



IA Health Policy Oversight Interim Committee meeting

November 3rd, 2015

Amerigroup: A leader in managed care

Experience you can count on

- **Millions** have joined us! We have **21 years** of experience with members in federal and state programs. Together with our affiliated health plans, we provide access to health care for **5.8 million** members in **19 states**.
- With over **1 million** members in waiver, foster care or SSI programs, or with long-term services and supports or behavioral health needs, we understand that every member's care requires unique, person-centered coordination.
- We're one of the first companies to coordinate **physical, behavioral** and **social** needs while emphasizing community-based care.
- Our Iowa Health Plan is located in West Des Moines
- Hiring **over 350** Iowa-based associates and an additional **200+** support staff members from across the country.



Key Personnel

Associate Name	Key Personnel Title	Physical Location	Email	Office Phone
	Contract Administrator/CEO/COO	West Des Moines, IA		
Jeffrey Jones	COO	West Des Moines, IA	Jeffrey.jones@amerigroup.com	515.440.2155
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Kyle Carlson	Government Relations Director Additional Key Position	West Des Moines, IA	Kyle.carlson@amerigroup.com	515-440-2158
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Carlin Osborn	Utilization Management/Care Coordination Manager	West Des Moines, IA	Carlin.osborn@anthem.com	515.440.2143
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Sandra Pranger	Pharmacy Director/Coordinator	West Des Moines, IA	Sandra.pranger@anthem.com	515.321.6581
Martha Crist	Compliance Officer	West Des Moines, IA	Martha.crist@anthem.com	515.440.2156
Brian Sedars	Program Integrity Manager	West Des Moines, IA	Brian.sedars@anthem.com	515.850.8189

Extra benefits for our IA Health Link members*

ALL members can get:	Adults over 18 can get:	Kids can get:
Free dental supplies	Free stop-smoking program	Free Boys & Girls Club membership
Video chats with doctors using LiveHealth Online	Free weight management program	Healthy Families Program to help kids live healthier lives
Amerigroup Community Resource Link to help find community services nearby	Free exercise kit to get and stay fit	Free stocked backpacks and comfort items
Free post-discharge kit and home-delivered meals after leaving the hospital	Free mobile phones plus bonus minutes	Free transportation with a family member to medical appointments

*Different eligibility rules apply to each benefit. Call us at 1-800-600-4441 (TTY 711).



Extra benefits for our IA Health Link members*

Members in certain waiver groups and programs get:

Extra personal care attendant support to help members live at home

Extra respite care hours to give caregivers time off

\$250 a year for assistive devices, like long-reach and non-slip items

\$200 a month for certain durable medical equipment and supplies

\$2,500 one-time allowance when moving from a nursing facility to a home-based setting

Free prep course for the high school equivalency test – we'll pay for the test, too

Tools and support to help members manage their money

Help searching for a job

Travel training to help members get around town and access community resources

Free membership in certain self-advocacy groups and annual allowance to attend an event

*Different eligibility rules apply to each benefit. Call us at 1-800-600-4441 (TTY 711).



Amerigroup Georgia Teacher's Supply Closet

On October 6, Amerigroup kicked off an initiative to donate supplies to 39 Title I schools and teachers around Georgia called the "Teacher's Supply Closet." Amerigroup's Community Outreach Vehicle traveled around the state delivering boxes of supplies and providing checks to schools to cover miscellaneous costs.



Title One Schools visited: **39**
Total Cities: **17**
Supplies Donated: **over \$35,000**

Amerigroup Georgia Teacher Supply Closet

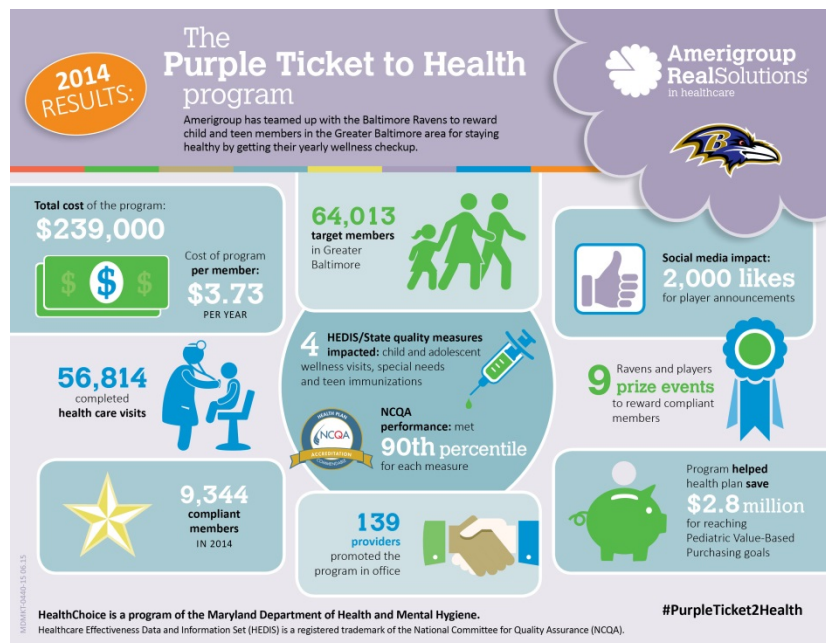


“This is exactly what we need to get through the school day. It’s a huge help for us.”

-Shantel Pinckney, Asst Principal at Diamond Lakes Elementary School

Amerigroup Maryland's Purple Ticket to Health Program

Amerigroup has a partnership with the Baltimore Ravens to encourage youth (3-18 years of age) to visit their a Primary Care Physician (PCP) for a yearly wellness exam. Members receive purple tickets after wellness exams, which they submit for the opportunity to win prizes (autographed jersey's, game tickets, training camp access).



- Nearly **57,000** completed Health Care visits
- As a result of the program over **9,300** traditionally noncompliant members seeking services for the first time
- NCQA performance met **90th percentile** for child and adolescent wellness visits, special needs and teen immunization

Amerigroup Maryland's Purple Ticket to Health Program



“The prevention is always better than the cure, so we are making sure to take care of that.”

-Justin Forsett, Baltimore Ravens Running Back

Amerigroup Foundation Hands Only CPR Training

The American Heart Association and Amerigroup Foundation have been working to educate millions of Americans about Hands-Only- CPR. The campaign and mobile tour have educated over three million consumers in the lifesaving skill with the goal of preparing people to save the lives of perfect strangers.



Amerigroup Foundation Hands On CPR



“If hands only CPR was not administered immediately, Lisa would not be here. It was a really valuable thing to do, what I should be able to do for my wife.”

-Jerry Kertesz, Anthem Associate

Amerigroup Kansas iCan Bike Camp

Amerigroup Kansas presented a donation to Independent Living Resource Center to benefit their iCan Bike - Wichita Camp that teaches children, teens and adults with a disability how to ride a conventional two-wheel bicycle, without training wheels.



Over the past decade, the iCan Bike – Wichita Camp has taught over **260 children, teens and adults with disabilities** to ride a bicycle – without training wheels

Amerigroup Kansas iCan Bike Camp



“Watching my twin boys realize that they could ride a bike, encouraged me that they may one day be independent.”

-Patricia Hileman, mother of iCan Bike campers

Amerigroup Mobile Food Pantry

Amerigroup hosted and supported well over 25 local food pantries all over the country (Nevada, Florida, Indiana, Washington, Kansas, Georgia, Maryland, New York, etc) to provide fresh food and produce to families in need.



Amerigroup Mobile Food Pantries



Amerigroup Real Stories

(separate handouts)

Amerigroup Kansas Real Stories: Educating, Empowering and Advocating for Our Members

In navigating our nation's complex health care system, our members face additional challenges related to poverty, chronic disease, language barriers and disabilities. We work to assure that the care and services members need are available — and accessible — to them. We go beyond a medical case management model to address the care and long-term services and supports necessary to help our members live healthier, more independent lives.

Helping a Member Get Out of Jail and Get the Care He Needs

Originally incarcerated for stealing food from a retail store, a 22-year-old Amerigroup Kansas member voluntarily remained at the jail post-release having been left homeless after his mother passed away as a result Huntington's disease. Huntington's disease is hereditary and affects the nervous system, leading to both physical and psychiatric disabilities. Our member had inherited the disease, which contributed to his stealing food for survival. In addition to his neurological disorder, he had also been recently diagnosed with a cancerous tumor.

We knew more could be done to help this member live in the community with appropriate resources. His Amerigroup Kansas care coordinator guided him through the eligibility process for waiver services and facilitated access to the long-term services and supports he needs. With the help of our team, we were able to get him out of jail and off the streets while ensuring he receives integrated care and support to help him live as independently as possible.

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Advocating for a Member and His Family

A 15-year-old Amerigroup Kansas member had a history of several hospitalizations in the recent past. He had been diagnosed with Pervasive Developmental Disorder Not Otherwise Specified (PDD-NOS), Schizoaffective disorder, a mild intellectual disability and obesity.

Although he was engaged with a community mental health center, he was also eligible for additional services that he was not receiving. His Amerigroup Kansas care coordinator identified the services he was eligible for and coordinated with the community mental health center and the state agency to ensure he could choose from the services that would be most beneficial for his recovery. Together, we were able to help support him and his family. His Amerigroup Kansas care coordinator also established a relationship with his mother by answering her questions, supporting her and helping her to navigate the system to best meet her son's needs. He is now attending an alternative school for half a day, five days a week and spends five hours a day, five days a week with his respite worker participating in community and recreational activities of his choice — playing games and engaging in outdoor activities. By proactively ensuring this member has the necessary care and services, he has been able to remain at home without further hospitalizations and is building a life for himself in the community.

Empowering Our Members to Choose What Is Right for Them

Access to medications and services is an essential part of effective disease and condition management and the improved health outcomes of our members. Sometimes, important services such as Over-The-Counter (OTC) medications are not covered by Medicaid and our members do not have the income to purchase them. We remove this barrier to essential care for our Amerigroup Kansas members who qualify by providing them with an enhanced OTC benefit: \$120 (\$10/month) to select their OTC medications and have them delivered right to their doorstep.

One of our Amerigroup Kansas members who receives this benefit expressed that it helps her follow the regimen provided by her doctor. Moreover, it allows her to do something that she does not often get to do on her limited budget: shop. This benefit not only provides our members with essential tools to remain healthy; it gives them the power of choice and control of their own purchasing power.

Educating to Ensure a Healthy Mom and Baby

Coordinating care and services and educating our members with substance use disorders on healthy habits are critical components to eliminating the barriers to care and services. An Amerigroup Kansas member – a mother of two and pregnant with her third child – was diagnosed with Post-Traumatic Demoralization Syndrome (PTDS) following an abusive experience and began abusing anxiety and narcotic medications. At the same time, she was prescribed several other medications to treat other health conditions, including depression and anxiety disorders. She used Methadone daily to help treat opioid use disorder; smoked two packs of cigarettes a day; had a poor diet; and was not attending her medical appointments, which was further complicated due to lack of transportation.

By actively educating our members and helping them understand the importance of proper medication usage and nutrition, we help our members make better, more informed decisions to best care for themselves and their children.

To ensure the healthiest possible birth outcome, her Amerigroup Kansas care coordinator worked with the member to develop a complete and integrated service plan. The member is now receiving psychotherapy treatment. Her care coordinator worked with the member and her provider to eliminate one of her anxiety medications, which is known to cause birth defects. Her care coordinator has also coordinated efforts with the Methadone clinic the member attends, where she receives education and weekly drug tests, to ensure she is receiving education that is helpful in conjunction with her pregnancy. The member has also sought out Faith Builders, a group that works with mothers using Methadone to provide them with post-delivery assistance and housing. She is participating in Healthy Babies, an educational program for pregnant mothers provided by the Sedgwick County Health Department, where she is learning about the importance of nutritional meal planning, water consumption and how to quit smoking.

She has traded her traditional cigarette smoking for an electronic cigarette. She is also now enrolled in Women, Infants and Children (WIC) and signed up for a contest through the health department called “Chug a Jug” to encourage her water consumption. Additionally, her care coordinator helps facilitate appointments with the prenatal clinic, of which the member has attended all sessions to date. By actively educating our members and helping them understand the importance of proper medication usage and nutrition, we help our members make better, more informed decisions to best care for themselves and their children.

Conclusion

At Amerigroup Kansas, we believe the solutions to health care challenges begin when we put our care and compassion to work, one individual at a time. Staying true to our mission, our Real Solutions are designed for those who need a little help by making the health care system work better for our members and their families. Our members often face greater barriers to health care and services and often experience more complex physical conditions, so we go beyond simply coordinating care and services. By developing meaningful relationships, we know we can help our members to create the healthy lifestyles they desire.

Empowering members to choose the care they need



Lorri (right) with one of her new personal care companions at the bowling alley. With Tennessee's consumer-directed long-term care program, she was able to select new companions who can travel with her outside the confines of her own home — a welcome change from her prior arrangement.

Lorri, an Amerigroup Tennessee member, was living in a high-rise apartment building, where she received care 24/7 from certified nursing assistants. But by contract, her nurses were not allowed to travel with her outside the apartment — making Lorri a prisoner in her own home.

In 2010, Tennessee created a new program for people like Lorri. It has a consumer-directed option that allows members to choose and hire their own workers. It also allows them to use personal care companions instead of certified nursing assistants — ultimately providing a more appropriate level of care for the member's needs while saving taxpayer money.

Lorri was born with infantile cerebral palsy, a condition that disrupts the brain's ability to control movement and posture. The only part of her body she can move on her own is her right index finger. As a result, she is totally dependent on the help of others to accomplish daily living activities.

Providing this level of care through the use of nursing assistants cost the state more than \$200,000 a year, according to our Long-Term Care (LTC) department. However, in Lorri's case, she doesn't need nursing care. She needs help with bathing, dressing, eating and hygiene.

With Tennessee's new LTC program, Amerigroup, a wholly owned subsidiary of Anthem, Inc., was able to hire a mother-and-daughter team, Eryn and Robin, to be her consumer-directed workers. Now, Lorri gets the right level of care at home. As an added bonus, they can go with her wherever she wants.

Since joining this program, Lorri said she has seen her life change dramatically.

"Lorri is very active. She has lots of energy. She loves bowling," Eryn said, smiling. "Now, Lorri is so happy. She just glows."

Not only is Lorri receiving care that helps improve her quality of life — in and out of her apartment — but the change in care providers results in savings for the state and taxpayers.

"Not only is Lorri getting the care she needs, instead of costing hundreds of thousands of dollars, her care is now costing \$55,000 a year," said Tina Brill, regional vice president of Long-Term Services and Supports for Amerigroup Tennessee.

Today, Lorri leads an active lifestyle that includes going to work, competing in bowling tournaments and having lunch with the governor.

In Lorri's own words, "I love it. It gives me more freedom."

"Not only is Lorri getting the care she needs, instead of costing hundreds of thousands of dollars, her care is now costing \$55,000 a year."

Tina Brill

Regional vice president
of Long-Term Services and Supports
Amerigroup Tennessee

Anthem is working to transform health care with trusted and caring solutions. Our health plan companies deliver quality products and services that give their members access to the care they need. With nearly 70 million people served by its affiliated companies, including more than 38 million enrolled in its family of health plans, Anthem is one of the nation's leading health benefits companies. For more information about Anthem's family of companies, please visit www.antheminc.com/companies.

Childhood Obesity Prevention Through Education



Amerigroup Community Health Educator MaryAnne Kokidis engages students in learning about nutrition during a health education workshop.

According to the Centers for Disease Control and Prevention, nearly 12.5 million children and adolescents between the ages of 2 and 19 are obese.¹

Amerigroup believes implementing early education will help raise awareness of the obesity epidemic facing our country. Our health education workshops serve to prevent obesity before it begins. MaryAnne Kokidis, an Amerigroup health educator, engages schoolchildren in interactive presentations that provide information the students can use at home and later in life.

In a typical day, 80 percent of youths consume more than 11 percent of their calories from items such as soda and sports drinks. MaryAnne helps illustrate this point by asking students to help count the tablespoons of sugar contained in one bottle of soda. By breaking down the composition of the students' favorite drinks and treats, MaryAnne educates the students about nutritional facts and teaches them to be aware of what they consume.

"It's really great when you see the kids are participating, and they're learning something new that they actually might be able to use when they leave the class," MaryAnne said.

Obese teens are 16 times more likely to become severely obese adults than teenagers of normal weight, increasing the importance of understanding the consequences of childhood obesity.² Nearly 21 percent of U.S. health care costs are due to obesity.³ Not only are overweight children at greater risk of having high blood pressure, high cholesterol and breathing problems, but they are also more likely to endure social and psychological implications from society and peers.

While nutritional workshops alone will not solve the obesity epidemic, Amerigroup hopes to provide a starting point for discussion and awareness. Lessons extend beyond the classroom when children go home and share what they learned about the food they eat with their parents and family members.

Instead of simply managing the existing health conditions facing children and adults today, Amerigroup is proactive in being a part of the solution. Through our community outreach efforts, such as these health education workshops, we better understand and prevent the issues facing our members and the communities in which they live.

MaryAnne is one example of how Amerigroup goes above and beyond to encourage healthier and better lifestyles for our members and the community.

Preventing problems before they begin. Another real solution from Amerigroup.

"It's really great when you see the kids are participating, and they're learning something new that they actually might be able to use."

MaryAnne Kokidis,
Amerigroup health educator

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<http://gettag.mobi>

1. Centers for Disease Control and Prevention, Overweight and Obesity, Data and Statistics (July 16, 2012), www.cdc.gov/obesity/data/childhood.html.
2. Ibid.
3. Campaign to End Obesity, Obesity Facts and Resources (2014) www.obesitycampaign.org/obesity_facts.asp (accessed March 21, 2014).

Case Managers Enable Independent Living Through Personal Care Services



**Amerigroup New Jersey Field Case Manager
Wendy Slocombe**

When Amerigroup Field Case Manager Wendy Slocombe met 85-year-old member, Annette, she was on the verge of admission to a nursing home. Her granddaughter, Elana, a single parent, worked nearby at a medical office and attempted to visit and care for her as often as possible. Despite Elana's assistance, Annette sustained frequent falls and suffered a broken arm.

Concerned about her grandmother's health and increasing frailty, Elana reached out to Annette's home care agency for help. As a field case manager, Wendy received the agency's referral and served as Annette's first point of contact with Amerigroup. Before her initial visit with Annette and her granddaughter, Wendy reviewed Annette's medical history and her provider documents to understand her medical needs.

In speaking to Annette and her granddaughter, Wendy learned Annette had been spending most of her time in bed, had a history of complications from diabetes – including ulcers and nerve damage – and was starting to experience periods of confusion, which limited her ability to care for herself. Annette was receiving personal care assistance and was regularly traveling to routine doctor appointments but was having trouble with daily activities. The family felt strongly that they wanted Annette to maintain the comfort and independence of home. Wendy explained Amerigroup agreed and wanted to help Annette live in her home and community for as long as possible.

Based on her evaluation and the family's wishes, Wendy increased Annette's hours of personal care assistance to the maximum amount allowable, enabling her to remain in her home. She faxed the information to Annette's doctor and the home care agency to make certain changes would take effect immediately.

To ensure Annette's needs would continue to be met, Wendy updated the Amerigroup case management team on the recent changes to her care plan. Yanira, a nurse case manager, called and spoke with Annette and her granddaughter to let them know she was available to help.

She asked about ways to help Annette and Elana and offered to schedule any appointments or services Annette might need. Yanira also called the home care agency to ask about incontinence supplies that Annette might need and checked in with Annette's doctor.

By listening to Elana's concerns and evaluating Annette's health history and current social supports, Amerigroup case managers were able to work together to provide Annette with a care plan that best addressed her health needs and personal preferences.

Annette's story is just one example of how Amerigroup works to promote access to care and help our members lead more independent, healthier lives.

Member Benefit

New Jersey Personal Care Assistance Services

The Personal Care Assistant (PCA) Program is an optional statewide service offered to New Jersey Medicaid recipients who are experiencing some functional impairment and need a personal care assistant to help them with some aspects of daily living, such as dressing or bathing.

The purpose of the program is to accommodate long-term chronic or maintenance health care, as opposed to short-term skilled care as is provided under Medicaid's home health program. PCA services are nonemergency health-related tasks done by qualified staff in a medically eligible beneficiary's home.

An estimated 22,000 people receive this service at any given time.

Source: State of New Jersey Department of Human Services, Division of Disability Services (December 2012).

Improving Quality of Life Through Supportive Services



Humberto has taken advantage of several activities at the MJHS Adult Day Health Center but has taken a special interest in origami.

The Amerigroup Long-Term Services and Support (LTSS) programs work with people who are chronically ill and need extensive care. Without care coordination, they often require nursing home care. Our LTSS service coordinators work to deliver the care our members need at home and to find a way to improve their lives.

One member, Humberto, lives alone in a walk-up apartment in Brooklyn, N.Y. In our initial assessment of his condition, we found he had cardiac problems, pulmonary disease, hip problems and was suffering from depression.

The first thing we did was find him a personal care worker, Maria. "She is family to Humberto, and he doesn't have anybody else around," said Kerri Flanagan, Humberto's LTSS service coordinator.

We also knew he would benefit from socialization.

"We set up as part of his plan of care that he go out to the Metropolitan Jewish Health System (MJHS) Adult Day Health Center," said Marianne Grady, associate vice president of Health Care Management Services.

Humberto takes advantage of several activities at the center, but he has taken a special interest in origami (from ori meaning folding, and kami meaning paper). "He always comes up with something he creates, and brings to the class," said Ming Kwok, his origami instructor.



Today, Humberto's house is full of his origami art, and he sends it to family and friends in Ecuador. "I think it's given him the sense of well-being and achievement," Flanagan said. "Not only are we treating a physical condition, but we're hooking him up with something that gives him a better quality of life."

Finding long-term services that help make our members' lives better: another real solution from Amerigroup.

"Not only are we treating a physical condition, but we're hooking him up with something that gives him a better quality of life."

Kerri Flanagan
Amerigroup LTSS Service Coordinator

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