



**How Are Our Patients best Served?**

**Springfield, Joplin, Branson, West Plains  
Public Meetings  
November 2008**





# MoHealthNet Staff

- **Ian McCaslin - Director**
- **Sandra Levels - Director, Operations**
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- **Karen Lewis - Administrative Liaison**

# What Do I Want for MoHealthNet?

- **I want us to Serve the People**
- **I want us to do a Better Job of Serving the People**
- **I have a very strong Focus on Improving:**
  - **Access to Services for People**
  - **The Quality of those Services Provided**
  - **Accountability to all Missourians**

# Purpose of these Visits

- **We are Here to Discuss the Pros and Cons of Managed Care in the MoHealthNet Program**
- **We are Here to Listen and Learn from You**
- **No Decisions Have Been Made!**
- **There are Many Steps Required to Change**
- **Earliest Possible Start would be July 2010**

# Overview of Meeting

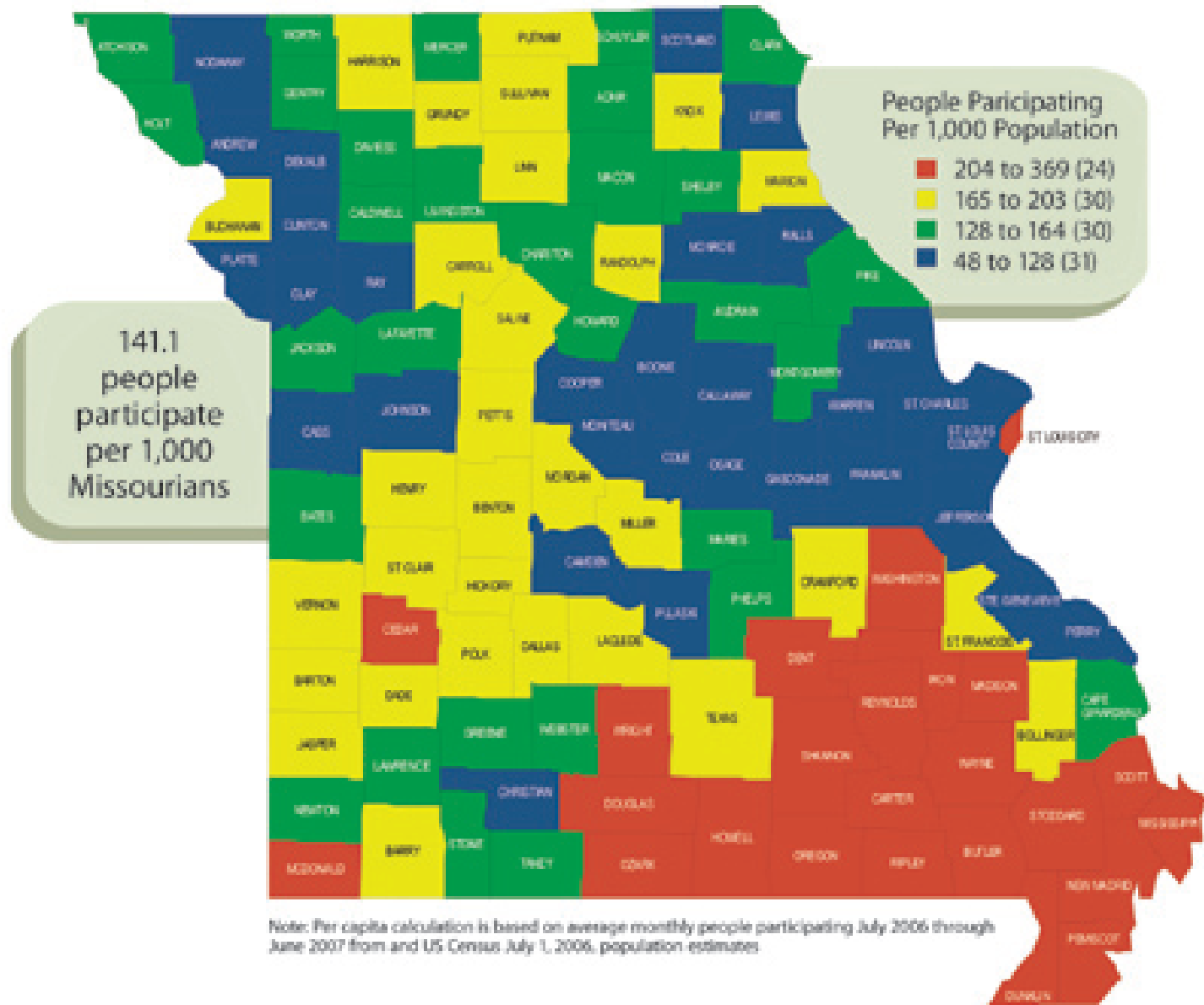
- **Housekeeping Items**
- **MoHealthNet and Managed Care Overview**
- **Public Comment**
- **Questions and Answers**

# Missouri Counties





## 2007 MO HealthNet Participation Per 1,000 Population



# How are Services Delivered Now?

- **Fee for Service**
- **Doctor and the State - no Health Plan**
- **For Example:**
  - **Child visits the Doctor**
  - **The Doctor bills MoHealthNet**
  - **MoHealthNet pays the Doctor**

# How about in Managed Care?

- **Health Plans contract with State to work in various Regions by County**
- **Health Plans paid directly by State for each Covered Member for all Services**
- **Overall these Services are the Same as in Fee for Service**
- **No Changes in Eligibility**

# What About the Doctor Visit?

- **Each Health Plan Must have Enough Doctors to be able to See All Members Regularly**
- **Patients and Families can Choose their Own Doctor from those Who Signed Up with each Health Plan**
- **Each Health Plan pays the Doctors Directly for the Services they Provide**

# Managed Care Enrollment – 383,517\*

## ■ Eastern Region – 189,472\*

- *Harmony Health Plan of Missouri*
- *HealthCare USA*
- *Mercy CarePlus*

## ■ Central Region – 73,194\*

- *HealthCare USA*
- *Mercy CarePlus*
- *Missouri Care*

## ■ Western Region – 120,851\*

- *Blue-Advantage Plus of Kansas City*
- *Children's Mercy Family Health Partners*
- *HealthCare USA*
- *Mercy CarePlus*

\*source: state managed care provider inquiry (MPRI) screens, current to 08/01/08

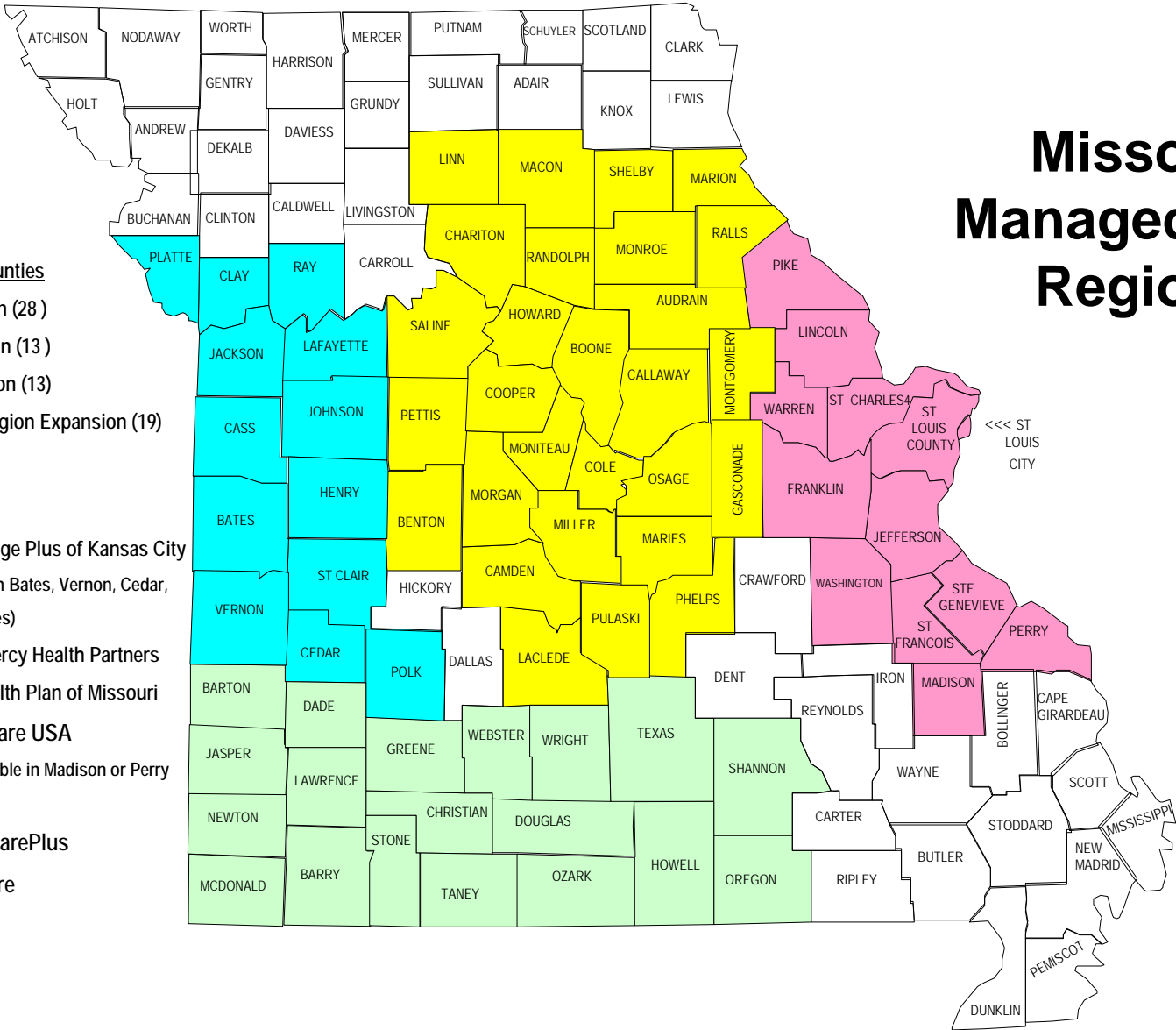
# Missouri Managed Care Regions

Number of Counties

- Central Region (28)
- Eastern Region (13)
- Western Region (13)
- Southwest Region Expansion (19)

Health Plans

- Blue-Advantage Plus of Kansas City  
(not available in Bates, Vernon, Cedar, or Polk Counties)
- Children's Mercy Health Partners
- Harmony Health Plan of Missouri
- ■ HealthCare USA  
(not available in Madison or Perry Counties)
- ■ ■ Mercy CarePlus
- Missouri Care



# **OK, So What is MoHealthNet Managed Care Again?**

- **Another way for patients to get the same health care services**
- **Patients and Families Choose their Health Plan and their Doctor**
- **When choosing, think about Doctors, Dentists, Hospitals, Clinics you use now**

# Who Can be in MoHealthNet Managed Care?

- **Not For:**

- **Permanent and Totally Disabled**
- **The Elderly**

- **Covered Include:**

- **Children**
- **Pregnant Women**
- **Some Parents and Caretakers**





# Benefits Summary

- **Primary and Specialty Physician Care**
- **Maternity**
- **Inpatient and Outpatient Hospital**
- **Mental Health**
- **Pharmacy**
- **Home Health**
- **Laboratory and Diagnostic**
- **Durable medical equipment (DME)**
- **And other services listed in contracts**

# Additional Benefits

**Health Plans can offer additional benefits. Examples of some approved additional benefits include:**

- **Circumcisions (non-medically necessary)**
- **Childbirth and breastfeeding classes**
- **Smoking cessation classes**
- **Cell phone program for high risk members**
- **Adult physical therapy if medically indicated**
- **Guest pass and waived joining fee at YMCA**



# Access and Quality

- **I have very few Tools to Improve these in Fee For Service (the current model)**
- **Not Impossible, just Very Hard to Do**
- **Making it much more difficult for MoHealthNet to Improve Results for the People**
- **Managed Care is only One Way to Improve - There are Other Ways**

# Quality Provisions

## ■ Service Standards

- Distance to get to a doctor
- Days to get an appointment (30 days or less)
- 24 hour telephone availability

## ■ Performance Standards

- Well-child visits
- Better Management of Difficult Pregnancy
- Healthcare Effectiveness Measures

# Member Satisfaction

- **Every Year Member Satisfaction Surveys**
- **During the past three years, member satisfaction has ranged between 75% and 81%**
- **Similar Score to those enrolled in Medicare Plans or Standard Insurance Plans**

# Concerns with Managed Care

- **Some Doctors and Others don't Like Health Plans being in their Business**
- **Not all Doctors and Others Measure up to Higher Standards and are not Included**
- **In the past we have not done as well as we could have in holding Health Plans fully Accountable to provide Services for People**



