

HEALTHY INDIANA PLAN DEMONSTRATION

PROJECT NUMBER: 11-W-00237/5

SECTION 1115 QUARTERLY REPORT

State of Indiana

REPORTING PERIOD:

Demonstration Year: 6 (1/1/13 – 12/31/13)

Federal Fiscal Quarter: 4/2013 (7/1/13 – 9/30/13)

Date submitted to CMS: 11/30/2013



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 then received CMS approval to extend the HIP through December 13, 2013.

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 200% of FPL
- Provide health insurance to non-custodial parents and uninsured childless adults (non-caretakers) with family income up to 200% 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 3rd quarter 2013 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	240,447
Number of Hoosier Healthwise Enrollees-MDwise	Rolling	299,423
Number of Hoosier Healthwise Enrollees-MHS	Rolling	212,371
Number of Hoosier Healthwise Enrollees-Total	Rolling	752,241

Table 1

Healthy Indiana Plan-Applicants		
Source: OMPP Data Unit		
Item	Period	Total
Number of HIP Applicants-Start of Quarter	Rolling	444,328
Number of HIP Applicants-During Quarter	Quarter	16,421
Number of HIP Applicants-Total	Rolling	460,749

Table 2

Healthy Indiana Plan-Number of Denials		
Source: OMPP Data Unit		
Item	Period	Total
Number of HIP denials Non-Caretaker Cap reached	Quarter	8,497
Number of HIP Denials-Failure to pay initial POWER Account contribution	Quarter	596
Number of HIP Denials-Insurance through employer	Quarter	905
Number of HIP Denials-Other	Quarter	3,397
Number of HIP Denials-Total	Quarter	13,395

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	2,934	27	0.920%	10,531	99	0.940%
23-50% FPL	2,477	72	2.907%	5,602	189	3.374%
51 to 100% FPL	5,176	160	3.091%	13,197	484	3.668%
101 to 150% FPL	2,953	104	3.522%	8,488	300	3.534%
151+ FPL	1,334	51	3.823%	4,212	111	2.635%

Table 3.1

¹ FPL gathered from ICES data

Healthy Indiana Plan-Enrollment		
Source: OMPP Data Unit		
Item	Period	Total
A Number of HIP Enrolled-Start of quarter	Rolling	36,953
B Number of HIP Enrolled-During the quarter	Quarter	3,495
C Number of HIP Disenrolled-Due to non-payment of POWER Account	Quarter	1,155
D Number of HIP Disenrolled-HIP redetermination packet not submitted	Quarter	1,046
E Number of HIP Disenrolled-Member became pregnant	Quarter	177
F Number of HIP Disenrolled-Move to Medicaid category	Quarter	163
G Number of HIP Disenrolled-Insurance through employer	Quarter	256
H Number of HIP Disenrolled-Other reasons	Quarter	2,297
I Number of HIP Enrolled-End of the quarter ((I)=(A)+(B)-(C)-(D)-(E)-(G)-(H))	Quarter	35,354

Table 4

Healthy Indiana Plan-Number of Denials						
Source: OMPP Data Unit						
Reason Code	Low Income 23-50%	51%-100%	101%-150%	151%+	Unknown FPL ¹	Total

HIP Disenrolled-Due to non-payment of POWER Account	190	472	297	106		1,155
HIP Disenrolled-HIP redetermination packet not submitted	160	282	151	71	2	1,046
HIP Disenrolled-Member became pregnant	26	64	42	21		177
HIP Disenrolled-Move to Medicaid Category	22	56	24	12	1	163
HIP Disenrolled-Insurance through employer	23	89	55	30	4	256
HIP Disenrolled-Other reasons	234	594	549	373	17	2,297

Table 4.1

¹ FPL gathered from ICES data

Healthy Indiana Plan-FPL							
Source: OMPP Data Unit							
Aid Category	Low Income 0-22%	Low Income 23%- 50%	51%- 100%	101%- 150%	151%-200%	Unknown FPL ¹	Total
Caretaker	616	530	1,163	737	391	-	3,437
	1,161	1,022	2,510	1,610	782	-	7,085
	3,917	3,700	9,579	6,704	3,633	-	27,533
	2,180	495	1,878	1,610	1,137	-	7,300
Subtotal	238	55	244	188	107	-	832
Non Caretaker	267	58	175	155	96	-	751
	985	185	713	494	299	-	2,676
	3,670	793	3,010	2,447	1,639	-	11,559
	1,074	190	794	514	308	-	2,880
Subtotal	4,028	849	3,262	2,608	1,739	-	12,486
Grand Total	4,266	904	3,506	2,796	1,846	-	13,318

Table 5

¹ FPL gathered from ICES data

² The Subtotal numbers mentioned are the sum of distinct members. Hence, may not necessarily sum up to be equal to the individual plan income levels.

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	0	0	0	0
Referred to M.E.D. Works	Quarter	0	0	0	0
Other	Quarter	0	0	0	0
Total	Quarter	0	0	0	0

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	0	0	0	0
Referred to M.E.D Works	Quarter	0	0	0	0
Other	Quarter	0	0	0	0
Total	Quarter	0	0	0	0

Table 7

Number of HIP Enrolled-ESP			
Source: OMPP Data Unit			
Item	Month 1	Month 2	Month 3
Number of HIP Enrolled-ESP	1,424	1,398	1,358

Table 8

Budget Neutrality – Member Months
Source: OMPP Finance and State Actuary

Medicaid Eligibility Group (MEG)	Period	Month 1	Month 2	Month 3
<i>HHW Caretakers</i>	Quarter	111,670	111,729	112,723
HHW Children	Quarter	562,170	562,574	562,319
HHW Pregnant Women	Quarter	28,012	28,075	27,664
HIP Caretakers	Quarter	25,214	24,923	24,533
<i>HIP Non-Caretakers</i>	Quarter	11,236	10,937	10,705

Table 9

Healthy Indiana Plan-Enrollee/Applicant Inquiries					
Source: OMPP Agency Coordination & Integration					
Item	Period	Month 1	Month 2	Month 3	Total
Eligibility	Quarter	0	0	0	0
Application	Quarter	0	0	0	0
Buy-In	Quarter	2	2	2	6
General Questions	Quarter	6	16	23	45
Waiting List	Quarter	2	1	0	3
Anthem	Quarter	0	1	3	4
ESP	Quarter	0	0	0	0
MDwise	Quarter	0	0	1	1
MHS	Quarter	1	0	0	1
Total	Quarter	11	20	29	60

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	1653
Other Insurance	Quarter	471
Financial Eligibility	Quarter	167
Other	Quarter	3
Total	Quarter	2294

Table 11

Enrollee/Applicant Issues
Source: OMPP Care Programs
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.
Indiana Medicaid monitors all types of inquires and the responses to these inquiries through the State's Internet Quorum (IQ) system. This system enables the State to track any trending issues, develop uniform responses to frequently asked questions, and educate vendors in the areas where they should improve their member and provider services, outreach and marketing efforts. In addition, members/applicants may utilize the HIP plans' grievance and appeal system and FSSA hearings and appeals system. Although the State usually only hears about complaints, members will periodically express compliments or success stories about receiving health care for the first time or describe how they appreciate HIP to our enrollment broker, Maximus, and to the MCEs themselves.
The number of inquiries received during this reported quarter was consistent with previous quarters.

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.
MHS

In Third Quarter CY 2013, 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:

-----JULY 2013-----

7/13/13 - Little Red Door Big Red Bash, Marion County, Indiana. The purpose of this event was to support a community organization through sponsorship by MHS and to educate event participants on MHS and services available to MHS members. MHS had a booth on site with educational health information and giveaways, basic program information. MHS fielded an employee team which participated in the Zumba contest.

7/13/13 - 10th Annual Northern Indiana Hispanic Health Coalition (NIHHC) Health Fair and Back-to-School Event, Elkhart County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

7/17/13 – “MHS Healthy Celebration,” LaPorte County, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

7/18/13 - “MHS Healthy Celebration,” Howard County, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

7/18 - 7/21/13 - IBE Summer Celebration and ISDH Health Fair, Marion County, Indiana. MHS participated in this annual event to support a community organization through its sponsorship and to educate participants on MHS and services available to MHS members. MHS had a booth on site with educational health information and giveaways as well as basic program information. MHS also provided attendees with free health advice through "Ask-A-Doc" and "Ask-An-Expert," sessions throughout the event.

7/20/13 - Ft. Wayne Three Rivers Festival Children's Fest, Allen County, Indiana. MHS participated in this event to

educate the community on broader 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.

7/23/13 - "MHS Healthy Celebration," LaPorte, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

7/24/13 - Open Door Health Extravaganza, Delaware County, Indiana. MHS participated in this FQHC-sponsored event to support this community organization through its sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

7/24/13 - Northshore Back-to-School Health Fair, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

7/24/13 - "MHS Healthy Celebration," Howard County, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

7/25/13 - Allen Co. Health Disparity Coalition Prevention Clinic, Allen County, Indiana. The purpose of this event and MHS participation was to educate the community on broader 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.

7/26/13 - Bendix Family Practice Health Fair, St Joseph County, Indiana. This event was to educate the community on broader 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.

7/27/13 - Shalom Health Center Back-to-School Event and "MHS Healthy Celebration," Marion County, Indiana. MHS sponsored this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. The event was also to get non-compliant MHS members in to see their PMP for

missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

7/27/13 - Elkhart Back-to-School Event, Elkhart County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

7/31/13 - Northshore Back-to-School Fair, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

-----**AUGUST 2013**-----

8/1 and 8/2/13 – Back-to-School Registration Event, Presented by Covering Kids and Families, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/2 - 8/17/13 - Indiana State Fair - MHS Presents BMX Extreme Bike Show, Marion County, Indiana. MHS participated in the annual Indiana State Fair in order to support community organizations through its sponsorship and to educate the community on broader 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. Throughout the Fair, MHS staffed its booth during scheduled shifts with 'Experts' in the areas of pediatrics, physical fitness and prenatal care as well as behavioral health, for the public to consult. MHS also provided free health screenings on select days of the Fair.

8/3/13 - Marion County Back-to-School Family Day, Presented by Covering Kids and Families, Marion County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/3/13 - Anderson Black Expo Community Health Fair, Madison County, Indiana. The purpose of this event was to

support a community organization through sponsorship and to educate participants on 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.

8/3/13 - Elkhart Health Fair and Back-To-School Event, Elkhart County, Indiana. This event was to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/7/13 - Gary Community Health Center Back-To-School Event, Presented by Covering Kids and Families, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/9/13 - Healthy Start of Northwest Indiana: Stroll in the Park Event, Lake County, Indiana. MHS participated in this event to educate the community on broader 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.

8/9/13 - 10th Annual Backyard BBQ, Madison County Community Health Center, Madison County, Indiana. The purpose of this event was to educate the community on broader 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.

8/10/13 - Gary Community Health Center Back-To-School Event / City of East Chicago BTS Rally, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/12, 8/13 and 8/14/13 - NorthShore National Health Center Week, Lake County, Indiana. The purpose of MHS involvement in this FQHC event was to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/13/13 - Gary Community Health Center Back-To-School Event, Presented by Covering Kids and Families, Lake County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/13/13 - HealthLinc Back-To-School Fun Fest, Mishawaka, St. Joseph County, Indiana. MHS participated in this FQHC event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/14/13 - IHC National Health Center Week Health Fair, St. Joseph County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/14/13 - HealthLinc Back-To-School Fun Fest, Porter County, Indiana. MHS participated in this FQHC event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/14/13 - Riggs Community Health Center Child Safety and Wellness Fair, Tippecanoe County, Indiana. MHS participated in this FQHC event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/15/13 - City-Wide Back-To-School Rally, St. Joseph County, Indiana. MHS participated in this FQHC event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/16/13 - Heart City Health Center Ice Cream Social, Elkhart County, Indiana. MHS participated in this FQHC's event to educate the community on broader 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.

8/16/13 - HealthLinc Back-To-School Fun Fest (Michigan City), St. Joseph County, Indiana. MHS participated in this FQHC event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/17/13 - "Miracle on 34th Street," Raphael Health Center, Marion County, Indiana. MHS participated in this event to support this FQHC community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/17/13 - 3rd Annual Safety Summit, Lake County, Indiana. MHS participated in this event to educate the community on broader 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.

8/22/13 - Allen County Health Disparity Coalition Prevention Clinic, Allen County, Indiana. MHS participated in this event in order to help educate the community on broader health issues and to provide basic program information. MHS had a booth on site with educational health information and giveaways as well as basic program information.

8/22/13 - 15th Annual Family Fun-Filled Back-to-School Celebration, Marion County, Indiana. MHS participated in this event to support a community organization through sponsorship and to educate participants on MHS and the services available to MHS members. MHS donated backpacks and school supplies to participants and had a booth on site with educational health information and giveaways as well as basic program information.

8/24/13 - Great Expectations Program - Johnson County Women's Care Group, Johnson County, Indiana. MHS participated in this women-focused event to educate the community on preventive care for women and broader 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.

8/24/13 - "MHS Healthy Celebration," St. Joseph County, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

8/31/13 – “Taste the Dream,” MLK Center Resource Fair, Marion County, Indiana. MHS participated in this event to educate the community on broader 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.

-----**SEPTEMBER 2013**-----

9/5/13 - Healthy Lifestyle Event, Allen County, Indiana. MHS participated in this event to help educate the general population on health. This was a free educational event featuring free fitness, diet and cooking demonstrations accompanied by free health screenings and program enrollment information. MHS had a booth on site with health related information and giveaways, and MHS coordinated all the presenters including personal trainers, Purdue Extension staff and representatives from Covering Kids and Families.

9/5/13 - Northern Indiana Hispanic Health Coalition (NIHHC), 10th Annual Anniversary Dinner, Elkhart County, Indiana. MHS participated in this event to support this community organization through sponsorships. MHS “purchased” a table and invited MHS staff to support the event. MHS was presented with a "Community Partner Award," from the NIHHC.

9/7/13 - Mount Carmel Family Fun and Fitness Field Day and Back-to-School Rally, Marion County, Indiana. MHS participated in this event to educate the community on broader 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.

9/7/13 - “MHS Healthy Celebration,” Elkhart, Indiana. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

9/14/13 - Play it Safe Family Safety Day, Kosciusko County, Indiana. MHS participated in this event to educate the community on broader 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.

9/14/13 - Moving Starke County Forward Celebration, Starke County, Indiana. MHS participated in this event to educate the community on broader 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.

9/17/13 - Community Wellness Cooperative Free Health Fair, Madison County, Indiana. MHS participated in this event to educate the community on broader 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.

9/20/13 - "MHS Healthy Celebration," Lake County, IN. The purpose of this MHS event was to get non-compliant MHS members in to see their PMP for missing check-ups and screenings while providing them health and benefit education. MHS identified and invited non-compliant members to come to this PMP office and get a check-up and needed health screenings, then after the check-up, members were treated by MHS to a 'celebration' to enjoy healthy snacks.

9/20 - 9/22/13 - Indiana State Medical Association (ISMA) Convention, Marion County, Indiana. MHS attended and participated in this provider-focused event to support professional organizations through its sponsorship and to educate participants about MHS and the services available to MHS members and providers. MHS sent staff to the conference for continued educational opportunities and had a booth on site with health related information and giveaways

9/21/13 - 33rd Annual, "La Fiesta Indianapolis," Marion County, Indiana. MHS attended this event to support community organizations through its sponsorship and to educate participants on 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.

9/21/13 - American Diabetes Association (ADA) Step Out and Walk, Marion County, Indiana. MHS participated in this annual event to support community organizations through its sponsorship to educate participants on 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. MHS also fielded a company team who walked and raised donations for the ADA.

9/22/13 - Healthy Lifestyle Event - Greater New Hope Church, Marion County, Indiana. MHS participated in this event to educate the general population on health. This is a free educational event targeted toward faith-based organizations, featuring free fitness, diet and cooking demonstrations, accompanied by free health screenings and enrollment information. MHS had a booth on site with health related information and giveaways, and MHS coordinated all the presenters including personal trainers, Purdue Extension staff and Covering Kids and Families representatives.

9/25/13 - Geminus Community Partners 2013 Lake County, Indiana, Provider Fair. MHS participated in this event to educate the community on broader 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.

9/26/13 - Allen Co. Health Disparity Coalition Prevention Clinic, Allen County, Indiana. The purpose of this event and MHS participation was to educate the community on broader 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.

9/28/13 - Lafayette Square Area Coalition (LSAC) "Taste of Differences" Festival, Marion County, Indiana. MHS participated in this event to educate the community on broader 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.

9/28/13 - Perry Township 3rd Annual Health Fair and Family Forum, Marion County, Indiana. MHS participated in this event to educate the community on broader 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.

Table 13

MDwise

Q3 2013 HIP Outreach and Marketing

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 our members. Below are some initiatives MDwise established and completed to provide quality health care to its Healthy Indiana Plan members in Q3 2013.

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.

In Q3 2013, 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 285 HIP applications at community events and presentations.
- Provided direct assistance to seven community members on how to enroll for HIP on-line
- Worked with Covering Kids and Families, enrollment partners and local DFR offices to promote and conduct enrollment for the HIP health plan.
- 286 HIP applications were completed by Covering Kids & Families
- 285 HIP applications were distributed at community events and presentations
- 29 HIP applications were completed at events by DFR and community enrollment centers.
- 316 CKF and enrollment partner referrals
- 51 individuals were assisted with the HIP on-line application
- Partnered with enrollment partners on six enrollment events for the Hoosier Healthwise & HIP Programs.

HIP Outreach Education and Awareness

- Educated parents and caregivers about the HIP Program at over 49 school outreach events, including parent nights, kindergarten round-ups, Family Fun Nights, after-school programs, presentations to staff, registration days, parent teacher conferences, and Title One Parent meetings. Completed 66 MDwise Q&A Chats in Q3 2013. The Chats target 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.
- Organized and participated in four Bluebelle's Baby shower. Distributed Information on how to apply for HIP after pregnancy. Participated in four community baby showers. MDwise outreach educated each participant on the HIP Program.
- Outreach team promoted the HIP program to caregivers at the 28 Q3 Everyone Needs Checkups Days.
- The outreach team partnered with enrollment partners at over 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 1,107 MDwise members and how to redeem Rewards points for completing preventive care at all events and presentations.
- Worked with School Based Health Centers (SBHC) to promote HIP to uninsured parents.
- HRS screenings completed for new HIP members.
- Promoted Hoosier Healthwise and HIP as a solution for health insurance for the entire family.
- 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, public libraries and Legal Aid sites to educate communities about where to apply for HIP and how to stay enrolled.

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 231 community events and presentations.

- Educated agencies, schools and other programs about HIP at the 38 completed professional presentations.
- Distributed the “Got Insurance Brochure” to increase education on where to apply for HIP (Marion County).
- Educated members on the “Use Emergency Room Wisely” brochure on ER utilization. Developed new “Your Doctor First” brochure.
- Promotion of INControl Disease Management Program for HIP members.
- Distribution of HIP Health Plan materials created by FSSA.

Presentations

- Provided education on HIP at seven IMPACT community presentations. Educated participants that there is continuous coverage available from Package A or B to HIP (no six month wait).
- Presented to four support groups for pregnant women programs. Outreach educated women on how to apply for HIP after pregnancy without interruption of coverage to HIP
- Two presentations to the Children’s Bureau (Randolph and Delaware) on the HIP program, addressed common-misconceptions, eligibility questions and distributed HIP applications.

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.
- Incorporated HIP education and resources at three MDwise Community Advisory Councils (SE, NC and North) in Q3.

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. 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.

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.
- In Q3 2013, a total of 349 HIP members redeemed their Rewards points for a gift card. This is 13% 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 (18%), but consistent with Q2 of 2013. 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.

Outreach/Innovative Activities
Source: Healthy Indiana Plan Health Plans
Provide a summary of the outreach activities and/or promising practices for the current quarter.
Anthem
Anthem’s outreach efforts for third quarter focused on educating our Healthy Indiana Plan (HIP) members on the recent changes to HIP’s eligibility requirements due to health care reform under the Affordable Care Act and changes the State of Indiana made to the HIP program. For HIP members who were identified as potentially ineligible due to the changes in the Federal Poverty Level (FPL) requirements, Anthem sent letters these members advising them of when to expect their coverage to end and encouraging them to complete another HIP application if they have recently experienced a decline in their income in order to be reconsidered for HIP benefits in 2014. Anthem also outreached HIP members whose terminations were pending via outbound automated calls to advise them to explore options for coverage through the Federal

Health Insurance Market Place if they no longer qualify for HIP. Finally, Anthem also conducted outreach via letters to members who currently participate in the HIP Buy-In Program (also known as HIP Tier 2 Program) to advise them of the discontinuance of the buy-in program and educate them on finding health care coverage through other options, such as the HIP Medicaid Program, if they meet the income requirements, or the Federal Exchange Programs.

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.
<p>The Centers for Medicare & Medicaid Services (CMS) has approved a one-year extension of Indiana’s section 1115 Health Indiana Plan (HIP) Demonstration (project number 11-W-00237/5), as amended, in order to not disrupt the coverage currently afforded in Indiana as the state continues to consider its coverage options. The HIP demonstration, which will continue to receive federal financial participation at the state’s regular federal medical assistance (FMAP), is now set to expire on December 31, 2014.</p> <p>In anticipation of the new HIP income eligibility guidelines to take place January 1, 2014. Caretaker and non-caretaker adults up to 100 % FPL will not experience a change in benefits. They will continue to be served in the same aid category, will have the same benefit package and will continue the same delivery system. Caretaker and non-caretaker adults above 100% FPL will be eligible to receive services through the marketplace. Indiana developed a HIP Transition Plan that included Notifications to current HIP participants, applicants and individuals on the HIP waitlist to let them know the program will have eligibility changes. The Notices included automated outbound calls and several mailings. In addition, because of the Affordable Care Act, the Indiana Comprehensive Health Insurance Association (ICHIA), which operates the HIP Enhances Service Plan (ESP), is stopping operations January 1, 2014. HIP ESP members who meet the HIP income eligibility guidelines of 100% FPL will be transitioned into the general HIP population and their services managed through the MCEs.</p>

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.

Below, please find our process to achieve control objectives of accurate, timely and complete reporting in compliance with the Special Terms and Conditions:

- Budget neutrality submissions will be developed utilizing CMS64 data.
- Budget neutrality and CMS64 reporting will be reconciled quarterly prior to submitting reports to CMS.
- Federal Funding Director/OMPP Controller will be 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.
<p>Onsite Monitoring Visits conducted by the Care Programs Operations Compliance Analysts covered the following topics: Member Services, Pharmacy Services, HIP/ESP Transition Plan and Smoking Cessation Plan. Below is a detailed description of each topic.</p> <p><u>Member Services:</u> a) Primary Medical Physician (PMP), b) panel movement in the event of PMP disenrollment, c) member disenrollment from program or movement to another plan, d) observe member calls with MCE customer service representative, and e) discussion/explanation of member phone unit including the number of member lines, number of customer service representatives, and availability of call lines.</p> <p><u>HIP/ESP for 2014:</u> a) discussion of the state's transition plan for HIP members in 2014 and b) rolling of HIP ESP members into the general HIP population under the management of the MCEs.</p> <p><u>Smoking Cessation Plan:</u> a) discussion of the MCE's smoking cessation plan, b) review and discussion of educational materials supposed to members with complex diseases who smoke and the management of this type of member and c) discussion of each MCE's success rate in the smoking cessation programs.</p> <p>The Care Program Quality Team third quarter monitoring activities with the MCEs included discussions on outreach to parents of SCHIP members to encourage HIP enrollment, Quality Management and Improvement Workplans' status/progress, quarterly reporting to ensure the successful transition of women on HIP who become pregnant and to monitor birth outcomes, long acting reversible contraceptive utilization to ensure consistency across health plans, health outcomes for members in HIP-Enhanced Services Program.</p>

Table 16

Demonstration Evaluation
Source: OMPP Quality
Discuss progress of evaluation design and planning.
<p>Burns and Associates, Indiana’s EQRO submitted the EQR draft to OMPP for review. OMPP met with the HIP managed care entities in the third quarter to review the findings. The EQR will be submitted to CMS in early 2014.</p> <p>The EQR recommendations for improvement included:</p> <ol style="list-style-type: none"> 1. In the validation of performance measures, the MCEs need to clarify the source of their comparison goals, make data analysis part of the PIP planning process, report statistically significant changes, seek out best practices related to interventions used, stratify measure results by additional cohorts to determine if certain results may yield specific opportunities for interventions and ensure that the PIPs adopted are adhered to, implemented and reported on consistently. 2. In the focus study on access to care, MCE provider relations staff should be knowledgeable about the MCE’s programs and services, initiate an education campaign on disease management/case management for providers, make bonus program calculations more transparent to providers, provide up to date Gaps-in-Care information that is accurate at the time it is shared with providers, promote to providers and members the availability of interpretation services, MCE provider relations teams should meet with the community mental health centers and other large behavioral health providers no less than annually, provide training on the behavioral health summary report, investigate filing limit extensions in order to accommodate retroactive coverage and TPL changes, ensure communication with the FQHCs regarding billing for behavioral health and physical health on the same date of service. 3. In the focus study on mental health utilization and care coordination recommendations include MCEs’ need to focus on developing measurable care plan goals to focus on both behavioral health and physical health needs, MCEs should look at incentive programs for providers with the goal of better cooperation and availability, and improve documentation of validating care plans were sent to the PMP

Table 17

POWER Account Rollover		
Source: OMPP Care Programs		
Discuss POWER account rollover.		
UPDATE FORTHCOMING		
	Total Number	Percent
Members Enrolled April-June 2009 &		

Eligible for Rollover			
Members that Completed Preventative Services			
Members w/POWER Account Balance			
Members w/no POWER Account Balance			
Members w/Balance and Completion of Positive Preventative			
Members w/Balance and Negative Preventative			
Average Member Remaining Balance			
Average State Remaining Balance			
Average Member Remaining Balance for Members w/Negative Preventative			
Average State Remaining Balance for Members w/Negative Preventative			

Table 18

ER Copayments					
Source: OMPP Care Programs					
Report data pending.					
Discuss ER copayments.					
ER Copayments July –September 2013					
HIP Population	Co-Payment Amount	Number of Anthem Members	Number of MDwise Members	Number of MHS Members	Total HIP Members
Caretakers	\$0 per visit*				
Caretakers With Incomes Above AFDC Income Limit through	\$3 per visit				

100% FPL					
Caretakers Above 100% through 150% FPL	\$6 per visit				
Caretakers Above 150% through 200% FPL	Lower of 20% of services cost provided during visit, or \$25				
Non-Caretakers	\$25 per visit				
Total					

Table 19

ER Utilization
Source: OMPP Care Programs
Discuss initiatives to decrease ER utilization.
The MCEs proactively use multiple opportunities to educate HIP members about appropriate ER utilization through care/case/disease management, promote member use of Nurse On-Call, Health Risk Assessments, member materials, member inquiries, and outbound calls. MDwise initiated a pilot partnership with hospital ERs to redirect members to primary care when applicable, expansion of the IHIE ER notification Pilot from 5 local hospitals to statewide in 2013, and to provide feedback on ER utilization to PMP/medical home on members. In order to develop other initiatives to reduce ER utilization Anthem routinely reviews retroactive information on the reasons why members visited the ER and reviews Nurse Line information to determine reasons for calls and number referred to ER.

Table 20

Supporting Documentation
HIP Dashboard
HIP Financial Monitoring Report
OMPP Finance & State Actuary