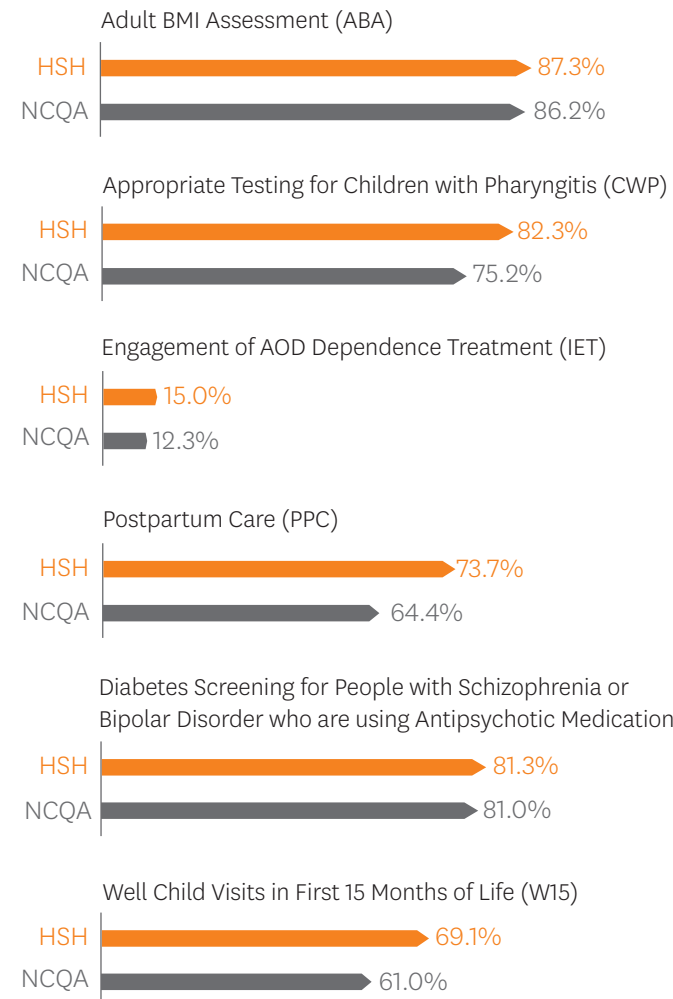


Quality Improvement Initiatives

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 2017 65.6%	CY 2017 66.3%	CY 2017 41.1%
CY 2016 52.9%	CY 2016 55.6%	CY 2016 35.4%
CY 2015 55.3%	CY 2015 57.3%	CY 2015 35.0%

Home State Health has exceeded NCQA's Quality Compass 50th Percentile Target goals for the following HEDIS measures: (HSH - Home State Health's rate)
(NCQA = NCQA Quality Compass 50th Percentile Target)



Home State Health strives for continuous quality improvement in all our members' health outcomes. In fact, Home State Health is ranked #1 in Quality for all the MO HealthNet Managed Care health plans. 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 2017:

Home State Health has met or exceeded the 75th percentile in the following NCQA reported measure during the last year:

- **AAB** – Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- **APM** – Metabolic Monitoring for Children and Adolescents on Antipsychotics
- **ART** – Disease Modifying Anti-Rheumatic Drug Therapy in Rheumatoid Arthritis
- **IET** – Initiation of AOD Dependence Treatment
- **PCE** – Pharmacotherapy Management of COPD Exacerbation – Systemic Corticosteroids
- **PPC** – Postpartum Care
- **SPC** – Statin Therapy for Patients with Cardiovascular Disease (Received Therapy)

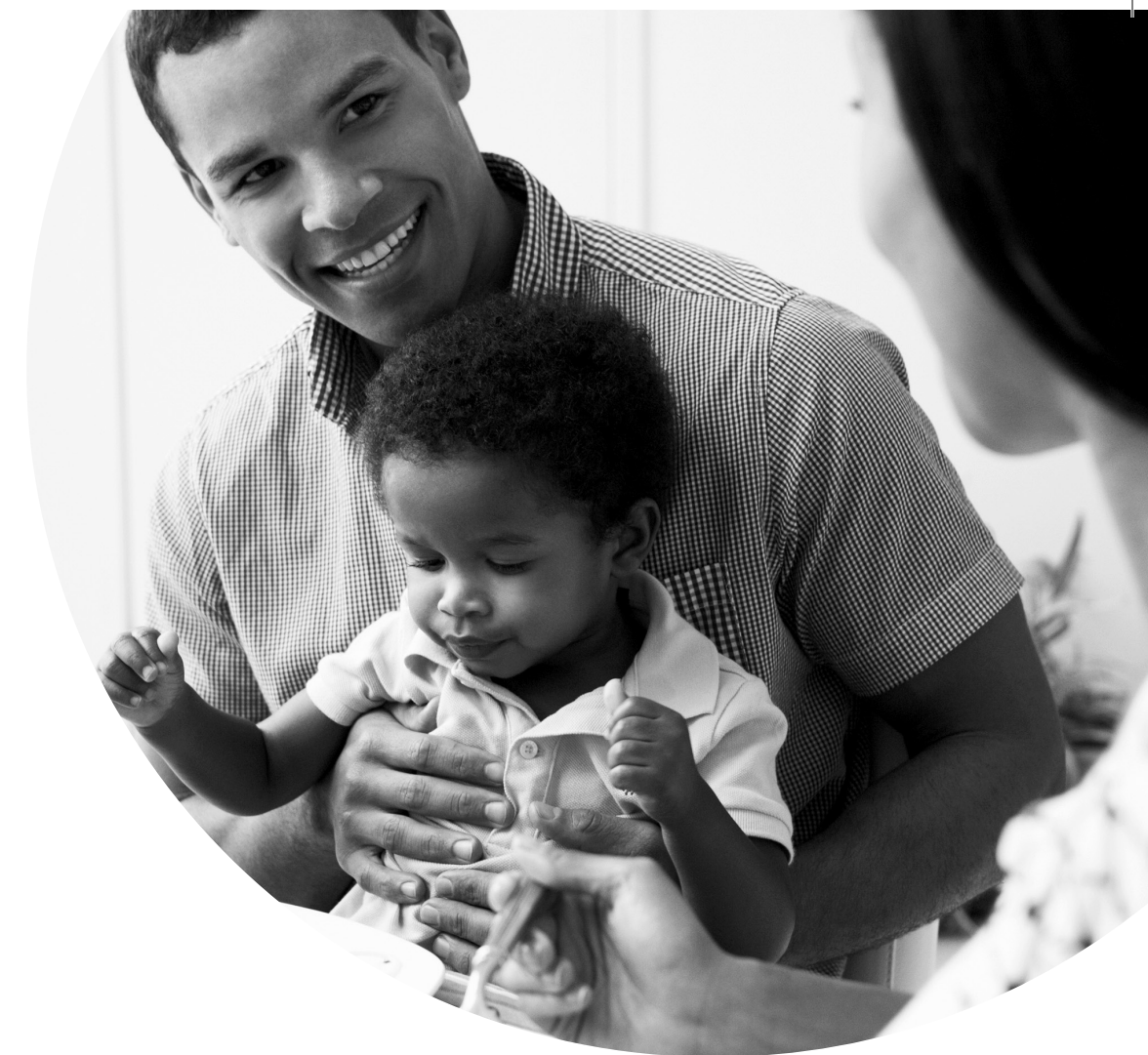
Success Story

Home State Health recently had the opportunity to help a member dealing with several health complications while still caring for her young daughter. The member has heart failure and recently had a below-the-knee leg amputation. One of our nurse care managers was sent to complete an assessment to see if the member qualified for Personal Care Service.

While she was in the home, the care manager found that the member had drainage at her recent wound site. She immediately called the member's doctor to make an appointment. She also found that the member did not have a shower chair and had other barriers to keep her from being as independent as possible. She began the process of getting all of the needed items to help this member.

Home State Health's nurse care manager called for transportation to make sure the member made it to her doctor appointment, which was found to be an infected wound. The member was admitted to the hospital and subsequently sent to rehab. The care manager stayed in touch with the member throughout her hospitalization and treatment. The care manager made sure we could provide all the necessary equipment and services for the member to return home safely.

Fortunately, because of Home State Health's care management intervention and continued advocacy, the member is living in her own home, caring for her child, and is receiving adequate assistance to be as independent as possible.



2018

REPORT CARD

Home State Health | Missouri



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

Other Locations
Jefferson City
Springfield
Independence

At a Glance

- Services Offered | TANF, CHIP, Foster Care
- Number of Employees | 348
- First Year of Operations | 2012
- Number of Providers | 20,697
- Number of Hospitals | 130
- Number of Members | 260,000
- Number of Counties Served | 114

Innovative Programs



TECHNOLOGY FOR BETTER HEALTHCARE
Centene, 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. Home State Health also offers texting programs for targeted member outreach campaigns and overall benefit information.



PERSONAL MEMBER OUTREACH AND SUPPORT
Through case management 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. We have a team of trained Community Health Workers providing Field Care Coordination.



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.

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 preventive 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 2018 Physician Summit Award Winner:

Robert Strashun, MD



Innovative Programs

PACIFY
Home State Health has partnered with Pacify, which is a Mom and Baby application that offers Lactation and Dietary services through Face Time chatting, to our currently pregnant or recently delivered members. The application also allows our members direct access to our Nurse line through the app.

By providing Pacify to our pregnant and newly delivered members, we have been able to help our members have peace of mind when dealing with everyday lactation, dietary, and medical question challenges.

FOSTER CARE ANCHOR PROGRAM
Missouri's Foster Care Case Management Team works with the MO Department of Social Services Children's Division staff members to identify and respond to Foster Care members' physical and behavioral health care needs. Our staff will assist with Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services and meet the time frame requirements for primary medical provider visits. Case Management will ensure the unique behavioral health and developmental needs of the member are addressed.

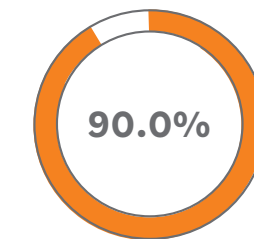
Member Services

AVERAGE CALLS PER MONTH
July 1, 2017 to June 30, 2018 | 170,000 Calls Answered

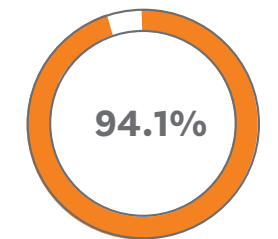
Timeliness of Calls Answered | 94.1%
Goal | 90% answered within 30 seconds

Calls Abandoned | 1.0%
Goal | < 5%

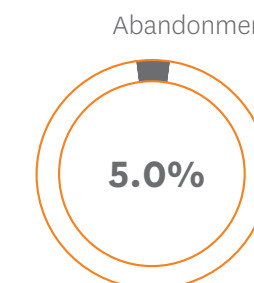
Call Statistics



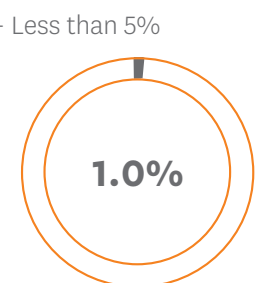
Timeliness Goal
(Answered within 30 seconds)



Timeliness of Calls Answered
(Answered within 30 seconds)



Goal



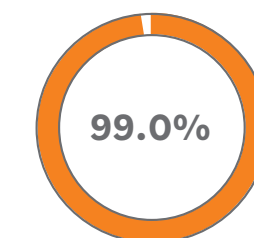
Calls Abandoned

Claims Payment

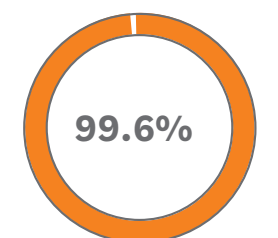
Claims Paid in 30 Days (Electronic and Paper) | 99.6%
Goal | 99.0%

EDI claims vs Paper Receipt | 96.7% EDI
EDI | 3.3% Paper

Claims Payment within 30 Days



Goal



Electronic and Paper