

The Comprehensive Home Base for Care Coordination



Ohio's Care Coordination Plans

Coordinating *all* the resources
to keep people and Ohio's budget healthier.

Welcome to Smarter, More Effective Health Care that Saves Money

Ohio's Medicaid Care Coordination Plans are helping to change the dynamic of health care in Ohio. By welcoming Medicaid enrollees to a caring, comprehensive home base for good health, we provide the resources people need to stay healthier, heal quicker, and take control of their own well being.

Health Care Home is a special approach to coordinating care from the health plans that serve more than 1.3 million Ohioans on Medicaid, including *45% of Ohio children ages 0 to 6*. Previously known as "Managed Care Plans," they are now more accurately called Care Coordination Plans, because that is what they do: they focus on the individual needs of each enrollee, promoting and coordinating the care provided by different health professionals, like doctors and dentists, with the social and behavioral resources people may need to keep their health on track.



The Health Care Home...

- Promotes continuity of care, following up on doctor visits, making sure questions are answered, appointments with the right specialists are made and kept, and prescriptions are filled.
- Makes sure the 45% of Ohio's children 0 to 6 who depend on Medicaid have a chance to grow up healthy and ready to learn, by ensuring that parents and providers are working together to provide checkups and basic screenings for things like hearing, vision, proper growth and more.
- Keeps people safer—and saves money, too—by avoiding duplication of care. For example, checking that a patient doesn't end up with prescriptions for incompatible drugs from different doctors.
- Supports primary medical care by integrating behavioral concerns, prescriptions, education, even community services, so Medicaid recipients benefit from all available resources to help them use care more effectively, and stay healthier.
 - If a family needs food, clothing, or other services, their Health Care Home can put them in touch with the help they need.
 - When a health care provider prescribes for emotional/behavioral issues, the Health Care Home coordinates medical and behavioral treatments so they work together.
 - If the community recognizes a special need that could change the future for Ohioans, the Health Care Home is ready to take the lead to create a solution...for example by investing in a campaign to make sure every child gets regular checkups from a primary care physician.
- Overall, because Care Coordination Plans have the resources, the experience, and the vision to bring the caring community together, the Health Care Home is able to move the primary care concept the extra step needed to make it work for people...beyond only their medical problems.
- And since that means less waste or misuse of our valuable health care resources, that's healthier for Ohio's budget, too.

Care Coordination: Better Health, Proven Savings

Ohio's budget environment keeps getting gloomier...except for Medicaid, which is the only government program to be under budget this year. Although Medicaid enrollment is increasing fast, the program is \$95 million under budget for the current fiscal year. More was saved in inpatient hospital services alone—demonstrating how fast the Care Coordination focus on prevention, wellness, and primary care is having an impact.

Here's how Care Coordination saves money—and keeps Ohioans healthier:

- Use of primary and outpatient care went up 57%.
- At the same time, infant emergency room visits were down 28% and hospital stays were down 54%.
- Prenatal care increased 17%.
- 14% more children got first-year check-ups.
- 20% more 1-year olds and 24% more 2-year olds got tested for lead poisoning.
- Over 3 years, 2007-09, Care Coordination is saving Ohio \$368.8 million.



The Health Care Home Means Extra Service...Not Extra Cost

Care Coordination Plans make budgeting for the state easier in two ways.

First, there's a set rate per enrollee each year, and no matter how much the plans spend for care, the state's cost for that year doesn't change.

And, since the way we save money is by keeping people out of hospitals and in good health, we do our job best by providing more services and quality of care up front than any other approach. For example:

- We call participants personally to help them get the care and services they need.
- Participants get information about their specific medications and conditions.
- 24-hour nurse hotlines ensure there's always someone to turn to for expert advice, whenever it's needed.
- Transportation to appointments—no extra charge to the state or to patients.
- Nominal or no co-pay for prescriptions.
- Incentives for taking advantage of important checkups and screenings.
- Special caring and intervention for those with chronic conditions—with measurable reductions in hospitalization and emergency care.
- Most of all, Care Coordination by the Health Care Home means greater safety and better health: we're watching out for potentially harmful drug interactions, making sure people actually get to appointments and fill their prescriptions.
- We watch out for Ohio's budget health, too: we check up on redundant billings and other questionable charges.

The Health Care Home Supports Doctors and Hospitals, Too

There are more pressures on doctors and hospitals than ever before as shrinking budgets conflict with increasing costs for everything from office supplies to medical equipment.

The Health Care Home works with providers to offer:

- Checks on medication compliance and drug interactions; outreach to social service interventions as needed; and ensuring youngsters get the screenings and well-care they need.
- Help with scheduling, making reminder calls and providing transportation, to make sure appointments are made and kept.
- 24-hour nurse hotlines, added to prevention, wellness and overall coordination, to reduce emergencies and increase overall system efficiency.
- No co-pays for physician visits: good for patients, simplifies office management.
- Minimal authorization checks: just 3% of claims processed in 2007 required any additional checks.
- Fast payment: 98% of correctly submitted claims are paid within 30 days.

The Health Care Home Builds Economic Energy

Care Coordination Plans are not only keeping Ohioans healthier; by creating thousands of good jobs and spending millions of dollars on Ohio products and services, the Health Care Home is helping to return our economy to health, too.

- Generating 3,531 jobs. Paying a total of \$83.2 million in wages to Ohio employees and contributing \$4.3 million in Ohio payroll taxes.
- Purchasing: \$21.9 million paid to Ohio businesses, plus \$6.2 million for leases and mortgages.
- Community-Building: \$1.2 million in charitable donations.



Total: \$8.37 billion in overall economic impact.

Who is the Health Care Home?

Each of the seven health plans serving Ohio Medicaid enrollees is the Health Care Home for its members. They partner through the Ohio Association of Health Plans (OAHP) to focus on the mission of the Health Care Home: comprehensive caring that helps Ohioans stay healthier, heal quicker, and take control of their own well-being. And that helps keep the cost of health care in control for Ohio.

The mission of the Ohio Association of Health Plans is to promote and advocate quality health care and access to a variety of affordable health care benefits for all Ohioans.

AMERIGROUP Community Care
Buckeye Community Health Plan
CareSource
Molina Healthcare of Ohio, Inc.
Paramount Advantage
Unison Health Plan of Ohio
WellCare of Ohio Inc.

Visit Ohio's Health Care Home at
www.Ohiohealthcarehome.org.



**The Ohio Association
of Health Plans**

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