

Georgia Enhanced Care

Presentation to
Department of Community Health
Board
May 10, 2007



DCH Mission

ACCESS



Access
to affordable,
quality health
care in our
communities

RESPONSIBLE



Responsible
health planning
and use of
health care
resources

HEALTHY



Healthy
behaviors and
improved
health
outcomes

Top 5 Initiatives for DCH in FY 2007



Medicaid
Transformation



Consumerism



Integrity of our
Programs & Safety Net



Health Improvement &
Resolving Disparities

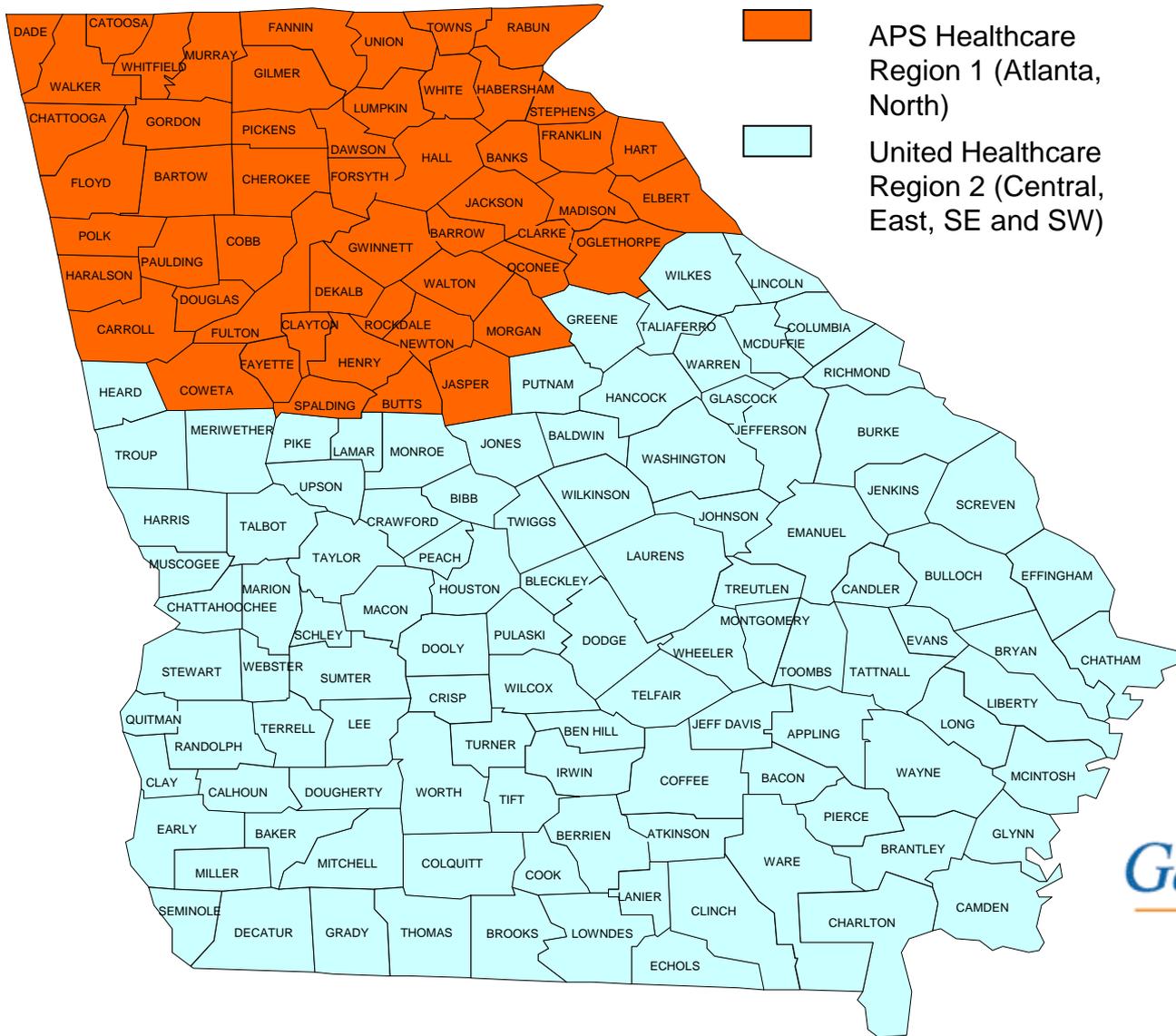


Uninsured: Community
Solutions



Georgia Enhanced Care

- RFP released March 2, 2005
- Contract awarded
 - APS Healthcare for Region 1 - North
 - United Healthcare for Region 2 - South
- Go-Live date was October 15, 2005
- Performance period of May 1, 2006 - April 30, 2007



Georgia Enhanced Care

100% of Fees at Risk

- 20% of fees are at risk for Clinical Outcome
 - 11 Metrics chosen by each vendor
 - Negotiated level of improvement
 - Most reflected an absolute or relative 10% improvement
 - Five metrics required an absolute 10% improvement
 - Not Negotiable
 - Decrease in Emergency Department visits
 - Decrease in Hospital admissions
 - Decrease in total inpatient days
 - Increase in education (knowledge) of providers and members
 - Increase in overall health status of members

100% of Fees at Risk

- 80% of fees at risk for financial savings
 - Vendors bid savings and fees to produce a net savings off projected trends
 - APS guaranteed a net savings of 5.05% in the first year of performance
 - APS was paid \$13.94 PMPM
 - UHC guaranteed a net savings of 4.72% in the first performance year
 - UHC was paid \$29.79 PMPM

Implementation Issues

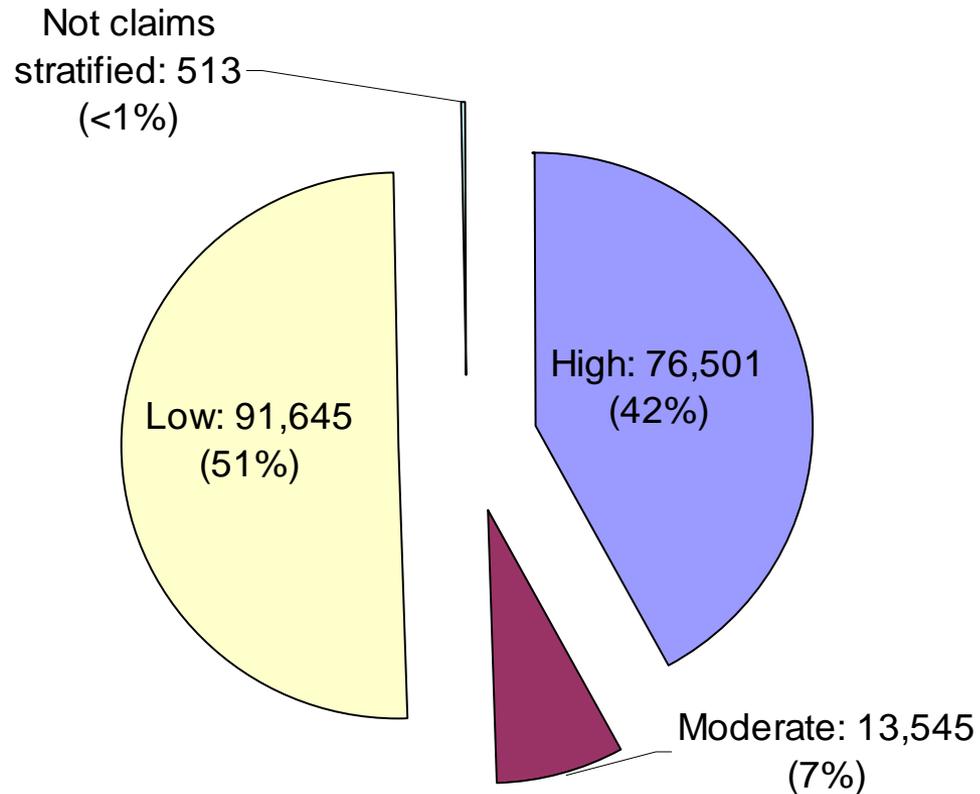
- Data Issues
 - Data Delays
 - Data Analysis
- Enrollment Issues
 - Rosters
 - Auto-enrollment of children

Enrollment

Quarter ending	APS Quarterly Average Enrollment	UHC Quarterly Average Enrollment
June-06	48,611	46,459
September-06	51,302	47,786
December-06	46,248	43,855
March-07	38,074	39,221

Engagement

Georgia Enhanced Care Program Statewide Stratification as of March 31, 2007



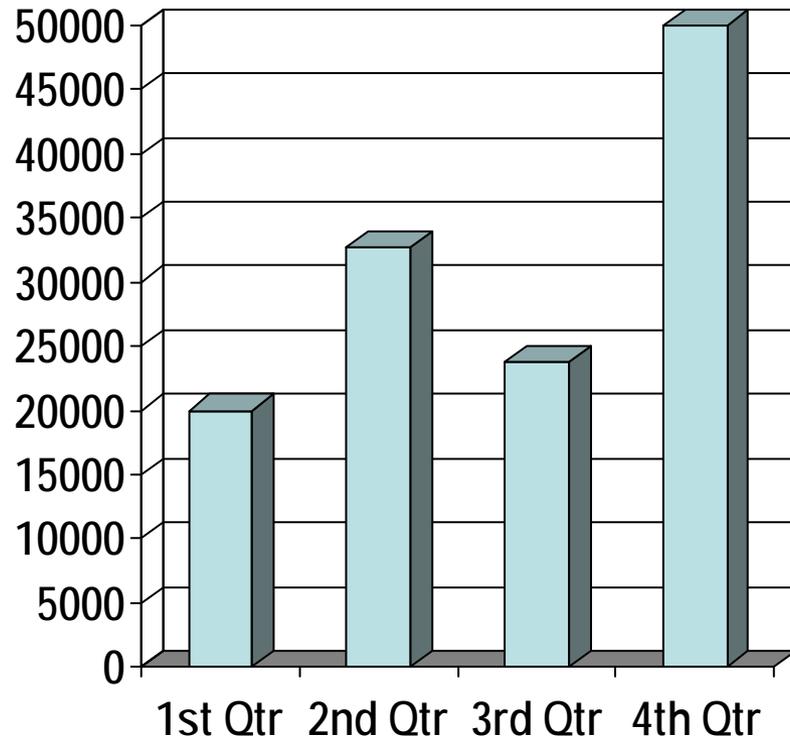
Engagement Methods

- Contact with Members
 - Telephonic
 - Mailed
 - Face-to-face
- Clinical Assessments
 - Care Plans developed for high risk

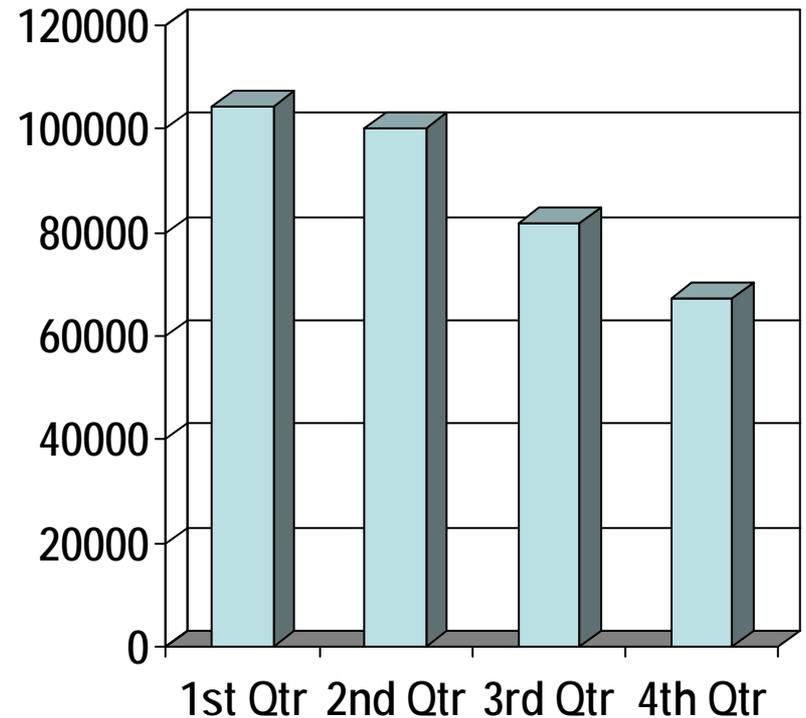
Unique Member Engagement Methods

April 2006 thru March 2007

Phone Contacts

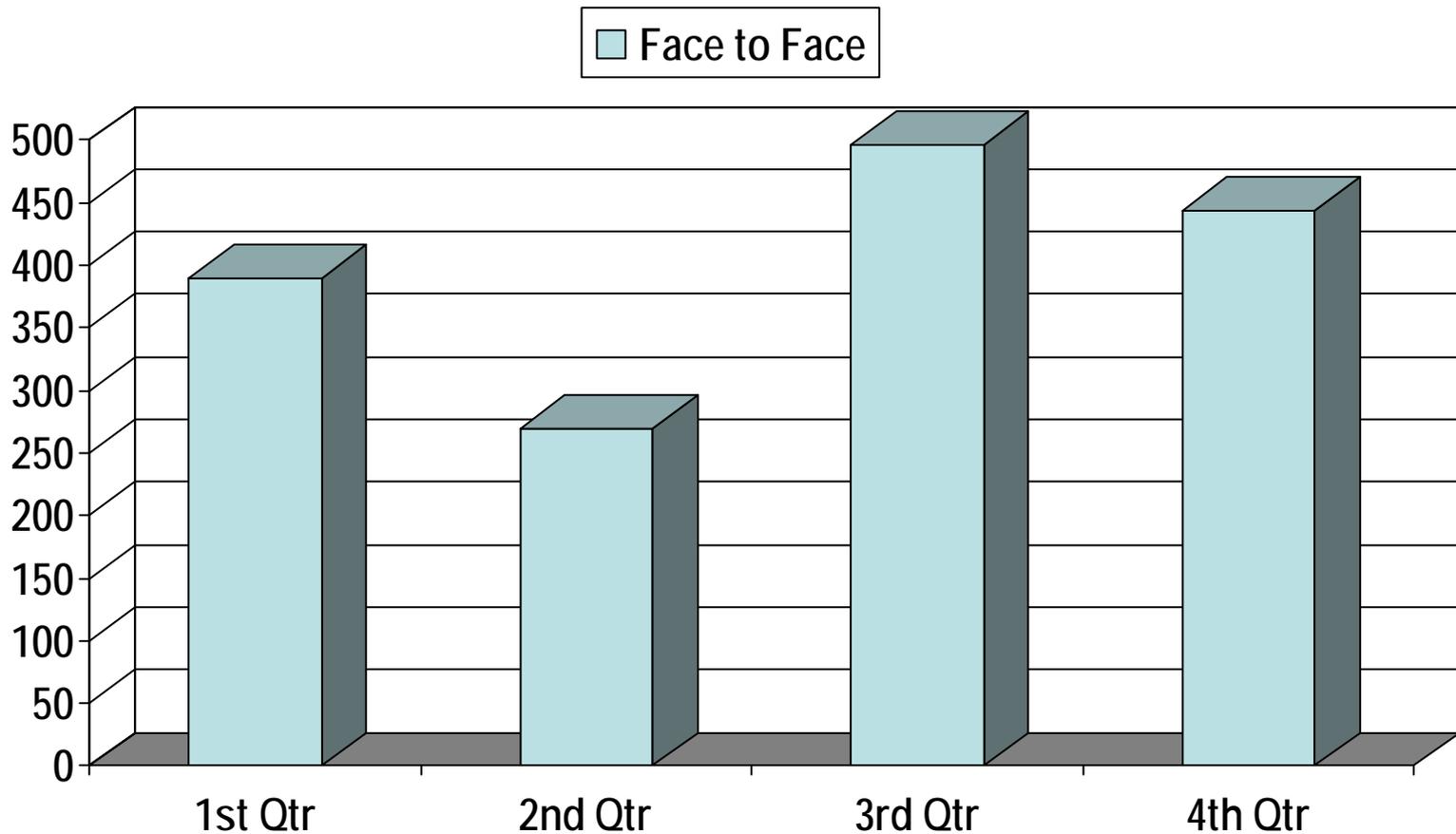


Mailings



Unique Member Engagement Methods

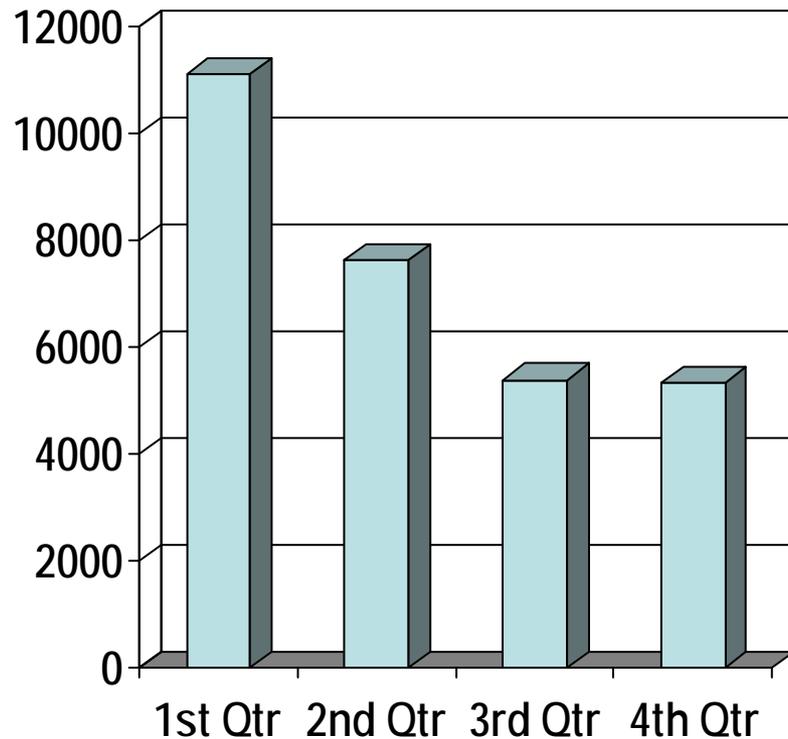
April 2006 thru March 2007



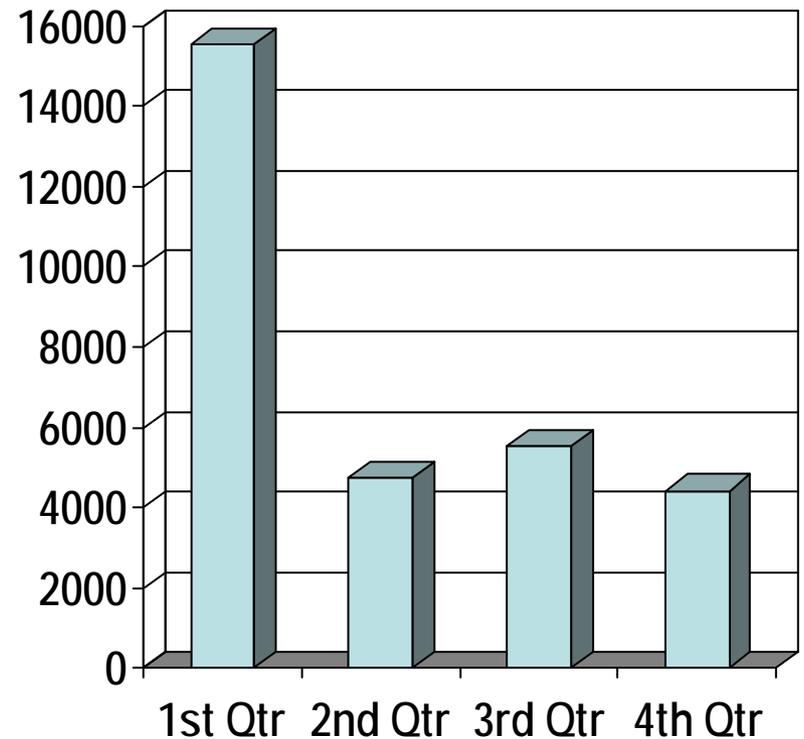
Unique Member Engagement Methods

April 2006 thru March 2007

Health Risk Assessments



Care Plans



Provider Engagement

- Georgia Better Health Care (GBHC) is the Primary Care Case Management program
- All Providers participating in Georgia Enhanced Care are required to participate in GBHC
 - 6,179 providers enrolled (all locations)
 - Providers occasionally request exemptions for some of their members but the providers are not opting out of the program
- Vendors are required to offer training to all providers

Cost Savings

- Mercer Government Human Resources Consulting will perform the final reconciliation and validation process of the first performance year in November 2007
 - To allow for six months of claims run-out following the end of the performance year on April 30, 2007

SSI Adults Utilization Rates (Per Member Per Year)

Measure	CY 2005	CY 2006	% Change
ED Visits PMPY	1.40	1.38	98.9%
Hospital Admits PMPY	0.38	0.35	93.1%
IP Days PMPY	2.39	2.19	91.4%
Office Visits PMPY	7.33	8.41	114.8%