



Meridian
Health Plan

Medicare-Medicaid Alignment Initiative

MAC Care Coordination Sub-Committee

February 5, 2013



Meridian Health Plan

Physician Directed, Member Centered, Quality Driven

Our Mission:

To continuously improve the quality of care in a low resource environment

We are:

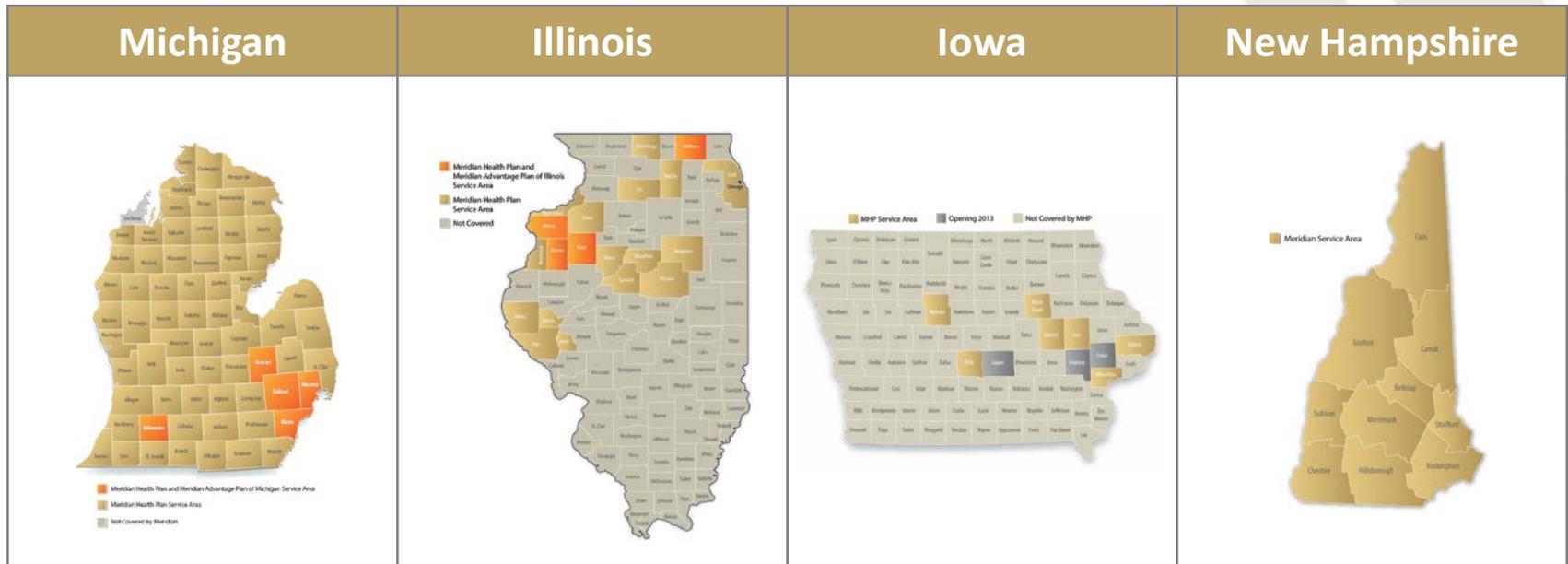
- ***Physician owned and directed***
- Committed to quality, innovation, and member and provider satisfaction

Our Vision:

- To be the #1 health organization based on quality, innovative technology, and service to our members
- To be the premier service organization in health care

Meridian has been recognized multiple times by NCQA as a Top 20 Medicaid Health Plan.

Meridian - Where We Are



- Meridian Health Plan has been in operation since 1997
- Membership of over 300,000
- **Operating in Illinois since 2008 currently serving over 9,000 members**
- Network of over 5,000 PCPs, 17,000 specialists, and 185 hospitals nationally
- **Summer of 2013: IL Seniors and Persons with Disabilities in Peoria & East St. Louis**
- **Fall 2013: IL Medicare Medicaid Alignment Initiative in Greater Chicago Region**

Meridian Honors and Awards

- Recognized multiple times by NCQA as a Top 20 Medicaid Health Plan
 - Holds Full Health Plan Accreditation in Health Utilization Management from URAC
 - Honored with the CIO 100 Award from the editors of CIO Magazine in 2007, 2008, 2010 and 2012
- Top Medicaid Health Plan in Michigan & Illinois, based on quality scores



2011

NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).

Medicare Medicaid Alignment Initiative

Counties: Greater Chicago & Central IL
(21 Counties)*

Eligible Members: Dual Eligibles

Beneficiaries Affected: ~150,000 members

First Enrollment: October 2013 (Voluntary)
January 2014 (Passive)

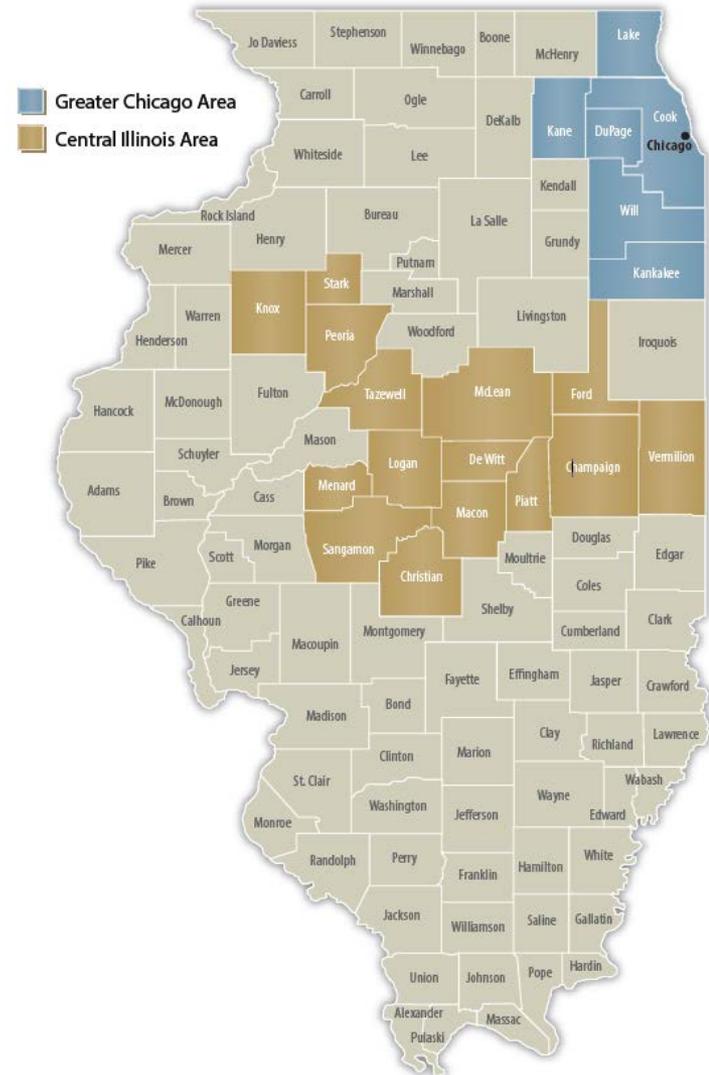
Enrollment Process: Mandatory (Passive)
Members can opt out

Benefits:

- All Medicare Benefits
- All Medicaid Benefits
- Prescription Drugs
- Behavioral
- Long Term Care
- Long Term Support Services

Other Info:

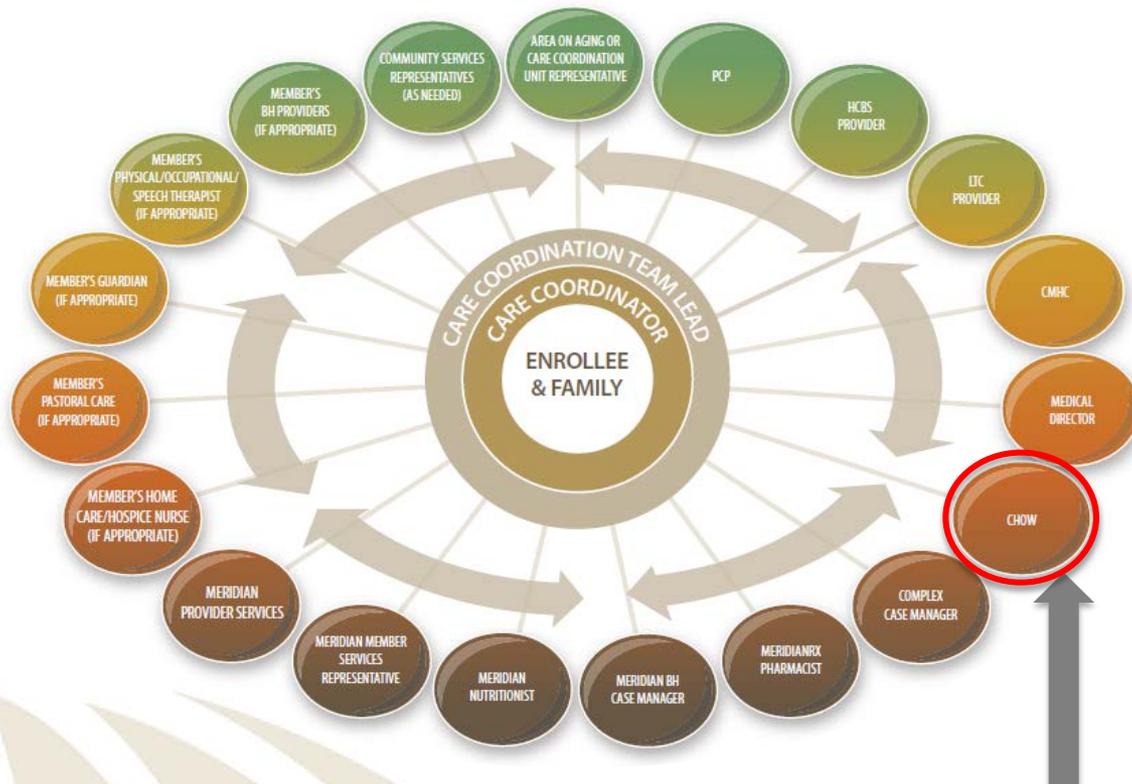
- Coordination Contract with State of Illinois/HFS (FAD)



* Meridian was awarded a contract for the Greater Chicago Region

Meridian Care Coordination

An Interdisciplinary Care Team (“ICT”) Approach

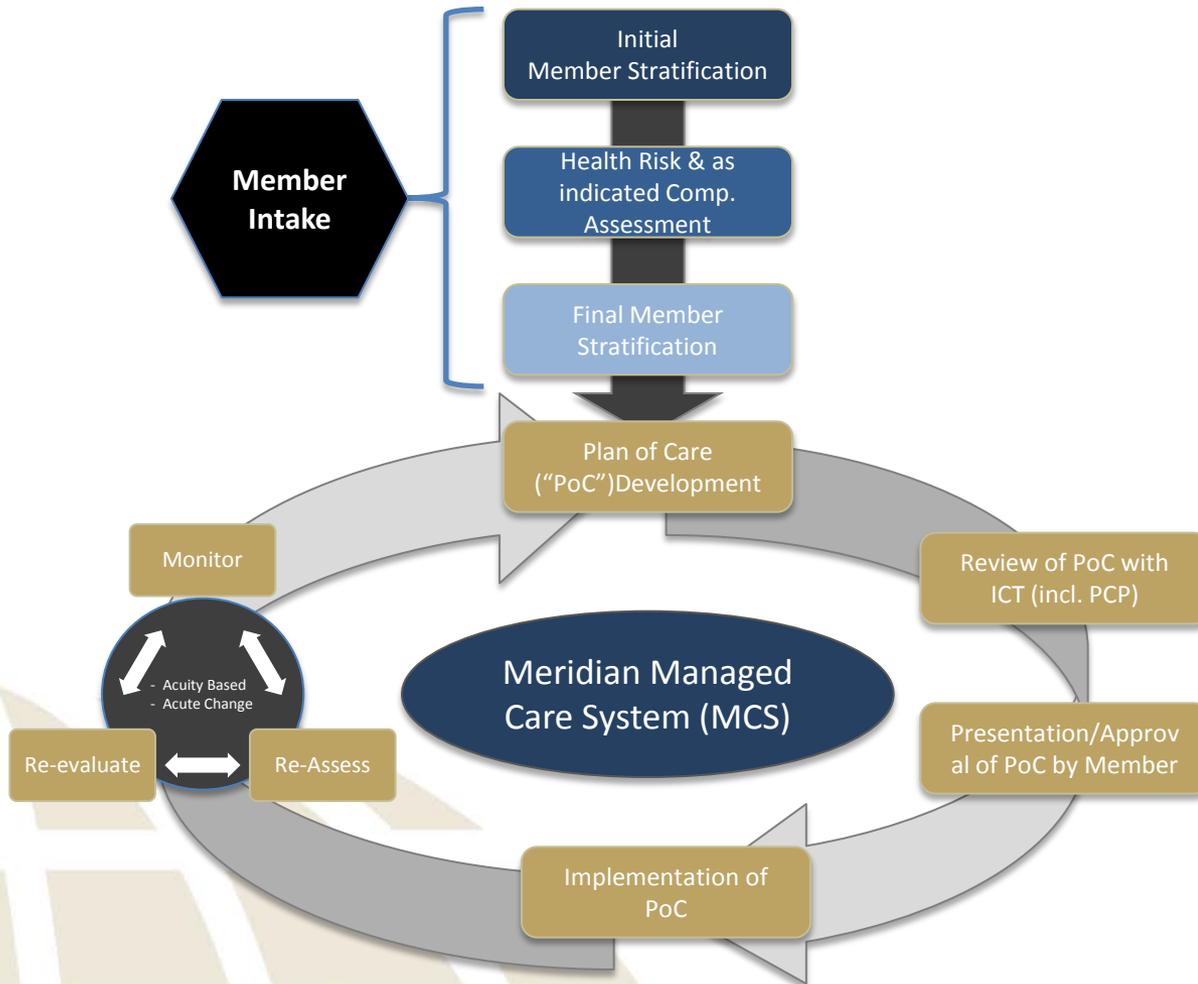


Community Health Outreach Workers (“CHOW”s) are recruited from the community in which the members live in order to facilitate trust and enable more productive face to face interactions.

- A **member-centered** care program
- Links members to services and resources in their communities
- Focused on members’ individualized needs in order to improve their health status
- Integrates the **behavioral, physical** and **social** health needs of members
- Utilizes care management best practices, **team and community-based care, continuous quality improvement** and data to monitor and improve processes
- Decisions are based on appropriate review, multi-disciplinary consultations and established clinical criteria

Meridian Care Coordination

An Interdisciplinary Care Team (“ICT”) Approach



Member Stratification

- Predictive Models
- Claims Data
- Long Term Support Service Use
- Disease Management
- Historical Plans of Care
- Open Authorizations
- Health Risk Assessments
- Comprehensive Assessments
- Physician Referrals
- Member Self Referrals

Stratification Levels

- Four levels
- Highest level enrolled in Complex Case Management

Monitoring

- Stratification
- Acuity
- Acute Change
- Hospital Admission
- ER visit

Meridian Customer Service

Focused on the needs of our Members and Partners

- **Single point of contact for all needs**
 - Providers: Assigned local Provider Representative
 - Members: Assigned Care Coordinator
- **One Customer Service Number for all parties**
- **Single call resolution is the Goal**
- **Convenient Resources Available Online:**
 - Live Chat
 - Member Handbook
 - Member Portal
 - Provider Manual
 - Provider Portal



866-606-3700

www.mhplan.com/il