HALO
(Health Assistance, Linkage, and Outreach)™
Substance Misuse Program

Program Goal Summary

Centene's HALO (Health Assistance, Linkage, and Outreach)™ Program leverages evidence-based predictive modeling to identify and prevent members at risk of developing a substance use disorder (SUD) and opioid use disorders (OUD) and treat those already abusing substances to avoid worsening of symptoms by connecting members to necessary care. These interactions may involve a members' providers, family members, pharmacist, and any additional influencers who can facilitate optimal treatment access and adherence to foster positive health behaviors.

Significance

NATIONAL IMPACT/BURDEN

The U.S. faces persistent and significant challenges related to SUD and OUD. According to the CDC, the estimated number of deaths over a 12-month period exceeded 100,000 for the first time ever.[1] The majority of the deaths, 64%, involved synthetic opioids (other than methadone) and approximately four out of 10 of those deaths involved a stimulant.1 In addition to this profound loss of life, there has been an overall increase in substance use and misuse, contributing to significant health and financial ramifications. Alcohol and drug use cost the U.S. over $600 billion annually in expenditures related to crime, lost productivity, and healthcare.[2]

CENTENE IMPACT/BURDEN

Across the total Centene member population, approximately 5% are at risk of developing a SUD. The 1.4% of our members currently experiencing a SUD account for nearly $2.1 billion in healthcare costs. These members have greater inpatient utilization and average lengths of stays, and increased ED utilization, costing systems of care nearly twice as much as members without an opioid or substance use disorder.

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Strategy

HALO aims to improve the lives of our members at risk for or diagnosed with an SUD or OUD across the prevention-to-recovery continuum. This quality-based integrated care model incorporates collaboration, provider, and community support and partnerships to promote best practices. This is completed through the programmatic elements:

1. SUD Segmentation and LIFT Predictive Model — Providing early identification of at-risk members to help avoid the development of a SUD.
2. Specialized Care Management — Supporting members with a SUD or OUD.
3. Provider Education — Increasing provider knowledge through a Pain Management and Opioid CE offered to all network providers free of charge.
4. Pharmacy — Lock in program and other formulary and pharmacy edits to prevent overutilization of prescription opioids and inappropriate access.

Key Pillars

CARE MANAGEMENT
Care Managers interact directly with the members. This personal connection to the member aids in understanding the member's behavioral and physical health condition(s) and their overall self-management. Care Managers play a pivotal role in directing members to receive optimal care in an ideal setting and assist with reducing barriers.

PHARMACY
Pharmacy plays an integral role in HALO, as pharmacy polices and best practices address opioid prescribing and harm reduction strategies. In addition, lock-in programs can be employed for Medicaid and Marketplace members who are identified as over-utilizing opioids, restricting them to one prescriber and/or pharmacy to ensure consistent best practices and care coordination.

ENTERPRISE ANALYTICS
The HALO program helps identify members at risk for developing a SUD. This is done through the utilization of the LIFT Model — a machine-learning predictive model that in addition to identification, helps to determine which interventions and program outreach will be most impactful.

JOIN US AS WE WORK TO REDUCE THE RISK OF SUD IN COMMUNITIES NATIONWIDE.

Contact us today to learn more: **CABH_Clinical_Programs@Centene.com**