

- Chief Medical Officer, Truman Medical Centers
- Executive Medical Director, University Physician Associates
- Associate Dean for TMC Programs, UMKC School of Medicine
- 2002 Ingram's Top Doctors of Kansas City
- More than 60 publications in various medical topics

- 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

- Current practice at the Williams Clinic, Inc. in St. Louis 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.

- Fellow of the American College of Healthcare Executives
- Past recipient of Early Career Health Care Executive Award
- Member and past board president of the Missouri Primary care Association
- President of Board of Directors of St. Louis Integrated Health Network

- 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

- 2010 National Association for the Advancement of Colored People's Spingarn Medal
- Governor Jay Nixon proclaimed July 28th as Frankie Muse Freeman Day
- 2007 honored a place on the International Civil Rights Walk of Fame at the Martin Luther King Jr. national Historic site in Atlanta
- 2007 named to the Academy of Missouri Squires

- 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

The CentAccount program promotes healthy behavior patterns by rewarding members with dollar amounts that are loaded onto a debit card. Members can use that debit card to purchase health related items. Rewards are earned by the member completing specified healthy behaviors such as visiting their PCP or OB for regular and preventative care.

Approximately 20 percent of members have participated in the CentAccount program and earned cumulative rewards of more than \$250,000

In an effort to help pregnant members deliver healthier babies, Start Smart for Your Baby (Start Smart) incorporates the concepts of case management, care coordination, and disease management. Start Smart has evolved into a complete program that promotes education and communication between pregnant members, their case managers, and physicians to ensure a healthy pregnancy and first year of life for their babies.

Our multi-faceted approach to prenatal and postpartum care includes extensive member outreach and incentives, wellness materials, provider incentives and intensive case management. This reinforces the appropriate use of medical resources to extend the gestational period and reduce the risks of pregnancy complications, premature delivery and infant disease. The Start Smart program is comprised of multiple components which allow us to identify more pregnant members, interact with them earlier in pregnancy, reduce the rate of prematurity, shorten neonatal hospital stays, increase birth weights and lessen the chance of repeat premature deliveries.

Home State Health also covers 17P to help prevent premature delivery. 17P is endorsed by the American College of Gynecologists.



AT-A-GLANCE

Services Offered: TANF, CHIP and Foster Care

Number of Full Time Employees: 75

First Year of Operations: 2012

As of June 30, 2014:

Number of Providers:
PCP - 2,737
Specialists - 10,537
Hospitals - 99
FQHCs - 100%
RHCs - 92%
CMHCs - 88%

Membership: 56,743

Statutory Revenues: \$89,916,347



Office Locations

1. Chesterfield
16090 Swingley Ridge Road
Suite 450
Chesterfield, MO 63017

2. **Jefferson City**
220 Madison Street
Jefferson City, MO 65101

www.HomeStateHealth.com



2014 Mid-Year Report Card



home state health™

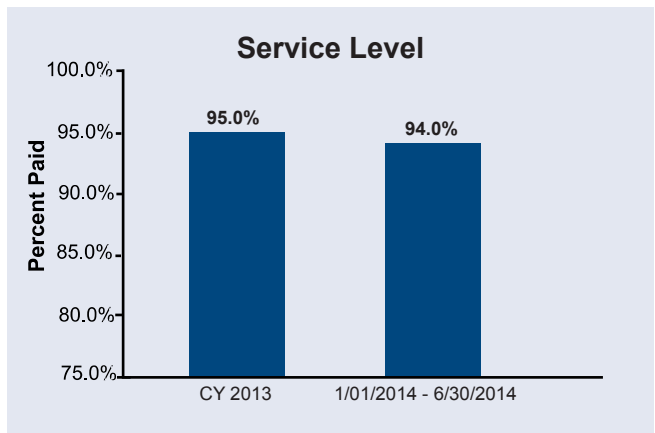
Value to the **State of Missouri**
Transforming the Health of the Community,
One Individual at a Time.

Health Plan Report Card Home State Health

The following Mid-Year report card provides a snapshot of Home State Health Plan (Home State Health) performance compared to State, NCQA and Home State Health standards from January 1, 2014, through June 30, 2014, and includes innovative solutions and tools that Home State Health utilizes to improve health outcomes to over 56,000 MO HealthNet enrollees across Missouri.

Customer Service

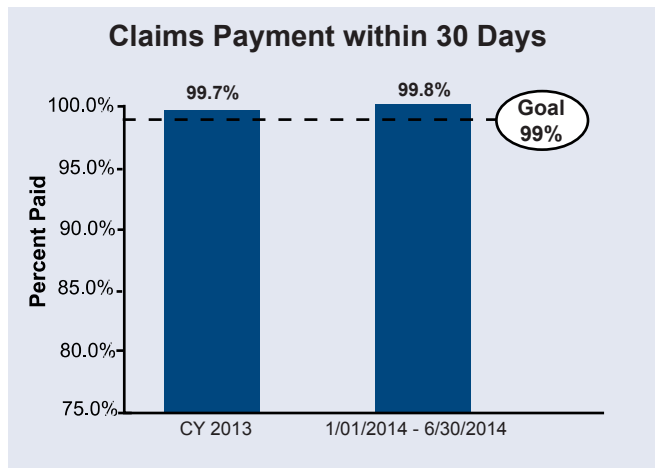
Calls Answered: 22,562
Average Speed to Answer: 7 seconds
Calls Answered within 30 seconds: 94.0%
Calls Abandoned: < 1.0%



As reported by Home State Health Plan

Claims Payment

Claims paid within 30 days of receipt: 99.8%
Time from receipt of claim to payment: 6.6 days
Financial accuracy of claims paid: 99.8%



As reported by Home State Health Plan

Innovative Solutions

Emergency Department Utilization Reductions

With advanced IT solutions and intensive outreach programs, Home State continues to reduce unnecessary Emergency Department visits:

- Utilization decreased by more than 5% in 2013 and an additional 5% reduction in 2014.

Primary Care Utilization Increases

Home State Health's clinical nurses and community outreach staff engage in extensive educational programs for its members and families.

Re-Admission Reductions

Home State is committed to hospital discharge planning, ensuring its members have the necessary resources and medications for a smooth and healthy transition from the hospital.

- Re-admission rates are less than 10% and continue to decrease monthly.

Transparency with Providers

In addition to advanced predictive modeling and care gap identification systems, Home State launched its Primary Care Opportunities Analytical Reporting System.

- Today, real-time member health risks and care gaps are shared by Home State with its primary care providers to drive better health outcomes through aligned targeted outreach to Home State's members and families.

Quality Improvement Initiatives

Home State Health is committed to improving the health of its members and families, one person at a time. To help measure quality, Home State Health utilizes 30 different quality metrics developed by the National Committee for Quality Assurance. These metrics, along with nationally recognized programs help drive further improvement and innovation.

Oral Health Care

This improvement was noted across the state with the highest scores in the Western region.

To improve oral health care of its members, Home State Health engages in various member interventions such as:

- Identification of members without dental visits
- Educational outreach with crisp focus on pregnant women
- Member rewards program, known as CentAccount®, to reward members for an annual dental visit.

Results:

Home State Health showed a 113% increase in Annual Dental Visit rates for 2013 compared to 2012.

Behavioral & Medical Health Integration

Given the high incidence of co-existing medical and behavioral health issues of members, Home State Health enhanced its behavioral health programs to create a truly integrated health management model with a focus including:

- Expedient identification of behavioral health issues
- Integrated care coordination between medical and behavioral health case managers with practitioners,
- Prompt member follow-up care after mental health hospitalization,
- Process improvement for full coordination of complex medical and behavioral member needs

Results:

Home State Health continues to improve Behavioral Health quality measures, with several metrics in the 50th - 90th percentile across the state (e.g. follow-up post mental health hospitalization and management of antidepressant medication regimens).

High Risk Pregnancies

Early notification of pregnancy is a key factor in Home State's ability to identify and manage high risk pregnant members through its intensive case management services and enrollment in the Start Smart for Your Baby pregnancy program®. The Notification of Pregnancy allows clinical teams to target risk factors associated with premature deliveries, low birth weight and poor outcomes for both mother and child.

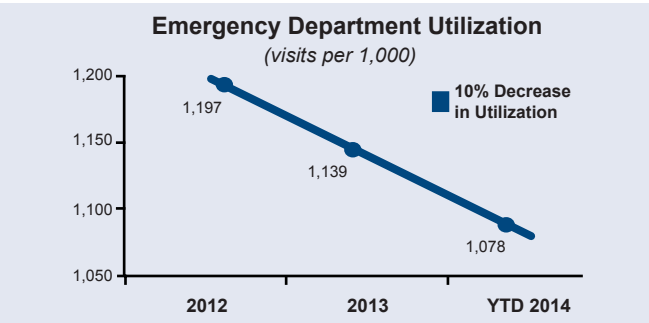
Results:

- 100% of high-risk pregnant women receive outreach in less than 7 days, with placement into clinical management and education programs*
- In 2013 Home State Health lead a 34% reduction in Very Low Birth Weight Infant Births and a 36% decrease in the NICU rate for our infants.*
- In 2014, Home State Health's Very Low Birth Weight rate and NICU rate has remained relatively stable.*

Expanded Outreach to Emergency Department Super Utilizers for Education and Care

Home State Health uses its advanced data analytical tools to identify members with high Emergency Department (ED) use. As part of Home State Health's Emergency Department Diversion program, members using the ED multiple times in short time period are identified and placed into intensive telephonic and face-to-face outreach programs. The aim of this program is to ensure proper PCP utilization, care coordination, case management and behavioral health support.

Results:



Improvements in 2014

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

- Well Child Visits:** Engage in member-specific outreach to close gaps in care for well child visits and other preventative screenings for all members+

- Dental Visits:** Increase outreach, member rewards and data mining to improve annual dental visits

- Prenatal and Postpartum Care:** Continue StartSmart Pregnancy Management program to improve Prenatal and Postpartum Care with an increased use of in person pregnancy coaches for our highest risk members.

- Primary Care Concierge program:** Members will be offered support services to aid in the process to schedule appointments with Primary Care Physicians and schedule transportation needs. The goal is to increase Primary Care Physician utilization and support for Behavioral Health needs.

Success Story

A Home State Health pregnant member was identified for depression and scored in the severely depressed range with positive thoughts of suicide. This member had a complicated pregnancy history including one miscarriage and one preemie birth of a daughter who did not survive. This history combined with challenging relationship with the father of the baby was more stress than member could deal with. She was on bed-rest and receiving 17P injections to prevent pre-term labor. She also had additional complications including gestational diabetes which was monitored by member and the home health nurses who gave her the 17P injections.

Home State Health's Integrated Medical and Behavioral care management staff were actively involved with this member throughout her pregnancy. For instance, the member was contacted every 2 weeks for education, support and resource needs. Additionally, the member agreed to seek counseling and thanked the Home State Health team for arranging the visits. Throughout the pregnancy, Home State Health kept in close contact with her OB provider, sharing real-time updates on level of depression, risk factors and helped to coordinate other medical needs of the member.

Over the course of two months, the member's depression greatly subsided and a full-term baby girl was delivered. Home State Health remained in contact with the member and her provider during the post-partum period to ensure that the member had all needs met to reduce the re-occurrence of depression in the post-partum period.

As of today, the member reports she is doing great and her depression screenings have come back negative. Additionally, the member reports that the baby's father is now actively involved in the raising of their child and that she would be returning to school to complete her education.