



Delivering the Next
Generation
of Health Care

Introduction for Texas
Providers



**CARE IS THE HEART
OF OUR WORKSM**

AmeriHealth Caritas
Corporate Provider Network Management

Overview

- Texas snapshot.
- Who we are.
- Why AmeriHealth Caritas?
- Why partner with us?
- Medical management.
- Quality and value-added services.
- How to reach us.

Texas Snapshot



Texas Snapshot



The Texas Health and Human Services Commission (HHSC) oversees the Medicaid Care Management (MCM) program, a full-risk Medicaid managed care program that includes primary and acute physical health, pharmacy, and behavioral health benefits.

Texas HHSC released a request for proposal (RFP) for new contracts, with implementation in January 2019, for STAR + PLUS, STAR, and CHIP initiatives. STAR+PLUS is the state's integrated medical and LTSS Medicaid managed care program, STAR is the state's Medicaid managed care program, and CHIP is the federally funded program for Children's Health Insurance.

Incumbents in proposed service areas include Amerigroup, Superior, Molina, United Healthcare, and Cigna.

AmeriHealth Caritas intends to pursue this opportunity to become a Texas managed care organization and provide Medicaid services to enrollees in Dallas, Harris, Tarrant, Jefferson and Bexar. We intend to recruit a full and robust provider network, including primary care, specialists, behavioral health care, long-term services and supports (LTSS), and hospital and ancillary providers.

Membership

- Medicaid eligible: 4,684,783/enrollment: 3,463,588.
- ABD.
- CHIP
- TANF
- MLTSS. Intellectual Disability/Developmental disability (ID/DD)



Who We Are



History and Background

Independence

Mercy Health System

Mercy Health System joins forces with Independence Blue Cross to form the AmeriHealth Mercy Family of Companies

Founded as Mercy Health Plan in 1983 by Mercy Health System

Behavioral health services are offered through PerformCare®

Pharmacy services are offered through PerformRxSM

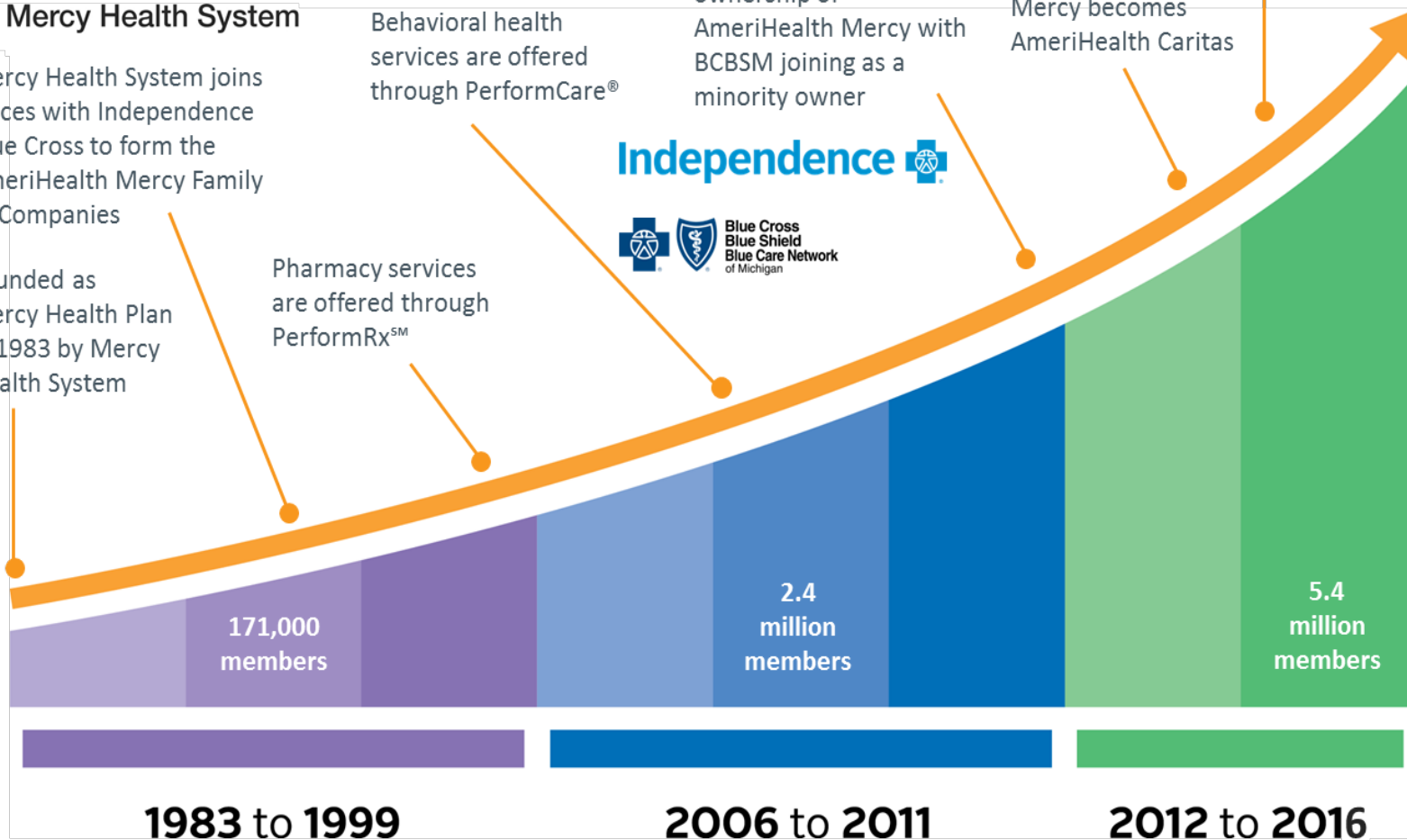
Independence Health Group assumes majority ownership of AmeriHealth Mercy with BCBSM joining as a minority owner

Independence



AmeriHealth Mercy becomes AmeriHealth Caritas

Paul A. Tufano Named Chairman and CEO of AmeriHealth Caritas



Offering Integrated Care Through Multiple Product Lines



PerformCARE[®]

Behavioral health

- PerformCare is a full-service behavioral health managed care organization.
- The behavioral health plan is part of the AmeriHealth Caritas Family of Companies since 2008.
- PerformCare is the first Pennsylvania-based behavioral health managed care organization with Medicaid National Committee for Quality Assurance (NCQA) accreditation.



Pharmacy

- PerformRx manages pharmacy benefits.
- PerformSpecialty is a specialty pharmacy business that provides case management and fulfillment of specialty medications.
- The plans serve over 2.9 million lives in 15 states and the District of Columbia with extensive experience managing pharmacy benefits for Medicaid beneficiaries.
- Both PerformRx and PerformSpecialty complement other services provided by the AmeriHealth Caritas Family of Companies.

Achieving integrated and coordinated care for Medicaid beneficiaries through the AmeriHealth Caritas Family of Companies

Managing Care for Our Dual Eligible Members



Managed LTSS (MLTSS) and dual demonstration

- AmeriHealth Caritas serves dual eligible members in the federally sponsored financial alignment demonstrations in South Carolina and Michigan through our MMPs.
- In both of these demonstrations, all LTSS benefits are the responsibility of the MMPs operated by AmeriHealth Caritas.
- AmeriHealth Caritas Iowa administers LTSS services through the Iowa High-Quality Health Care Initiative contract.
- Populations include frail older adults, adults with disabilities, and developmentally and/or intellectually disabled individuals.



D-SNP

- AmeriHealth Caritas operates D-SNPs in our southeast and central Pennsylvania markets serving approximately 5,300 dual eligible members.
- Experience with our D-SNPs gives us a deep understanding of the complex, multi-dimensional care needs of dual eligible members.

AmeriHealth Caritas is part of the Independence Health Group in partnership with Blue Cross Blue Shield of Michigan. AmeriHealth Caritas is one of the nation's leaders in health care solutions for those most in need.

Our mission:

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

Our vision:

Leading America in health care solutions for the underserved.

Why AmeriHealth Caritas



AmeriHealth Caritas Family of Companies

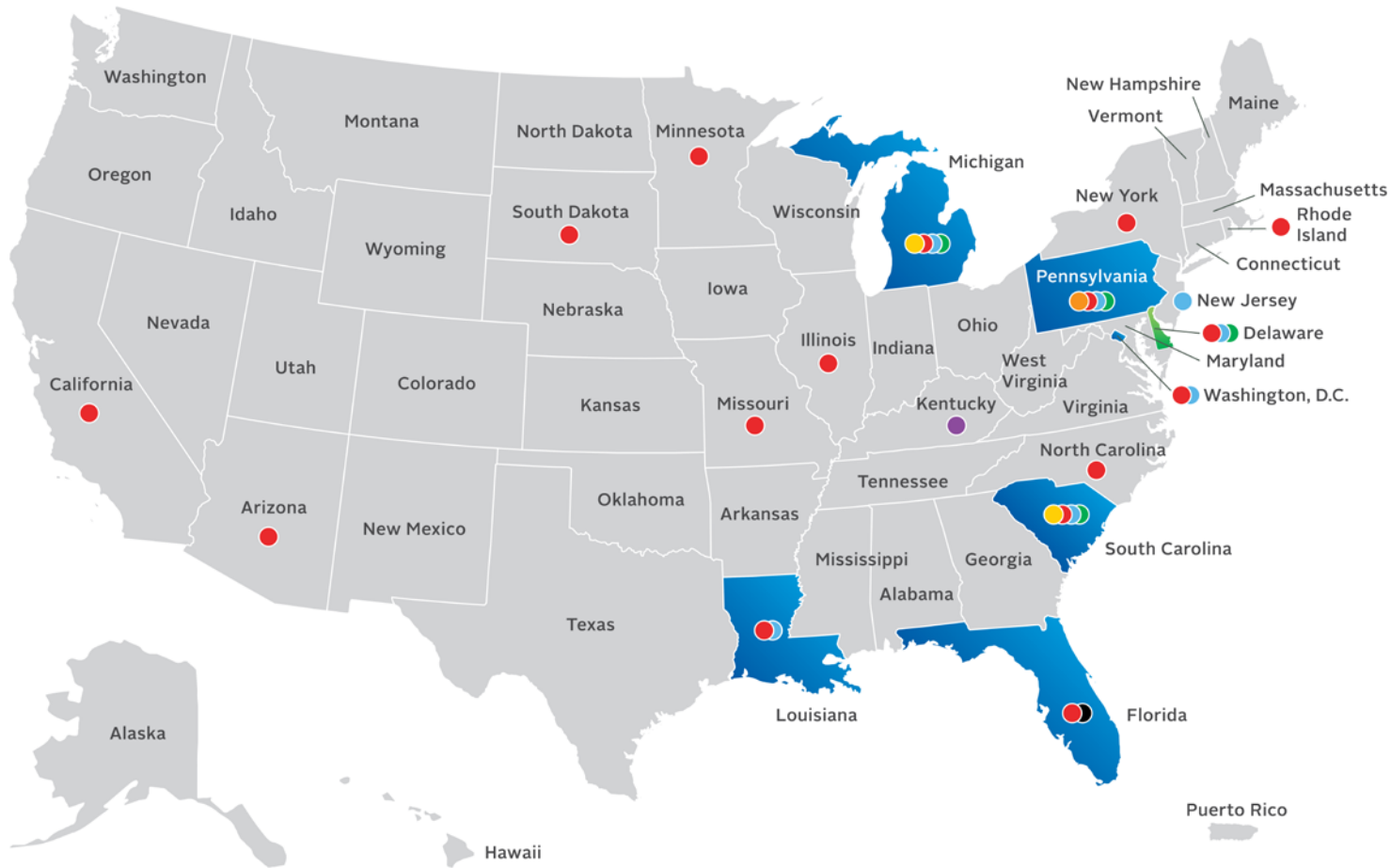


The AmeriHealth Caritas Family of Companies is one of the largest Medicaid managed care organizations in the United States. We offer a full spectrum of managed care services such as physical health, behavioral health, and prescription drug management. We are uniquely qualified to provide this population with the coordinated care they deserve.

We are:

- A national presence, delivering Medicaid managed care in **six states** and the District of Columbia, currently touching the lives of more than **5.6 million members**.
- A well-established company with more than **35 years of experience** serving Medicaid beneficiaries and other low-income populations in rural and urban settings.
- An industry leader in managing medically complex members that has served the ABD population since 1997 and currently serves **more than 230,000 ABD members**.
- A mission-driven company whose goal is to keep families and communities healthy by helping them connect to their physicians, with a focus on preventive care and health maintenance.
- An organization with diverse expertise, including Medicaid, Medicare-Medicaid plans (MMPs), Medicare Advantage dual eligible special needs plans (D-SNPs), behavioral health, pharmacy benefit management (PBM), and specialty pharmacy services.

Where We Are



Blue states Existing AmeriHealth Caritas Medicaid health plan markets **Green state** New AmeriHealth Caritas Medicaid health plan market in 2018*

- Dual eligible special needs plan (D-SNP) ● Medicare-Medicaid plan (MMP) ● Behavioral health managed care ● Specialty pharmacy
- Medicaid third-party administration ● Long-term services and supports (LTSS) experience ● Pharmacy benefit management

*Delaware Health and Social Services (DHSS) announced intent to contract for go-live on January 1, 2018

Our Capabilities



AmeriHealth Caritas' corporate systems and centers currently:

- Handle an average of **3 million member and provider calls annually** in our 24/7 call centers.
- Facilitate more than **1.1 million inquiries monthly** through our robust web-based provider portal.
- Receive more than **92 percent of provider claims electronically** with an **automatic adjudication rate of 82 percent**.
- Process an average of **3.2 million claims monthly**.

Why Partner with Us?



How We Can Support You



Our goal is to support providers by offering tools to conduct business and care for plan members. Our technology is complemented by high-touch interaction to support you in delivering care. We pride ourselves in maintaining the flexibility to customize our systems to accommodate the unique requirements of every market with:

- e-Solutions.
- Dedicated local staff.
- Involvement through provider committees.
- Integrated health care management (IHCM).
- PerformPlus[®] value-based programs.

AmeriHealth Caritas
understands and values
the importance of strong
provider partnerships.

e-Solutions to Ease Administration



AmeriHealth Caritas partners with Change Healthcare (formerly Emdeon), the largest electronic data interchange clearinghouse in the country.

Our e-Solutions can help you optimize productivity through:

- Claim status inquiry.
- Efficient claims submission.
- Accurate, timely, and secure reimbursement.
- Earlier detection of claim errors.
- Faster claim and billing reconciliation.
- Reduction of paper workload for your organization.
- Lower administrative, postage, and handling costs.

e-Solutions to Ease Administration



Our secure provider portal offers web-based solutions that allow providers and health plans to share critical administrative, financial, and clinical data in one place. This tool can help you manage patient care with quick access to:

- Member eligibility and benefits information.
- Panel roster reports.
- Care gap reports to identify needed services.
- Member clinical summaries.
- Admission and discharge reports.
- Medical and pharmacy claims data.
- Electronic submission of prior authorization requests.

The screenshot displays the 'Eligibility and Benefits for JOHN WALKER' page. At the top, it shows the patient's name and birth date (Male born on 10/10/2004). A green bar indicates the member is 'Active from 01/06/2015 to 12/31/2199'. A 'Patient Details' pop-up window shows the patient's address (464 OREAH STREET, DREAMLAND, NJ 08020), first and last names (JOHN WALKER), member ID (000020-0036), group (DREAMLAND TOWNSHIP 80E POS COBRA), and subscriber (CHRIS WALKER, Parent/Guardian). The page also shows the plan name 'ERDC - BASIC MEDICAL' with a service date of 03/03/2016 and a note that no primary care provider has been selected. A 'Benefits' sidebar lists various services, with 'Professional (Physician) Visit - Office' selected. The main content area shows the details for this benefit: Co-Pay is \$0 (Authorization: Not Required), Co-Insurance is 0% (Authorization: Not Required), and Deductible is \$0 per Calendar Year Individual (Authorization: Not Required). A remaining balance of \$0 is also shown. The benefit begins on 01/01/2015.

e-Solutions to Facilitate Communication



AmeriHealth Caritas is dedicated to supporting our participating providers and ensuring they have the information they need at their fingertips. We keep you informed through several communication methods:

- Provider Manual.
- *Network News*.
- *Connections* newsletter.
- Provider-focused website section.
- Provider education.

Searchable online tools:

- Online provider directory.
- Drug formularies.

Excellent provider communication and service is an organization-wide priority!

Dedicated Local Staff

When you join AmeriHealth Caritas, a local dedicated staff you know and trust will assist you. A Provider Network Account Executive is assigned to your practice and will routinely meet with you face-to-face. Local representation also includes a provider service call center and a local Medical Management team.



Provider Committees



We welcome direction and feedback from our providers through membership in our provider committees:

- Quality Assessment Performance Improvement (QAPI) Committee.
- Quality of Clinical Care Committee.
- Credentialing Committee.
- Pharmacy and Therapeutics Committee.
- Provider Advisory Councils.

Support in Caring for Patients



AmeriHealth Caritas has extensive experience with Medicaid beneficiaries (Temporary Assistance for Needy Families, Children’s Health Insurance Program, ABD, and dual eligible beneficiaries).

Our innovative approach to serving members identifies and focuses on the unique needs of each individual — from their physical health to the broader range of behavioral, social support, and long-term services and supports and other needs that impact the member’s current and future health. **We offer providers high-touch support in caring for these most vulnerable patients, our members:**

- Care Managers.
- A team of registered nurses, social workers, and nonclinical Care Connectors.
- Community outreach teams.
- 24/7 Nurse Call Line for members.
- Telemedicine.

Medical Management



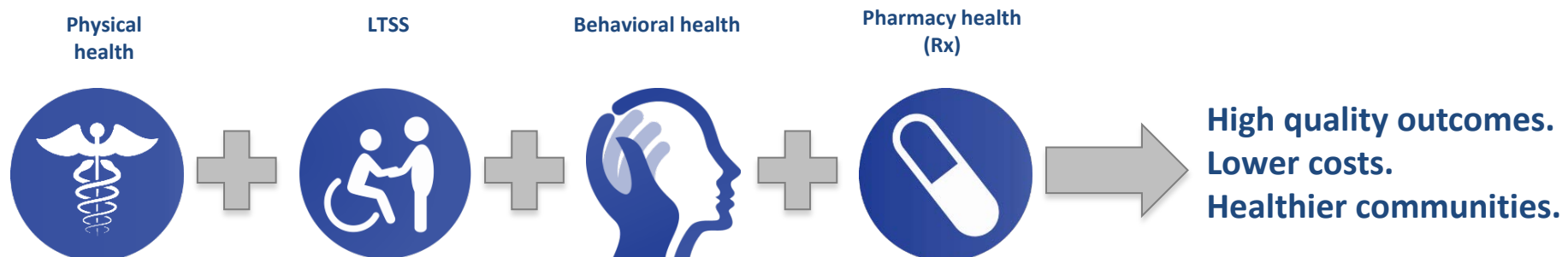
Integrated Health Care Management (IHCM)

Person- Centered approach to care that addresses participants' comprehensive needs



How Our Services Are Integrated

- AmeriHealth Caritas uses a fully integrated member-centric approach and incorporates a member-based decision support system that drives both communication and care plan development through a multidisciplinary approach and allows members to move seamlessly from one component to another, depending on their unique needs, including social supports.
- We address all conditions in one individualized plan of care for the member. Our Integrated Care Model blends physical health, behavioral health, LTSS, and pharmacy services through a holistic model of care that uses a population-based health management program to provide comprehensive care management services.
- We involve members, guardians, care teams, providers, and existing community-based services and organizations to avoid or delay institutional-based care, supporting members who desire to remain in the home.
- We have a unique set of tools and experiences to help engage, educate, and empower members to actively participate in improving their health outcomes.



Coordinating Care Through Ongoing Collaboration



Rapid Response and Outreach Team episodic care: The Rapid Response and Outreach Team addresses the urgent needs of our members and supports providers and their staff.



Community Care Management Team: A multidisciplinary care team who works in the community, meeting our members in the neighborhoods where they live and coordinating with primary care provider (PCP) practices.



Community Outreach Solutions Team: A special group of community health workers who locate difficult-to-engage members to reconnect them with care management and provide hands-on coordination.



Complex care management: This voluntary program is focused on prevention, education, lifestyle choices, and adherence to the individual treatment plan. Nurse and social worker Care Managers embedded into the practice site of key providers to collaboratively manage the care of members.



Behavioral health care management: Experienced behavioral health nurses and other licensed mental health professionals address complex issues surrounding members' care and behavioral

Removing Barriers

AmeriHealth Caritas trains care managers and uses our network of diverse partnerships to tackle the many health-harming, psychosocial determinants our members face, including:



Lack of transportation

We offer transportation to and from doctors appointments for members.



Insufficient housing

Our associates can help members locate affordable housing and obtain air conditioning or heat.



Emergency food or clothing

Our care managers and call center associates can help members find donation centers in their area.



Peer supports

We offer peer-support programs to motivate members to practice preventive health and change unhealthy behaviors.



Employment

Our Pathways to Work program helps members earn their GED and readies them for career opportunities.

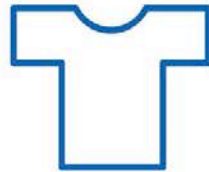
AmeriHealth Caritas is committed to assisting individuals who have functional limitations and qualify to receive help with certain activities of daily living. Certain services are provided in the individual's home, community, or a licensed institution. Services may include:



Eating



Taking
medication



Dressing



Getting to
appointments



Household
chores



Bathing

We believe all individuals — regardless of age, income, or ability — have the right to make choices that affect all aspects of their lives.

LTSS: Supporting Members in Their Community



High-touch, person-centered model of care

- Reflects individuals' goals, needs, preferences, and desired outcomes.
- Provides for low ratios for high-risk members for frequent interaction.
- Ensures member choice of Care Manager and Interdisciplinary Care Team (ICT) members.
- Fosters development of trusted relationships.



Home-based clinical advancements and innovation

- Extends the reach of care coordination to the home.
- Enables identification of real-time issues (e.g., emergency room admissions), care gaps, and changes in condition.
- Allows for on-demand interaction and collaboration among members, caregivers, and their ICT.



Diversion and transition of care initiatives

- Supports members' ability to live and work in their settings of choice. Ensures timely initiation of in-home supports.
- Focuses on post-acute and short-term nursing facility stays.
- Provides enhanced benefits to support community living and optimal functioning, including:
 - Flexible community benefit to provide waiver-like services for non-waiver members.
 - Welcome home benefit to bridge uncovered expenses that facilitate a smooth and sustained transition to the community.



Coordinating care and services across the continuum

- Enables coordination through integrated care teams and information technology platform.
- Assignment of a single Care Coordinator for members in D-SNP/LTSS.
- Supports choice of the most integrated setting of care.
- Ensures member choice of service provider through a broad, inclusive, and robust network.

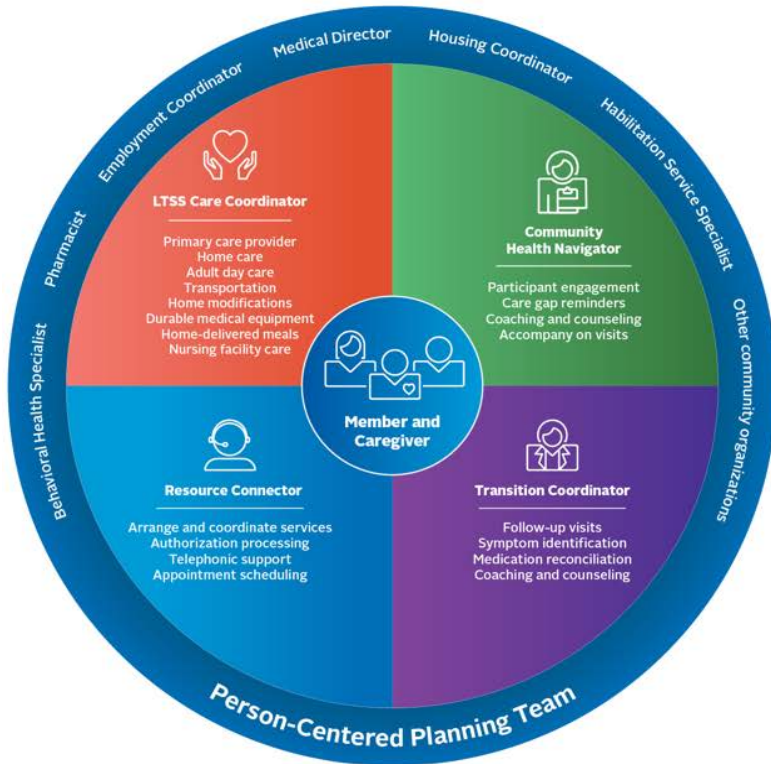


Focus on community-based partnerships and collaboration with providers

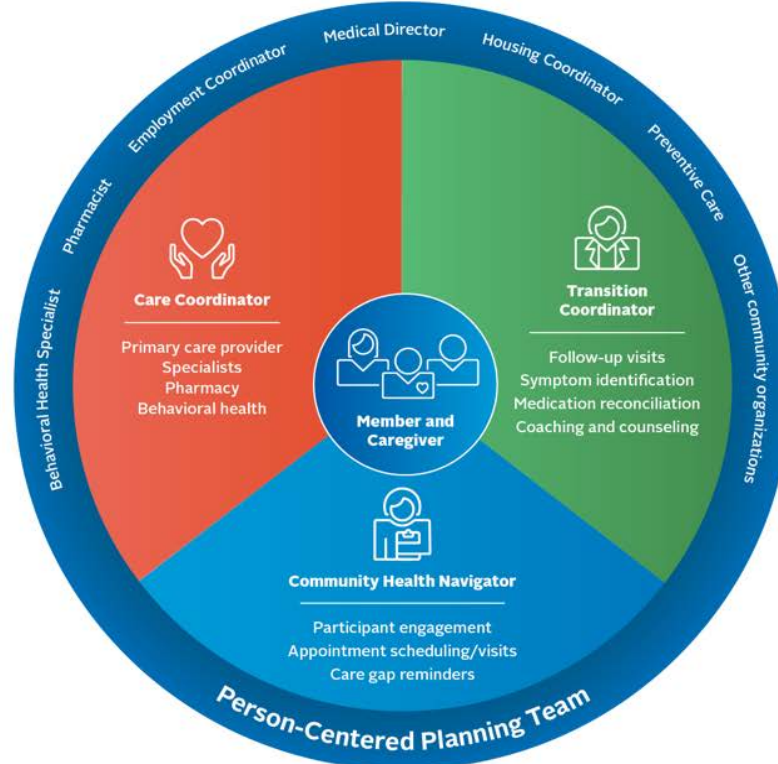
- Ensures high-quality, seamless care and service coordination for members through collaboration and alignment with community-based organizations.
- Provides the resources and training our providers need to simplify interactions with the health plan and ensure a smooth program transition.
- Promotes quality improvement through partnerships with providers with a range of value-based purchasing models.

Single Care Team for All Member Needs

LTSS Care Team



Non-LTSS Care Team



Home- and Community-Based Services (HCBS)



AmeriHealth Caritas understands the importance of addressing the functional limitations of individuals to help provide for their health and welfare and to support their quality of life.

Through a waiver program, HCBS address the social needs of individuals by supplementing and supporting their medical treatment received through the health plan. HCBS may include:

- Adult day health.
- Personal care services.
- Personal emergency response services.
- Respite care.
- Transition services.

Quality and Value-Added Services



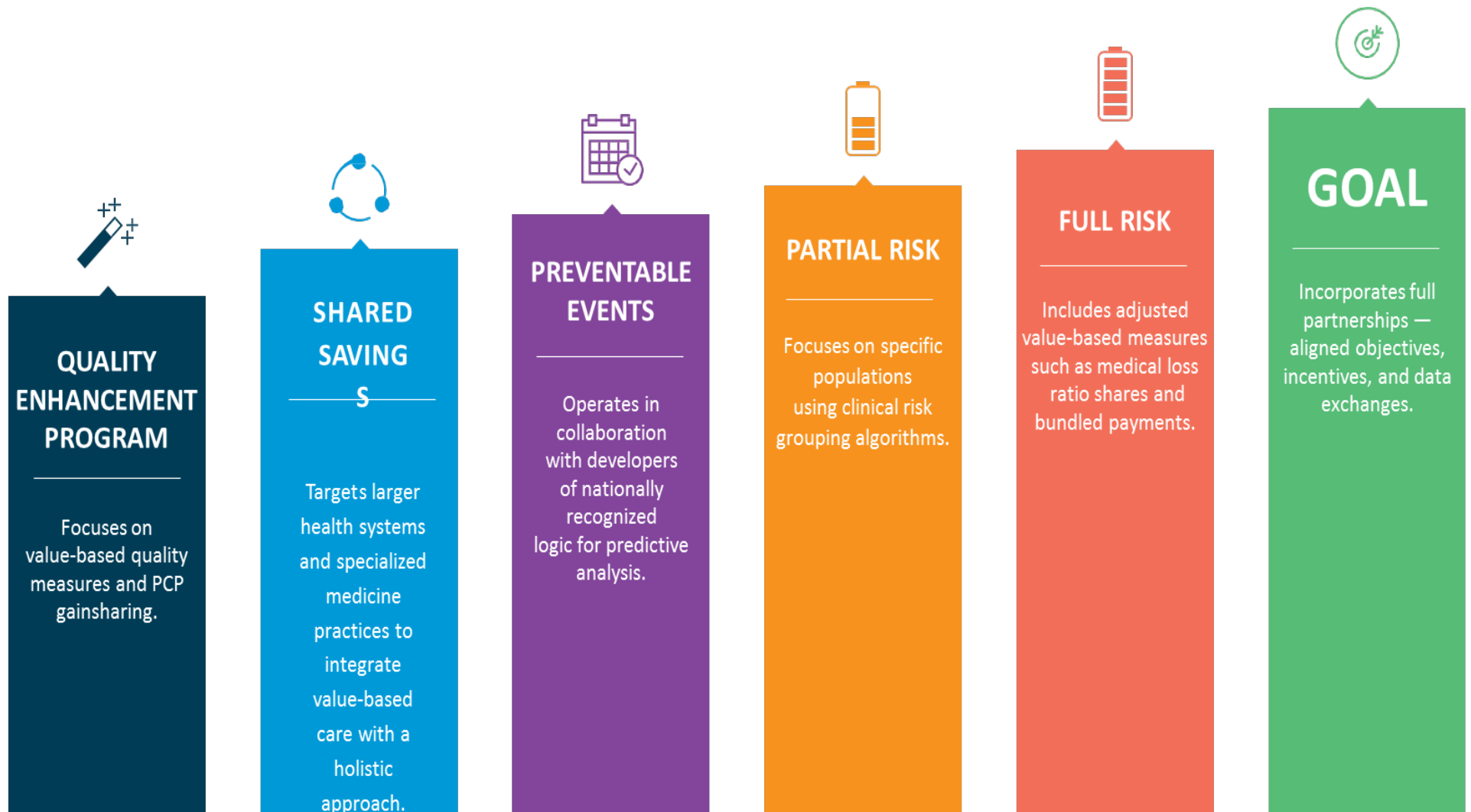
Quality Assurance



The AmeriHealth Caritas QAPI program provides a framework for evaluating the delivery of health care and services provided to members. The program:

- Develops goals and strategies that consider applicable state and federal laws, regulations, and other regulatory requirements; National Committee for Quality Assurance accreditation standards; evidence-based guidelines established by medical specialty boards and societies; public health goals; and national medical criteria.
- Uses performance measures such as Healthcare Effectiveness Data and Information Set (HEDIS[®]), Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), consumer and provider surveys, and available results of the External Quality Review Organization (EQRO) as part of its QAPI program.
- Develops preventive health and clinical guidelines using criteria established by nationally recognized professional organizations and input from AmeriHealth Caritas.

Transitioning to a Value-Based System



Partnering with Physicians for Quality Improvement



AmeriHealth Caritas is leading the way in innovative payment methods, including opportunities to share savings through collaborative provider partnerships.

PerformPlus® represents a suite of unique quality incentive programs available to physicians (primary care and specialists), hospitals, and integrated delivery systems. It was developed to reward providers for timely, appropriate care and positive patient outcomes.

As an example, the PerformPlus Shared Savings program addresses the needs of patients across multiple care settings, reducing fragmentation, and duplicative services, and ultimately resulting in better clinical outcomes.

A range of value-based purchasing models

Core

- Includes PCP value-based models, dental program, and perinatal program.
- Supported by advanced technology and analytic supports.
- Represents “upside only” financial potential.

Premium

- Includes shared savings, specialty, and federally qualified health center (FQHC) programs.
- Designed to support different levels of provider risk tolerance and sophistication.

Elite

- Features increasing levels of fiscal responsibility and health systems risk.
- May include risk-based collaboration and population health management.
- Expands beyond the typical structure of the health system.

What Makes PerformPlus® Different?

According to our current partners, the best features are flexibility, transparency and multiple opportunities for success.

- Unique focus on clinically preventable events.
- Custom dashboards to provide you with the data and transparency you need to succeed.
- Many opportunities for performance rewards within each program.
- Peer-based and trend-based measures.
- Programs tailored to your needs.
- Excellent customer service and satisfaction.
- Programs available for specialty groups.
- Reliable risk adjustment.
- Member and provider analytics (MPA) and self-service reporting.

Preventable events

- Potentially preventable admissions.
- Potentially preventable readmissions.
- Condition-based (e.g., diabetes, cardiology, and asthma).
- Low-density lipoprotein (LDL) lowering drug therapy.
- Left ventricular ejection fraction (LVEF) assessment.
- Warfarin and other approved anticoagulants.
- Heart failure care.
- Diabetes care.
- Beta blocker therapy for systolic pressure.

Preventive

- Chlamydia screening.
- Human papillomavirus (HPV) vaccination for female adolescents.

Maternal

- Postpartum care.
- First trimester prenatal care.
- Frequency of prenatal care.
- Neonatal intensive care unit (NICU) length of stay.

The **PerformPlus innovative suite** includes:

- Quality Enhancement Program (QEP).
- A cardiology program.
- A women's health program.

Obtaining positive health outcomes

Achieving Growth in Our Value-Based Programs

MEMBERS

1,483,587

ACTIVE

788,397

PERCENT MARKET

53.1%



Attaining Excellence



Attaining Excellence — URAC



NCQA Health Plan Accreditation

- AmeriHealth Caritas of Pennsylvania (since 2001).
- AmeriHealth Caritas Northeast (first survey 2016).
- Keystone First (since 2001).
- Select Health of South Carolina (since 2010 — previous URAC certification).

NCQA Multicultural Health Care Distinction

- AmeriHealth Caritas Pennsylvania (since 2010).
- Keystone First (since 2010).

- AmeriHealth District of Columbia (since 2014).
- AmeriHealth Caritas Louisiana (since 2015).
- Blue Cross Complete of Michigan (since 2015).
- Select Health of South Carolina (since 2010).
- Blue Cross Complete of Michigan (since 2015).

AmeriHealth Caritas health plans were three of the first seven plans to receive NCQA's Multicultural Health Care Distinction.

NCQA Case Management for LTSS Accreditation and LTSS Distinction (early adopter)

AmeriHealth Caritas Iowa (2016).

NCQA Managed Behavioral Healthcare Organization Accreditation

PerformCare.

Attaining Excellence — URAC



ACCREDITED
PHARMACY BENEFIT
MANAGEMENT



ACCREDITED
DRUG THERAPY
MANAGEMENT



ACCREDITED
SPECIALTY PHARMACY

URAC Pharmacy Benefit Management, Drug Therapy Management, and Specialty Pharmacy Accreditations

- PerformRx.
- PerformSpecialty.

How to Reach Us

- Call us at 1-844-399-0471.
- Email us at providerrecruitmenttexas@amerihealthcaritas.com.
- Visit us at www.amerihealthcaritas.com.
- Visit www.becomeaprovider.com.



More than
30 YEARS
of making
care the heart
of our **work.**

