



Sacramento and UnitedHealthcare... Building Healthier Communities Together

May 23, 2016

Our Team



Kevin Kandalaft
Chief Executive Officer



William Henning, D.O.
Chief Medical Officer



Melissa Stout-Penn
Chief Operating Officer



Chris Andreasen
Director of Operations



Tony Carmignani
Implementation Director

Our United Culture - The Foundation of Everything We Do

UnitedHealthcare's mission is to *help people live healthier lives*

Integrity
Compassion
Relationships
Innovation
Performance

We have come to understand that what we hope to achieve as an enterprise and how we collectively approach our endeavors is fundamentally shaped by who we are – what we believe – what we value – how we behave – the sum total of our character as an institution of people – our United culture.

– Steve Hemsley



Over 12,200 employees
across California

UnitedHealth Group:
**COMMITTED TO
California**

Last year, we contributed
more than **\$2 billion** in financial
investments to the state

3,201
employees

8,976
employees



We serve over
3.5 MILLION PEOPLE
living in California

- 1.7M** through individual or employer-sponsored coverage
- 978K** seniors through Medicare Advantage, Part D, Medicare Supplement Plans, and Retiree Services
- 783K** active military service members, retirees and their family members through TRICARE

In 2014, our employees **volunteered approximately 22,000 hours** in California and UnitedHealth Group contributed more than **\$4,880,000** to philanthropic initiatives with partners including:

- Fisher House Foundation, Inc.**
- American Diabetes Association**
- Armed Services of San Diego**
- Challenged Athletes Foundation**
- Volunteers of America**

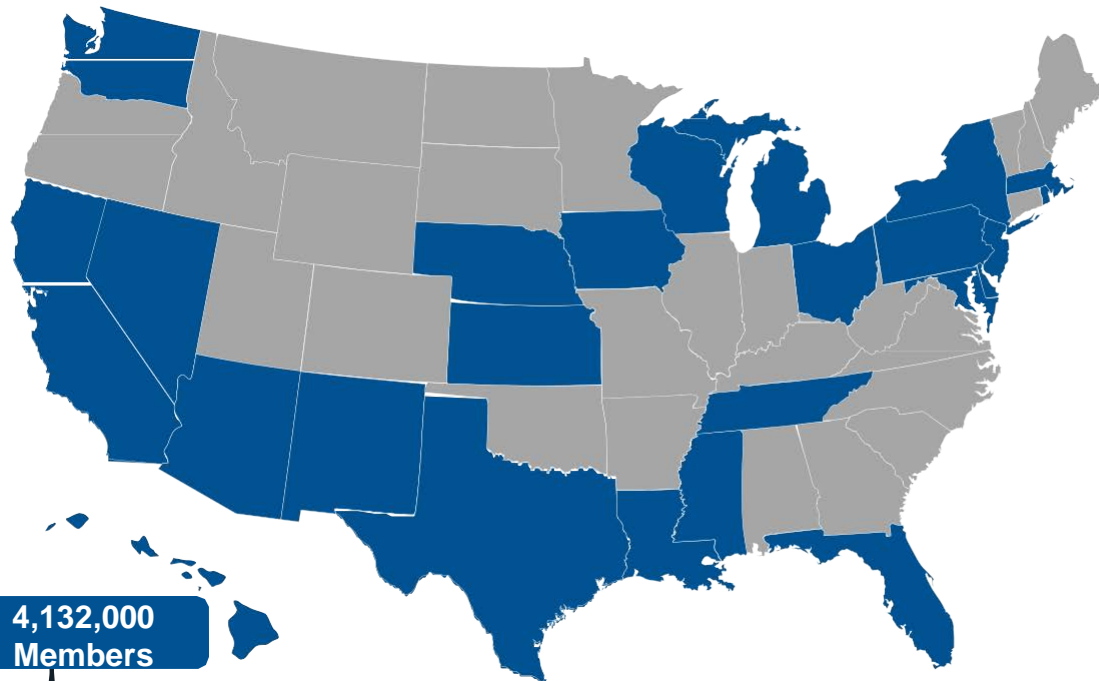


WE ALSO

Serve providers, including:
Adventist Health, Dignity Health San Francisco,
Kaiser Permanente and Sutter Health

Provide quality health care benefits and services to employers and employees of:
Oracle, Apple Inc., Cisco Systems, Qualcomm,
Pacific Telesis / AT&T and Hewlett-Packard

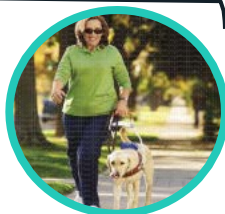
Our 5.1 Million Medicaid Members



**4,132,000
Members**



TANF | Temporary Assistance for Needy Families
CHIP | Children's Health Insurance Plan
ABD | Aged, Blind, and Disabled
SNP | Special Needs Plans
MMP | Medicare Medicaid Plan
Childless Adults



**678,000
Members**



EXPN | Medicaid Expansion

**237,000
Members**



LTC | Long-Term Care

**77,000
Members**



DD / Rehab | Developmentally Disabled / Rehabilitation

Innovative Strategies

**Person-Centered
Care Model**

**Accountable Care
Communities**

**Community Health
Workers**

Advocate4Me

CommunityCare

Health4Me

Text4Baby

Baby Blocks

Our Innovative Strategies at Work - Community Health Workers



Community health workers use their knowledge of the community and its resources to locate and engage members, remove barriers to care, access community resources, connect members to their PCP or behavioral health provider and coordinate appointments.

Provider Network

A primary care focus with a nucleus of deep partnerships with FQHCs, wrapped with independent and integrated system specialists and their hospitals

Sacramento Network – Continued growth

- Primary Care = 292
- Specialists = 332
- FQHC Clinic Sites = 20
- Hospitals = 4



Community Engagement

Medical

- ***Helping to Ensure Pregnant Teens Experience Healthy Pregnancies in Louisiana***
- Collaborating with Stakeholders to Reduce Unnecessary ER Use in Wisconsin
- Collaborating with Stakeholders in Texas through our Statewide Advisory Committee
- Active Participation in the Healthy San Diego Joint Consumer and Professional Advisory Committee
- Promoting Continuity of Care through the Pharmacy & Therapeutic and Quality Improvement Committees

Behavioral

- Working to Prevent Suicide through the Community Health Improvement Partners Consortium
- Improving the Way Services are Delivered to Members through the Mental Health Coalition
- Collaborating with National Alliance on Mental Illness
- ***Collaborating in Rhode Island to help Inmates Re-enter the Community***

Social

- Collaborating to End Chronic Homelessness
- Collaborating to Reduce Food Insecurity in Michigan
- Distributing Healthy Food and Promoting Proper Diet and Exercise in Mississippi
- ***Partnering with 4-H to Combat Hunger and Food Insecurity***

Outcomes



Kansas: a **50 percent reduction** year over year in acute inpatient admissions compared to prior years using a traditional telephonic case management approach.



Florida: in 2014 compared to 2013 we have seen the following improvements in engaging members in managing their health care and visiting their PCP:

- Members engaged by a community health worker (CHW) have experienced an **11.5 percent reduction** in inpatient admissions compared to members not engaged.
- Members engaged by a CHW have experienced a **28.3 percent improvement** in seeing their PCP within 90 days and, overall, 80 percent of engaged members have seen a PCP in the last 90 days.
- Members engaged by a CHW have experienced a **19.6 percent improvement** in PCP visits within seven days post discharge.



Maryland: a **15 percent reduction** year over year in acute inpatient admissions compared to prior years using a traditional telephonic case management approach.

Improving Outcomes Through Our Disease Management Programs

Preventive Services Initiatives

In Arizona and Tennessee, we exceeded all target HEDIS measure goals in 2014.

Diabetes Disease Management Programs

In Texas, the HbA1c testing rate was improved over 10 percent from baseline.

Eliminating Food Deserts

We partner with local nonprofits and organizations in North Carolina every day to tackle issues like food deserts, health literacy and childhood obesity.



Focus Populations – Justice Involved

- UHC currently works with the State of Ohio and King County, Washington in supporting incarcerated individuals as they re-enter the community.
- The overarching goal of both programs is to reduce recidivism by addressing the individual's health conditions and also basic needs such as food and safe housing as they move from prison/jail back into the community.
- Key health plan activities include:
 - Developing transition care plans prior to release
 - Establishing relationship with the individual prior to release
 - Face-to-face case management/care coordination
 - Assuring access to health care services – physical, behavioral and LTSS
 - Linking the re-entering individuals to housing, food, and other community supports
 - Use of CHWs and creation of a medical respite program. (King County)
 - Coordinating services with other programs available to released offenders. (Ohio)
- Transitions are easier to manage when there is an established release date.
- Identify “at-risk” individuals based on a state- or county-determined set of criteria, such as:
 - acute disease and/or a chronic health condition
 - frequency of incarceration
- UHC is committed to addressing the needs of this group of individuals and supporting the goals of counties and states to implement re-entry programs designed to reduce recidivism, and to improve health and well-being within the community.

Focus Populations – Housing Opportunities for Partnerships



CoC Strengths

- Coordinating access and targeting of those most in need
- Coordinating and leveraging funders of supportive housing
- Connecting health plans and housing providers

Supportive Housing Provider Strengths

- Intensive supports
- Catching early warning signs of health and/or functional changes
- Recognizing changes in social or emotional state
- Provide tenancy supports
- Support basic needs – food, shelter, employment

Health Plan Strengths

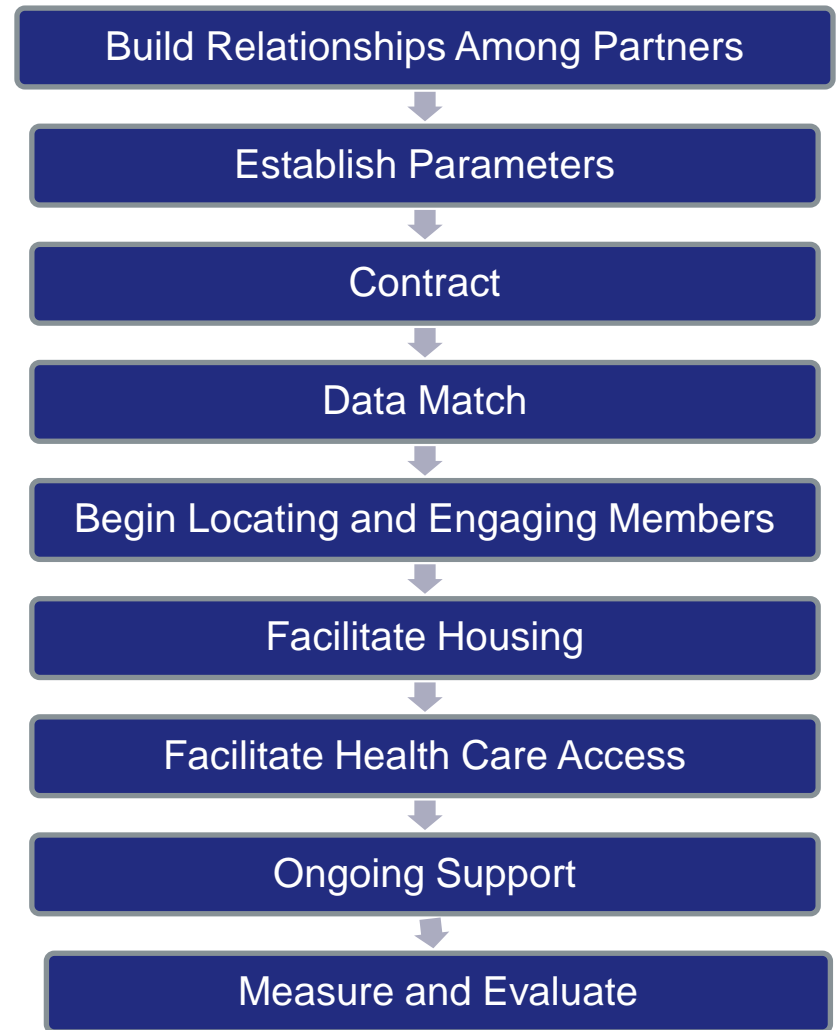
- Accessing and arranging Medicaid services
- Facilitating relationships with providers
- Preparing for transitions from hospitals, nursing homes, institutions
- Providing health and wellness programs
- Assessing risk
- Leveraging data

Pilot Details



The Vision

To develop robust partnerships with homeless coalitions in areas with high numbers of unable to locate, likely chronically homeless, individuals with high health care utilization. Leverage partners' tools and capabilities to locate these individuals, facilitate rapid supportive housing placement, and engage the managed care coordination team to wrap around Medicaid support services.



Evaluating Opportunities

- Multiple opportunities to improve the link between housing and health care services
- Limitations on what Medicaid can pay for and how health plans can account for the spending related to housing significantly impacts decisions to pursue opportunities
- When evaluating a housing related opportunity we consider many factors including:
 - Number of members impacted
 - Opportunity to improve quality
 - Opportunity to improve utilizations
 - Data available to support the decision to invest
 - Presence of trusted partners
- Since 2011, UnitedHealthcare has provided more than \$230 million to help build and invest in new community developments throughout the United States that provide affordable housing opportunities with support services for low-income individuals and families, the homeless, military veterans, seniors and people with special needs.

Awards

Best Health Plan Award.
Northern California
Physicians Management
Group

Baby Blocks Recognized for
Helping Moms. The
Connecticut Quality
Improvement Innovation
Award, Connecticut Malcolm
Baldrige National Quality
Award-Gold

Eureka! Award for Baby
Blocks. Minneapolis/St.
Paul Business Journal

Text4Baby. MHPA
Technology Award Winner

2015 eHealthcare
Leadership Award

2014 "Stevie" Awards.
American Business

Healthy Living Innovation
Award. U.S. Department of
Health and Human Services
and U.S. Chamber of
Commerce

Corporate Leadership
Award. Sesame
Workshop

Pediatric Obesity
Program. Medicaid Health
Plans of America (MHPA)
Children's Health Award
Winner

Telemedicine Services for
Medically Complex
Children on the Navajo
Nation. MHPA Technology
Award Winner

The Gold Star Program.
MHPA Make a Difference
Award Winner

Innovative Programs, continued

Papers

Since 2010, UnitedHealthcare Community & State has had 49 best practices published in MHPA Best Practice Compendiums. UnitedHealthcare has won five awards and had three honorable mentions -- more than any other health care company has received. This year, we have selected the following Best Practices to submit for consideration:

- ***Elder Services of Merrimack Valley and UHC Senior Care Option Care Transitions Pilot Program*** (UnitedHealthcare Community Plan of Massachusetts)
- ***Maternity Medical Home*** (UnitedHealthcare Community Plan of Tennessee)
- ***Arizona Medicaid Prescription Drug Use and Abuse Initiative*** (UnitedHealthcare Community Plan of Arizona)
- ***Ohio Medicaid Pre-Release Program*** (UnitedHealthcare Community Plan of Ohio)
- ***Project SEARCH*** (UnitedHealthcare Community Plan of Texas)

Thank you