:"

	2013	2014	Change
Agree / Strongly Agree	35.29%	52.61%	17% pts
	S=323	S=306	

Member Satisfaction

UHC 2014 CAHPS Results

Overall Health Plan Rating (8, 9 and 10)

	UHC 2014	NCQA Average	Diff
Adults	73.33%	73.53%	-.20% pts
Child	86.17%	82.89%	3.28% pts*

* Statistically significant difference

Provider Collaboration

Tele-monitoring Pilot

Objective: In partnership with Windsor Place, expand tele-monitoring services to PD and ABD Members to show ER and inpatient cost reduction and improved health outcomes

Status: 38 PD members enrolled, 6 more scheduled, 25 ABD members identified for enrollment in tele-monitoring services



SMI Health Homes

Objective: Support SMI members through high-touch care coordination delivered in the community by provider health home partners

Status: Over 7,500 member enrolled with 50+ health home providers, supported with member data analysis and best practices sharing through UHC Clinical Practice Consultants



Provider A/R Support

Objective: Eliminate accounts receivable (A/R) balances, in partnership with Kansas Hospital Association

Status: Partnered with ~30 hospitals to provide education and/or to reprocess claims, and continue follow-up with others as needed



Provider Collaboration in Practice:

Health Partnership Clinic (FQHC)



Practice Support

UHC Clinical Practice Consultant provides data analysis and consultation, focused on at-risk members



Population Health Tools / Technology

Population Registry available with real time hospital admissions notifications



Member Outreach

UHC outreach to support appointment scheduling, with warm-hand offs with clinic front office staff

Outcomes:

- Practice growth
- Improved access to preventive services
- Reduction in IP and ER admits
- Better quality outcomes



Contact Information

UnitedHealthcare Community Plan of Kansas

We are committed to helping Medicaid recipients in Kansas live healthier lives by simplifying health care, meeting consumer health and wellness needs and building trusted relationships with care providers.

Contact Information

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