

HEALTHY INDIANA PLAN DEMONSTRATION
PROJECT NUMBER: 11-W-00237/5

SECTION 1115 QUARTERLY REPORT
State of Indiana

REPORTING PERIOD:

Demonstration Year: 7 (01/01/14 – 12/31/14)

Federal Fiscal Quarter: 3/2014 (4/14 – 6/14)

Date Submitted to CMS: 9/9/2014



HEALTHY INDIANA PLANSM
Health Coverage = Peace of Mind

Introduction:

The Healthy Indiana Plan (HIP) was designed for those that do not have access to health insurance and that are not eligible for other Indiana Medicaid programs. Through a December 14, 2007 letter from Kerry Weems, Acting CMS Administrator, the State of Indiana Family and Social Services Administration (FSSA) Secretary was informed HIP was approved as the Indiana Section 1115 Medicaid Demonstration Project (11-W-00237/5) for a five year period – January 1, 2008 through December 31, 2012 – in accordance with section 1115(a) of the Social Security Act. Indiana has received CMS approval to extend the HIP program through December 31, 2014.

The goal of this approved demonstration is to:

- Provide high deductible health insurance plan
- Provide Personal Wellness & Responsibility (POWER) Account (like a HSA)
- Provide health insurance to uninsured custodial parents (caretakers) of Medicaid & SCHIP children with family incomes 22% of federal poverty level (FPL) up to 100% of FPL
- Provide health insurance to non-custodial parents and uninsured childless adults (non-caretakers) with family income up to 100% of FPL.

This demonstration is the first of its kind in the United States and has a unique empowerment of enrollees (members) to be cost and value conscious while promoting personal responsibility, which includes:

- Specified monthly POWER account contribution ranging from 2% - 5% of gross income.
- Twelve month lock out from program for members that do not make payments within 60 days.
- Incentivizes yearly preventative services at no cost and are funded outside the POWER Account.
- Total remaining balance in the POWER account rolls over when preventative services are obtained.

Overview

The State of Indiana respectfully submits the 1st quarter 2014 Healthy Indiana Plan 1115 demonstration report.

If there are any questions or comments regarding these changes please do not hesitate to contact the State contacts listed below.

State Contacts

Primary Contact	Secondary Contact
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Hoosier Healthwise-Enrollment		
Source: OMPP Data Unit		
Item	Period	Total
Number of Hoosier Healthwise Enrollees-Anthem	Rolling	237,209
Number of Hoosier Healthwise Enrollees-MDwise	Rolling	298,062
Number of Hoosier Healthwise Enrollees-MHS	Rolling	204,935
Number of Hoosier Healthwise Enrollees-Total	Rolling	740,206

Table 1

Healthy Indiana Plan-Applicants		
Source: OMPP Data Unit		
Item	Period	Total
Number of HIP Applicants-Start of Quarter	Rolling	511,469
Number of HIP Applicants-During Quarter	Quarter	25,761
Number of HIP Applicants-Total	Rolling	537,230

Table 2

Healthy Indiana Plan-Number of Denials		
Source: OMPP Data Unit		
Item	Period	Total
Number of HIP denials Non-Caretaker Cap reached	Quarter	-
Number of HIP Denials-Failure to pay initial POWER Account contribution	Quarter	1,112
Number of HIP Denials-Insurance through employer	Quarter	-
Number of HIP Denials-Other	Quarter	11,645
Number of HIP Denials-Total	Quarter	12,757

Table 3

Healthy Indiana Plan - Number of Denials						
Source: OMPP Data Unit						
FPL Range	Number of Applicants	Number Who Failed to Make an Initial POWER Account Contribution	Percentage	Number of Enrollees	Number Who Were Disenrolled for Failure to Make a Subsequent POWER Account Contribution	Percentage
0 to 22% FPL	7,825	5	0.00%	15,116	29	0.00%
23-50% FPL	2,549	2	0.00%	5,674	57	1.00%
51 to 100% FPL	6,202	10	0.00%	14,039	124	1.00%
101 to 150% FPL	-	-	-	-	-	-
151+ FPL	-	-	-	-	-	-

Table 3.1

Healthy Indiana Plan-Enrollment			
Source: OMPP Data Unit			
	Item	Period	Total
A	Number of HIP Enrolled-Start of quarter	Rolling	42,095
B	Number of HIP Enrolled-During the quarter	Quarter	15,728
C	Number of HIP Disenrolled-Due to non-payment of POWER Account	Quarter	577
D	Number of HIP Disenrolled-HIP redetermination packet not submitted	Quarter	-
E	Number of HIP Disenrolled-Member became pregnant	Quarter	225
F	Number of HIP Disenrolled-Move to Medicaid category	Quarter	1,022
G	Number of HIP Disenrolled-Insurance through employer	Quarter	5
H	Number of HIP Disenrolled-Other reasons	Quarter	8,026
I	Number of HIP Enrolled-End of the quarter ((I)=(A)+(B)-(C)-(D)-(E)-(G)-(H))	Quarter	47,968

Table 4

Healthy Indiana Plan-Number of Denials							
Source: OMPP Data Unit							
Reason Code	Low Income 0-22%	Low Income 23-50%	51%- 100%	101%- 150%	151%+	Unknown FPL	Total
HIP Disenrolled-Due to non-payment of POWER Account	67	135	287	61	26	1	577
HIP Disenrolled-Member became pregnant	47	27	95	36	19	1	225
HIP Disenrolled-Move to Medicaid category	395	79	437	71	38	2	1,022
HIP Disenrolled-Insurance through employer	1	-	4	-	-	-	5
HIP Disenrolled-Other reasons	201	59	618	4,489	2,466	193	8,026

Table 4.1

Healthy Indiana Plan-FPL								
Source: OMPP Data Unit								
Aid Category	Plan	Low Income 0-22%	Low Income 23%-50%	51%- 100%	101%- 150%	151%- 200%	Unknown FPL	Total
Caretaker	Anthem	3,032	2,539	6,524	3,061	1,613	-	16,769
	ESP	-	-	-	55	41	-	96
	MHS	1,008	744	1,780	538	282	-	4,352
	MDwise	1,617	1,360	3,154	1,094	511	-	7,736
Subtotal		5,657	4,643	11,458	4,748	2,447	-	28,953
Non Caretaker	Anthem	7,947	1,168	3,428	1,328	766	-	14,637
	ESP	-	-	2	78	43	-	123
	MHS	4,575	443	1,341	124	65	-	6,548
	MDwise	4,332	548	1,670	404	195	-	7,149
Subtotal		16,854	2,159	6,441	1,934	1,069	-	28,457
Grand Total		22,511	6,802	17,889	6,682	3,516	-	57,410

Table 5

Number of HIP Enrolled-Reached \$200,000/Annual or \$900,000/Lifetime in Benefits					
Source: Healthy Indiana Plan Health Plans					
Item	Period	Anthem	MDwise	MHS	Total
Referred to Medicaid	Quarter	1	0	0	1
Referred to M.E.D. Works	Quarter	0	0	0	0
Other	Quarter	0	0	0	0
Total	Quarter	1	0	0	1

Table 6

Number of HIP Enrolled-Reached \$300,000/Annual or \$1,00,000/Lifetime in Benefits					
Source: Healthy Indiana Plan Health Plans					
Item	Period	Anthem	MDwise	MHS	Total
Referred to Medicaid	Quarter	1	0	0	1
Referred to M.E.D Works	Quarter	0	0	0	0
Other	Quarter	0	0	0	0
Total	Quarter	1	0	0	1

Table 7

Number of HIP Enrolled-ESP				
Source: OMPP Data Unit				
Item	Period	Month 1	Month 2	Month 3
Number of HIP Enrolled-ESP	Quarter	5	-	-

Table 8

Budget Neutrality-Member Months					
Source: OMPP Finance & State Actuary					
Medicaid Eligibility Group (MEG)	Period	Month 1	Month 2	Month 3	Total
HHW Caretakers	Quarter	123,546	123,107	123,175	369,828
HHW Children	Quarter	554,447	554,648	555,709	1,664,804
HHW Pregnant Women	Quarter	26,428	26,098	26,509	79,035
HIP Caretakers	Quarter	25,936	21,425	22,233	69,594
HIP Non-Caretakers	Quarter	20,827	22,068	25,372	68,267

Table 9

Healthy Indiana Plan-Enrollee/Applicant Inquiries					
Source: OMPP Agency Coordination & Integration					
Item	Period	Month 1	Month 2	Month 3	Total
Buy-In	Quarter	-	-	-	-
General Questions	Quarter	37	40	26	103
Waiting List	Quarter	-	-	-	-
Anthem	Quarter	3	1	2	6
ESP	Quarter	-	-	-	-
Mdwise	Quarter	2	2	0	4
MHS	Quarter	3	3	1	7
Total	Quarter	45	46	29	120

Table 10

Healthy Indiana Plan- Enrollee/Applicant Hearings and Appeals		
Source: FSSA Hearings and Appeals		
Item	Period	Total
Did Not Complete Verifications Request from State	Quarter	152
Other Insurance	Quarter	281
Financial Eligibility	Quarter	287
Other	Quarter	3
Total	Quarter	723

Table 11

Enrollee/Applicant Issues
Source: OMPP Care Programs
<p>Provide a summary of the types of complaints or successes consumers identified about the program in the current quarter. Include any trends discovered, the resolution of complaints, and any actions taken or to be taken to prevent other occurrences.</p> <p>Some issues that have been present include the transition of pregnant women in and out of HIP. In addition, the question of how to cover claims for a woman enrolled in HIP who miscarries prior to transitioning to Hoosier Healthwise is also continuing to be researched.</p> <p>An ongoing issue exists with conditional members that do not close automatically for non-payment. The issue surrounding this is because the individual typically has a previous debt that was never paid. The problem has identified as not being able to see if a member has debt at the time of application processing leading to different information being seen at different locations. The resolution for this issue is to manually close cases after they stay in conditional status for more than 90 days so that the individual may re-enroll at that time.</p> <p>Lastly, the transition from a 209(b) to 1634 state led to some issues with the auto-closures that were supposed to</p>

occur once the prior program ended. To resolve the issue the State initiated a process to have all alerts sent directly to the State so that any closures that needed to occur could be done so manually. This process has been effective in solving the issue and the lack of auto-closure on these cases is no longer an issue.

Table 12

Outreach/Innovative Activities

Source: Healthy Indiana Plan Health Plans

Provide a summary of the outreach activities and/or promising practices for the current quarter.

MDwise

MDwise has integrated the promotion and education of the Healthy Indiana Plan since the plan originally started in 2007. MDwise achieves successful promotion of its Healthy Indiana Plan by conducting outreach, education, and marketing, to its Healthy Indiana Plan members and providers. MDwise strives to educate its members on the importance of receiving preventive care, knowing their medical home, and how to reach MDwise for additional resources.

MDwise provides its providers with all the resources and information needed to deliver low cost, high quality care to its members. Below are some initiatives MDwise established and completed to provide quality health care to its Healthy Indiana Plan members in Q2 2014.

One of the strengths of the MDwise outreach team is their opportunity to interact directly with MDwise members and community members in communities throughout the state. While, MDwise outreach incorporates HIP education into all their outreach efforts, there are events and presentations when the outreach team has an opportunity to interact with MDwise HIP members across the state of Indiana. The outreach team assists in confirming member's HIP plan, explanation of HIP benefits, the MDwise Rewards Program, creation of the myMDwise portal benefits of the Power Account, how to maintain coverage, customer service referrals, change providers and other common questions in the field.

The MDwise outreach team adjusted its efforts related to HIP – due to the State of Indiana opening the HIP program. Due to the Marketplace outreach in communities throughout Indiana, there has been an increased focus on HIP-related questions in the field due to individuals who attend Marketplace events, and find out if they may be eligible for HIP. In addition, MDwise outreach provides answers and resources to HIP members who have many questions about maintaining HIP coverage or transitioning to the Marketplace. The outreach team is answering eligibility questions, discussing program benefits and directing members where to enroll and how to stay enrolled on the HIP Program. For example, in Q2, 295 HIP applications were distributed at community events.

In Q2 2014, MDwise outreach and marketing organized and participated in the following activities and events where HIP information was discussed, explained and distributed in communities of all sizes throughout Indiana.

Enrollment Awareness

- MDwise Outreach distributed 297 HIP applications at community events and presentations.
- Worked with Covering Kids and Families (CKF), enrollment partners and local DFR offices to promote and conduct enrollment for the HIP health plan.
- 450 HIP applications were completed by Covering Kids & Families
- 102 HIP applications were completed at events by DFR and community enrollment centers.
- 118 CKF and enrollment partner referrals
- Partnered with enrollment partners on 321 community events to provide enrollment and promote MDwise Programs.

HIP Outreach Education and Awareness

- Completed over 143 MDwise Health Benefits Connection events in Q2. The events target HIP members and community members seeking services at local DFR offices, Provider offices, Health Departments, FQHC's, Food Pantries, Churches, free & reduced lunch programs, and other agencies and programs. There was a marked increase in questions about HIP eligibility. For example, many

individuals were placed on the HIP waiting list – and learned at the events, they could now re-apply for HIP.

- Outreach provided direct HIP education to parents at the 37 Everyone Needs Check-up Days (ENC). 19 HIP applications were distributed and 11 referrals to CKF.
- The outreach team partnered with enrollment partners at events and community presentations to educate and provide enrollment assistance on the HIP Program.
- Provided one-on-one member education on the myMDwise Portal to 474 MDwise members and how to redeem Rewards points for completing preventive care at all events and presentations.
- Provided direct education to 3,574 members and community members on the MDwise Rewards Program
- Worked with two School Based Health Centers (SBHC) in East Chicago and Michigan City to promote HIP to uninsured parents.
- Health Risk Assessment screenings completed for new HIP members.
- Promoted Hoosier Healthwise and HIP as a solution for health insurance for the entire family. The ENC days provided an excellent opportunity to educate the entire family on affordable health insurance coverage.
- Promoted that HIP members should see their doctor within the first 90 days of becoming a MDwise HIP member.
- HIP promotion and education published in MDwise member newsletter.
- Expanded outreach initiatives to local food pantries, schools, locations, schools, GED locations, WorkOne, public libraries and Legal Aid sites to educate communities about where to apply for HIP, how to stay enrolled and to confirm HIP membership through the web interchange

Education Materials and Special Programs

- Distributed education pieces on “How to Stay Enrolled on Hoosier Healthwise & HIP”, “How to Stay on MDwise”, and “Where to Enroll for Hoosier Healthwise & HIP” at 307 community events and presentations.
- Educated agencies, schools and other programs about HIP at the 11 completed professional presentations.
- Distributed the “Got Insurance Brochure” to increase education on where to apply for HIP (Marion County).
- Educated HIP members on the “Your Doctor First” brochure on ER utilization.
- Promotion of INcontrol Disease Management Program for HIP members.
- Distribution of HIP Health Plan materials created by FSSA.

Presentations

- Provided education on HIP at 12 IMPACT community presentations in the southeast and west central regions. Provided updates to community members and community agencies on HIP changes – mainly the removal of the waiting list for non-custodial adults and the removal of the six-month wait.

Redetermination

- Redetermination calls and mailings made to HIP members who are in their redetermination period.
- MDwise customer service department used dialer resources to further assist with reaching members and making this process more efficient.

Providers

- Provided provider workshops for all HIP doctors.
- Provided member list to HIP providers that have HIP members that have not yet received preventive care exam.
- Distributed flyer that provided details about performance dollars MDwise will pay to the providers

who performed well on Adult Preventative Care measure.

- Provided individual education to providers during visits or presentations.
- MDwise was involved in multiple organizations and associations focused on providers.
- MDwise outreach presented on the MDwise HIP Program to targeted high member provider offices in the NW and EC regions.
- Incorporated HIP education and resources at the MDwise Community Advisory Councils (CAC) in the north, north central, northwest and southeast regions in Q2. HIP was an agenda topic at all the CAC meetings.

HIP Power Account

- Mailed HIP new member letters with ID Cards. Letter explained the importance of receiving preventive care. The letter also explained how receiving preventive care qualifies the member for the rollover of any remaining funds in their POWER Account.
- Mailed monthly HIP POWER Account Invoice to all members reminding them of their monthly contribution.
- Mailed monthly HIP POWER Account Statement to members. The letter describes health care services used in the current year. Refers members to view member handbook to view preventative service targets.
- Mailed HIP and Hoosier Healthwise member handbook to members when they became members.
- E-mailed HIP members about how to rollover POWER account funds.

MDwise Rewards

- Promoted MDwiseREWARDS program, which is an incentive program for MDwise Hoosier Healthwise and Healthy Indiana Plan. The program uses incentives to encourage members to seek their annual check-ups and health screenings. Members earn points for healthy activities and visiting the doctor. The points can be redeemed for gift cards.
- Included MDwiseREWARDS information into main MDwise all program brochure, member handbook, MDwise website, and other member materials.
- MDwiseREWARDS information sheet on what activities earn points and how many points are earned for the activity completed available on MDwise.org or outreach can print for events and customer service can mail by request when members call in.
- Distributed a business card size promotion card for MDwiseREWARDS at outreach events and through provider's offices.
- Assisted members with redeeming MDwiseRewards gift cards, which included signing them up for myMDwise.
- In Q2 2014, a total of 271 HIP members redeemed their Rewards points for a gift card. This is 9% of the total number of HHW and HIP members that redeemed. The percentage of HIP members that are redeeming is reduced from the same period last year (12%) and consistent with Q4 of 2013 (13%). Members continue to have a preference for Subway gift cards for those that redeem at the \$10 level, and the Wal-Mart card is the most popular at the \$30 and \$50 levels.

MHS

In the Second Quarter CY 2014, MHS conducted and participated in many outreach activities related to general health issues education, and education about the State of Indiana programs, as well as events aimed at educating MHS members about their program operations and benefits. Below is an outline of Healthy Indiana Plan relevant activities which MHS organized, sponsored or in which MHS played a part:

April 2014

On 4/1 – 4/2/14, MHS participated in the Ivy Tech Health Fair in Marion County, Indiana in order to support this important community resource organization through sponsorship and to educate other participants and attendees about what MHS is, and the services MHS makes available to its members. MHS had a booth on site, staffed with plan

employees who provided attendees with educational health information, giveaways and basic program information.

For 4/4/2014, MHS worked with the Crawford County, Indiana PMPs to prepare for and hold a MHS Healthy Celebration Day. The purpose of this event was to get non-compliant members in to see their PMP for missing check-ups and screenings while providing health and benefit education. In advance of the event, MHS identified Members assigned to Crawford County providers who had care gaps and contacted them to invite them to this event. MHS invited the members to come to their PMP and get their needed check-ups and screenings, after which the members are brought to a 'celebration' to enjoy healthy snacks.

For 4/9/2014, MHS worked with the St. Joseph County, Indiana PMPs to prepare for and hold a MHS Healthy Celebration Day. The purpose of this event was to get non-compliant members in to see their PMP for missing check-ups and screenings while providing health and benefit education. In advance of the event, MHS identified Members assigned to St. Joseph County providers who had care gaps and contacted them to invite them to this event. MHS invited the members to come to their PMP and get their needed check-ups and screenings, after which the members are brought to a 'celebration' to enjoy healthy snacks.

That same day, 4/9/2014, MHS had prepared and held a Healthy Celebration Day in Porter County, Indiana.

In Marion County, Indiana on 4/15/2014, the American Lung Association held its Healthy Lung Expo which included lectures, expert panels and information booths. MHS participated in this event in order to support this important community health organization through sponsorship and take the opportunity educate participants about MHS, and the services available to members. MHS Medical Director Dr. John Ellis was a featured panelist during one of the breakout sessions. MHS staff also had a booth on site with educational health information and giveaways as well as basic program information to distribute.

For 4/17/2014, MHS worked with the LaPorte County, Indiana PMPs to prepare for and hold a MHS Healthy Celebration Day. The purpose of this event was to get non-compliant members in to see their PMP for missing check-ups and screenings while providing health and benefit education. In advance of the event, MHS identified Members assigned to LaPorte County providers who had care gaps and contacted them to invite them to this event. MHS invited the members to come to their PMP and get their needed check-ups and screenings, after which the members are brought to a 'celebration' to enjoy healthy snacks.

MHS attended the 4/24/2014 Health Visions Prevention Clinic in Allen County, Indiana. MHS supports this community organization through sponsorship and took this opportunity to educate event participants about MHS and the services available to MHS members. MHS staffs a booth on site and disseminated educational health information, giveaways and basic program information.

For 4/28/2014, MHS worked with the Knox County, Indiana PMPs to prepare for and hold a MHS Healthy Celebration Day. The purpose of this event was to get non-compliant members in to see their PMP for missing check-ups and screenings while providing health and benefit education. In advance of the event, MHS identified Members assigned to Knox County providers who had care gaps and contacted them to invite them to this event. MHS invited the members to come to their PMP and get their needed check-ups and screenings, after which the members are brought to a 'celebration' to enjoy healthy snacks.

That same day, 4/28/2014, MHS had prepared and held a Healthy Celebration Day in Delaware County, Indiana.

The 17th Annual Marion Co. Minority Health Coalition Membership Conference was held 04/29/2014. MHS participated in order to support this important health-centered community organization through sponsorship and to take the opportunity to educate other participants about MHS and the services available to MHS members. MHS had a booth on site with educational health information and giveaways as well as basic program information to distribute.

May 2014

On 5/3/14, MHS helped sponsor and attended the Indiana Latino Expo held in Marion County. MHS was there to support community organizations through its sponsorship and to educate participants about MHS and the services available to MHS members. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

The next day, 5/4/14, MHS helped sponsor the Cinco de Mayo Event with St. Adalbert Parish held in St. Joseph County, Indiana. MHS was there to support community organizations through its sponsorship and to educate participants about MHS and the services available to MHS members. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

MHS attended the 5/6/2014 Community Health Network Asthma Workshop held in Lake County, Indiana. MHS was there to support community organizations through its sponsorship and to educate participants about MHS and the services available to MHS members. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

MHS attended 5/14 and 5/16/2014 of the Women's Health Week at Raphael Health Center in Indianapolis, Marion County, Indiana. MHS attended to support this important FQHC through sponsorship of the event and to take the opportunity to educate providers on MHS and the services available to MHS members. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

MHS participated in the 5/17/2014 - Free Tree Giveaway and Community Day in the Park -- Hosted by Indiana State Representative Robin Shackelford, in Marion County, Indiana. MHS took the opportunity to educate the community and attendees on health issues and provide basic program information. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

MHS attended the 5/21/14 - Geminus Community Partners Provider Fair in Lake County, Indiana. MHS took the opportunity to educate the community and attendees on health issues and provide basic program information. MHS staffed a booth on site and provided educational health information, giveaways and basic program information.

MHS attended the 5/22/2014 Health Visions Prevention Clinic in Allen County, Indiana. MHS supports this community organization through sponsorship and took this opportunity to educate event participants about MHS and the services available to MHS members. MHS staff a booth on site and disseminated educational health information, giveaways and basic program information.

MHS attended the 5/30 – 5/31/14 Sunburst Races and Expo in South Bend, St Joseph County, Indiana. MHS took the opportunity at this wellness-centered expo to educate the community and attendees on health issues and provide basic program information by helping to sponsor the event. MHS had a booth on site with educational health information and giveaways as well as basic program information. MHS also fielded an employee team who participated in different race events. MHS encouraged staff and members to participate in this healthy event.

MHS attended the 5/31/2014 Cinco de Mayo Fiesta - Area Five CKF in Case County, Indiana. MHS supports this community health-centered organization (Covering Kids and Families), through sponsorship and took this opportunity to educate event participants about MHS and the services available to MHS members. MHS staff a booth on site and disseminated educational health information, giveaways and basic program information.

June 2014

MHS participated in the 6/3/14 CANI -- Summer Fun & Wellness Fair in Allen County, Indiana. MHS was there to educate the community and attendees on health issues and provide basic program information. MHS staffed a booth on site with educational health information, giveaways and basic program information to distribute.

MHS staff helped celebrate the 6/7/14 Grand Opening Celebration of McMillen Park Community Center in Allen County, Indiana. MHS was there to educate the community and attendees on health issues and provide basic program information. MHS staffed a booth on site with educational health information, giveaways and basic program information to distribute.

On 6/10/14, MHS attended the Men's Health Event at Raphael Health Center, Indianapolis, Marion County, Indiana. The purpose of MHS attendance at this event was to support community organizations through its event sponsorship and to educate providers about MHS and the services available to MHS members. MHS had a booth on site with educational health information specific to men's health and giveaways as well as basic program information to distribute.

MHS helped sponsor and participated in the 6/11/14 Indy Reads "Scavenge the Ave" fundraiser for literacy event in Marion County, Indiana. MHS was there to educate the community and attendees on health issues and provide basic

program information. MHS had a booth on site with educational health information & giveaways as well as basic program information.

MHS staff attended the 6/12/14 Men's Health Luncheon held in Lake County, Indiana. The purpose of MHS attendance was to educate the community and attendees on health issues and provide basic program information. MHS had a booth on site with educational health information and giveaways as well as basic program information to distribute.

On 6/13/2014, MHS attended the Mental Health Symposium in Marion County, Indiana in order to support community organizations through its event sponsorship and to educate providers about MHS and the services available to MHS members. MHS was there to educate the community and attendees on health issues and provide basic program information.

MHS attended the 6/14/14 Anderson Black Expo Community Health Fair in Madison County, Indiana. MHS participated in order to educate the community and attendees on health issues and provide basic program information. MHS had a booth on site with educational health information, giveaways and program information to distribute.

MHS renewed its annual support for the 6/20/2014, Northwest Indiana Healthy Start 6th Annual Juneteenth & Health Awareness Celebration, held in Lake County, Indiana. MHS supports health-centered community organizations through sponsorship and took this opportunity to educate participants about MHS and the services available to MHS members. MHS had a booth on site with educational health information, giveaways and basic program information to distribute.

MHS supported the American Diabetes Association's event on 6/21/2014, the ADA "Tour de Cure," held in Marion County, Indiana. MHS supported this important community health-centered organization through its sponsorship. MHS purchased state-approved billboards in support of the event.

MHS organized the 6/21/14 Healthy Lifestyle Event at the Greater Christ Temple Church in Allen County, Indiana. This event was to educate the general population on health. This free educational event featured free fitness, diet and cooking demonstrations accompanied by free health screenings and provided attendees with program enrollment information. MHS had a booth on site with health related information and giveaways to distribute. Further, MHS coordinated all the presenters including personal trainers, Purdue Extension and CKF.

MHS attended the 6/26/14 - 2014 Caroline Symmes Celebrity Softball Challenge, held in Marion County, Indiana. MHS had a booth on site with educational health information, giveaways and basic program information to distribute.

For 6/27/2014, MHS worked with the Lake County, Indiana PMPs and Covering Kids and Families (CKF) to prepare for and hold "Everyone Needs a Check Up Day," a MHS Healthy Celebration Day. The purpose of this event was to get non-compliant members in to see their PMP for missing check-ups and screenings while providing health and benefit education. In advance of the event, MHS identified Members assigned to Knox County providers who had care gaps and contacted them to invite them to this event. MHS invited the members to come to their PMP and get their needed check-ups and screenings, after which the members are brought to a 'celebration' to enjoy healthy snacks.

MHS helped to sponsor the 6/28/14 event, the Little Red Door's Big Red Bash held in Marion County, Indiana. MHS was there to support this important community organization for cancer patients through MHS sponsorship and to educate providers about MHS and the services available to MHS members. MHS staffed a booth on site and had educational health information, giveaways and basic program information to distribute.

Anthem

In Q2 2014, Anthem participated in more than 700 events and presentations throughout the state for HIP and HHW, providing information on both programs, promoting preventive health care services and helping members complete a Health Risk Assessment (HRA). Anthem believes these outreach efforts are effective in reaching current and potential HIP members. Anthem is confident that it will see improved member outcomes demonstrated through higher HEDIS outcomes. A listing of these events and presentations are attached

Anthem Outreach Presentations April to June 2014					
Date	Representative	Organization	County	Event Name	Attendees
4/2/14	Madella Davis	Impact Program Monroe County	Monroe	Orientation Class	4
4/2/14	Kristine Myahla	Covering Kids & Families	Delaware	Coalition Meeting and Luncheon	25
4/2/14	Jerry Yezbick	Community Action Program of Evansville/Head Start Health	Vanderburgh	Quarterly Information Sharing	12
4/3/14	Kristine Myahla	New Life Lutheran Church	Allen	Presentation	6
4/4/14	Kristine Myahla	WIC Allen County	Allen	Presentation	5
4/4/14	Jerry Yezbick	Community Action Program of Evansville - (CAPE)	Vanderburgh	Staff Training	18
4/7/14	Madella Davis	Hawthorne Center for Working Families	Marion	Orientation Class	5
4/7/14	Melissa Foist	Jackson County Division of Family Resources	Jackson	IMPACT HHW and HIP Presentation	3
4/8/14	Cora Butler	Salon 216	Marion	Presentation	8
4/8/14	Kristine Myahla	South Side High School	Allen	Presentation	6
4/9/14	Madella Davis	First Samuel Missionary Baptist Church Food Pantry	Marion	Food Pantry	32
4/9/14	Cora Butler	High Maintenance Hair Salon	Marion	Presentation	10
4/9/14	Cora Butler	Shii Critiques	Marion	Presentation	15
4/10/14	Madella Davis	St. Mark's Episcopal Church	Hendricks	Food Pantry	26
4/11/14	Kristine Myahla	WIC	Allen	Presentation	6
4/14/14	Cora Butler	New Haven Missionary Baptist Church	Marion	Presentation	50
4/16/14	Quiana Davis	Taylor and Green Law Office	Lake	Staff Presentation	2
4/17/14	Kristine Myahla	WIC	Allen	Presentation	5
4/17/14	Melissa Foist	Shelbyville Community Church	Shelby	HHW and HIP Presentation	4
4/21/14	Jerry Yezbick	ResCare Workforce Solutions	Vigo	IMPACT Presentation	3
4/21/14	Melissa Foist	Wayne County - IMPACT	Wayne	HHW and HIP Presentation	5
4/22/14	Kristine Myahla	South Side High School	Allen	Presentation	10
4/23/14	Jerry Yezbick	TriCap/Warrick Co.	Warrick	Social Concerns Meeting	13
4/24/14	Cora Butler	Emmerich Manual High School	Marion	Presentation	10
4/28/14	Melissa Foist	Henry County DFR Office	Henry	HHW and HIP Presentation	6
4/30/14	Kristine Myahla	South Side High School	Allen	Presentation	6
4/30/14	Madella Davis	St. Mark's Episcopal Church	Hendricks	Food Pantry	23
4/30/14	Madella Davis	First Samuel Missionary Baptist Church Food Pantry	Marion	Food Pantry	28
5/1/14	Quiana Davis	American Red Cross - Tippecanoe County Chapter	Tippecanoe	Staff Presentation	2
5/4/14	Kristine Myahla	New Life Lutheran Church	Allen	Presentation	35
5/5/14	Melissa Foist	Church of Christ at Milan	Ripley	HHW and HIP Presentation	7
5/7/14	Kristine Myahla	South Side High School	Allen	Presentation	7
5/7/14	Melissa Foist	Waldron United Methodist Church Parsonage	Shelby	HHW and HIP Presentation	5
5/8/14	Jerry Yezbick	Aurora	Vanderburgh	Homeless Connect 14 - Debrief	17
5/12/14	Madella Davis	Hawthorne Center for Working Families	Marion	Orientation Class	8
5/12/14	Melissa Foist	Bible Baptist Church	Jennings	HHW and Hip Presentation	5

5/12/14	Quiana Davis	Indiana Black Expo, Inc. - Michigan City Chapter	LaPorte	Staff Presentation	2
5/13/14	Melissa Foist	Schneck OB/GYN	Jackson	HHW POD Presentation	5
5/13/14	Jerry Yezbick	Little Lambs of Evansville	Vanderburgh	Outreach Meeting	3
5/14/14	Cora Butler	Windrose Health Network	Johnson	ACD- Presentation	10
5/15/14	Melissa Foist	Union County Health Department	Union	HHW and HIP Presentation	6
5/15/14	Jerry Yezbick	Evansville Literacy Coalition	Vanderburgh	Health Literacy Planning meeting	10
5/15/14	Cora Butler	Johnson County Hospital	Marion	P2P Fair and Presentation	50
5/16/14	Kristine Myahla	WIC	Allen	Presentation	6
5/17/14	Rosie Moreno	IU Automotive Safety Program	Elkhart	Child Safety Clinic	40
5/17/14	Rosie Moreno	IU Automotive Safety Program	Noble	Child Safety Clinic	30
5/19/14	Jerry Yezbick	ResCare/IMPACT	Vigo	IMPACT Presentation	6
5/19/14	Madella Davis	Impact Program	Vigo	Impact Presentation	6
5/21/14	Quiana Davis	Fairfield Township Trustee	Tippecanoe	Community Presentation	20
5/21/14	Cora Butler	Riley Hospital for Children at IU Health	Marion	ACD- Presentation	3
5/21/14	Melissa Foist	Family Connections	Ripley	HHW and HIP Presentation	4
5/22/14	Jerry Yezbick	Evansville Community Resource Center	Vanderburgh	Emergency Room Initiative	11
5/22/14	Kristine Myahla	WIC	Allen	Presentation	4
5/27/14	Kristine Myahla	Saint Joseph Community Health Foundation	Allen	Presentation	9
5/28/14	Jerry Yezbick	TriCap	Dubois	Social Concerns Meeting	14
5/29/14	Cora Butler	Emmerich Manual High School	Marion	Presentation staff	35
6/3/14	Melissa Foist	Rush Memorial Hospital Physicians	Rush	HHW and HIP Outreach Presentation	5
6/3/14	Cora Butler	Indiana Health Center	Howard	ACD- Presentation	6
6/4/14	Melissa Foist	The Learning Tree Preschool	Franklin	HIP and HHW Presentation	5
6/5/14	Cora Butler	Northeast Youth Action Group	Marion	Community action group for teens	10
6/5/14	Kristine Myahla	Crime Victim Care of Allen County	Allen	Presentation	5
6/12/14	Jerry Yezbick	St. Mary's Hospital - Warrick	Warrick	Warrick County Focus on Health Coalition	13
6/12/14	Kristine Myahla	South Side High School	Allen	Presentation	4
6/13/14	Melissa Foist	Harrison Co WIC	Harrison	HHW and HIP Presentation	5
6/18/14	Melissa Foist	Pregnancy Care Center of Dearborn Co	Dearborn	HHW and HIP Presentation	5
6/19/14	Jerry Yezbick	Evansville Literacy Coalition	Vanderburgh	Family Literacy Day Planning	5
6/20/14	Kristine Myahla	South Side High School	Allen	Presentation	5

Table 13

Operational Activities

Source: OMPP Care Programs

Identify all significant program developments/issues/problems that have occurred in the current quarter, including, but not limited to, approval and contracting with new plans, benefit changes, and legislative activity.

Indiana Medicaid began to put in place the foundation for a new RBMC program for the Aged, Blind, and Disabled. Over 18,000 members were transitioned from Hoosier Healthwise and HIP to Indiana Medicaid's Fee For Service and Care Select to begin the process of the new program. During this transition Care Programs Operations had to ensure continuity of care for all 18,000 plus members, determine which members received

which notice, and ensure all records and prior authorization history arrived with their new program's contractor. We worked with the MCEs to aid in education and guidance when the members received their notices as well as ensured continuity of care.

The HIP ESP program was officially terminated on 04/30/2014. In the 4th quarter of 2013 we worked to ensure continuity of care for those members below 105% FPL, who were transitioned to coverage under one of the three HIP MCEs. In the 1st quarter of 2014 those above 105% FPL were sent to the market place. In the 2nd quarter of 2014 our focus was following through the termination procedures for an IHCP program and the contract for the vendor that facilitated HIP ESP. We successfully contracted with the company Anthem the operations of claims run out for the HIP ESP program.

Through member and provider queries we discovered an issue with the transition of pregnant women on HIP that suffered miscarriages during the transition to Hoosier Healthwise. The issue occurred regarding which program the woman was pregnant for and which was to pay claims. Each case that was handled by our team, the claims are paid the member's MCE and the provider received education regarding the appropriate billing for services related to miscarriage experienced by a HIP member.

Table 14

Financial Activities

Source: OMPP Finance & State Actuary

Identify all significant developments/issues/problems with financial accounting, budget neutrality, and CMS-64 reporting for the current quarter. Identify the State's actions to address these issues.

To achieve control objectives of accurate, timely and complete reporting in compliance with the Special Terms and Conditions FSSA activities include:

- Budget neutrality submissions are developed utilizing CMS64 data.
- Budget neutrality and CMS64 reporting are reconciled quarterly prior to submitting reports to CMS.
- Federal Funding Director/OMPP Controller is the final approver on all budget neutrality submissions.

Reconciliation documentation will be maintained to support quarterly submissions.

Table 15

Monitoring Activities

Source: OMPP Care Programs

Identify any quality assurance/monitoring activity in current quarter.

The State has maintained an individualized quality review team and contract compliance team. Individual teams result in a more in depth analysis of contract compliance; plan reporting, quality and accessibility of health care services, utilization of services, and progress of stated plan goals. The two teams work jointly in preparation of the monthly onsite visits. While each team brings a different perspective to the onsite visits, there are joint analysis of the plans' policies and procedures to ensure contract compliance and delivery of quality care to the members. This method results in a strong alignment of healthcare quality more closely with contract compliance.

During the second quarter the contract compliance team has focused on provider grievances and appeals, HIPAA compliance, HIP ER co-pays, HIP pregnancy transition and miscarriages covered by HIP, Third Party Liability, Cost Avoidance, Coordination of benefits, debarred individuals and provider license suspensions, and member information and education on our monthly onsite visits. We have found the MCEs to be substantially compliant; however, in depth discussion of onsite topics with the MCEs have led to improved services for HIP members. For example, the MCEs improved provider education of a pregnant HIP member transitioning from HIP to Hoosier Healthwise, including how to properly bill the MCE for miscarriage services during the transition period.

Table 16

Demonstration Evaluation
Source: OMPP Quality
Discuss progress of evaluation design and planning.
Quality topics discussed during the second quarter on site meetings were based on recommendations documented in the 2012 External Quality Review of the MCEs completed by Burns and Associates. The April on site focused on the provision of transportation services for members and the MCE’s relationship with the vendors including policies and procedures. The MCEs also provided information to Quality regarding the hiring, training, and required activities of their provider representative staff. The MCEs provided an update of their Quality Management Improvement and Work Plans (QMIP) including progress made and continued challenges. The MCEs also discussed a sample of their Quality Improvement Plans (QIP) and how those relate to their current QMIP. The June on sites focused on the MCEs current quality successes and challenges relating to emergency room bounce back and inpatient readmission rates, and the current status of their Right Choices Program (RCP).

Table 17

POWER Account Rollover																																	
Source: OMPP Care Programs																																	
Of the 5,382 HIP members eligible for rollover in the second quarter of 2014, 59% completed a preventive service and 47% of the members received rollover of their POWER Account funds. Fifty-three percent of the members with a balance did not receive rollover due to lack of obtaining a preventive service. This creates an opportunity for the MCEs to increase member outreach efforts and educate members on incentive for preventive service. The majority of HIP members (64%) had no balance that indicates utilization of member services to meet health care needs.																																	
<table border="1"> <thead> <tr> <th></th> <th>Total Number</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>Members Enrolled April-June 2009 & Eligible for Rollover</td> <td>5,382</td> <td>n/a</td> </tr> <tr> <td>Members that Completed Preventative Services</td> <td>3,177</td> <td>59%</td> </tr> <tr> <td>Members w/POWER Account Balance</td> <td>1,916</td> <td>36%</td> </tr> <tr> <td>Members w/no POWER Account Balance</td> <td>3,466</td> <td>64%</td> </tr> <tr> <td>Members w/Balance and Completion of Positive Preventative</td> <td>907</td> <td>47%</td> </tr> <tr> <td>Members w/Balance and Negative Preventative</td> <td>1,009</td> <td>53%</td> </tr> <tr> <td>Average Member Remaining Balance</td> <td>145.71</td> <td>n/a</td> </tr> <tr> <td>Average State Remaining Balance</td> <td>561.75</td> <td>n/a</td> </tr> <tr> <td>Average Member Remaining Balance for Members w/Negative Preventative</td> <td>173.38</td> <td>n/a</td> </tr> <tr> <td>Average State Remaining Balance for Members w/Negative Preventative</td> <td>622.56</td> <td>n/a</td> </tr> </tbody> </table>		Total Number	Percent	Members Enrolled April-June 2009 & Eligible for Rollover	5,382	n/a	Members that Completed Preventative Services	3,177	59%	Members w/POWER Account Balance	1,916	36%	Members w/no POWER Account Balance	3,466	64%	Members w/Balance and Completion of Positive Preventative	907	47%	Members w/Balance and Negative Preventative	1,009	53%	Average Member Remaining Balance	145.71	n/a	Average State Remaining Balance	561.75	n/a	Average Member Remaining Balance for Members w/Negative Preventative	173.38	n/a	Average State Remaining Balance for Members w/Negative Preventative	622.56	n/a
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Table 18

ER Copayments

Source: OMPP Care Programs

Discuss ER copayments.

ER Copayments April – June 2014					
HIP Population	Co-Payment Amount	Number of Anthem Members	Number of MDwise Members	Number of MHS Members	Total HIP Members
Caretakers	\$0 per visit*	1520	143	549	2212
Caretakers With Incomes Above AFDC Income Limit through 100% FPL	\$3 per visit	697	572	255	1524
Caretakers Above 100 % through 150% FPL	\$6 per visit	57	28	11	96
Caretakers Above 150 % through 200% FPL	Lower of 20% of services cost provided during visit, or \$25	13	12	2	27
Non-Caretakers	\$25 per visit	2295	771	513	3579
Total		4582	1526	1330	7438

* Indicates zero out-of-pocket co-payments after the visit was adjudicated as true emergency.

Table 19

ER Utilization

Source: OMPP Care Programs

Discuss initiatives to decrease ER utilization.

The FSSA monitors the emergency room utilization reports and incentivizes the MCEs to develop goals and objectives to reduce unnecessary emergency room use through the contracted payment for outcome measures. The MCEs report to the FSSA on a quarterly basis ER Bounce Back, Type of Emergency Room Utilization, and Frequency of Emergency Room Utilization. The ER Bounce Back report summarizes the rate of members who return to the emergency room within 30 days of a prior ER visit. The Frequency of Emergency Room Utilization report and the Type of Emergency Room Utilization report looks at various cohorts and summarizes the utilization of emergency room services and identifies opportunities for participation in case or care management. The MCEs also include reduction of emergency room utilization on the annual QMIP.

Table 20

Supporting Documentation

HIP Dashboard

HIP Financial Monitoring Report

OMPP Finance & State Actuary