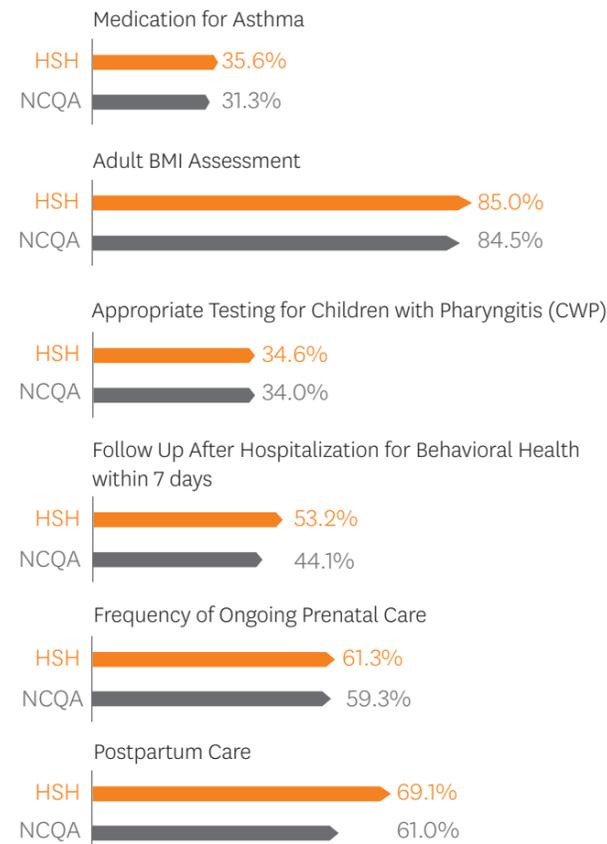


## Quality Improvement Initiatives

Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of the 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 3-6 years		Adolescent Well Visit	
CY 2014	57.6%	CY 2014	36.7%
CY 2015	57.3%	CY 2015	35.0%
CY 2016	55.6%	CY 2016	35.4%

Home State Health has exceeded our established 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. The following measure indicates 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 measure during the last year:

### Prenatal and Postpartum Care-Postpartum

## Success Story

During her first week in rehab, a high-risk pregnant member stated that she wanted to leave. After fighting many battles, fighting her addiction simply became overwhelming, especially when staying in the program meant missing her son's birthday. This member lost their father in June from a methadone overdose. Before this, her sister passed away from an act of domestic violence. It seemed that Home State Health's IMPACT program was her only source of support. With a child on the way and two other children (6 and 8 years old), the member was overwhelmed.

After spending time with her within the facility, Home State Health Nurse Care Manager began to feel that the member may be trying to leave the rehab program. Home State Health's nurse sat her down and began to work with her on the root of why she wanted to leave. After identifying that the member was upset about not being able to provide presents to her son for his birthday, Home State Health's nurse assured her that the IMPACT program would assist her in this effort, if she were to agree to complete the program successfully. The member agreed and as a result, completed the program and now remains drug-free.

This member successfully delivered her healthy baby without a NICU stay. Additionally, member was able to retain custody of her two older children and her newborn because she remained drug-free. The member has since mentioned that because of the assistance the IMPACT program was able to provide to her, she has gained the ability to "see her children with sober eyes for the first time."



# 2017

## 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 | 225
- First Year of Operations | 2012
- Number of Providers | 21,000
- Number of Hospitals | 130
- Number of Members | 274,000
- Number of Counties Served | 114

## 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 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.

## Innovative Programs Growth

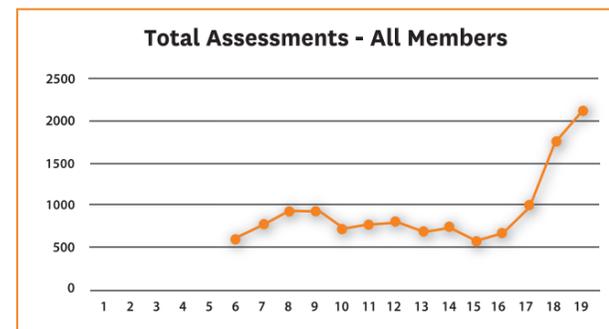
### The Member Experience Team

The Member Experience Team (MET) is a new program Home State Health has implemented in their customer service department to drive success in reaching more members and to ultimately direct these members in the right way to health and their benefits.

The Member Experience Team (MET) went live in May 2016 and consists of 10 Customer Service Representatives. The MET's main objective is to reach out to New Members via phone to complete the initial Welcome Call and a Health Risk Assessment for all members within the household.

In the past, it has been a struggle to find accurate phone numbers for outbound calls as our Home State Health members tend to change numbers often. These Customer Service Representatives take the time to research through various applications driven by claims and will also call physicians for updated phone numbers and demographics.

As a result, they are successful in reaching these members to assist them in their needs. In addition, members who are highest risk are finding their way to case management resulting from the Health Risk Assessments obtained by our MET. With our membership continuing to grow, the MET has remained steady and successful in their efforts to contact these members and make a difference in the first steps to great healthcare.



## Member Services

### AVERAGE CALLS PER MONTH

July 1, 2016 to June 30, 2017 | 114,290 Calls Answered

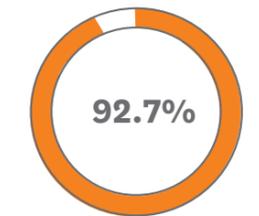
Timeliness of Calls Answered | 92.7%  
 Goal | 90% answered within 30 seconds

Calls Abandoned | 3.0%  
 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) | 99.8%  
 Goal | 99.0%

EDI claims vs Paper Receipt | 95.0% EDI  
 EDI | 5.0% Paper

### Claims Payment within 30 Days



Goal



Electronic and Paper