

AmeriHealth Caritas Louisiana

CELEBRATING THE HEART AND SOUL OF LOUISIANA

THIRD REPORT TO THE COMMUNITY



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Message from Kyle Viator, Market President

The past year has been challenging for Louisiana. Although my home state has had more than its share of difficulties, our communities and their resolve remain strong. As Louisianans, we know how to overcome the odds.

In our third report to the community, AmeriHealth Caritas Louisiana celebrates the heart and soul of our state and its people, showcasing success stories and highlighting our ongoing commitment to our members. I am proud to lead such an extraordinary team of people who are dedicated to removing barriers, coordinating high-quality care, and providing hope and healing to those most in need.

The commitment to our members' well-being goes beyond the provider's office and right into the hearts of the communities where our members and associates live and work. I could not be more proud of our associates and their determination to help our members, our community, and each other. From rescuing stranded neighbors during the flood to stabilizing future foundations of health policy, care is always the cornerstone of everything we do.

Because of our personal commitment to the health and well-being of Louisiana, we are able to make a real difference in the state. In 2016, we earned strong Healthcare Effectiveness Data and Information Set (HEDIS®) measures and received the highest quality scores in 10 categories, were recognized as one of Louisiana's "Best Places to Work" by the *Greater Baton Rouge Business Report*, and increased our membership by more than 45,000 as part of the Medicaid expansion effort.

AmeriHealth Caritas Louisiana is more than just a health plan. I am personally inspired each and every day by our members' stories and our associates' drive and dedication. With care at the heart of our work, we remain a reliable partner for our members, providers, and community partners. Together, we are building a stronger, healthier Louisiana. ■

A handwritten signature in black ink, appearing to read 'K. Viator', written in a cursive style.



Creating a Healthier Louisiana

On July 1, 2016, Louisiana expanded its Medicaid coverage through its Healthy Louisiana program.* This afforded AmeriHealth Caritas Louisiana the opportunity to provide comprehensive health care benefits to more than 45,000 additional members. Since day one, we have executed a seamless transition for these new members by working in conjunction with providers and other stakeholders to effectively coordinate the transition of care.

Since much of the expansion population has been without health insurance for some time, we have consistently educated these members on when and where to seek care. By improving awareness, increasing preventive care and reducing hospital stays, we are helping our members receive the right care in the right setting. ■

* Source: Louisiana Department of Health.

For over 20 years, Evan* didn’t see a doctor. Like many people, Evan’s income was too much to qualify for traditional Medicaid, but he didn’t make enough money at his job to afford his private health insurance. This left him uninsured

*Name has been changed.

Prior to Medicaid expansion, many Louisianans were overdue for a variety of preventive health services. Now, with the help of AmeriHealth Caritas Louisiana, thousands more have access to these vital services and are taking important steps in managing their health care needs.

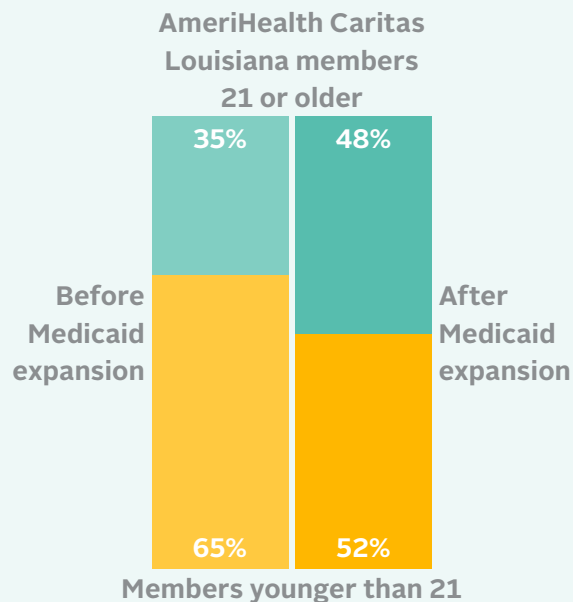
Source: Louisiana Department of Health.

Preventive screenings	AmeriHealth Caritas Louisiana members*
Blood glucose test	2,916
Breast cancer screening	2,321
Cervical cancer screening	4,062
Colonoscopy	864
Diabetes screening	4,059
Flu shot	4,264
Lipid profile	9,437
Physical exam	4,392

*Medicaid expansion preventive measures overall analysis of common adult screenings for dates of service from July 1, 2016, to January 15, 2017.

and improperly managing his sickle cell disease without the care of a health professional.

When he joined AmeriHealth Caritas Louisiana, our team quickly helped him schedule an



Through Medicaid expansion, we saw a change in age demographics of our members, primarily in those 21 and older. By tracking these trends, we can effectively tailor our outreach and health programs to better meet the needs of our evolving membership.

Source: AmeriHealth Caritas Louisiana's 2016 Population Assessment Report.

appointment to see his new primary care provider. Since becoming eligible for Medicaid, Evan is working on managing his condition and averting sickle cell crises so he can focus on enjoying life with his family.

Celebrating the Diversity of Louisiana

Louisiana is a melting pot of cultures. Ensuring our services are culturally and linguistically appropriate for our diverse membership is essential to reducing statewide health disparities and improving outcomes. This requires accurate and comprehensive race, ethnicity, and language (REL) data.

Ongoing efforts to obtain REL data enable us to continuously evolve programing, services, and communication materials to best meet our members' diverse needs. ■

AmeriHealth Caritas Louisiana can provide translation services for all member materials in members' preferred languages. Languages spoken by AmeriHealth Caritas Louisiana members include:

VIETNAMESE
 ENGLISH
 Hindi
 JAPANESE
 Arabic
 French
 Laotian
 Eskimo
 Polish
 GERMAN
 TAGALOG
 KOREAN
 PORTUGUESE
 Russian
 CHINESE
 Spanish





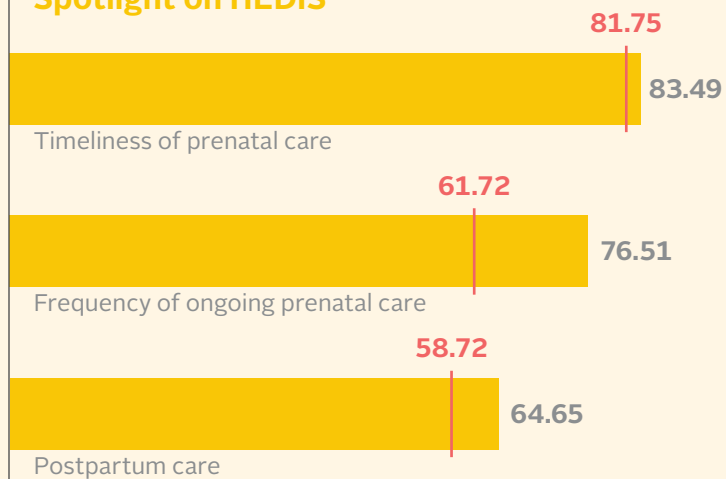
Caring for Louisiana's Moms and Babies

Expectant mothers and young children comprise a majority of AmeriHealth Caritas Louisiana's membership. To support these key populations, we offer tailored programs to help moms-to-be deliver full-term babies while staying healthy before, during, and after pregnancy.

Our keen focus on prenatal care is especially important for Louisiana. The 2015 Premature Birth Report Card from the March of Dimes® ranked Louisiana 46 out of the 50 states, with a preterm birth rate of 12.3 percent. To combat this high preterm birth rate and help ensure women in Louisiana receive regular prenatal care, we enroll high-risk pregnant members into our signature Bright Start® maternity program. Bright Start offers specialized prenatal care management with a dedicated staff that advocates for members and helps coordinate medical care and social services throughout each member's pregnancy.

Once a woman enrolls in Bright Start, an AmeriHealth Caritas Louisiana staff member makes an introductory call to get to know the expectant mother, as well as her medical history, lifestyle, and general health. After the initial call, we send a packet of educational information tailored to the expectant mother's specific needs, including information about our Bright Start Pregnancy Tracker mobile app. The Pregnancy Tracker is an easy-to-use tool for pregnant members to create customized pregnancy action plans, set reminders for prenatal appointments, and get health information about each stage of pregnancy. ■

Spotlight on HEDIS



- 2016 AmeriHealth Caritas Louisiana HEDIS percentile
- | 2016 NCQA Quality Compass benchmark percentile (standard comparison of Medicaid data)

Source: The National Committee for Quality Assurance's (NCQA's) 2016 Healthcare Effectiveness Data and Information Set (HEDIS) measurements.



Our work with moms and babies helped earn AmeriHealth Caritas Louisiana the highest National Committee for Quality Assurance (NCQA) rating awarded in the state for 2016 and the highest ratings among Healthy Louisiana plans in several HEDIS categories affecting moms and babies, including timeliness of prenatal care, frequency of ongoing prenatal care, and postpartum care.



Building a Healthier Legacy for Louisiana Children

Our Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program is built upon the idea that healthy children are more likely to grow into healthy adults. In caring for our youngest members, we earned the highest HEDIS rankings among Healthy Louisiana plans for child and adolescent access to primary care providers for children 12 to 24 months of age and adolescent well-care visits.

Some EPSDT initiatives include:

Complex care management. Children with complex health conditions, like diabetes or sickle cell disease, are teamed up with a registered nurse or licensed social worker to help them understand their conditions and get them the right care at the right time. We work with our young members, their parents, and their providers to meet each child's individual health needs and goals, while helping to avoid unnecessary hospital visits.

Planning for the future. Since socioeconomic factors can play a role in overcoming health disparities and access to care, more than 20 associates at AmeriHealth Caritas Louisiana spent the day at Park Elementary School in Baton Rouge as part of our partnership with Junior Achievement, an organization that helps inspire and prepare young people to succeed in a global economy. Together, we helped teach kindergarten through fifth-grade students at Park Elementary School about the benefits of supply and demand, money saving tips, and other economic topics.

Keeping children happy and healthy. During the holiday season, AmeriHealth Caritas Louisiana sponsored several holiday events and toy giveaways with various community partners. We even provided 23 children with new bicycles and helmets in recognition of their great work during the first half of the school year and motivation to stay active and healthy.

Helping Louisiana breathe easier. The AmeriHealth Caritas Partnership also hosted two Healthy Hoops® asthma education events in 2016 for children, parents, coaches, and teachers in Baton Rouge and Shreveport.

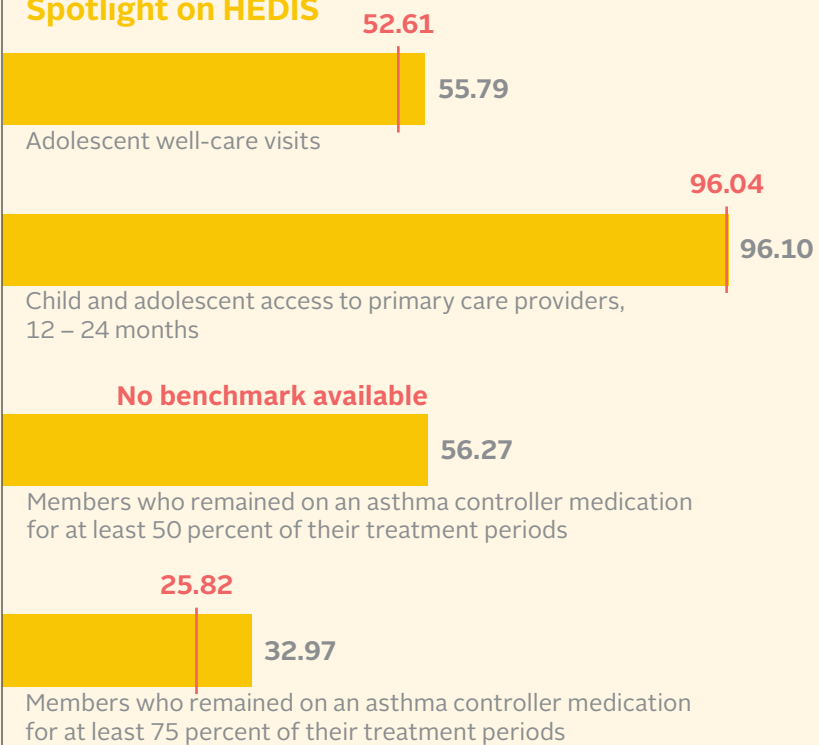
Healthy Hoops is an innovative asthma and obesity management program that uses basketball as a platform to teach children with asthma and their families how to manage the disease through proper nutrition, exercise, and appropriate medication use. It also focuses on decreasing childhood obesity and increasing cardiovascular activity.

The events, titled “The Myths and Misconceptions of Playing Sports with Asthma: An Asthma Education Workshop,” helped teach kids about preventive health and how to manage their asthma, as well as educating coaches and teachers to recognize asthma symptoms, attacks, and appropriate treatment options. ■





Spotlight on HEDIS



■ 2016 AmeriHealth Caritas Louisiana HEDIS percentile
| 2016 NCQA Quality Compass benchmark percentile

Source: The National Committee for Quality Assurance's (NCQA's) 2016 Healthcare Effectiveness Data and Information Set (HEDIS) measurements.



Always “On the Move”

If you combined the excitement and enthusiasm of a fun-filled party with the education and motivation of a health seminar, you would have something similar to AmeriHealth Caritas Louisiana’s signature event, On the Move. From rock climbing to healthy cooking classes, On the Move empowers members and others in the community to find new and exciting ways to get healthy. This event was also a great opportunity to welcome and educate new members and individuals eligible under Medicaid expansion.

Our inaugural On the Move event launched in Alexandria, and, from there, we made our rounds to six other towns and cities across the state, tailoring each event to reflect the local flavor of the community we were in.

In addition to the entertainment, several local providers, universities, and other community partners joined our team to provide members with health

education and information regarding other concerns, such as hurricane preparedness. Attendees also had access to vision, hearing, body mass index, glucose, and blood pressure screenings right on site.

“The partnership forged with AmeriHealth Caritas Louisiana helps us to achieve our mission,” said Jay Banks, Director, Dryades YMCA School of Commerce, after an On the Move event. “They are not only an asset to the Dryades YMCA but to this entire community, and we are looking forward to continuing our partnership long into the future.”

After a very successful first year of On the Move, we are going to continue the tradition. That’s because AmeriHealth Caritas Louisiana is always on the move, empowering members across the state to get healthy in new and innovative ways. ■



1,360
On the Move
participants in 2016





Impacting Health Care, One Member at a Time

Many people with diabetes are familiar with the HbA1C (A1C) test. The test provides information about a person's blood glucose, which helps measure how well the person is controlling his or her diabetes. Although individual A1C targets are contingent upon a person's health history, a common treatment target is 7 percent or less, according to the Mayo Clinic. With many A1C level charts ranging from approximately 4 percent to 14 percent, where 14 percent is rated dangerously high, Patricia* was startled when her A1C results came back at 16 percent.

"That's literally off the charts," said Michelle (pictured left), Patricia's Care Manager. "We knew we had to get that number down and find a better way to monitor Patricia's health more closely."

To help better manage her diabetes, 42-year-old Patricia worked with her Care Manager to find convenient ways to eat well and be active to secure a safe blood glucose level. These changes in her lifestyle also helped manage her other conditions, which included hypertension, osteoarthritis, obesity, and peripheral neuropathy.

With such a high blood glucose reading, Patricia's provider requested daily tests and monitoring. But with two small children at home, seeing her provider every day wasn't feasible. So, to ensure Patricia met her provider's orders, AmeriHealth Caritas Louisiana provided Patricia the convenience of at-home testing by supplying her with in-home monitoring, which monitors Patricia's blood pressure, weight, and A1C levels.

*Name has been changed.

“My machine helps me every morning,” Patricia said. “I take my blood sugar around 7:30 a.m. and get on the scale around 8 a.m. Then the report goes right to my doctor.”

Since joining the plan, Patricia’s A1C has dropped significantly. She has learned to eat healthier and is finding fun ways to be active, like walking the trails around the Shrine on Airline (formerly Zephyr Field). She continues to work closely with her Care Manager to control her conditions and find new ways to keep herself fit.

“My last A1C test was at 8 percent, and it’s going down,” Patricia said. “I really came a long way.” ■





Behavioral Health Integration

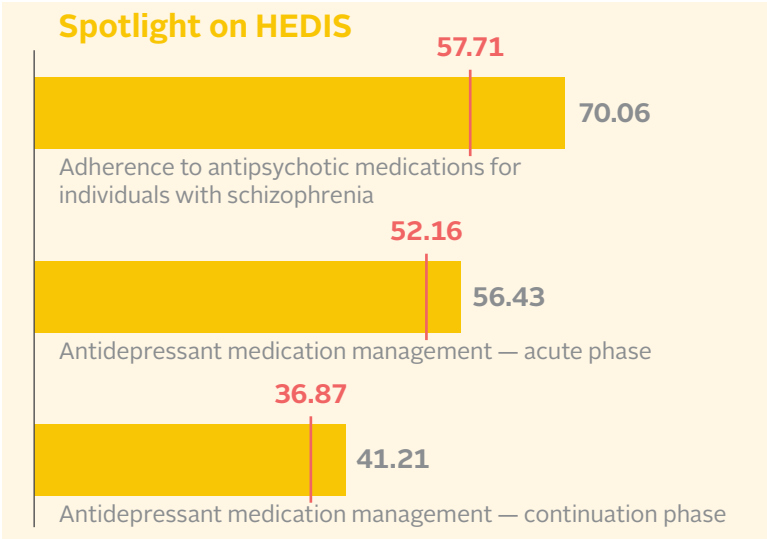
There is more to being healthy than just physical well-being, and we understand that our members' behavioral health and physical health directly affect each another. That is why AmeriHealth Caritas Louisiana takes an all-encompassing, holistic approach to health care, focusing on the whole person, inside and out. Since integrating behavioral health into our plan benefits in 2015, AmeriHealth Caritas Louisiana has taken various steps to educate our members, associates, and community about the importance of behavioral health.

Mental health first aid. To teach associates and community members how to identify, understand, and respond to signs of mental illnesses and substance use disorders, we offered an eight-hour course designed to end stigma and teach participants how to identify the signs and next steps to take if a person is in crisis.

Justice system meet-and-greets. AmeriHealth Caritas Louisiana associates conducted meet-and-greet events with adult and juvenile justice system judges and other justice system representatives to establish relationships, discuss collaboration opportunities, and effect change. By encouraging judges to refer members back into the care of AmeriHealth Caritas Louisiana after substance use offenses or behavioral health crises, we can help to properly address members' physical and behavioral needs.

Partnership with the National Alliance on Mental Illness (NAMI). AmeriHealth Caritas Louisiana was a proud sponsor of NAMIWalks, a popular behavioral health awareness and fundraising event, to show our support for Louisianans facing behavioral health challenges.

Through the integration of mental health care and substance use treatment into traditional Medicaid, we are strengthening the foundations of an integrated care management platform that goes beyond traditional health care. Together, with our primary care, mental health care, and substance use treatment partners, we are helping our members define their personal paths to wellness. ■



Quality Care for Members, Quality Enhancements for Providers

By increasing collaboration with our providers, AmeriHealth Caritas Louisiana has made significant strides toward value-based contracting and outcome-based payments, with the goal of enhancing quality care.

In conjunction with the rollout of Medicaid expansion for Healthy Louisiana, AmeriHealth Caritas Louisiana expanded our Quality Enhancement Program (QEP) from 70 to more than 500 providers to include practices that treat as few as 50 plan members. The QEP is a unique reimbursement system that provides incentives for high-quality and cost-effective care, member service and convenience, and submissions of accurate and complete health data.

- 2016 AmeriHealth Caritas Louisiana HEDIS percentile
- | 2016 NCQA Quality Compass benchmark percentile

Source: The National Committee for Quality Assurance's (NCQA's) 2016 Healthcare Effectiveness Data and Information Set (HEDIS) measurements.

In addition to our QEP, we have strengthened our provider partnerships across the state by conducting regional provider trainings for both physical and behavioral health care providers. These trainings help align goals; assist with billing and claims processes; train providers on self-service tools; and educate providers on health plan



“We are excited about the pay-for-performance plan, which we worked collaboratively with AmeriHealth Caritas Louisiana to pilot for behavioral health.”

— William Weaver, Chief Executive Officer and Managing Director, Brentwood Hospital

programs, initiatives, and other resources that can assist them in effectively managing the health of their patients.

Keeping with this concept, we introduced a value-based contract model targeting behavioral health providers. Brentwood Hospital in Shreveport, Louisiana, was instrumental in helping us create a base model and execute a successful value-based pilot program to benefit the behavioral health community. ■

The expansion of the QEP **DIRECTLY IMPACTED 600 percent** more provider groups and **MORE THAN TWICE** as many members.

Through our QEP model, we have paid over **\$5 million in provider incentive payments.**

Source: AmeriHealth Caritas Louisiana Quality Enhancement Program.





University Partnership Promotes a Future for State Health Policy

As part of our mission to build healthy communities, AmeriHealth Caritas Louisiana enhanced its partnership with Louisiana State University Health Sciences Center New Orleans (LSUHSC-NO) School of Public Health through the development of the AmeriHealth Caritas Louisiana Health Policy Fellowship. The fellowship focuses on career and educational development in a field that actively addresses important issues affecting Louisiana and its residents.

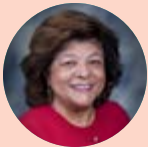
Peggy Honoré, D.H.A., AmeriHealth Caritas-General Russel Honoré Endowed Professor at LSUHSC-NO School of Public Health, created the fellowship program, which is being funded by a gift from AmeriHealth Caritas Louisiana. She called this endeavor a major milestone “to develop the policy skills of future health care leaders educated in the state.”

The AmeriHealth Caritas Louisiana Health Policy Fellowship allows up to seven LSU medical students enrolled in the Master of Public Health degree program to spend four to eight weeks in the policy offices of

various organizations in the nation’s capital, to gain real-world experience and knowledge of health policy at various stages, including research and analysis, advocacy, development, and implementation. This provides students with the skills necessary for formulating innovative solutions to complex problems in the health care and public health systems as they begin their roles as Louisiana policy advocates.

In October 2016, the first class of AmeriHealth Caritas Health Policy Fellows celebrated the completion of their program. They participated in congressional hearings; roundtables with the National Academies of Sciences, Engineering, and Medicine; the development of policy recommendations; and briefings on topics of interest to congressional leaders. During this time, the fellows researched important topics, including the Zika virus, opioid abuse, public health practices in school-based health clinics, lead exposure, sports-related concussions, Medicaid expansion, and the production and costs of prescription drugs, all from a policy perspective.

We are excited to continue our partnership with LSU Health New Orleans School of Public Health and look forward to helping build future foundations of health policy and keeping that wealth of knowledge right here in Louisiana. ■



“[The AmeriHealth Caritas Louisiana Health Policy Fellowship] provides a concrete illustration of a method to bridge gaps between the two disciplines of health care and public health.”

— Dr. Honoré, AmeriHealth Caritas-General Russel Honoré Endowed Professor at LSUHSC-NO School of Public Health



“Best Places to Work”

AmeriHealth Caritas Louisiana is not just a health plan — it’s a collective team of people immersed in the communities we serve, helping our members meet their health goals, and further improving the health of Louisiana.

Many of our customer service representatives, outreach workers, and community health workers come directly from the areas in which we serve. We conduct frequent member home outreach campaigns and host health and wellness events that reach deep into the neighborhoods where our members live, work, and play. These strategic efforts allow us to fully experience our members in the context of their everyday lives. This strategy doesn’t just help our members, it engages our associates and also makes for a more productive workplace.

At AmeriHealth Caritas Louisiana, it’s easy for our associates to love where they work because each day they get to help people in their community get the care they need to live healthier lives. When associates completed blind questionnaires about the business, its community presence, and the benefits offered, the results were extremely positive — AmeriHealth Caritas Louisiana was recognized as one of the “Best Places to Work” by the *Greater Baton Rouge Business Report*.

In addition to its associates at its Baton Rouge headquarters, AmeriHealth Caritas Louisiana employs associates based in communities throughout the state. Since May 2016, we have added new associates and plan to add more employment opportunities to support the state’s expansion of Medicaid services. ■

“I’m proud to say that I work for such a great company. It’s an honor to help citizens around the state get access to better health care for themselves and their families. It’s truly a great feeling to know that when we say ‘Care is the heart of our work,’ this company really means it.”



— Pierre Washington,
Member Engagement Manager



Head Above Water

For AmeriHealth Caritas Louisiana members and associates, the recent flooding left a destructive mark on their community. According to *The Advocate*, more than a dozen people lost their lives, and tens of thousands of homes were damaged or destroyed throughout the Baton Rouge area.

Even with the temporary closing of the AmeriHealth Caritas Louisiana headquarters in Baton Rouge, associates pulled together to make sure members, providers, and fellow associates had supplies and support. Many employees even waded through the waters to provide emergency assistance to those in need.

When Grover Harrison (pictured right), Director of Community Education and Outreach, AmeriHealth Caritas Louisiana, first realized the enormity of the flooding, he immediately sprang into action and called his associates to check on their welfare.

"I found out my administrative assistant's neighborhood was flooded and she and her children couldn't evacuate due to rising waters," said Grover. He found a small canoe and began moving his colleague, her family, and their belongings to safety.

Grover and his friends helped rescue more than 30 people from their homes, along with their pets and belongings. Many other associates also jumped into

action. AmeriHealth Caritas Louisiana's Community Education team helped rescue people from their homes, in addition to gathering essential items, such as clothing and toiletries, to donate to those affected by evacuations or loss of their homes. Associates also assisted at a local shelter, where the team helped prepare and supply food donations for people in need. Additionally, AmeriHealth Caritas Louisiana Spanish-speaking associates volunteered at area shelters to help Baton Rouge's Hispanic population with translation services so they could find the supports they needed. Since the flood, AmeriHealth Caritas Louisiana has donated \$25,000 to area food banks.

There were more than 190 AmeriHealth Caritas Louisiana associates at the time of the flooding, with most of them based in and around Baton Rouge. More than 150 associates were evacuated from their homes; 44 were unable to return home for an extended period of time, and 16 experienced significant damage to their homes and personal property. Eight associates lost their homes and belongings altogether. And yet, their initial instinct was to help others.

Extending a helping hand comes naturally at AmeriHealth Caritas Louisiana, because care is truly the heart of our work. And going above and beyond isn't a rare occurrence for us; it's something we do every day. ■



AmeriHealth Caritas Louisiana's Care Management team provides extra support for members who need:

- Support from a one-on-one Care Coach.
- Help understanding their health conditions and medications.
- Assistance in getting the services and information they need.
- A partner to help them meet health goals.

In 2016, our Care Management team helped over:

109,500 members to navigate immediate care needs.

2,500 members in complex care management.

2,100 members in a provider office.

440 members in an inpatient setting.

Providing a Voice to Those Who Need It Most

Through slurred and muffled speech, Antonio* struggled to tell his story. "I've had four strokes," he said, pausing briefly after each word. "People talk to me too fast. I can't talk good. I can't walk."

Antonio, a 59-year-old veteran, is severely affected by speech and physical disabilities. In addition to suffering four strokes, Antonio has been diagnosed with a seizure disorder, hypertension, and chronic pain.

Spanish was Antonio's first language, but he now speaks only in English. His limited speech won't allow for the complex inflections and tongue-rolls common to his native language. "But now, with rehab, I can talk a little better," he said. "And my Care Manager helps translate when people can't understand me."

Antonio's ex-wife was his sole caregiver for several years, but after she suddenly moved out of state, he turned to AmeriHealth Caritas Louisiana.

"I help him understand his medicines so he knows what he needs to take and when he needs to take it," Antonio's Care Manager, Michelle, said.

For example, Antonio's blood thinners can change every two weeks based on his blood work, so Michelle helps him get his medicine from the pharmacy and explains it is the correct dosage he needs that week.

"We gave him back his independence," Michelle said.

Before joining AmeriHealth Caritas Louisiana, Antonio relied on a broken wheelchair and could barely get himself from room to room. Now, he maneuvers himself effortlessly through his first-floor apartment. He can even enjoy the outdoors at his leisure.

*Name has been changed.

“In addition to the power wheel chair, we recently worked with Antonio's doctor to get him a power bed,” Michelle said. “This will relieve some of the pressure as he goes from his bed to the chair, help with his pain management, and prevent skin breakdowns. I’m also working to get Antonio personal care services so he can enjoy healthy, fresh-cooked foods, which he is unable to prepare on his own. This service will also provide help with cleaning his apartment, which is something that can also affect his health.”

With the help of AmeriHealth Caritas Louisiana's Care Management program, Antonio is breaking out of his shell. “After my big stroke, I couldn't talk. No one took the time to understand me,” he said. “But now, I have someone to help me. I can tell people what I need. I can get around now. I'm very grateful for that.” ■





THIRD REPORT TO THE COMMUNITY

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May 2017

*Members throughout this report agreed to let us use their quotes based on their actual experiences with AmeriHealth Caritas Louisiana. Some member names were changed to secure the members' identities.

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