

## Quality Improvement Initiatives

MHS strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that MHS is exceeding performance in comparison to national benchmarks.

**MHS has met or exceeded the 75th percentile in the following NCQA reported measures during the last year:**

### Hoosier Healthwise

- Adolescent Well Visits
- Asthma Medication Ratio
- Cervical Cancer Screening
- Follow-Up After Hospitalization for Mental Illness (7-Day)
- Follow-Up After Hospitalization for Mental Illness (30-Day)
- Frequency of Ongoing Prenatal Care
- Medication Management for People with Asthma
- Non-Recommended Cervical Cancer Screening in Adolescent Females
- Initiation & Engagement of Alcohol & Other Drug Dependence Treatment – Initiation
- Initiation & Engagement of Alcohol & Other Drug Dependence Treatment – Engagement
- Prenatal and Postpartum Care – Postpartum Care

### Healthy Indiana Plan

- Breast Cancer Screening
- Medication Management for People with Asthma
- Initiation & Engagement of Alcohol & Other Drug Dependence Treatment – Engagement

### Hoosier Care Connect

- Breast Cancer Screening
- Follow-Up Care for Children Prescribed ADHD Medication – Initiation
- Antidepressant Management – Continuation Phase

## Success Story

An MHS Case Manager had worked with a member in Behavioral Health Disease Management for depression until his symptoms improved. Even though his case was closed, the member still contacted MHS when he was struggling with his health or had a question about his coverage. Each time, the Case Manager worked with the member to answer his questions, find solutions, and make sure his needs were met.

However, the member continued to struggle with pain issues, and communicated how difficult it was for him to manage his pain. The member repeatedly declined the Case Manager's suggestion to engage in Medical Case Management. Finally, because of the long-term relationship the member had built with his Case Manager, he agreed to try Medical Case Management to help him with the barriers he was facing with his medical care.

With his Medical Case Manager's help, the member was able to be deemed medically frail, qualified for enhanced benefits, and received help coordinating and recovering from back surgery. The member is in much less pain, and has told his Case Managers that it has been a tremendous relief and that he is able to think more clearly and enjoy life now.

This success story is a testament to the strong relationships MHS Case Managers build with members. It's also a great example of how different MHS departments work together to support members while helping them to achieve a better quality of life.



# 2017

## REPORT CARD

# Managed Health Services | Indiana



Main Office  
550 N. Meridian St.  
Suite 101  
Indianapolis, IN 46204

Other Locations  
Plainfield  
Merrillville  
Fort Wayne

## At a Glance

Services Offered | **Hoosier Healthwise, Hoosier Care Connect, Healthy Indiana Plan and Ambetter from MHS**  
Number of Employees | **671**  
First Year of Operations | **1995**  
Number of Providers | **18,470**  
Number of Hospitals | **136**  
Number of Members | **283,225 Medicaid, 50,402 Ambetter from MHS**  
Number of Counties Served | **92 Medicaid 32 Ambetter from MHS**

## Innovative Programs



### TECHNOLOGY FOR BETTER HEALTHCARE

Centene Corporation, our parent company, uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.



### PERSONAL MEMBER OUTREACH AND SUPPORT

Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.



### HELPING MOTHERS AND THEIR BABIES

Start Smart for Your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies – helping to lower the risks of premature births and admissions to neonatal intensive care units

## Innovative Programs Growth

### Crisis Text Line

MHS cares about the physical, behavioral, and mental health of our members. A partnership with the nationally recognized Crisis Text line offers a unique option for crisis support. The Crisis Text Line allows members to communicate safely and anonymously while in crisis. The line is available 24 hours a day, seven days a week, 365 days a year, and is completely free. A live, specially trained Crisis Counselor texts back within 5 minutes and stays in contact with the member until the crisis state has been stabilized. MHS developed a pilot program focusing on pregnant members who are struggling with substance use issues, and has since expanded the program to all members. A multilayer outreach strategy ensures that members are aware of Crisis Text Line, and that providers can share this option as a resource for their patients. Targeted marketing campaigns focus specifically on postpartum members, adolescents, and members with a recent behavioral health inpatient stay.

### MHS Healthy Kids Club

MHS' Healthy Kids Club is a free educational program, geared towards kids 12 and under, that focuses on a healthy lifestyle. Club members receive a personalized membership card and welcome letter from the MHS mascot, Rosie Roo, and a monthly e-newsletter with healthy tips, recipes and fun activities to share with friends and family. Plus, members get a free health education book mailed to their home every three months. The Kids Club currently serves more than 1,200 Indiana children and continues to grow.

## Physician Summit Award Program

MHS recognized two physician groups as part of its annual Physician Summit Award program. The program acknowledges the extraordinary efforts these physicians make to provide quality care and clinical excellence to MHS members.

The Physician Summit Award honorees are Primary Care Physicians (PCP) who, compared to their peers, have demonstrated exemplary performance in the following areas: routine preventative and well-care services and establishing a medical home for new enrollees. They receive an engraved crystal award and a catered lunch for their office staff. In addition, they are recognized on MHS' website, as well as in provider newsletter, social media and other materials.

MHS would like to congratulate the following 2016 Physician Summit Award Winners:

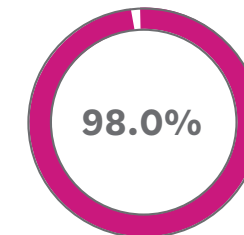
- **The South Bend Clinic, LLC**
- **Indianapolis Independent Pediatricians, PC**

## Claims Payment

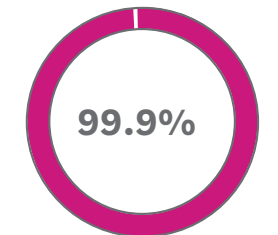
Claims Paid in 30 Days (Electronic and Paper) | 99.9%  
Goal | 98.0%

EDI Claims vs Paper Receipt  
EDI | 93.0% Paper | 7.0%

### Claims Payment within 30 Days

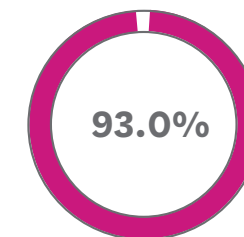


Timeliness Goal

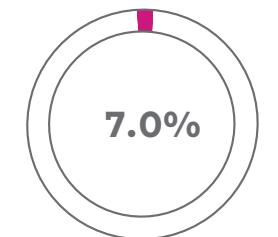


(Electronic and Paper)

### EDI Claims vs Paper Receipt



EDI



Paper