Introduction and Overview

**Erhardt H.L. Preitauer, Chief Executive Officer**

Erhardt brings significant national experience in managed Medicare and Medicaid, specializing in Dual Special Needs / Managed Long Term Services and Supports Programs. He held senior leadership roles at United, WellCare, and Aetna prior to joining Horizon. Erhardt sits on the boards of the Institute for Medicaid Innovation, Medicaid Health Plans of America, and the Association for Community Affiliated Plans.

**Geri Boone RN BSN MSM, Director, MLTSS Program**

Geri is responsible for the overall strategy and operations of Horizon’s Managed Long Term Care Service and Support Services (MTLSS) Program and activities. This includes leading and directing the overall business strategies, development of organizational model, policies, and performance metrics for the MTLSS Program. Geri has also held leadership roles at United, ElderHealth, and Bravo Health.
The “Challenge”

Bringing the Capabilities of a Health Plan, the Mindset of a Social Agency, and the Power of World Class Technology TO The Most Complex and Highest Needs Members of our Society...

Innovation & Technology Awards

- InformationWeek Elite 100
- Digital Edge25 Awards 2015
The “How”: A Customized, Fully Mobile Solution

- 185 Field Care/Case Managers
- Total Member/Family Centricity
- Social Supports Focus
- Full Member Profile and History
- Medical/Claims History
- 14 Different Assessments
- Alerts and Workflow Management
- Automated Care Plan Creation
- Authorization Creation
- Service Activation Capability

* Last 18 months

- 475,000 Contacts
- 211,000 Assessments
- 28,000 Care Plans

HNJH Care Manager

HNJH Member

Clinical System

Mobile System (on/off)

VPN
Hotspot

4G

Managed Care Coordinator

Corporate

Security

Community
Managing Complexity: A Key to Successful Mobile Capability....
Innovation Highlight: Personal Care Services & Mobile Technology

Roster & Checking In

Quality Incentives

Care Plan & Change in Condition

Checking Out / Validation

1. Roster & Checking In
   - Client Information: Thomas Park, 260-414-9538
   - Location: 1204 Santa Anita Drive, Ewing, PA 08695
   - Warning: Make sure you have arrived at the appointment location before checking in.
   - Estimated Distance: 5.2 miles

2. Quality Incentives
   - Client Information: Thomas Park, 260-414-9538
   - Client Care Offers: Primary Care Physician visit within the next 30 days
   - Schedule blood test within the next 30 days
   - Accepted June 21, 2015

3. Care Plan & Change in Condition
   - Environmental Change
   - Has there been a change in the patient's environment?
   - Is there a lack of available food in the home?
   - Is the patient missing access to their medications?

4. Checking Out / Validation
   - Instructions: Please request a signature from the client. Optionally, you can add a note to the appointment.
   - Signature Added
   - Note: The client was complaining of some pain in their leg, it appears swollen.
Putting It All Together: Care Management Drives Results

Best In Class Care Management Staffing Ratio + Best In Class Systems and Processes = Best In Class Medical Expense
Thank You!