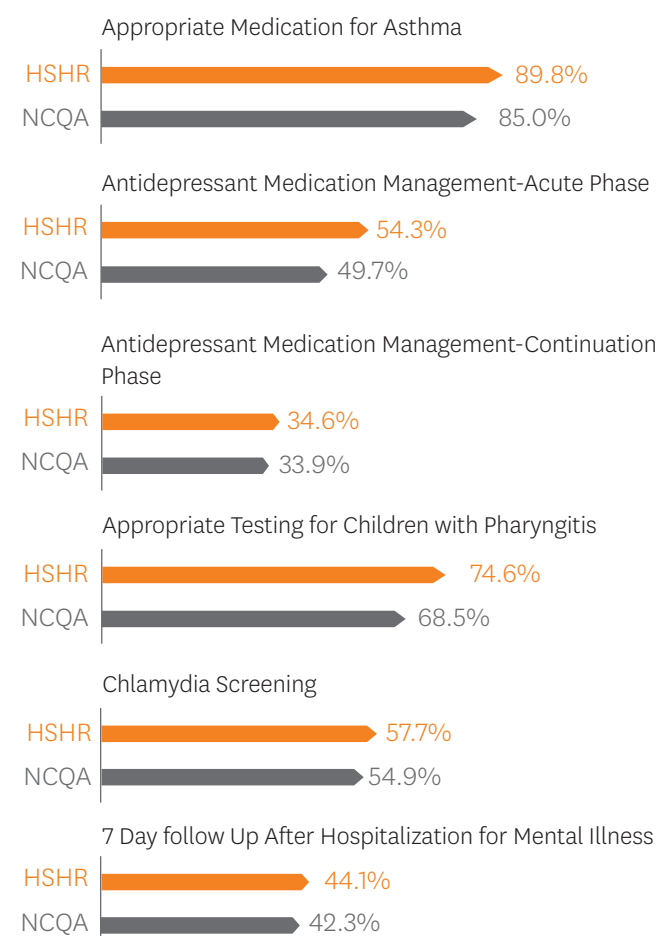


Quality Improvement Initiatives

Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. Home State Health implements initiatives for our members and measures well visits using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Well Visits First 15 months	Well Visits 3-6 years	Adolescent Well Visit
CY 2013 46.2%	CY 2013 56.8%	CY 2013 39.2%
CY 2014 55.1%	CY 2014 57.6%	CY 2014 36.8%

Home State Health has exceeded our established goals for the following HEDIS measures: (HSHR = Home State Health Rate) (NCQA = NCQA Quality Compass 50th Percentile Target)



Home State Health strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that Home State Health is exceeding performance in comparison to national benchmarks.

Home State Health has met or exceeded the 75th percentile in the following NCQA reported measures during 2014:

- Appropriate Medication for Asthma

Home State also realized significant improvement in the management of our pregnant member population, as evidenced by the following results:

- 6% reduction in Neonate Rate
- 39% reduction in Very Low Birth Rates (less than 1500 grams)

Success Story

In early 2015, a 13-month-old girl was taken to the emergency department by her mother. The child was experiencing a high fever and overall weakness. An examination of the little girl indicated a low blood pressure and fast a heart rate. The baby was admitted into intensive care unit (ICU) and diagnosed with cardiogenic shock. She was placed on a ventilator to support her breathing and circulatory system.

Within days of her diagnosis, Home State Health began proactive outreach with her mother and caring physicians. Shortly after her admission, tests revealed a massive infection, as well as brain bleeding and a life-threatening immune system condition. With only one children's hospital in the United States that specializes in her condition, the mother was concerned there would be challenges in treating the baby girl. Home State Health nurses were quick to calm her fears and began working with Cincinnati Children's Hospital as quickly as possible for treatment of the baby's life threatening illness. Home State Health arranged air transportation for the baby and her family, as well as lodging near the hospital to ensure her family could continuously be at to the baby's side. Meals were provided for the family throughout the baby's stay.

Home State Health worked closely with specialists in Cincinnati throughout the patient's stay. After two months of treatment, the baby girl is now at home, playing and smiling with her family. The coordinated and proactive approach used by her treatment teams and Home State Health nurses resulted in a very positive outcome for this little girl and her family. Home State Health nurses continue to stay in contact with the child's family, providing support and engagement with her mother.



 home state health™

2015

REPORT CARD

Home State Health | Missouri



Main Office
16090 Swingley Ridge Road
Suite 500
Chesterfield, MO 63017

Other Location
Jefferson City

At a Glance

Services Offered | TANF, CHIP, Foster Care
Number of Employees | 78
First Year of Operations | 2012
Number of Providers | 14,654
Number of Hospitals | 110
Number of Members | 85,000
Number of Counties Served | 54

Innovative Programs



TECHNOLOGY FOR BETTER HEALTHCARE

Centene uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.



PERSONAL MEMBER OUTREACH AND SUPPORT

Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.

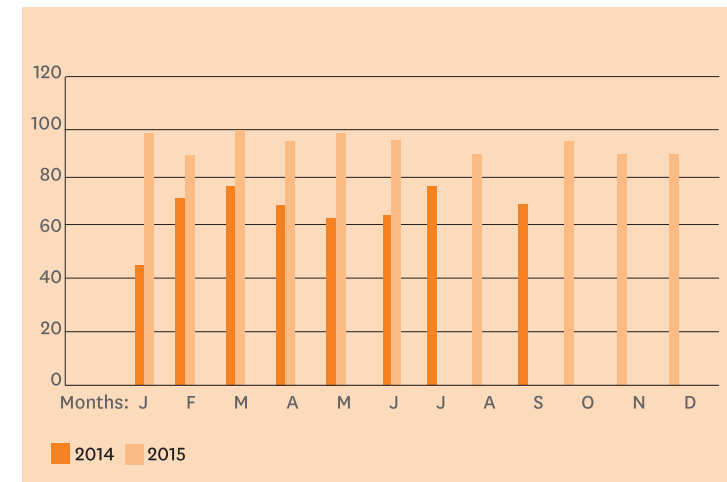


HELPING MOTHERS AND THEIR BABIES

Start Smart for your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies — helping to lower the risks of premature births and admissions to neonatal intensive care units.

Innovative Programs Growth

Outreach to Hospitalized Members within 10 Days of Discharge to Assist with Care Coordination



Physician Summit Award Program

Home State Health recognized one physician as part of its annual Physician Summit Award program. The program acknowledges the extraordinary efforts these physicians make to provide quality care and clinical excellence to Home State Health members.

The Physician Summit Award honorees are Primary Care Physicians (PCP) who, compared to their peers, have demonstrated exemplary performance in the following areas: routine preventative and well-care services and establishing a medical home for new enrollees. They receive an engraved crystal award and a catered lunch for their office staff. In addition, they are recognized on Home State Health's website, as well as in provider newsletter and other materials.

Home State Health would like to congratulate the following 2015 Physician Summit Award Winner:

Assad Shaffiey, MD



Member Services

AVERAGE CALLS PER MONTH

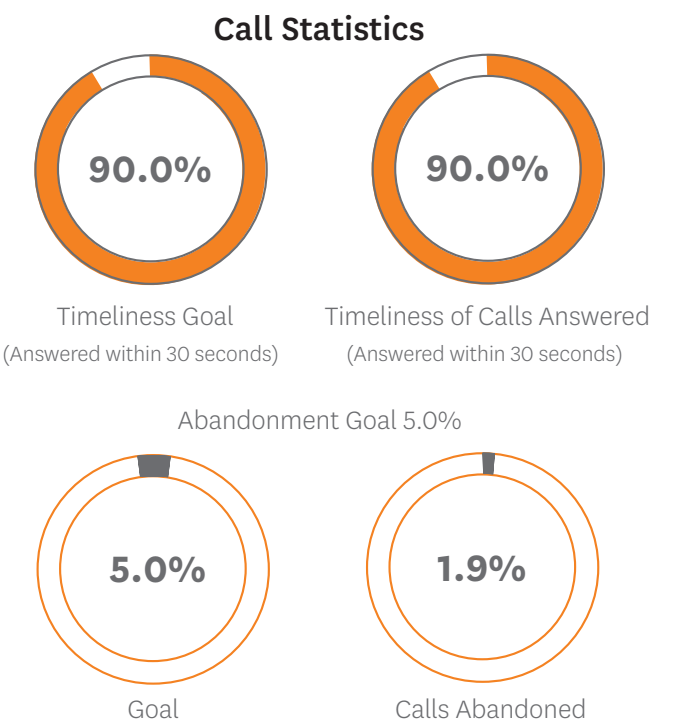
July 1, 2014 - June 30, 2015 | 11,339 Calls Answered

Timeliness of Calls Answered | (90% answered within 30 seconds)

Goal | (90% answered within 30 seconds)

Calls Abandoned | (1.9%)

Goal | (5%)



Claims Payment

Claims Paid in 30 Days (Electronic and Paper) | 99.8%

Goal | 99.0%

EDI claims vs Paper Receipt | 92.7% EDI

EDI | 7.3% Paper

