What we will cover

• About Molina
• Since we last met...
• Molina in Apple Health
• Molina and the Exchange
Who do we help?

Free and Low-Cost Health Insurance Programs by Income Level

Eligibility for these programs is calculated using the household's income as it compares to the Federal Poverty Level (FPL).

Molina Healthcare Focus

Limited profit contracts

This is the population we understand and have served in WA for 20 years, we feel proud to be able to help.
Molina in Washington State

- Largest “Apple Health” plan in the state, 44% of Washington’s 1.5M members served
- Chosen by about a half (49.2%) of all new members joining Medicaid
- Longest standing “Commendable” Quality Accreditation from NCQA
- Longest standing “Multicultural Healthcare” Distinction from NCQA
- Largest Medicaid provider network including 101 of all 102 state hospitals, and more than 25,000 providers of primary and specialty care in all 39 counties

NCQA = National Committee for Quality Assurance
Since we last met...

The Path towards IMC – Integrated Managed Care

- In 2014 the state of Washington legislature decided to start integrating Medicaid services for physical health, behavioral health, and substance use disorder treatment under the service of Managed Care Organizations.
- In April of 2016 the first region, SW WA, Early Adopter went live with over 80,000 members.
- In 2017 the second region, NC WA, decided to move forward with IMC, went live this year with over 70,000 members.
- Last year DSHS published their first analysis of health outcomes in the Early Adopter regions, finding overall performance to be better than in all regions where IMC has not started.
- This year the state completed scoring and assignments for selected MCOs in all remaining regions.
State Scoring of MCOs for Integrated Managed Care

Currently helping more than 75% of members already on IMC
Leader in Integrated Managed Care

- Molina was one of the two MCOs selected for the first implementation, Early Adopter, of IMC in 2016
- We are also the only plan that has been serving in both current IMC regions, Southwest and North Central WA, currently with 135,000 members (78% of all IMC)
- Molina has signed agreements with all current providers of Behavioral Health and Substance Use Disorder treatment, previously contracted with the local BHO, in all current and upcoming regions
- The first official report from DSHS about health outcomes under Integrated Managed Care after the first year, showed overall improvement compared to regions not yet on IMC
- Of 19 metrics in the study 10 showed greater relative improvement, 8 stayed even and only 1 showed lower relative improvement than non IMC regions
Regional Membership

Medicaid Enrollment by MCO – King County

- Molina also has the highest percentage of new **member choice in King County with 42.6%**
- Choice represents 40% of all new enrollments in King County; Re-enrollments (28%), Family Connections, (18%), and Government Assignments (14%) make up the rest, Molina is highest in all enrollment categories

Source: WA State Healthcare Authority July 2018
Benefits and Incentives for Medicaid
Virtual Urgent Care

Member can talk or video chat with a provider 24/7 from their phone, tablet or computer. No appointment needed. Virtual care doctors and nurse practitioners can treat minor conditions like:

- Colds
- Rashes
- Ear pain
- Pink eye
- and more!

Once member has been assisted via virtual visit, the member’s Primary Care Provider assigned receives a full report from the urgent care provider, to ensure continued care and allow for the member’s family clinic follow up.

More than 3,000 Molina members have already and successfully used virtual urgent care services.

“Very informative and personable, making the experience wonderful! I felt very comfortable, especially knowing what I can do to care for myself afterwards.”

Molina Member
Molina’s phone app and smart phone enabled information for members provides them with access and help to:

- Find a doctor or clinic near you
- Connect to our Virtual Urgent Care Clinic
- See member’s ID card
- Change your Primary Care provider
- See health information anytime
- Find community services that provide extra help to families

And more!

Free Cell Phone for Members

Molina’s supports Safe Link Wireless Free Cell Phone service for its members, they can easily be connected to a free cell phone with 350 monthly minutes to access services and 1Gb Data to download.

We are also connecting our systems so that calls to Molina Member Services line will not count towards members monthly minutes.
Health Incentives

Up to $200 per member per year in health-related gifts they can choose online for using preventive and chronic care services such as:

- Well-child exams
- Immunizations for children
- Breast cancer screenings
- Care during pregnancy and after baby is born
- Cervical cancer screening
- Breast Cancer screening
- Diabetes management

Sports Physicals: Covered only if part of a full well-child visit, and according to age of the member; this way we ensure child is fully screened, which helps CHCs quality metrics goals, and not just completing a requisite for sports participation

Health Programs

Weight Watchers®
- Available to qualifying members 18 years and older.

Motherhood Matters® Pregnancy Program
- Learning how to have a healthy pregnancy and the services available.

Text4baby
- Free text messages on baby care at text4baby.org

Stop Smoking Program
- Kick the habit through one-on-one counseling and education.

Women’s Health
- Get resources on ways to stay healthy like wellness exams, important screenings and maternity care.
Servicing LGBT Community in Washington

• Some community partners have expressed struggle to understand MCO services provided under Medicaid that are specifically related to gender transition.
• Molina covers, and is currently actively servicing with no need for prior authorization, the following services:
  – Hormonal Therapy
  – Psychosocial Therapy
  – In cases where the providers want to do extended psychological evaluation, those could require PA

Molina also actively supports community based organizations providing services with focus in LGBT Community such as Gay City and Entre Hermanos
Molina Support Dental Managed Care

• Molina chose not to directly bid for a Medicaid dental managed care service, and instead selected Delta Dental (Dentegra), a national and local leader in managed care dental services, as strategic oral health partner; Molina will also work with other managed care providers selected.

• We believe this partnership will improve access to oral health and oral health outcomes for Molina members.

• The Molina-Delta Dental partnership supports many of HCA’s stated objectives for the Managed Care Dental program including:
  – Reduced emergency room visits for dental services and treatment of oral health conditions by facilitating increased access to consistent dental care.
  – Improved oral health outcomes for Medicaid clients.
  – Retention of innovative programs such as Access to Baby and Child Dentistry (ABCD) program and the Oral Health Connections Pilot Project that improve access and care and develop new programs that improve access to care and dental outcomes.
  – Providing timely access to dental services and coordination of dental and physical health services, as clinically indicated through care management.
Another Benefit
Call Center Operations and Outreach

Member Services
• Live service in several languages
• M-F 8am-5pm + Voice Mail
• Service level over 80% and less than 3% Abandoned rate

New Enrollments
• Eligibility Questions
• Full application completion for Medicaid and QHP
• Leads and referrals processing
• Provider detailed search

Renewals
• Calling 25,000 to 30,000 members a month
• Live assistance in recertification for Medicaid, no Robo-calls
• 3 Calls per member, close to 10,000 assisted per month

Eligibility Phone Calls
800-294-8620
Marketplace Calls
855-540-1983
Molina and QHP in Western Washington

Molina continues committed to “Obamacare” services despite challenges to the system, provided approval from OIC, rates will show one of the lowest increases for 2019

- Service Area: In Western Washington Molina will have a QHP plan in King, Pierce, Thurston, Mason, Clark, Skamania and Klickitat Counties Plans Available, Gold, Silver 250, 200, 150, 100

- Highlight for 2019:
  - Lower Deductibles and OOP for Gold
  - Lower Urgent Care Copay for Gold and Silver
  - Lower Coinsurance for some services on Silver plans
  - Our Wellness Program Gift Card in now $50 per member (from $25)
  - Health Education programs for chronic care, Asthma, diabetes, CVD, COPD.
**2019 QHP Highlights**

**Molina Marketplace 2019 Benefits At A Glance**

<table>
<thead>
<tr>
<th>FEATURES (INDIVIDUAL/FAMILY)</th>
<th>Choice Silver 100</th>
<th>Choice Silver 150</th>
<th>Choice Silver 200</th>
<th>Choice Silver 250</th>
<th>Choice Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Medical Deductible</td>
<td>N/A</td>
<td>$750/$1,500</td>
<td>$3,300/$6,600</td>
<td>$5,350/$10,700</td>
<td>$2,925/$5,850</td>
</tr>
<tr>
<td>Annual Prescription Drug Deductible</td>
<td>N/A</td>
<td>N/A</td>
<td>$400/$800</td>
<td>$400/$800</td>
<td>N/A</td>
</tr>
<tr>
<td>Annual Out-of-Pocket Max</td>
<td>$1,400/$2,800</td>
<td>$2,600/$5,200</td>
<td>$6,300/$12,600</td>
<td>$7,900/$15,800</td>
<td>$5,000/$10,000</td>
</tr>
</tbody>
</table>

Molina will have only one plan available at each income level, to reduce member confusion.

- Reduced PCP co-pays, no deductible
- Low urgent care co-pays, no deductible
- Wellness and preventive services, no extra charge
- Child vision exam and eye wear, no extra charge
In Summary

• Molina is not only the largest plan in the state, but also has the highest index of new member choice, and the longest standing “Commendable” quality accreditation and Multicultural Health distinction

• Our focus are the most vulnerable, we are a Medicaid organization serving people who need government assistance for their health

• We partner with the state on a contract limited to under 3% profit

• Molina scored first place in each and everyone of the 10 regions for the Integrated Managed Care transition

• Our benefits are focused in improving our people’s health, and in helping direct providers such as Community Health Centers engage more with members

• Our regional engagement team has local presence across the state, we know and understand our communities; contact us if you need any assistance!
Thanks!