Medicaid Managed Care and Children’s Health: Strategies to Improve Care Quality and Access

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Government Business Division (GBD)

Through our GBD, Anthem serves **8.6 million** seniors, people with disabilities, low-income families, other state- and federal-sponsored beneficiaries, and National Government Services enrollees.

- **Medicaid**
- **Medicare**
- **Medicare and Medicaid**
- **CareMore**
Expanding our Medicaid Footprint

• Specialty products continue to grow but our core remains TANF and CHP

• Anthem/Amerigroup Medicaid covers over 140K births in the US annually

• Commitment to children spans the spectrum
  – Pre- and Inter-conception health
  – Early and regular prenatal care
  – Access to primary care and preventive visits
  – Closing gaps in care
  – Preventing avoidable ER use
Child Health Initiatives
Maternal Child Services

- Preconception Health
- Identification & Screening
- Pregnancy Management
- NICU Management
- Advocacy

Consumer Centricity  Value  Provider Collaboration
Georgia Families 360° Program

**What is it?** Georgia’s statewide Medicaid managed care program for youth in foster care, adoption assistance, and youth in non-secure community residential placements with the juvenile justice system.

Amerigroup Georgia serves as the state’s sole Care Management Organization (CMO).

**Goals & Objectives:**

- **Reduce** disruption and increase stability
- **Foster** permanency and long-term independence
- **Improve** health outcomes through Care Coordination
- **Integrate** and coordinate all healthcare services
- **Engage** primary care physician and primary dental provider
Georgia Families 360° Program (cont.)

Amerigroup Georgia: Key Program Components

- Managed care approach that incorporates the evidence-based High Fidelity Wraparound model
- Care coordination team with expertise and training in trauma-informed care
- Enhanced provider network and access to dental and medical homes
- 24-hours-a-day, seven-days-a-week (24/7) dedicated foster care intake communication center
- Focus on transition for children aging out of the foster care system
- Ombudsman program, which serves as the MCO’s own confidential, informal, impartial, and independent resource where members and their families or caregivers can go with their concerns
- Health promotion team
- Psychotropic medication management program
- Co-location of clinical and administrative support staff in select state child welfare agency offices, dedicated clinical discharge planning staff in PRTFs, and assigned care coordinators for large group homes
Reducing Fragmentation for Children
Pediatric and Medically Complex Children Care Coordination

What is it? A targeted intervention to strengthen care coordination for children with significant neurological disorders.

How does it work? (not an exhaustive list of care management activities)

- In-home assessment
- Medication reconciliation and discrepancy identification
- Identification and coordination of Community Resource Needs and Caregiver Support Needs
- Comprehensive Care Plan, with including a focus on medical, behavioral and service needs of the member
- Development of self-management/monitoring plan
- Education sessions (disease, signs and symptoms)
- Coordination of outpatient appointments, including transportation
- Coordination of DME and Home Health needs
Churn Mitigation Strategies

**Member communication** Health plans routinely contact members to keep them engaged and educated about their health plan benefits and steps to maintain coverage.

**Plan Innovation** Anthem is working with its state partners to identify ways to participate in all various parts of the delivery system to enable our members to maintain coverage in our family of health plan options.

**Advocacy** Anthem’s government relations team works with consumers and our federal and state partners to promote the value of adopting policies that help children obtain and maintain coverage including the adoption of express lane eligibility for parents and children and 12-months continuous eligibility.
Questions

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