



## Robert G. (Bob) Bethell Joint Committee on HCBS and KanCare Oversight

Aetna Better Health of Kansas  
Randy Hyun, CEO Aetna Medicaid  
Deb Bacon, Regional Vice President  
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# Building a Healthier World is our Mission

## Aetna at a glance

35,000 employees

23.5 million medical members

165 years of national and international experience

3<sup>rd</sup> largest managed care organization in US

## Aetna in Kansas

Aetna Better Health of Kansas serves **100,000 members** with **430** Kansas based employees

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



## Aetna's Commitment to Kansas

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Aetna has made significant investments in Kansas.

Continuing to invest in Kansas, its citizens and communities.

- Aetna Better Health of Kansas will invest \$200,000 during 2019 in Kansas Community Organizations

- Opened or expanded 3 offices in Topeka, Wichita and Overland Park.

- Have 430 employees living in 43 counties across Kansas.

- Expanding Dual Eligible Special Needs Medicare Plan into 15 counties for 2020.

- Implemented value based contract with Children's Mercy Primary Care Network for kids in Douglas, Franklin, Johnson, Leavenworth, Miami and Wyandotte Counties.

## Aetna's Commitment to Kansas

Immediate response to Notice of Non-Compliance from Department of Administration on July 24<sup>th</sup>

Aetna is taking accountability for the problems and is fully committed to resolving all issues. We will meet the state's expectations and intend to have a successful long-term partnership with KanCare stakeholders. We have presented a corrective action plan to the State

- Effective August 19 David Livingston was named acting CEO and Mark Grippi was named acting COO for Aetna Better Health of Kansas.

- Significant personnel and resources have been deployed to support Kansas to solve issues

- The plan includes measurable benchmarks over the next 30, 60 and 90 days that will impact provider payments and provider experience.

- By the next quarterly Bethell hearing, we will have resolved all of the major identified issues.

- **We will work closely with the State as we complete and execute on our action plan**

# Key issues impacting Medicaid Providers and Members

Aetna is working in close coordination with KDHE on identification of issues, describing measures of success, and defining timeframes. The formal response is still under review by KDHE.

Following is a sample of issues impacting services to members and Medicaid providers

## Person Centered Service Plans

- Modifying care plans to enhance member understanding; reviewing revised plans with all impacted members

## Credentialing and Provider Network

- Improving service to our network providers by enhancing communication, meeting required turn around times and correcting errors in provider records

## Claims payment issues

- Accurately apply client obligation, patient liability, and spenddown
- Resolve outstanding claims issues; pay new claims correctly and complete projects to adjust for errors on prior claims

## Clinical and Outreach Metrics

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Service coordinators continue to make meaningful connection with members that impact their lives.

☐ **74,000** outbound care coordination calls\*

☐ **12,931** Health Screenings completed\*

☐ **6,972** Health Risk Assessments completed\*

☐ **24,298** In person visits from Service Coordinators\*

☐ **4,000** community organizations and **1,750** provider locations visited by Community Outreach between January and June.

☐ Visited 31 clinic locations across Kansas to celebrate national FQHC week from August 5-11.

\*data through July 31, 2019

## Service Improvements and Enhancements

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- Members service answers calls within 5.8 seconds
- Resolving member appeals within contract timeframes 98% of the time
- 99.9% of LTSS members are enrolled and 71.5% are engaged in service coordination through July
- 61.6% of LTSS members living in community settings
- Aetna transitioned 17 people from nursing homes to community settings between January and June 2019
- 71,000 Pended claims (as of August 22)
- 24,000 Claims pended for more than 30 days (as of August 22)

## Commitment to our Members and Kansas

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### Contributing to critical state projects

- One Care Kansas Health Homes – working on draft contract language for providers.
- Collaborating with the Department of Children and Families on Family Finding – sponsoring a national expert to deliver training for child welfare stakeholders in Kansas.

### Supporting communities

- Implementing Mental Health First Aid inside Aetna and working with Kansas Mental Health Coalition to identify communities in need.
- Becoming a Trauma Informed Organization – Training starts in October and November through Relias.
- Implementing Life Course Framework – Sponsoring training for Aetna members with Intellectual and Developmental Disabilities and families in October. Asked to work with Kansas Council on Developmental Disabilities to provide statewide training on the Life Course.



# Psychiatric Residential Treatment Facility (PRTF) Data

Between January and July 2019, 135 unduplicated Aetna members, including members with Amerigroup authorizations waited for a psychiatric residential treatment facility (PRTF) placement;

56 Aetna members were on the PRTF waiting list as of July 31, 2019. Aetna members are waiting 50 days on average before being placed in a PRTF.

- Shortest wait = 2 days
- Longest wait = 189 days

Aetna members are spending 61 days on average in a PRTF.

- Shortest stay = 13 days
- Longest stay = 161 days

39 members were diverted from a PRTF level of care in 2019. Diversion reasons included:

- Symptoms could be treated in an outpatient setting,
- Member was no longer a danger to themselves or others.
- The child had not exhausted community treatment options.



Actions to divert children from PRTF level of care –

Explore options for additional services Serious Emotional Disturbance waiver eligibility.

Service coordinators help families navigate physical and mental health care systems.

Work with

Community Mental Health Centers to increase other

community-based services.

Verify eligibility for other HCBS waivers.

# Aetna Efforts to Reduce Addiction and Substance Abuse

## Guardian Angel Program

- Unique to Aetna, this telephonic intervention program identifies adult members who've recently experienced an overdose. A specially trained Guardian Angel Program (GAP) nurse or clinician then reaches out to them and their caregiver to offer support. The nurse or clinician will:
- Assess their mental/physical well being
  - Direct them to in-network resources and providers
  - Give information on Naloxone — and other harm-reduction strategies
  - Work with case management to monitor their care, and then follow up as needed

# Aetna's Opioid Prescriber Education Program

Contract with nonprofit Alosa Health, a premier independent provider of academic detailing services, to hire, train, and deploy locally-based pharmacists and nurses to conduct evidence-based educational outreach in physician offices

Leverage 2018 Aetna Medicare Advantage PartD (MAPD) claims data to define opioid prescribing patterns to target and optimize impact of physician visits

Physicians identified through metrics including:

1. Total opioid prescriptions written (excluding oncology & hospice)
2. Short-acting opioid prescriptions for > 7 days
3. Opioid prescriptions for > 90 Morphine Milligram Equivalents (MME)
4. Concomitant opioid and benzodiazepine prescriptions
5. Members with history of overdose

Convene Opioid Crisis Clinical Advisory Board comprised of nationally

recognized thought leaders to develop and vet all provider-facing materials

Utilize key network and state partnerships to increase provider engagement

Explore Medicare value-based contracting opportunity for participating health

systems

Measure impact via enterprise opioid dashboard longitudinally

## Alternatives to opioids as a value add

- With opioid addiction on the rise, providers are seeking effective alternative pain management options for their patients. Adult enrollees with a diagnosis of chronic pain can receive up to **12 total visits**, per year to use towards the following services:
  - Chiropractic care
  - Acupuncture
  - Massage therapy
  - Physical therapy
  - Dry-needling

# Member story—The right services at the right time and the right place.

E is a 16-year-old on the Severe Emotional Disability (SED) waiver. E was diagnosed with Type 1 Diabetes since early childhood and has additional physical and behavioral conditions. E has a history of aggression towards others and self-harming tendencies, resulting in 10 combined psychiatric and medical hospitalizations since 2018.

Trent Frantz, Aetna Service Coordinator started working with E's family in March 2019. Before placement on the SED waiver, E was receiving medication and therapy services within the community and receiving support from the Aetna Individual Care Management program. In late February, E's mother had requested a screening for residential therapy following several hospitalizations. E was approved for placement and was put on a waiting list.

In early May, E was hospitalized after struggling with diabetes complications for 5<sup>th</sup> time this year. Trent, along with the hospital discharge staff, coordinated E's discharge to inpatient mental health treatment, followed by partial day hospitalization, and a significant increase in community based services, including psychosocial groups, independent living skills, individual therapy, weekend respite, and intensive home health services. Prior to this, E had not been willing to engage in these community-based services.

E has been stable and managing diabetes symptoms since discharge from the partial day program. E has not required additional hospital or crisis visits since discharge, and has fewer depressive symptoms and mood swings as well as better communication within the family. E has a busy schedule during the week participating in mental health services through the a mental health center. E says, "I like it because they keep me busy doing different things".

While E is still on the treatment facility waitlist, the family and Trent are determined help keep E at home and healthy.



Aetna Better Health member advocate Katrina Buckmiller celebrating the 45<sup>th</sup> anniversary of Genesis Family Health Center in Garden City.

# Aetna Value Added Services

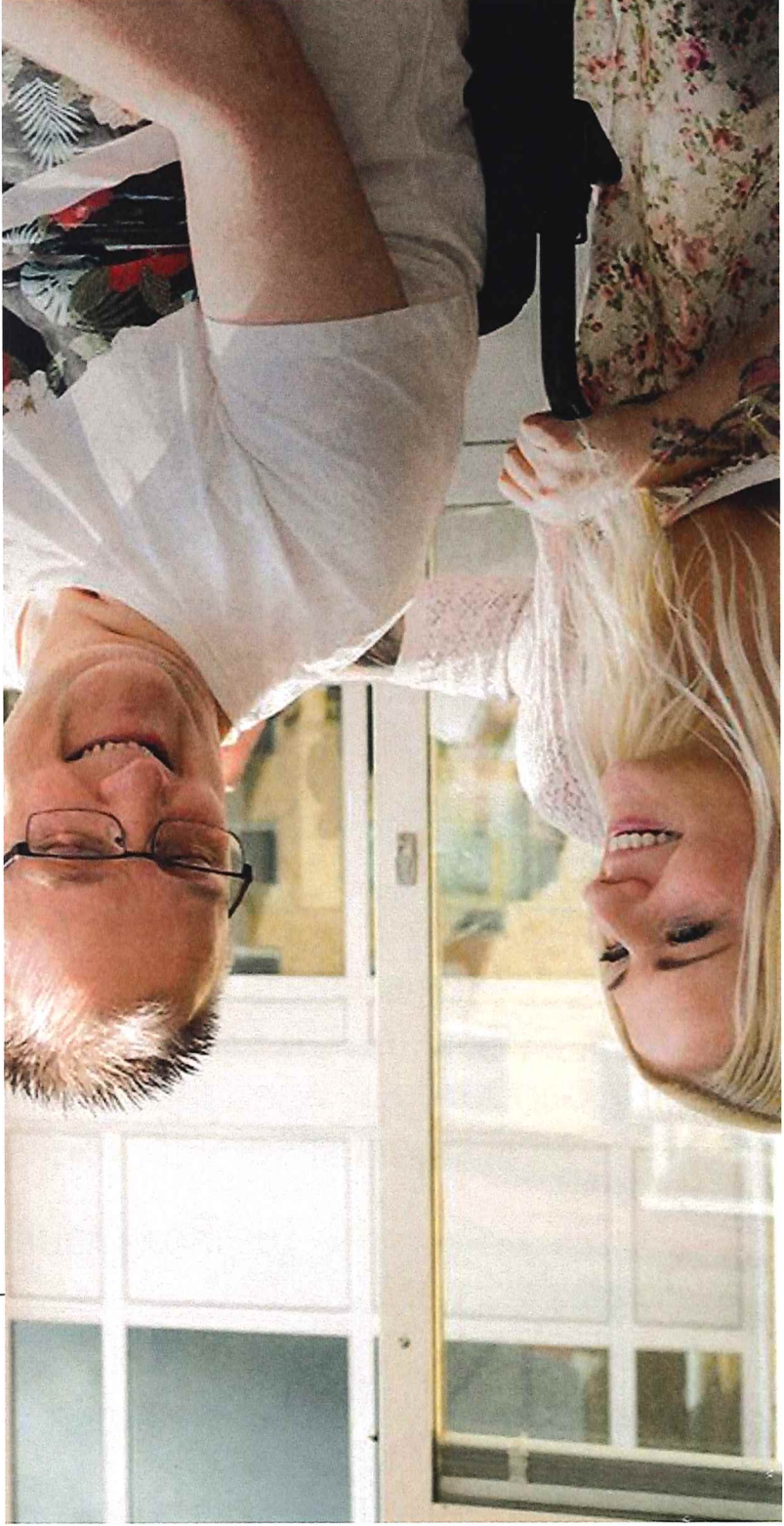
Aetna Value Added Services

## All Members

- Rides to doctor appointments, pharmacy, WIC and pre-natal classes
- Ten free rides per year for job-related and community health services
- Healthy Rewards Program
- Text Programs:
  - Care4life – Diabetes
  - Text4kids
  - Text4baby
  - Text4health
  - Text2quit







## Adults

- \$500 per year toward dental services
- Android smartphone with 1,000 minutes or megabytes per year
- Weight management program
- Vision services including \$50 per year for glasses or contact lenses
- GED Assistance
- Foot doctor visits for those with diabetes
- Home delivered meals after a hospital stay



## Adults

### PROMISE Pregnancy Program

- Aetna Better Health® of Kansas wants our pregnant members to get early and frequent prenatal and postnatal visits to make sure you and your baby are healthy. You can earn:
- Gift cards up to \$30 for doctor visits
  - Gift card rewards for baby equipment such as:
    - Strollers
    - Portable cribs
    - Play yards
  - Text4baby alerts and support



## Children and Teens

- Members age 5 to 18 can get up to \$35 per year to join YMCA, 4H, Boys and Girls Club or Boy and Girl Scouts
- Get a \$25 gift card for going to annual well teen visits
- Ted E. Bear, MD Club
- For kids age birth to 12
- Gift cards for completing healthy activities
- An activity book
- Look for Ted E. Bear, MD throughout Kansas!



