

Key Stakeholder's

NEWSLETTER

JULY 2016

2016 Mid-Year Update from Kevin O'Toole



*Kevin O'Toole
MHS President & CEO*

I am pleased to announce MHS has been awarded the ability to negotiate a contract for Hoosier Healthwise and Healthy Indiana Plan beginning in 2017. This line of business will allow MHS to continue our mission of providing health coverage and personalized services through member, community and provider partnerships to promote better health outcomes at lower costs.

We are excited to put into place new programs and services in 2017 that we believe will greatly benefit our members. Our Hoosier Healthwise members will have access to pharmacy and dental benefits next year, in alignment with the services already offered to Healthy Indiana Plan (HIP) and Hoosier Care Connect members. Coordinating all services under one comprehensive contract simplifies life for our members. We are also looking forward to working with a new dental vendor to increase the quality of care provided.

Our team is constantly developing new programs to serve our members. We will be offering new CentAccount Rewards for members who stay up-to-date on their preventive care and make other healthy choices. MHS is excited to roll out a new MyMHS mobile app that will allow our members to stay connected to their care, even on the go. An innovative new partnership with Clean Slate will help members who are struggling with substance use issues, and we're launching a field quality improvement program aimed at providers. Behind the scenes, new programs are being put into place to ensure that our members can always access the care they need.

I'm proud of the MHS staff and all of the hard work that went into our procurement efforts. We are also grateful for the ongoing support of community partners like you as we continue to make MHS the choice for better healthcare.

FSSA Announces Selection of Managed Care Entities



On June 10, 2016, the Indiana Family and Social Services Administration (FSSA) announced the selection of Managed Health Services (MHS) and 3 other organizations to negotiate contracts to administer health care services for the approximately 1,000,000 enrollees in the Healthy Indiana Plan and Hoosier Healthwise programs starting January 1, 2017

"We used this opportunity to really take a fresh look at what we expect the health plans to deliver and the value Hoosier taxpayers are getting from these contracts" said Joe Moser, Indiana Medicaid Director. "We have made key changes to ensure Indiana Medicaid members are getting better coordinated health care and customer service from their Medicaid plan. We are confident we have selected the best managed care entities to meet or exceed these expectations."

CleanSlate: Treating Addiction Issues

CleanSlate is a medication-assisted treatment program that works with members who are experiencing addiction issues. Since 2009, CleanSlate centers have provided effective, affordable treatment for addictions to opioids, alcohol, and other substances using an outpatient treatment program.

MHS' medically frail HIP members with addictions diagnoses will soon be able to access CleanSlate services with authorization. CleanSlate plans to open several sites throughout Indiana, and they are working to partner with local Community Mental Health Centers (CMHCs) who can provide the member with ongoing addiction therapy. The Behavioral Health team at MHS has 3 LCAC (licensed clinical addiction counselor) staff members who will work to engage the member in case management to ensure the member is receiving all of the behavioral health outpatient services necessary for them to maintain a sober lifestyle.

MHS is currently consulting with CleanSlate on site selection, building and staffing. This innovative program is expected to be available to members in fall 2016.

Crisis Text Line

MHS is excited to announce a new, unique option for crisis support for our members. Our partnership with nationally recognized Crisis Text Line will allow members to communicate safely and anonymously while in crisis, and will offer another avenue to provide resources, referrals and support to those members.

How does Crisis Text Line work?

If a member is experiencing a crisis and wants to talk, the member can text a special code to the Crisis Text Line number. Crisis services are available 24/7, 365 days a year. A live, specially trained Crisis Counselor texts back quickly and engages in text conversation with the member. This relationship is not meant to replace traditional therapy or to serve as a long-term solution; rather, the Crisis Counselor's goal is to keep the member safe, stabilize the crisis state, and provide support and resources as applicable.

Crisis Text Line is free for the member, and completely anonymous and confidential. MHS will receive aggregate data on the number of users and keywords that are used, but will not be able to link usage to an individual member. For a member who is not comfortable discussing issues in person with a provider, and particularly for those in younger generations, Crisis Text Line can be a safe way to get support and figure out next steps.

What population is MHS targeting?

For the initial pilot program phase, MHS is focusing on pregnant members in southern Indiana who may be struggling with substance use issues. Scott County and the surrounding counties - Clark, Washington, Jackson, Jennings, and Jefferson – are a particular focus.



Why focus on southern Indiana?

In March 2015, the worst outbreak of HIV in Indiana's history was documented in Scott County, with 142 confirmed cases by April 2015. That total has since risen to over 190 cases, and officials have declared a public health emergency through May 2016. The outbreak was linked to IV drug use and needle sharing.

Scott County also ranks poorly in other health indicators:

- Prenatal Smoking: 32.5% of mothers reported smoking during pregnancy, compared to 15.7% statewide
- Prenatal Care: Only 60% of women receive prenatal care in the 1st trimester
- Teen Births: 6.3% of births are to teenagers age 15-19 (compared to 3.9% statewide)
- Controlled Substance Use: 2.53 controlled substance prescriptions filled per person, compared to 1.64 statewide
- Mental Health: Residents report 4.0 mentally unhealthy days per month (compared to 3.7 statewide)
- Poverty Level: 19.7% of the population lives below the poverty level (30.3% of the population under age 18)
- County Health Rankings: Scott ranks last out of Indiana's 92 counties in overall health outcomes.

How will members know about Crisis Text Line?

MHS has developed a comprehensive multi-touch campaign that includes emails, letters and text messages sent to pregnant members in Southern Indiana. An introductory letter will also be sent to providers in the area, along with a poster they can use to promote the service. MHS Provider Relations representatives will discuss the program directly with providers, and MHS call center and medical management staff have been trained on offering the service to members.

MHS will use data obtained in the pilot program phase to determine future plans for possibly expanding the program and to develop campaigns and programs to address the issues that our members are reporting.

At MHS, we care about the physical, behavioral, and mental health of our members. We are happy to offer this new service to encourage members to reach out for support and get the help they need.



MyMHS Mobile App

MHS members can now stay connected to their care, even on the go. The new, free MyMHS mobile app is now available to members with smartphone capabilities.

Basic functionalities include:

- view member ID card
- find a provider, urgent care, hospital or facility
- view member benefit information via link to mhsindiana.com
- view CentAccount balance
- view care gaps (health alerts)
- contact primary medical provider or MHS Member Services with one touch



Members do not need to create an account to use the Find a Provider feature, which offers detailed info about a provider (hours of operation, phone number and address), a touch to call feature, a directions feature to link with the phone's GPS, and a find the nearest hospital feature.

MHS wants members to be able to access their member benefit and personal health information anytime, anywhere. The MyMHS app is available by searching for 'MHS Indiana' on the Apple App Store or Google Play.

MHS in Your Backyard

MHS hosts and participates in more than 300 community events and presentations around the state every year! Our community outreach efforts have always been at the core of who we are. This time of year, MHS gives out more than 5,000 backpacks filled with school supplies that were donated by MHS staff. Find out when MHS will be in your community. Visit mhsindiana.com/community-events.



Introducing the MHS Healthy Kids Club

Learning healthy habits at a young age is very important for kids. MHS recently launched the MHS Healthy Kids Club, a free educational program geared towards kids 12 and under. MHS Healthy Kids Club members receive:

- A membership card and welcome letter from the MHS mascot, Rosie Roo
- A monthly e-newsletter with healthy tips and recipes, plus fun activities to share with friends and family
- A fun, educational book mailed every three months

The Kids Club addresses key topics such as healthy eating, physical activity, dealing with stress, summer safety, doing well in school and more. Parents can register their child(ren) for the club by visiting mhsindiana.com/kidsclub.



mhsindiana.com • 1-877-647-4848