Introducing Home State Health Plan’s external Board of Directors

Top Row, Left to Right:
- Ronald Geary, Chief Information Officer, Mercy Hospital - Kansas City
- Dr. Leslie Anne Fields, Chief Medical Officer, HealthCare Network
- Dr. Jerome Williams Jr., Founding Medical Director, Gateway to Better Health
- Frankie Freeman, President & Chief Operating Officer, Grace Hill Health Centers
- Carlos Gomez, President & CEO, Hispanic Chamber of Commerce

Bottom Row, Left to Right:
- Ron Battelle, Executive Director, Backstoppers
- Dr. Mark Steele, Chief Medical Officer, Truman Medical Centers
- Alan Freeman, CEO, Grace Hill Health Centers
- Dr. Leslie Anne Fields, Chief Medical Officer, HealthCare Network
- Dr. Jerome Williams Jr., Founding Medical Director, Gateway to Better Health

Pediatrics – Dr. Leslie Anne Fields
- Saint Luke’s Health System, Pediatric Hospitalist
- Community Advisory Committee member, Kansas City Health Care Foundation
- Centurions, Kansas City Chamber of Commerce
- Black Health Care Coalition, Board of Directors
- Medical Diversity Committee, Saint Luke’s Hospital

Carlos Gomez, CEO, Hispanic Chamber of Commerce
- BBA, Washburn University
- 2006 Living the Dream Award “Community Relations”
- 2005 Mana de Topeka Award “Community”
- 2005 Kansas Army National Guard “Civilian Support”
- 2003 Northern Illinois Tejano Cultural Society Award

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Bottom Row, Left to Right:
- Ron Battelle, Executive Director, Backstoppers
- Former St. Louis County Police Chief, serving 40 years
- 1996 Outstanding Missouri Police Chief of the Year
- Graduate of FBI National Academy, FBI National Executive Institute and US Secret Service Dignitary Protection Academy, Member of the International Association of Chiefs of Police

Frankie Freeman, 2011 Citizen of the Year
- 2010 National Association for the Advancement of Colored People’s Springarn Medal
- Governor Jay Nixon proclaimed July 28th as Frankie Muse Freeman Day
- 2007 named to the Academy of Missouri Squires

Academic Institution – Dr. Mark Steele
- Chief Medical Officer, Truman Medical Centers
- Executive Medical Director, University Physician Associates
- Assistant Dean for TMC Programs, UMKC School of Medicine
- 2002 Ingram’s Top Doctors of Kansas City
- More than 60 publications in various medical topics

Internal Medicine, Dr. Jerome Williams Jr.
- Current practice at the Williams Clinic, Inc. in St. Louis, MO specializing in internal medicine.
- Instructor in Internal Medicine and on the Voluntary Clinical Faculty at Washington University School of Medicine.

Dr. Jerome Williams father was the founder of Gateway to Better Health, a program for the uninsured.
Quality Improvement Initiatives

Home State measures 50 different quality metrics developed by the National Committee for Quality Assurance. Home State’s first HealthEffective-ness Data and Information Set (HEEDIS) 2013-6 will be based off of the claims and data collected for calendar year 2013. These HEEDIS results will allow Home State to establish a baseline and continually monitor the performance of these key indicators and continuous improvement. Home State’s programs are designed to exceed all quality measures. Results and outcomes for key measures are noted below.

Immunizations:
- Data Mizing to identify pregnant members
- Extensive outreach to known members and program participants: 99.4% adherence
- Member and Provider education regarding importance of Notification of Pregnancy and prenatal and post-prenatal care
- Member incentive via Home State’s Cent Account member incentive program promoting timely notification of pregnancy and completion of prenatal and post-prenatal care

In 2013 Home State experienced a 44% reduction in Very Low Birth Weight Infant Births and a 36% decrease in the NICU rate for our infants.

Expanded Outreach to Emergency Room Super Utilizers for Education and Care

Home State uses its advanced analytical tools to identify members with high Emergency Room (ER) use. As part of Home State’s Emergency Department Department Diversion program, including education and case management.

The member also enrolled in Home State’s Emergency Department (ED) use. With continuous efforts, Home State was able to reinforce our role as a national leader in emergency department care for children such as Flu Prevention, immunizations, and well visits. This was accomplished through a Birthday Party for our members at Jefferson City, and through St. Louis area immunization efforts.

Foster care and adoptive parents learned more about Home State benefits and services at a quarterly learning session, sponsored by Home State and the Foster & Adoptive Care Coalition of the St. Louis Region. Throughout late summer and fall, Home State partnered with Clear Channel Radio to host various Block Parties in north St. Louis City and County neighborhoods. As a Block Party sponsor, Home State made over 3,000 one-on-one contacts with parents, kids, key elected officials, members of the clergy, and educational leaders.

Success Story

Home State identified members with high Emergency Department (ED) use. With continuous efforts, Home State was able to conduct a home visit using our Member Involvement connections. During the visit, Home State provided a no-cost cell phone. Preventative care outreach was also conducted.

The member also enrolled in Home State’s Emergency Department Division programs, including education and case management.

As of the end of 2013, the member is still a success, with improved quality of life and lower emergency department utilization.

Improvements in 2014

Home State developed a comprehensive Quality Improvement work plan in 2014 to address key health risks affecting our members and identified by the State agency as critical measures. The work plan for additional focused interventions include:

- Engage in member-specific outreach to close gaps in care
- Implement outreach calls, appointment and transportation scheduling assistance, partnering with Behavioral Health to provide education on claims submissions, and provide incentives to improve Follow up After Hospitalization for Mental Illness

Implement targeted identification of Emergency Room (ER) frequent utilizers, continuous outreach to members and providers, enrollment management, removal of non-emergent ED use, and real-time transportation to/from PCPs to improve Emergency Department Use

Additional components of this program include:
- No cost cell phones for appropriate members
- Education on the appropriate use of the emergency room and available urgent care centers
- PCP follow-up with ED utilization identification and transportation arrangements
- Case management for those members with chronic conditions

In 2013, Home State saw a 46% decrease in emergency room department use compared to 2012 and realized a significant decrease in ED super-utilizers.

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- Implement outreach calls, reminder postcards and identification into intensive telephonic and face-to-face outreach programs. The aim of this program is to create proper PCP/Paid education, coordination, case management and behavioral health support.

As requested by Home State Health Plan

Early identification of Pregnancy Risk

Early notification of pregnancy is a key factor in Home State’s ability to identify and manage high-risk, high resource risk program members through our intensive case management work and enrollment of the “Smart for Your Baby pregnancy program.” The Notification of Pregnancy (NOP) allows us to target those associated with prenatal deliveries, low birth weight and poor outcomes for both mother and child.

Home State also developed a special tool for its pregnant population to target specific high risk conditions/indicators that may impact the health and well-being of moms and babies. Home State has collaborated with its provider network enabling community outreach to address the gaps and issues identified on both of these reports.

Service Level

Member Services

Claims Payment

Claims paid within 30 days of receipt: 99.7%
Average time from receipt of claim to provider to payment of provider: 6.6 days
Financial accuracy of claims paid: 99.4%

 Calls Answered: 54,267

Member Services and tools that Home State utilizes to improve health outcomes to over 58,000 MO HealthNet enrollees across Missouri.

To State, NCQA and Home State standards from January 1, 2013, through December 31, 2013, and innovative solutions to provide education and promote healthy lifestyles to our participants.

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