



home state health™

2020

REPORT CARD

Home State Health | Missouri



Main Office
11720 Borman Dr.
St. Louis, MO 63146

Other Locations
Jefferson City
Springfield
Independence

At a Glance

Services Offered | **TANF, CHIP, Foster Care**
Number of Employees | **335**
First Year of Operations | **2012**
Number of Providers | **25,000**
Number of Hospitals | **125**
Number of Members | **253,902**
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.



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.



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 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 newsletters and other materials.

Home State Health would like to congratulate the following 2020 Physician Summit Award Winner:

Anne Walentik

Dr. Anne Walentik has been in practice for 6+ years and specialized in Internal Medicine and Pediatrics. She is focused on the pediatric patients through Danis Pediatrics (SLUCare) as well as SSM Cardinal Glennon Children's Hospital.



Starting June 2019 we established regular meetings to collaborate on the Home State Health members needing additional contact and a dedicated team within Danis Pediatrics makes the outreach to schedule well visits. This has resulted in improvement of the HEDIS care measures from January 2020 to May 2020, even with the COVID 19 pandemic.

Member Services

AVERAGE CALLS PER MONTH

July 1, 2019 to June 30, 2020 | 108,519 Calls Answered

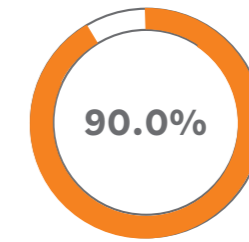
Timeliness of Calls Answered | 92.7%

Goal | 90% answered within 30 seconds

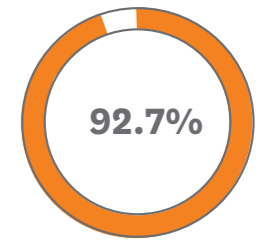
Calls Abandoned | 2.6%

Goal | < 5%

Call Statistics

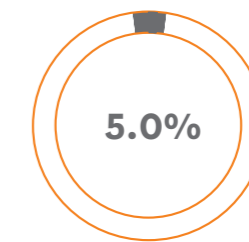


Timeliness Goal
(Answered within 30 seconds)

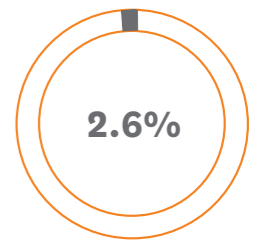


Timeliness of Calls Answered
(Answered within 30 seconds)

Abandonment Goal - Less than 5%



Goal



Calls Abandoned

Claims Payment

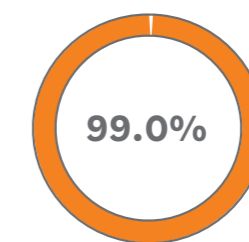
Claims Paid in 30 Days (Electronic and Paper) | 98.2%

Goal | <99.0%

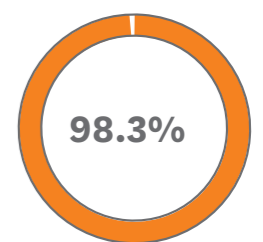
EDI claims vs Paper Receipt | 98.3% EDI

EDI | 1.7% Paper

Claims Payment within 30 Days



Goal



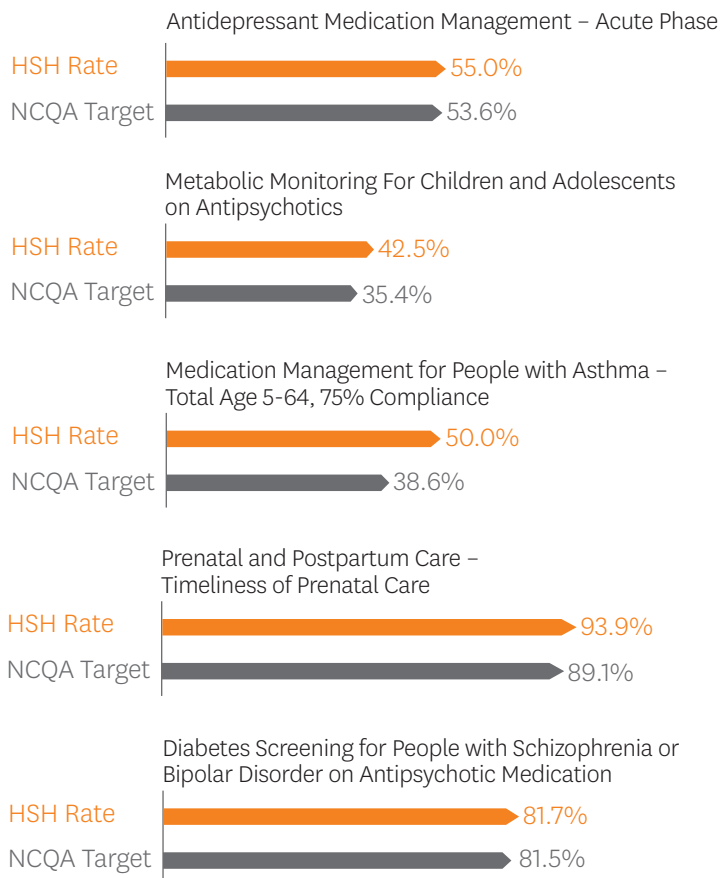
Electronic and Paper

Quality Improvement Initiatives

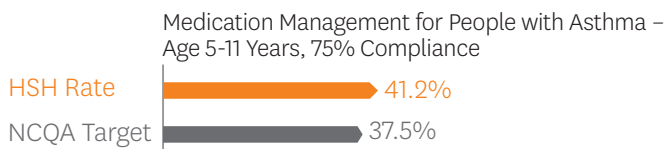
Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. Home State Health implements initiatives for our members and measure well visits using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Well Visits First 15 months		Well Visits 3-6 years		Adolescent Well Visit	
CY 2019	58.5%	CY 2019	60.5%	CY 2019	50.1%
CY 2018	55.9%	CY 2018	60.7%	CY 2018	47.5%
CY 2017	65.6%	CY 2017	66.3%	CY 2017	41.1%

Home State Health has exceeded NCQA – NCQA Quality Compass 50th Percentile Target goals for the following HEDIS measures:



Home State Health has exceeded NCQA – NCQA Quality Compass 75th Percentile Target goals for the following HEDIS measures:



Medication Management for People with Asthma – Age 12-18 Years, 75% Compliance



Prenatal and Postpartum Care – Postpartum Care



Success Story

A Home State Health member with dual citizenship came to St. Louis with her two children to visit her family in early 2020. While in St. Louis she had unexplained bleeding in her first trimester of pregnancy. After diagnostic testing, it was found that she had stage 2 cancer and would require immediate chemotherapy treatment. At the same time, due to the COVID-19 pandemic Belize shut their borders, even to their own citizens and our member was not allowed to return to receive care.

As you can imagine this brought about much anxiety and stress for the member. The Home State Health Care Manager stepped in and provided emotional support and education throughout the pregnancy. She ensured the member was aware of all the her benefits and provided resources for needed items like delivery of Mom’s meals. The Care Manager also helped in scheduling appointments with her doctor, specialists and any needed consultations.

Having this type of one-on-one support provided much needed relief to the member so she could concentrate on her treatment and a healthy pregnancy. Mom, baby and her two other children are doing well and grateful for the support from Home State.

