



December 15, 2017

Legislative Health Policy Oversight Committee Members:

Thank you for the opportunity to describe the impact of Care Coordination with the Committee.

My name is Paul Phares and I am the Director of UnityPoint Health/ Robert Young Center Integrated Health Home program in Scott and Muscatine Counties in Iowa. I am writing to express concern about Managed Care Organizations providing Care Coordination services to members with serious mental illnesses.

Robert Young Center (RYC) IHH currently serves 1034 enrollees in the Eastern Iowa Region. Our program has demonstrated both quality and cost efficiency to the State of Iowa and to managed care companies as evidenced in Claims Data. The model of care utilized in RYC IHH makes it possible for enrollees to receive their care from providers that are responsible for coordinating a majority of their care within an integrated continuum of services. This continuum is essential to ensure the enrollee with behavioral and medical problems receives the right healthcare services in the right order at the right time. RYC IHH care coordination has a primary focus of meeting the enrollee in **natural settings** such as the home and community where they live and work.

IHH programs across the state were designed to be situated **within** community providers such as mental health centers who are providing the clinical services to enrollees. Changing the care coordination oversight to a periodic, phone-based intervention from a remotely located entity will do nothing to create relationships built on trust that provide the clinical framework for behavior changes. Clinical outcomes will suffer as they did prior to IHH being implemented.

Our program, and other Integrated Health Home Programs across the State, have achieved noteworthy outcomes for enrollees while saving precious health care dollars through:

- Total costs for the Robert Young IHH are 18% lower than the average of all other IHHs in Iowa.
- Reduced visits to Emergency Departments
- Reduced admissions to hospitals, especially Mental Health Units
- 30- Day Readmissions are 30.8% lower than the average of other IHHs in Iowa

Thank you for the opportunity to share this information with you.

If you have questions or require additional information, please do not hesitate to contact me by phone at 309-779-3060 or by emailing me at paul.phares@unitypoint.org.

Paul W. Phares, Director
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