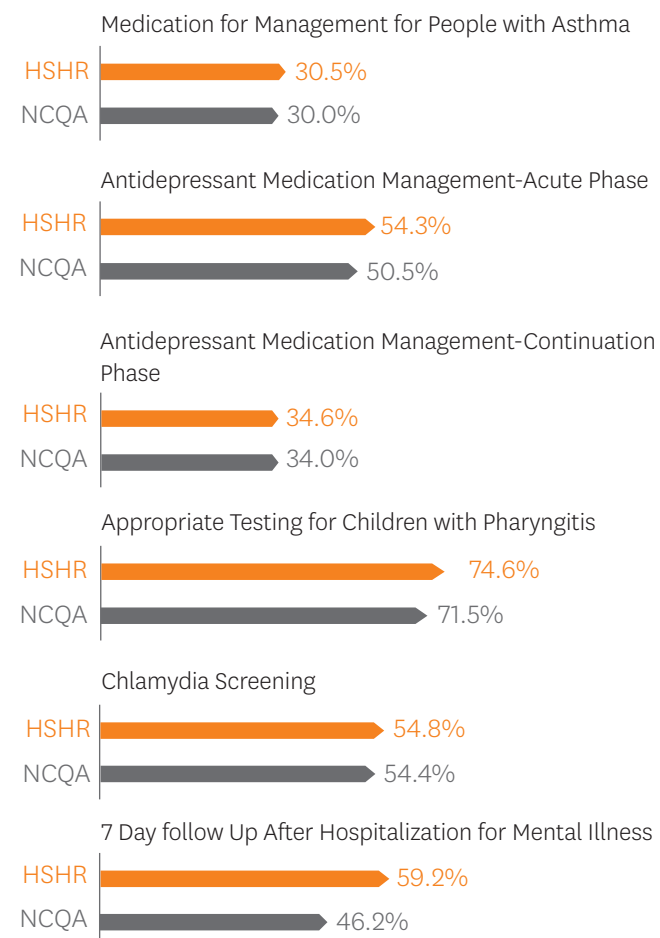


Quality Improvement Initiatives

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	34.4%	CY 2013	59.4%	CY 2013	35.5%
CY 2014	55.1%	CY 2014	57.6%	CY 2014	36.7%
CY 2015	55.3%	CY 2015	57.3%	CY 2015	35.0%

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 2015:

- Mental Health Utilization - Inpatient (Total)
- Mental Health Utilization - Intensive Outpatient or Partial Hospitalization (Total)

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

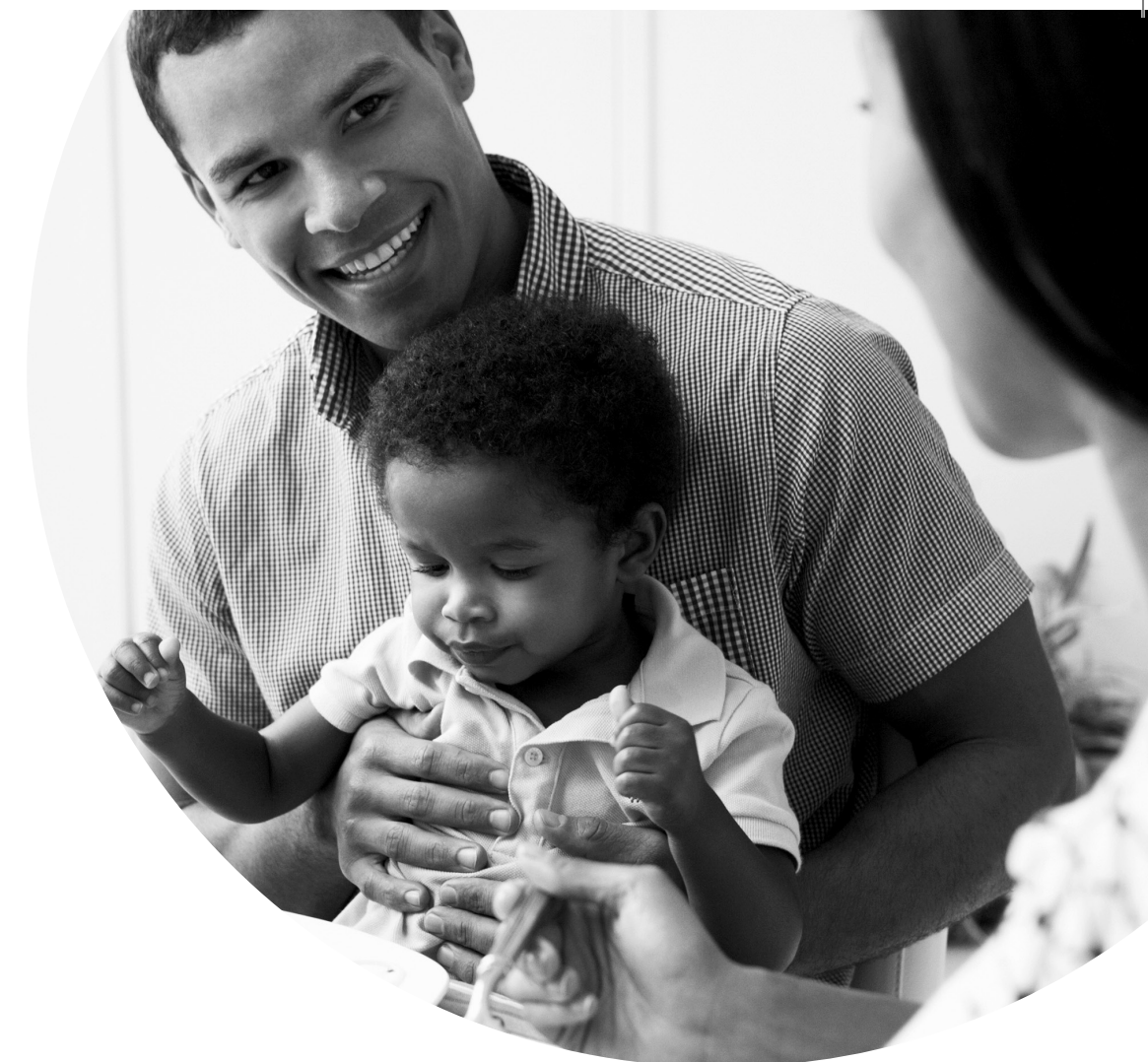
- Neonate Rate: 10 percent decrease from Q4 2015 to Q1 2016
- Very Low Birth Weight Babies (<1500 grams): 16 percent decrease from 2.2% in Q4 2015 to 1.9% in Q1 2016

Success Story

After being admitted to the hospital for abdominal distention and poor feeding, a six-month-old Home State Health member was discharged from Cardinal Glennon Hospital with a nasogastric tube (NG tube). A Home State Health case manager/Registered Nurse called the baby's guardian to walk through the discharge-outreach process and to enroll the member in case management.

During the call, the home-health nurse was en route to conduct a home visit and the baby's NG tubes had been thrown away because he ripped them out twice. To make matters worse, the family was sent home with only one extra tube and did not have transportation to travel to get extra tubes. Upon arrival, the home-health nurse told the case manager the only option was to take the baby back to the emergency room for tube replacement since both tubes were thrown away.

Home State's nurse called and spoke with the hospital's case manager and social worker. Within 10 minutes, the hospital case manager and social worker called Home State's nurse back and said that they were sending two extra NG tubes and special tape via cab to the guardian's home, and the tubes would arrive to the house within two hours. The member's guardian praised Home State. Due to the quick thinking of Home State's case manager, a hospital readmission was prevented and the case manager went the extra mile to provide service to one of its members.



2016

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 | 130
- First Year of Operations | 2012
- Number of Providers | 18,000
- Number of Hospitals | 100
- Number of Members | 100,000
- Number of Counties Served | 54

Innovative Programs



TECHNOLOGY FOR BETTER HEALTHCARE

Centene Corporation, our parent company, 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.

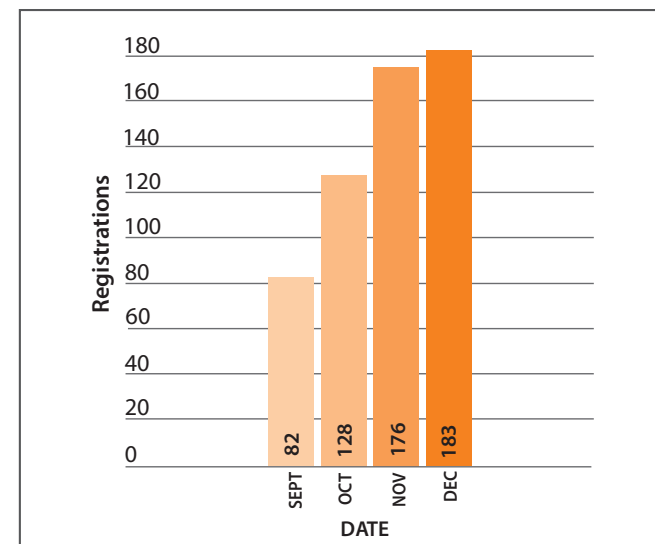


HELPING MOTHERS AND THEIR BABIES

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

EPSDT Outreach Program Increases PCP Visits by 14 Percent



Physician Summit Award Program

Home State Health recognized two physicians 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 2016 Physician Summit Award Winners:

Dr. Cymanthia Connell, M.D.
Family Medicine

Dr. Bhargav Kanani, M.D.
Pediatrics

Member Services

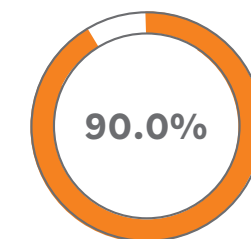
AVERAGE CALLS PER MONTH

July 1, 2015 to June 30, 2016 | 98,807 Calls Answered

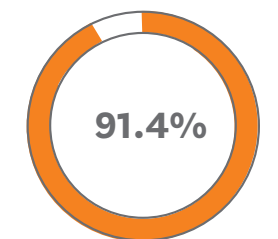
Timeliness of Calls Answered | 91.4%
Goal | 90% answered within 30 seconds

Calls Abandoned | 1.4%
Goal | 5%

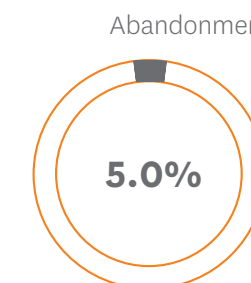
Call Statistics



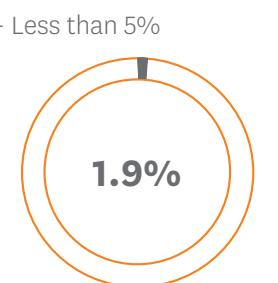
Timeliness Goal
(Answered within 30 seconds)



Timeliness of Calls Answered
(Answered within 30 seconds)



Goal



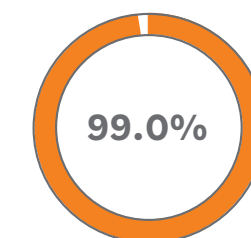
Calls Abandoned

Claims Payment

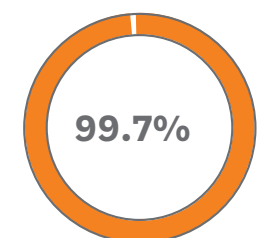
Claims Paid in 30 Days (Electronic and Paper) | 99.7%
Goal | 99.0%

EDI claims vs Paper Receipt | 95% EDI
EDI | 5% Paper

Claims Payment within 30 Days



Goal



Electronic and Paper