UnitedHealthcare Community Plan

*Helping people live healthier lives*

UnitedHealthcare News for Navigators

Looking Ahead to Open Enrollment and 2019

Amina Suchoski, Executive VP, Growth & Community Development

King County Navigator In-Service Meeting

Friday, September 21, 2018
Community & State Focus

Medicaid is changing.
States are moving to contain Medicaid costs and maximize value. They’re looking for bold ideas and greater value from partners.

We’re serving more people with complex needs.
We’re expanding to serve more people through Medicare / Medicaid (Dual) plans, long-term services and supports (LTSS) and intellectual and developmental disabilities (IDD) programs.

Our scope is broadening.
To more fully impact quality of life, we will address a broader set of social needs, such as nutrition, housing, transportation and employment.

We strive to see our work through the eyes of our members, providers and partners.
Who We Are in WA

• UnitedHealthcare Community Plan serves 217,000 members on Washington Apple Health in WA.

• We serve 27,000 Medicare-Medicaid Dual Complete (D-SNP) members in WA, making us the largest and fastest growing DSNP plan in WA and in the national.

• We are the second largest plan in Western WA, King County.

• We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs.

• We have a long-standing partnership with CHCs, continuing education, CHW initiatives and TIC/ACEs programs and education.

• We are implementing Integrated Managed Care in King, Pierce and the North Sound for a 2019 start.
Our Plans

UnitedHealthcare Dual Complete®
Baby Blocks™

Baby Blocks™ is our web-based, mobile tool to remind and reward pregnant women and new mothers to receive prenatal, postpartum and well-child care.

Baby Blocks™ Rewards.
Members choose between two rewards at each milestone.

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Reward Option One</th>
<th>Reward Option Two</th>
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</thead>
<tbody>
<tr>
<td>Enrollment Gift</td>
<td>Old Navy Gift Card</td>
<td>Stylish Diaper Bag</td>
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<tr>
<td>24-Week Prenatal Appointment</td>
<td>Teething Rattle</td>
<td>Nursing Cover</td>
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<tr>
<td>32-Week Prenatal Appointment</td>
<td>Tabletop Toy</td>
<td>First Aid Kit</td>
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<tr>
<td>Birth</td>
<td>Rubber Ducks, Bath Thermometers</td>
<td>Digital Thermometer</td>
</tr>
<tr>
<td>Postpartum Appointment</td>
<td>Old Navy Gift Card</td>
<td>Sorting Blocks</td>
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<tr>
<td>6-Month Well-Child Visit</td>
<td>Feeding Kit</td>
<td>Dental Care Kit</td>
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<tr>
<td>Lead Screen</td>
<td>Childproofing Kit</td>
<td>Goodnight Moon Bock</td>
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<tr>
<td>15-Month Well-Child Visit</td>
<td>Spa Kit</td>
<td>Puzzle</td>
</tr>
</tbody>
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OB Programs and Maternity Benefits

Healthy First Steps®
Our staff of nurses, social workers and health educators help members:
• Find a doctor and make appointments
• Arrange for home health care and free rides to appointments

Breastfeeding and Pumping Support
• Free breast pump or other special supplies
• Assistance with social services
• Provide coaching and support

Text4baby™
• No charge text messaging service with tips for pregnant moms
Member Rewards

We reward members for completing recommended services. Eligible members will receive a postcard by mail.

<table>
<thead>
<tr>
<th>Member Service</th>
<th>Recommended Service</th>
<th>Gift Card</th>
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<tbody>
<tr>
<td>Diabetic Management (CDC)</td>
<td>Eye exam, HbA1C, kidney function and blood pressure &lt;140/90</td>
<td>$25 per visit/$100 total</td>
</tr>
<tr>
<td>Annual Exam 3-6 (W34)</td>
<td>Annual exam</td>
<td>$25</td>
</tr>
<tr>
<td>Adolescent Well Visit 12–21 (AWC)</td>
<td>Annual exam</td>
<td>$25</td>
</tr>
<tr>
<td>Breast Cancer Screening 50–74 (BSC)</td>
<td>Breast cancer screening</td>
<td>$25</td>
</tr>
</tbody>
</table>
Free Boys & Girls Club Membership

UHC supports:

• Free Membership for UHC Members

• 147 Clubs in 17 counties, serving 79,000 youths

• Healthy Lifestyles Youth Obesity Partnership Fund

• Youth Mental Health Fund

• Youth of the Year

• Fitness donations
Small Steps Farmers Market Program

Goal:
• Support clinics by educating patients on the importance of good eating habits
• To improve health outcomes and support quality (HEDIS) initiatives
• Engage EBT per FINI Grant

How it Works:
• Offices identify their food insecure patients, provides prescription vouchers for produce at local farmer’s markets and engages about improved nutrition and health
• Connects the medical system and the local food system by creating a relationship between clinic staff, patients, and local farmers markets.
Sesame Street Programs

Partners in Healthy Habits for Life

- **Food for Thought: Eating Well on a Budget**, a bilingual initiative that helps low-income families make affordable, nutritious food choices and set healthy habits.
- **Lead Away** and **A is for Asthma** to educate families on lead poisoning prevention and help families proactively handle children’s asthma.

Sesame Reading Corners

Outreach and educational materials
- Community Events
- Member Newsletters and Healthy Messages
- 1,000+ Reading Corners donated to FQHCs
- [www.uhc4healthykids.com](http://www.uhc4healthykids.com)
Health & Wellness Campaigns

- Flu Shot Clinics and outreach
- Clinic-based programs – resource tables, social service referrals, partner appreciation, recertification support
- Disease management tools and information
- Health fairs, screenings and health & wellness programs
- New member welcome events and Q&As
Online and Mobile Tools

• MyUHC and Health4me - Single Sign-In Member Portal – Online and Mobile
• On My Way™ - Mobile-friendly website for youth transitioning to adulthood and independent living
• Fresh EBT app – supporting SNAP participants
• Email and text reminders
• Newsletters
• Social media engagement
Dual Special Needs Plan (DSNP)

- Plan name: UnitedHealthcare Dual Complete®
- Medicare Advantage Plan, exclusively AARP
- Serving seniors and disabled individuals eligible for both Medicare and Medicaid
Who Qualifies?

• Anyone who meets the eligibility criteria for both Medicare and Medicaid is qualified to enroll in a DSNP.
• They often face unique health needs and could use assistance improving their health and quality of life. For instance, they may:
  • Have a disabling condition and struggle with daily activities such as bathing and dressing;
  • Suffer from a cognitive impairment or a mental disorder;
  • Receive care from multiple doctors to manage a variety of health conditions; or
  • Be more likely to need in-home care providers or other health and social services.
• More than 2 million people are enrolled in DSNPs in 2017, which represents 3 percent of all people enrolled in Medicare.
Washington Member Benefits

UnitedHealthcare Dual Complete Additional Benefits and Features:

- **Dental Coverage**: $2,000 annual toward dental care from start of membership
- **Chiropractic Coverage**: Up to 20 chiropractic visits every year; combined with acupuncture
- **Transportation**: Up to 48 one-way rides for health care visits and prescription needs
- **Personal Emergency Response System**: Members are connected to trained operators in any emergency situation 24 hours a day
- **Vision Coverage**: Biannual exam and $200 credit every two years for eyewear
Washington Member Benefits

UnitedHealthcare Dual Complete Additional Benefits and Features:

- **Hearing Coverage:** Annual exam and $1,600 credit every two years for hearing devices
- **Foot Care:** Four visits per year at $0 copay
- **24-hr. NurseLine:** Members can speak with a registered nurse anytime
- **Acupuncture Coverage:** Up to 20 acupuncture visits every year; combined with chiropractic
- **Gym Membership:** Access to participating fitness centers
Health Product Benefit - Walgreens

Plan Definition

- The Health Product Benefits allow members to acquire over-the-counter (OTC) product as part of their plan benefit
  - Credits can be used for items including Oral, eye and ear care items; pain relievers, cold remedies and vitamins; thermometers, blood pressure monitors and more
  - Members receive a debit card and Health Product Benefit Catalog upon enrolling and at the beginning of every year
  - Credits may roll from quarter to quarter but expire on December 31st

New in 2019

- Up to $680 in Health Products per year, rolls over quarterly
- Over-the-Counter debit card can be used at a variety of local and national stores including Walgreens, or through the FirstLine Medical® catalog by mail, website or call center
- Any credits not used will expire on December 31st.

Encourage members to call to activate their Walgreens card in order to take advantage of their full benefits.
Dental/ Denture Benefit

2019  $2,000/year

2018 - $1,500/year
UHC Focus on Social Determinants

UHC is integrating social determinants of health into its clinical model, collaboration strategies and outreach priorities.

Providing reliable access to food could **save over $215** per member per month in health care costs.

Creating safe, affordable housing can **reduce** health care costs by **over $350** per member per month.

Supporting the completion of high school can **decrease** health care costs **by over $140** per member per month.
Thank you, King County!

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