



KEY STAKEHOLDER'S NEWSLETTER

JUNE 2017



MHS Mid-Year Update

MHS has started 2017 strong by adding new members, new programs and new benefits. A few highlights from the year so far:

- In April, our fellow managed care entity (MCE) MDwise exited the Hoosier Care Connect (HCC) market. As a result, approximately 13,000 Hoosier Care Connect members transferred to MHS and joined our strong HCC program. MHS offers individualized care coordination services to all of our HCC members, and we look forward to working with this new population to help them stay healthy. Our member services and provider relations teams worked extremely hard to make the transition to MHS as seamless as possible for our new members and our providers.
- MHS also witnessed a large increase in our Ambetter from MHS membership this year. Ambetter is our marketplace insurance product, offered in 32 counties across the state. Our Ambetter membership more than doubled, to about 50,000 current members.
- All Healthy Indiana Plan (HIP) members now have access to free transportation through MHS. We offer unlimited ride services to and from doctor appointments, to the pharmacy after a doctor visit, to Medicaid re-enrollment visits and to MHS member events. In the past this service was only offered to Hoosier Healthwise and Hoosier Care Connect members, but we never want transportation to be a barrier to getting needed care. We are proud to expand this service to all of our members.
- We're working on new programs to encourage members to POWER Up to HIP Plus, and to make the Health Needs Screening easier to complete. Read on for more information about these programs.

As always, we could not improve the health and lives of our members without the ongoing support of our community partners. Thank you for all you do for our members.



Kevin O'Toole
MHS President & CEO



Health Needs Screening

Did you know that all members need to complete a Health Needs Screening when they join MHS?



This is a 60+ question assessment known as the HNS. We ask new members to take this within the first 90 days of becoming eligible. It helps us identify members who may need case management or who may qualify for additional services or benefits.

Members can complete the survey in several different ways:

- **Our public website — mhsindiana.com**
- **Secure Member Portal**
- **Over the phone with a Member Services representative**
- **With a member of the Medical Management team**
- **With one of the MemberConnections representatives**
- **Through the My MHS mobile app**
- **At a Pursuant Health kiosk in Walmart stores**

We let them know about the survey through several avenues. That includes information given in their welcome packets, during outbound welcome calls, in social media campaigns, during inbound calls with Member Services representatives and many other times.

We also incentivize members to complete their HNS. If they complete it within 30 days of becoming a member, they will receive \$30 in CentAccount rewards, which they then can use to buy healthy groceries or personal care items at participating stores. If they complete it within 90 days, we'll give them \$10 in rewards. HIP Plus members also can use those rewards to pay their monthly POWER Account contributions!

Now, we have a new partnership with Pursuant Health that will make taking the HNS even more convenient. Pursuant is a company that has kiosks at every Wal-Mart pharmacy, allowing us to meet our members where they are. Members can take their CentAccount card to any Walmart, scan their card at the Pursuant kiosk, complete their HNS, and have their CentAccount rewards added to their card instantly.

The more we know about our member's health, the more we can do to get them the care and services they need.

MHS Adding Medicare in 2018

Big news for MHS – we're adding Medicare to our programs in 2018. Our team is currently working to prepare for the launch of Allwell from MHS, our Medicare Advantage product that's set to hit the market next year.

We've identified seven counties — Allen, Elkhart, Hamilton, Howard, Marion, St. Joseph and Vanderburgh — as our initial coverage areas, and are already building strong provider networks in those counties. Stay tuned for more information later this year about Allwell.

The Allwell logo, consisting of the word "allwell." in a white, lowercase, sans-serif font, centered within a large purple circle. A small "TM" trademark symbol is located at the bottom right of the circle.

allwell.TM