



Amerigroup
RealSolutions[®]
in healthcare 

Laura Hopkins
Testimony
Amerigroup Kansas, Inc.
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Operational Performance



- Overall operational performance has been stable with some improvement in claims adjudication processes:

- Customer Services

- Over 100,000 calls received YTD
- Average length of a call is six minutes
- Leading reasons for Member calls include benefit inquiries and PCP change requests; Leading reasons for Provider calls include claim status inquiry and prior auth requests

- Claims Service

- Over 4.2 million claims received and adjudicated through September 30, 2016
- Average turn around times from receipt through adjudication continues to be stable

2016 YTD Average Days from Receipt to Adjudication	7.6	2015 Average Days from Receipt to Adjudication	8.1
2016 YTD % Denied Claims	17.64%	2015 % Denied Claims	18.37%

- Leading causes of claims denials include:
 - Duplicate claims
 - Eligibility issues
 - Primary insurance was not billed prior to billing KanCare

Provider Engagement



- Through collaboration with our provider community, Amerigroup is deploying a variety of Quality Incentive/Value-Based Payment programs to promote integration and improved outcomes for our members including:
 - Community Mental Health Center quality incentive program: effective for 2016
 - Expansion of our Primary Care quality incentive program to a broader array of practices including FQHCs and RHCs in 2017
 - A new Obstetrical physician quality incentive program being rolled out for 2017
 - A new nursing facility incentive program being rolled out for 2017
 - Rural Health Initiative as presented earlier this year to promote innovation and primary care in the underserved rural and frontier areas of the state
- Additionally, Amerigroup has worked with our partners to develop additional innovations and approaches to better serve our communities
 - To date, these efforts have yielded the following:
 - A decrease in Emergency Department visits/1000 of over 2% across the TANF and CHIP populations with opportunities for improvement among the rest of the membership
 - A decrease in Hospital admissions/1000 by 1.9% across all populations
 - A decrease in Nursing facility days/1000 by over 5% through enhanced use of HCBS and other outpatient services
 - An increase in utilization of DME, home health, HCBS and other similar services 2% among Waiver participants

Consumer Engagement and Quality



- Amerigroup provides a high level of service and support to our members to promote well-being and independence
- We continue to see improvements in many critical areas compared to the same period in 2015:
 - Emergency department utilization for ambulatory conditions reflects a 2.5% reduction
 - Inpatient hospital admissions reflect a 2% reduction
 - Nursing facility utilization is reflects a 6% reduction
 - Waiver services reflect a 4% increase
 - Improvements in HEDIS results including:
 - Immunizations
 - Timely prenatal care
 - Ambulatory care visits
 - Dental visits
 - Diabetic measures
- We attribute these improvements to collaboration with our providers as well as outreach and education with our members
 - Care Coordination staff have made over 10,000 face-to-face visits with our Waiver and long term care participants through 9/30/2015

Community Engagement



- Amerigroup, its associates and the Amerigroup Foundation are active in communities across Kansas. We believe that the experiences we have through volunteering and supporting community agencies helps us to better understand the needs of our members and to improve our programs.
- Highlights of our 2016 community engagement to date include:
 - Special Olympics: \$25,000 sponsorship supporting over 35,000 athletes and coaches
 - Kansas Mobile Food Pantry: \$20,000 total sponsorship supporting 18 mobile food pantry volunteer events impacting over 1,100 people
 - Boys and Girls Club: \$10,000 grant to support the Triple Play and Lead the Way programs in various locations across Kansas
 - American Lung Association: \$69,000 multi-year grant to support the programs focusing on smoking cessation activities, particularly among pregnant women
 - Christmas in October: \$5,000 grant and Amerigroup staff of 25 volunteers convened a work day to repair the home of an older adult
 - Jobs for America’s Graduates Kansas: \$19,500 grant to reduce barriers to high school graduation among students in KC, Kansas
 - March of Dimes Foundation: \$50,000 multiyear grant to support initiatives to reduce early elective delivery, pre-term birth and smoking during pregnancy

Amerigroup Kansas, Inc. Contact Information



- **Laura Hopkins** – President and Chief Executive Officer
 - 913-563-1601
 - Laura.hopkins@amerigroup.com
- **Frank Clepper** – Regional Vice President and Chief Operations Officer
 - 913-563-1613
 - Frank.clepper@amerigroup.com
- **Gary Haulmark** – Government Relations Director, Sr.
 - 913-563-1611
 - Gary.haulmark@amerigroup.com



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