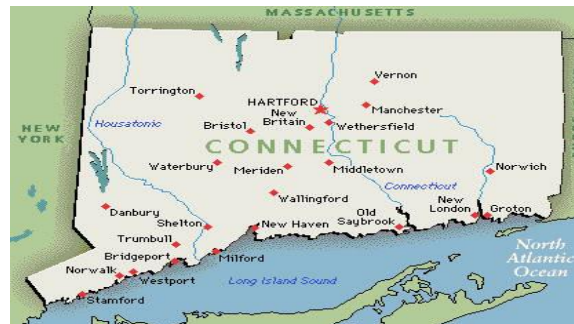


Connecticut

Department of Social Services

HUSKY Transition: Update



February 6, 2009

Voluntary Transition

9/08 - 11/08

- Voluntary transition of HUSKY A members from departing Anthem BlueCare Family Plan and from Traditional Medicaid began Sept. 1, 2008
- State's 3 contracted health plans receiving members: *Aetna Better Health; AmeriChoice by United Healthcare; Community Health Network of CT.*

Mandatory Transition

- Mandatory enrollment originally scheduled for December, delayed to ensure MCOs had sufficient providers.
- Letters sent to 56,900 households in late December with enrollment deadline of 1/28.
- Reminder mailing in January, encouraged HUSKY A members to select a plan; extension of deadline to 1/30.
- PCCM option mailing sent separately to target population.

Mandatory Transition

- Last 2 weeks in January, HUSKY Infoline made outbound calls to more than 20,000 families who had not yet chosen
- January 30, approximately 25,000 households (62,000 individuals) that had not chosen were defaulted into Aetna or AmeriChoice

Plan Assignments

- Members who did not choose a plan by 1/30 were assigned into one of the two new plans.
 - This was done to develop sufficient critical mass in the two new MCOs more quickly to ensure viability.
 - Arizona, Delaware, Illinois, and New Mexico also did this for their new plans when they re-procured their contracts.
- Default plan assignments were well under 85% threshold (of Aetna's and AmeriChoice's capacity in each county) established by DSS.
- CHNCT has received written notification that they are above 90% in Windham County

Transition Care Coordination

- MCO Medical Directors' input was solicited as to what data should be sought from the prior plan for transitioning members
- Bimonthly data exchanges include information for members who:
 - Are in case management, including pregnancy
 - Are in disease management
 - Are inpatient
 - Have existing prior authorizations
- For members transitioning from TM to a plan, the MCOs receive data for members who are:
 - Pregnant
 - Receiving home health care
 - Have a recent inpatient stay

Transition Care Coordination, continued

- Beginning in March, all plans will routinely be receiving dental, behavioral health and pharmacy utilization data of their members.
- Protocols for referrals between the plans, and the Behavioral Health Partnership and Benecare are in place.
- The Behavioral Health Partnership and the plans refer members requiring co-management (medical and behavioral health services) to each other.

Coordination for HUSKY members with prescheduled NEMT trips (e.g. dialysis, therapy)

- **Members switching from Anthem to Aetna or AmeriChoice:**
 - will continue to receive NEMT from LogistiCare
- **Anthem members switching to CHNCT**
 - Logisticare passed prescheduled trip information to CTS, CHNCT's NEMT vendor
- **TM clients switching to the MCOs**
 - Logisticare will continue to provide services for those in their service area that switch to Aetna or AmeriChoice
 - Arrangements were made with FirstTransit to transfer info to LogisitCare or CTS

DSS Provider Availability Survey

Number of Providers Contacted	787	100%
Distribution by county:		
Fairfield	169	21%
Hartford	148	19%
Litchfield	31	4%
Middlesex	67	9%
New Haven	205	26%
New London	92	12%
Tolland	26	3%
Windham	47	6%
Border States	2	0%

DSS Provider Availability Survey

Plans enrolled in:	# of providers
All	421
Aetna	8
Aetna & AmeriChoice	27
Americhoice	16
CHN	200
CHN & Aetna	72
CHN & AmeriChoice	36
MCO not identified	7
Programs enrolled in:	
All	369
HUSKY Only*	409
Charter Oak Only	9

*** Of these, 174 are pediatric practices**

DSS Provider Availability Survey

	# of providers
Taking New Patients	636
Only Existing Patients	151
Reason for not taking new patients:	
Capacity	52
Reimbursement	3
Other	23
In process of enrolling	15
Other call outcomes:	
	# of calls
Provider no longer here	60
Wrong number	60
Doesn't take Medicaid	9
Left voicemail/no answer	7

<u>HUSKY Network Summary</u>		
	11/14/08	2/4/09
PCPs	3,758	8,621
Specialists	5,790	12,489
Enrollment	343,771	343,636
Enrollment Capacity	417,972	883,795

Enrollment figures include HUSKY A & B

HUSKY Enrollment and Capacity

	Aetna		AmeriChoice		CHNCT		Total	
	Enrollment	Capacity	Enrollment	Capacity	Enrollment	Capacity	Enrollment	Capacity
Fairfield	18,871	48,053	9,353	46,627	43,057	61,572	71,281	156,252
Hartford	32,720	82,058	12,882	41,730	54,081	120,105	99,683	243,893
Litchfield	4,886	12,244	1,261	3,363	7,885	11,660	14,032	27,267
Middlesex	2,918	17,535	1,053	7,515	5,720	21,565	9,691	46,615
New Haven	24,405	94,367	9,978	78,136	67,711	134,244	102,094	306,747
New London	5,240	15,030	2,709	8,011	16,836	22,779	24,785	45,820
Tolland	2,889	9,559	1,096	5,298	3,940	13,669	7,925	28,526
Windham	3,509	10,503	1,694	8,909	8,942	9,263	14,145	28,675

Enrollment figures include HUSKY A & B

Charter Oak Network Summary

	11/14/08	2/4/09
PCPs	3,758	5,794
Specialists	5,790	7,961
Enrollment	1,780	4,571

Charter Oak Enrollment

	Aetna	AmeriChoice	CHNCT	Total
Fairfield	515	144	237	896
Hartford	585	146	451	1,182
Litchfield	177	44	131	352
Middlesex	114	15	89	218
New Haven	791	144	383	1,318
New London	94	37	127	258
Tolland	98	27	58	183
Windham	69	24	71	164

Specialists by Plan **HUSKY**

	Aetna Better Health	AmeriChoice	CHNCT	Total
Allergy	45	28	45	318
Cardiovascular Disease	318	183	131	632
Endocrinology	83	58	87	228
General Surgery	203	122	342	667
Hematology/Oncology	134	111	194	439
Neurology	97	70	172	339
Orthopedics	128	97	228	453
Otolaryngology	64	42	23	129
Other Specialists*	2,951	1,787	6,229	10,967
Total Specialists	4,023	2,498	7,451	13,722

*Includes Dermatology, Gastroenterology, Geriatrics, Infectious Disease, Neurosurgery, Podiatry, Pulmonary Disease, Rheumatology, Thoracic Surgery, Urology, Vascular Surgery, Other

Specialists by Plan
Charter Oak

	Aetna Better Health	AmeriChoice	CHNCT	Total
Allergy	45	25	21	91
Cardiovascular Disease	304	126	58	488
Endocrinology	67	37	37	141
General Surgery	182	84	99	379
Hematology/Oncology	103	60	91	254
Neurology	84	42	52	178
Orthopedics	112	45	109	266
Otolaryngology	52	26	8	86
Other Specialists*	2,663	1,177	2,858	6,698
Total Specialists	3,612	1,622	3,333	8,567

*Includes Dermatology, Gastroenterology, Geriatrics, Infectious Disease, Neurosurgery, Podiatry, Pulmonary Disease, Rheumatology, Thoracic Surgery, Urology, Vascular Surgery, Other

Primary Care Case Management **(PCCM) Membership**

- 104 HUSKY A members have enrolled in PCCM effective February 1
 - 90 in the Waterbury area
 - 14 in the Willimantic area
- Members who are current patients of the PCPs, and family members of these patients, were informed about PCCM
- Enrollment continues in PCCM, and members can switch at any time

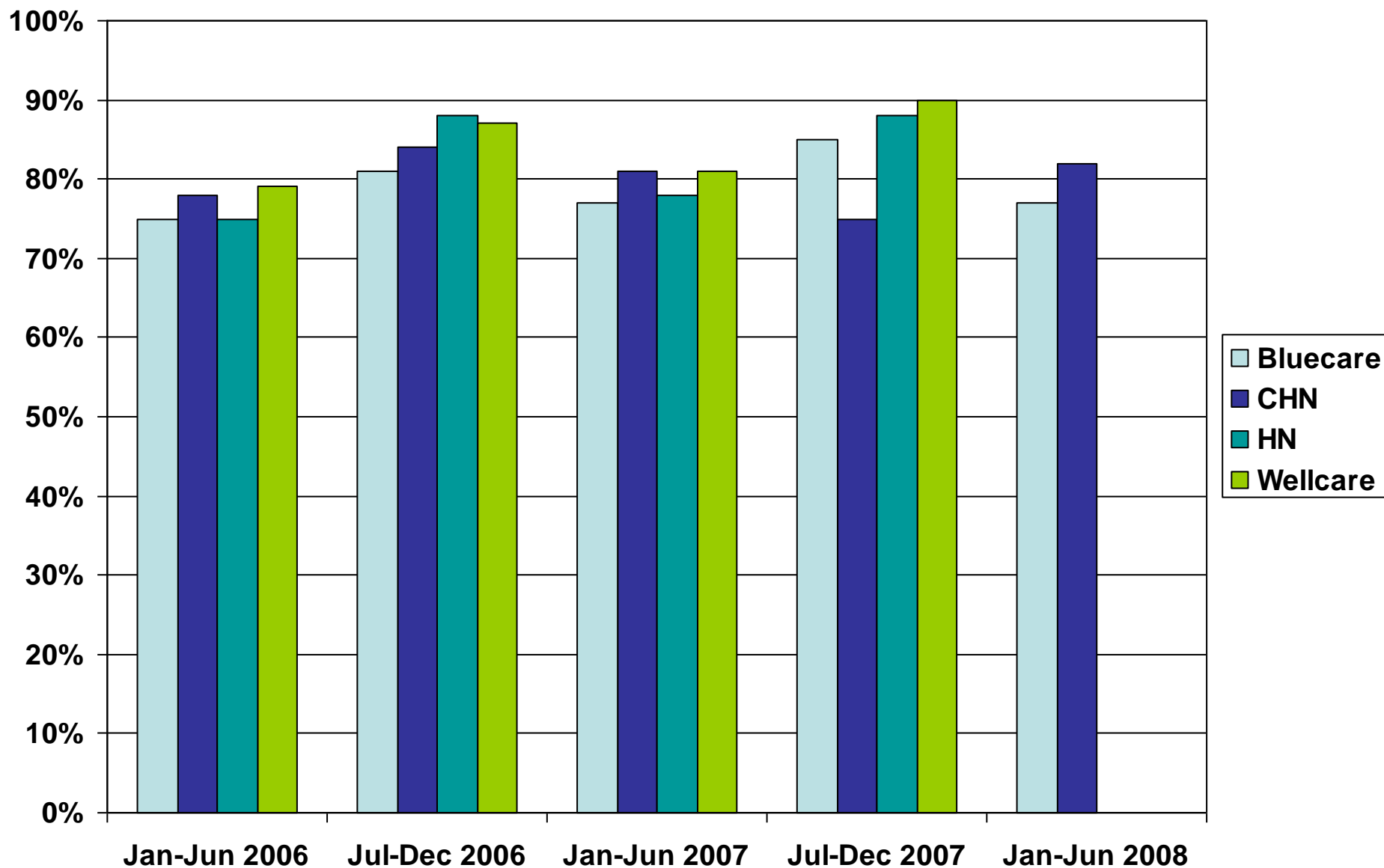
PCCM Pilot Areas

- **Waterbury:** 4 practices, including:
 - 16 Pediatricians
 - 8 Internal Medicine physicians
 - 6 Internal Medicine / Pediatric physicians
 - 7 Nurse Practitioners (family, children, and obstetrics)
 - 1 Certified Nurse Midwife
 - 4 Physician Assistants included in these practices
- **Mansfield/Windham:** 3 practices, including:
 - 5 Pediatricians
 - 2 Family Medicine physicians
 - 4 Nurse Practitioners (for adults and families)

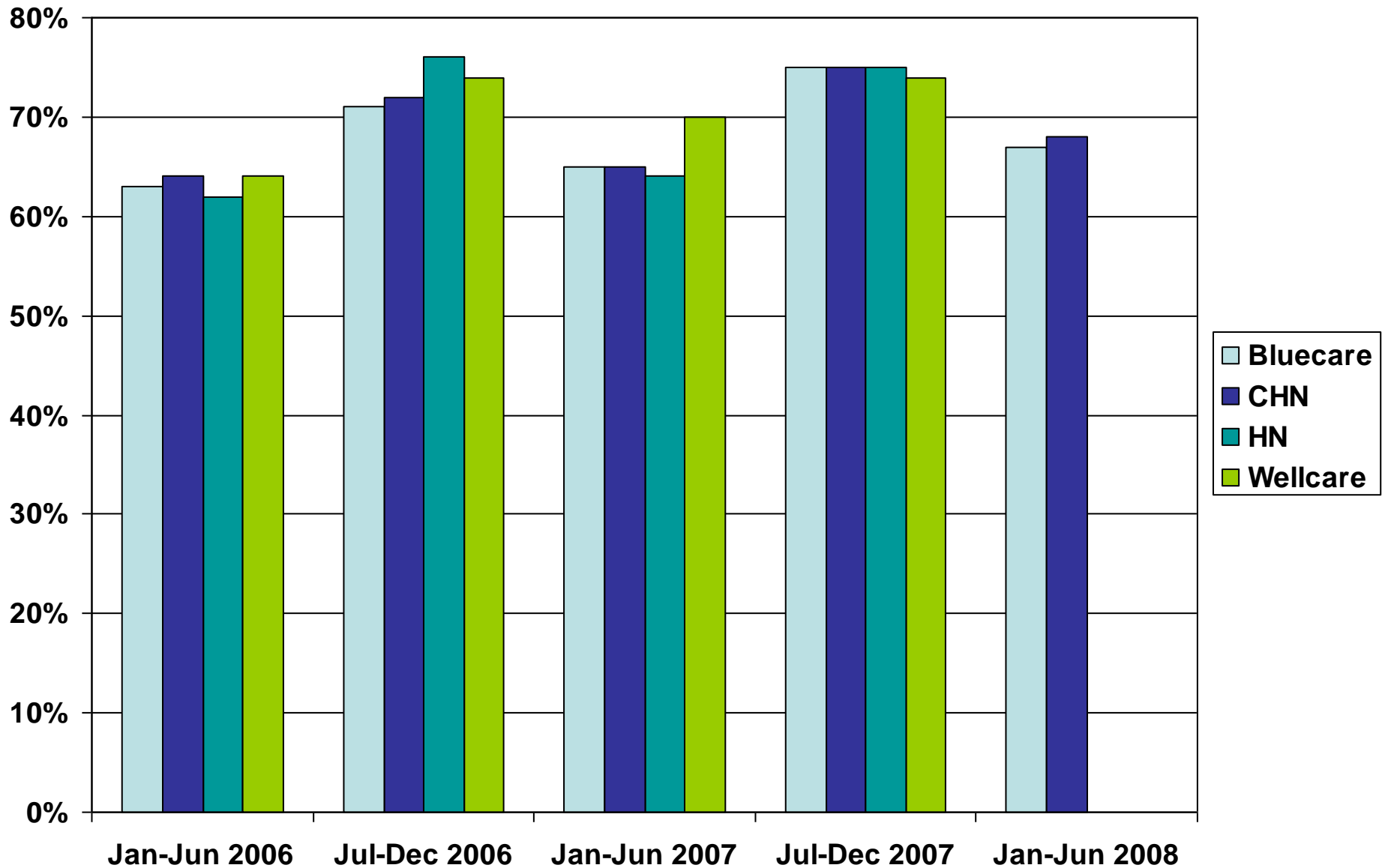
PCCM Provider Advisory Group

- January and February meetings have occurred
- Included providers from the pilot areas and applicants from other areas
- Regular meetings to occur
- Subcommittees include:
 - Care coordination (risk assessment surveys, review care coordination tools)
 - Disease management (asthma, obesity, depression, preventive care)
 - Program evaluation and data management (valuation measures, potential sources of data/analysis)

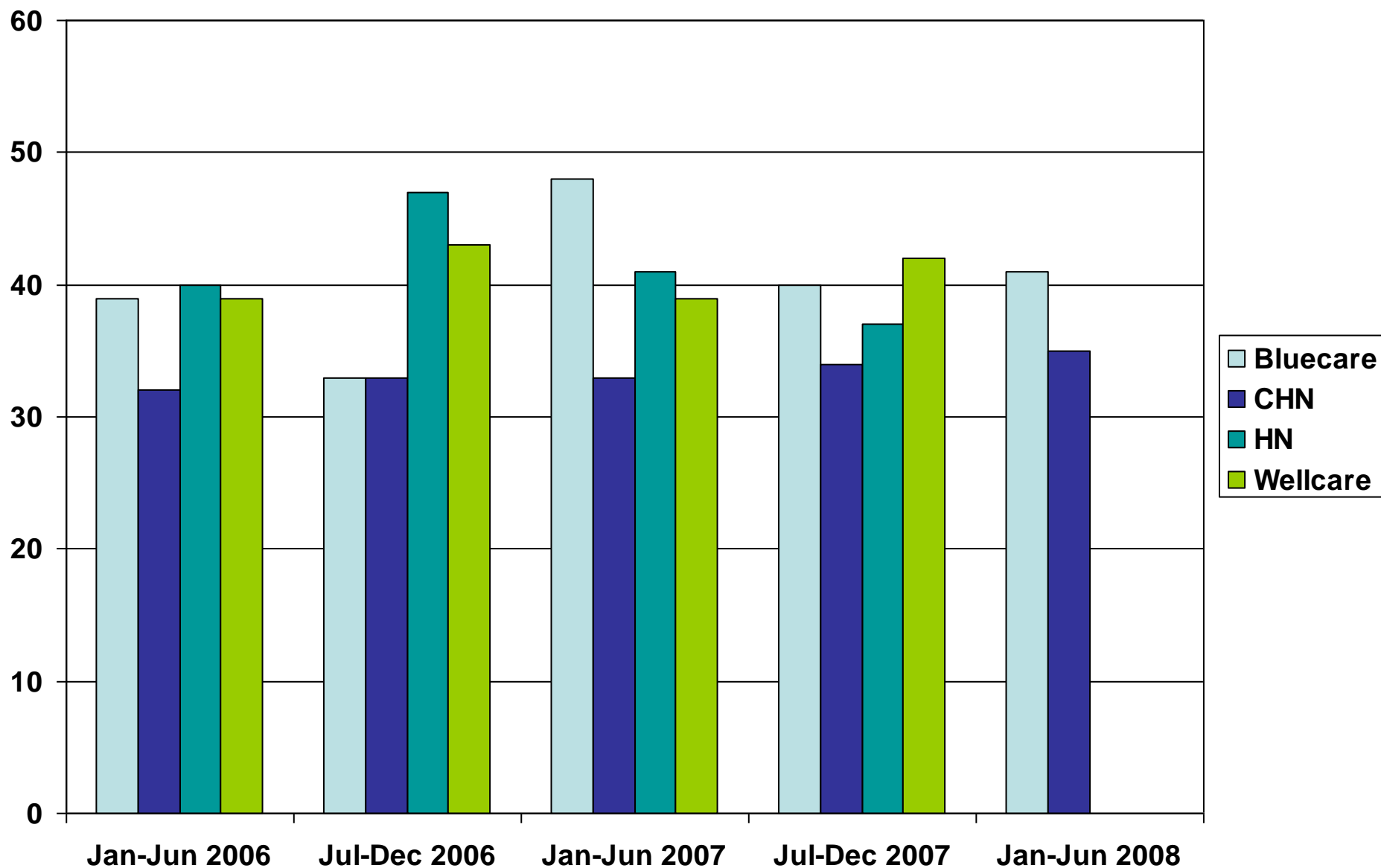
HUSKY A EPSDT Screening Ratio



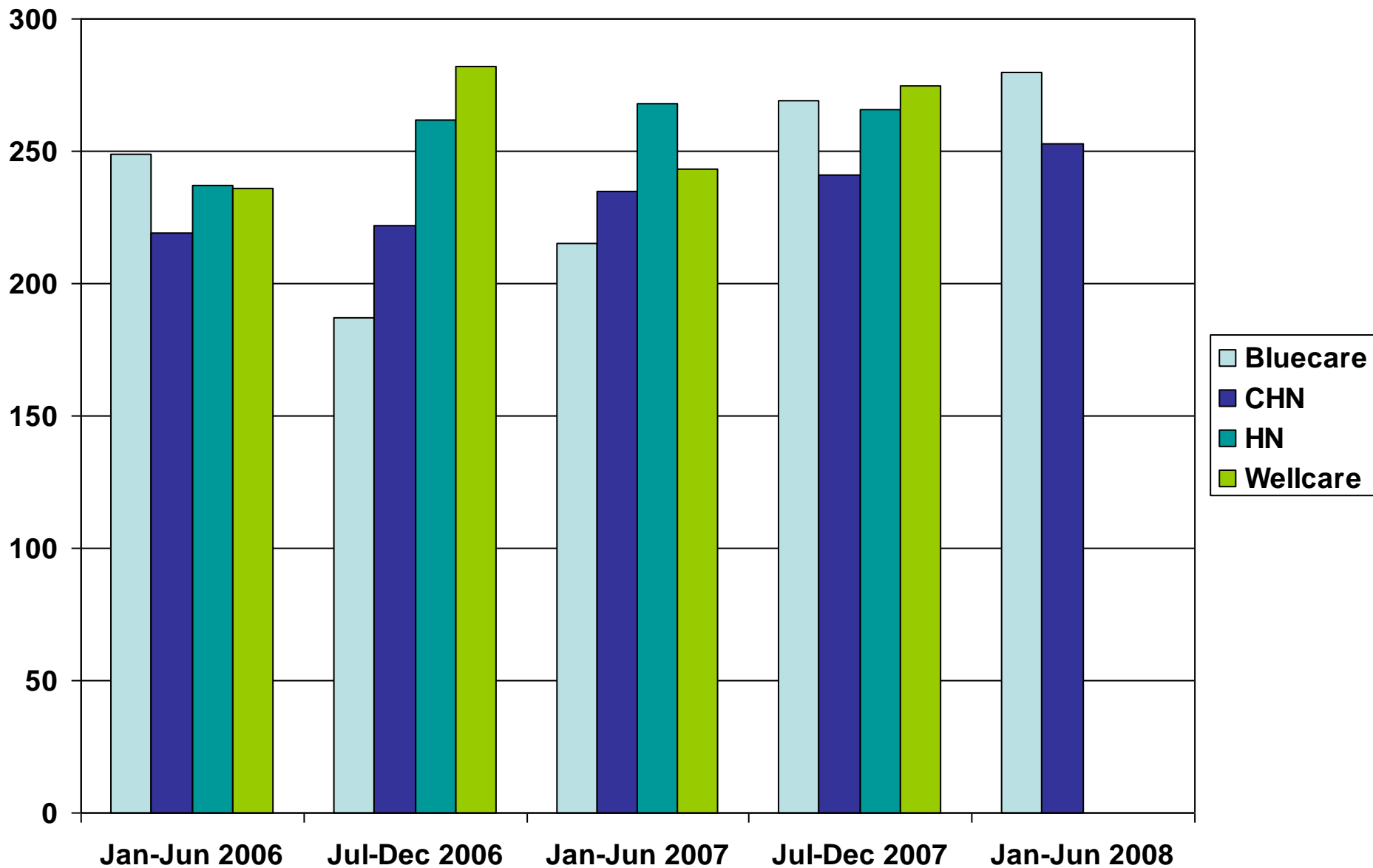
HUSKY A EPSDT Participation Ratio



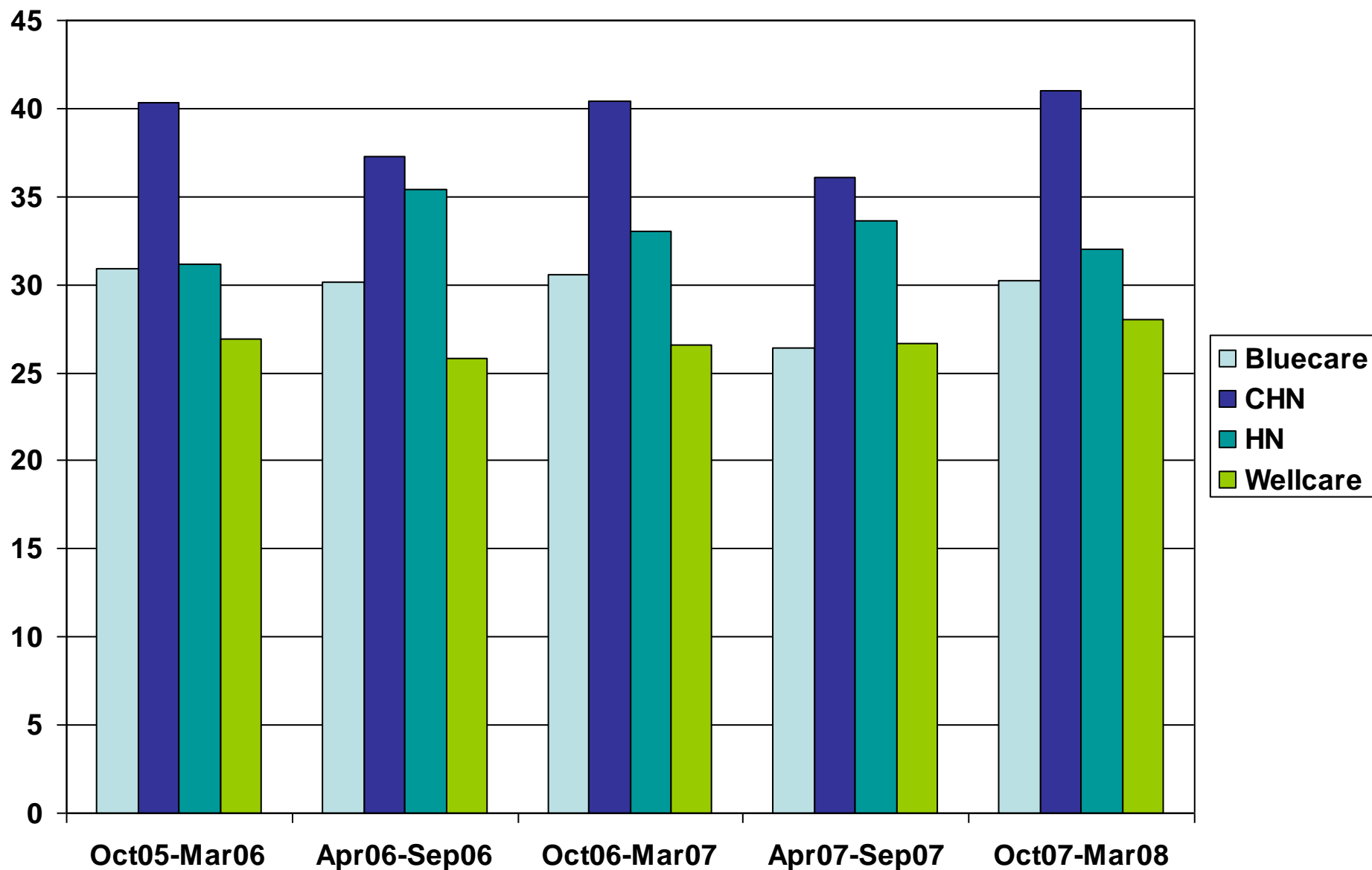
HUSKY A Dental Exams per 1000MM



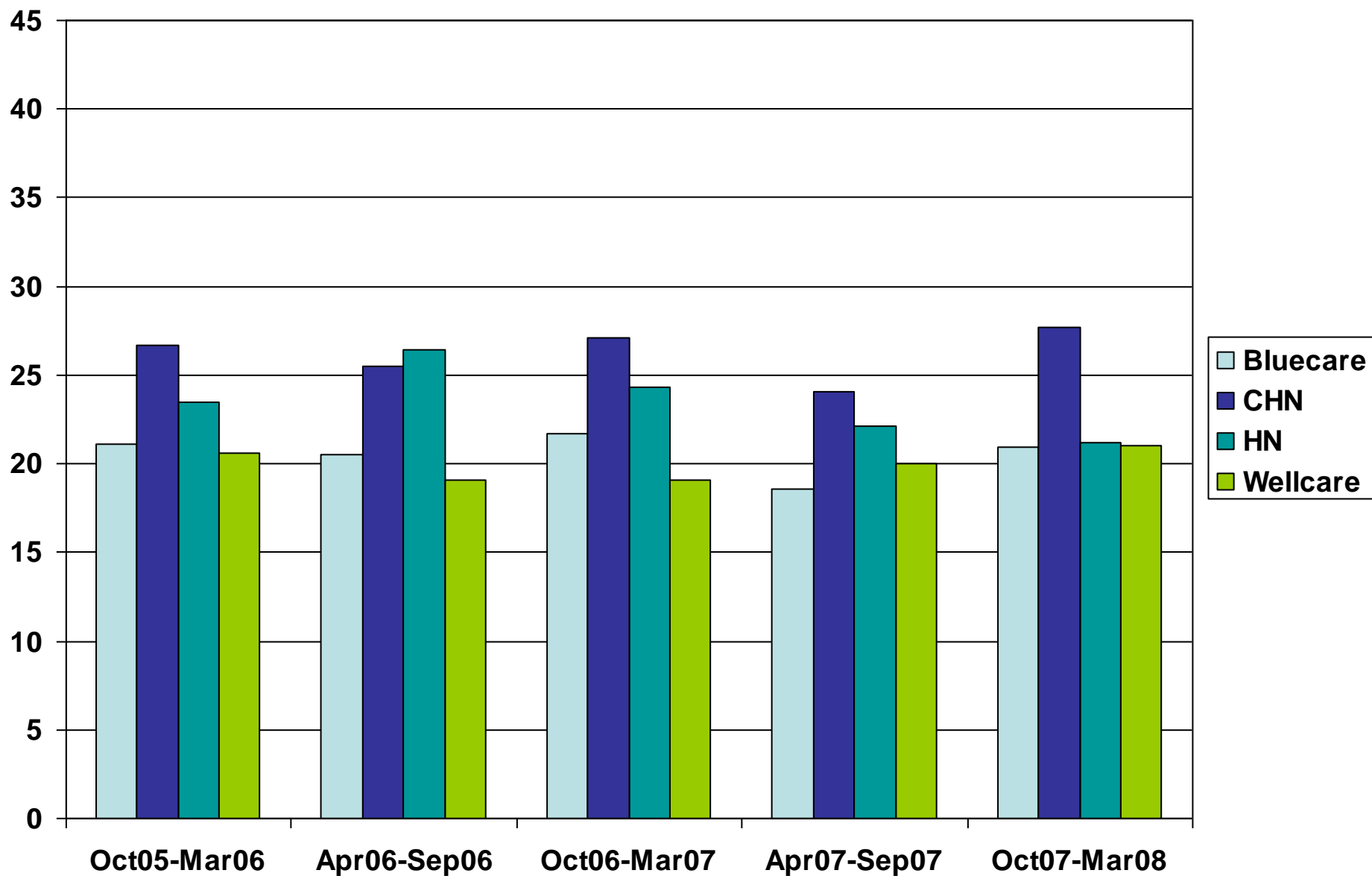
HUSKY A Dental Services per 1000MM



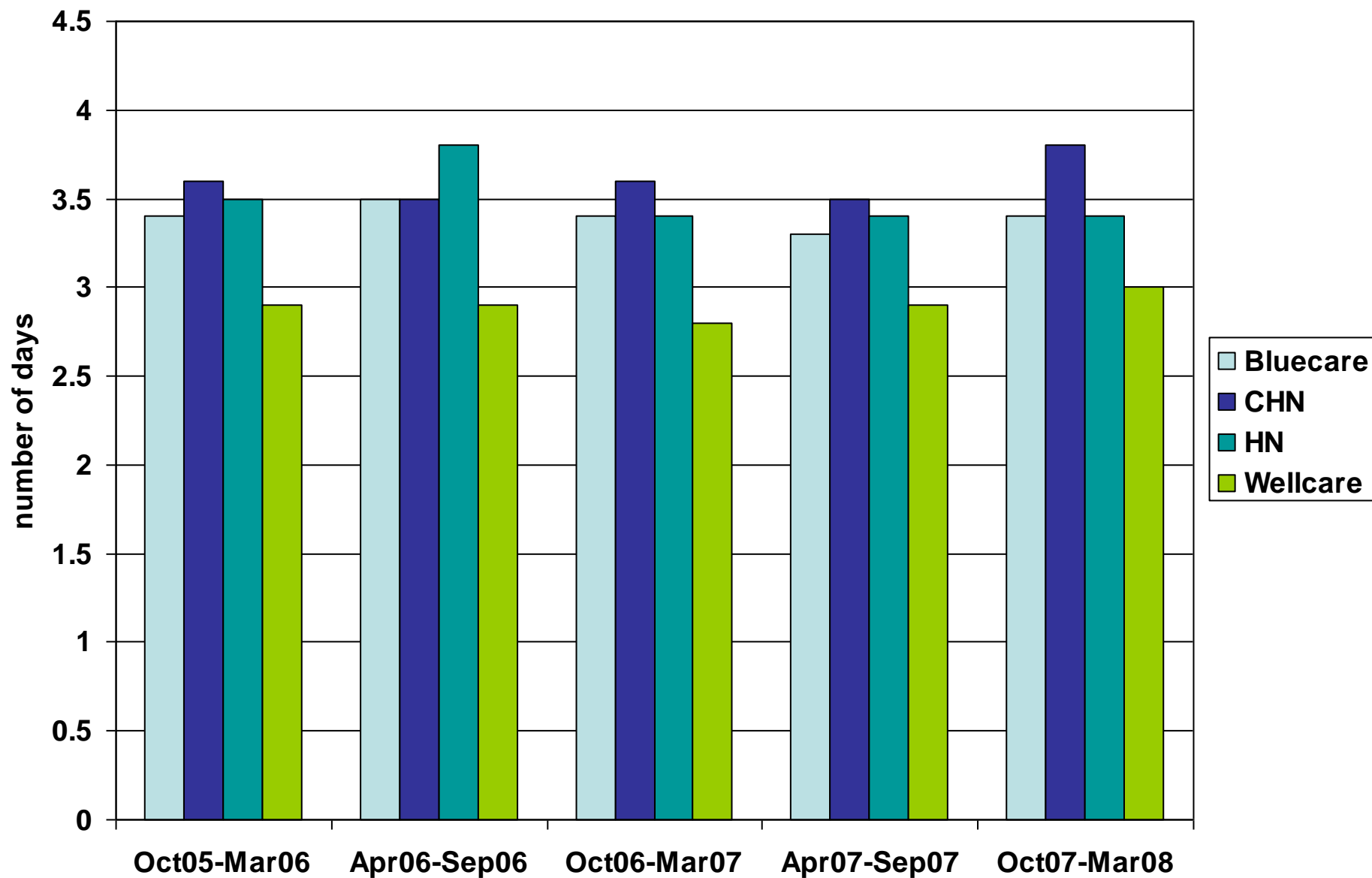
Inpatient Days per 1000 Member Months



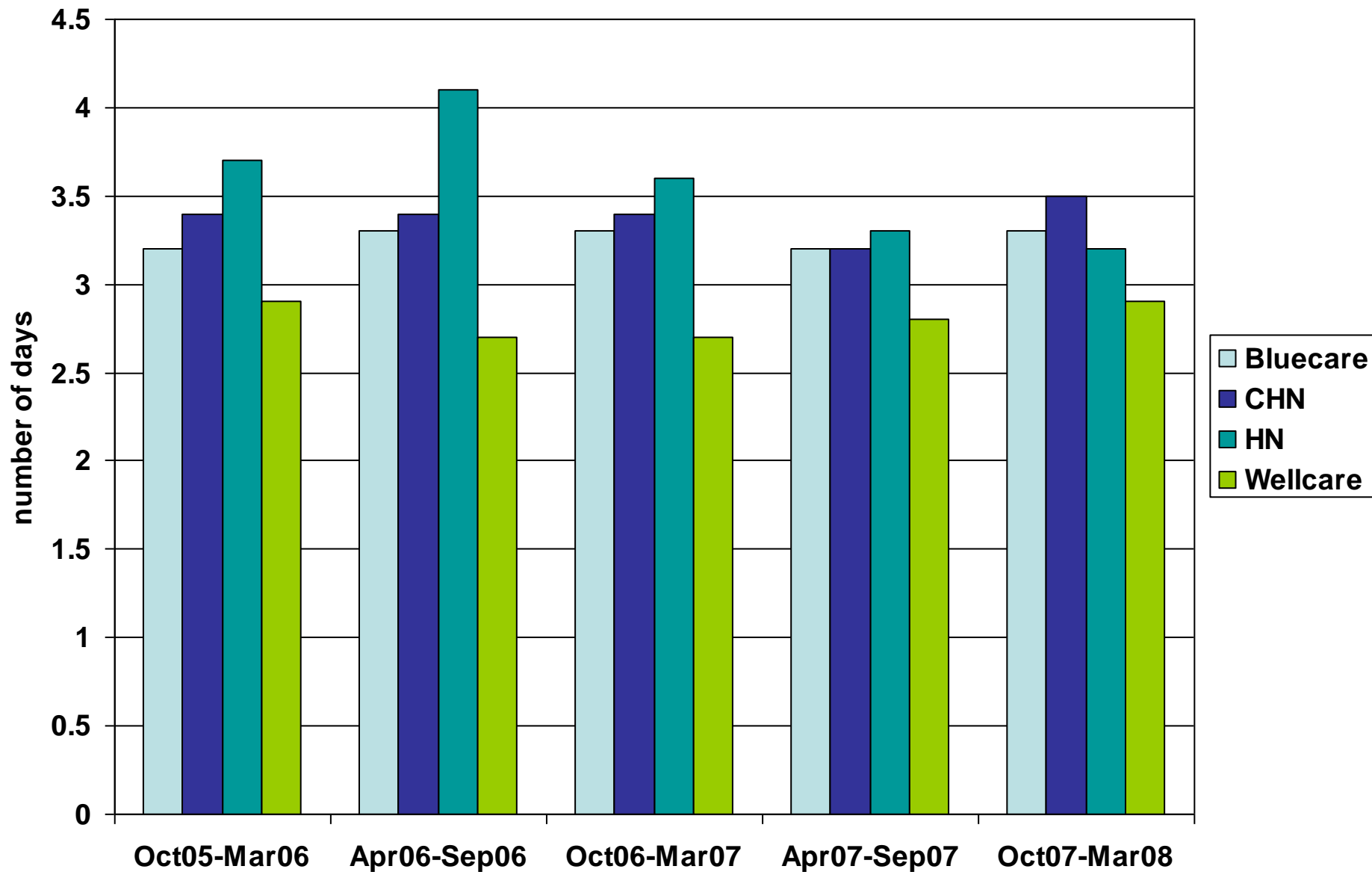
Inpatient Days per 1000MM, excl. Newborns



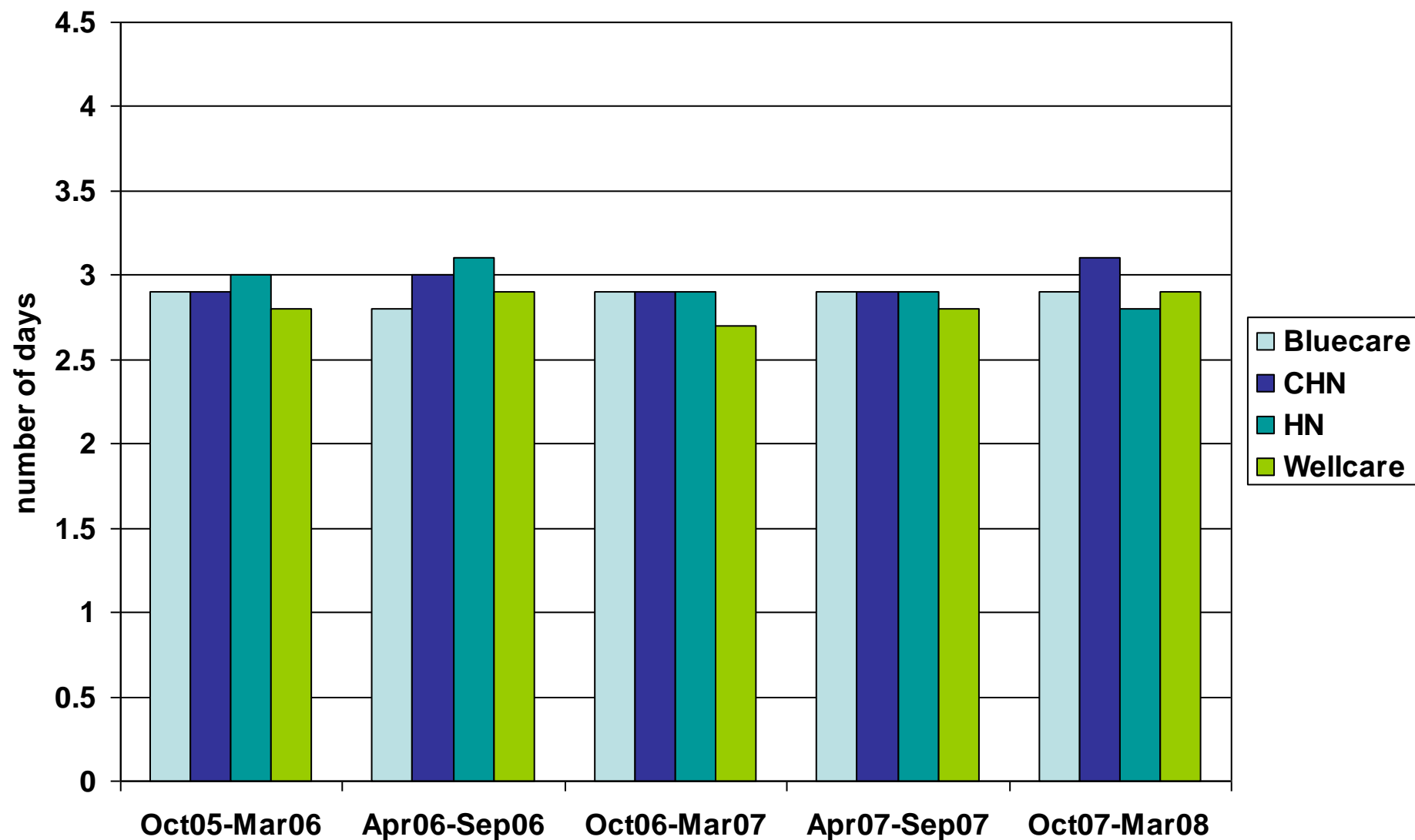
Inpatient Average Length of Stay



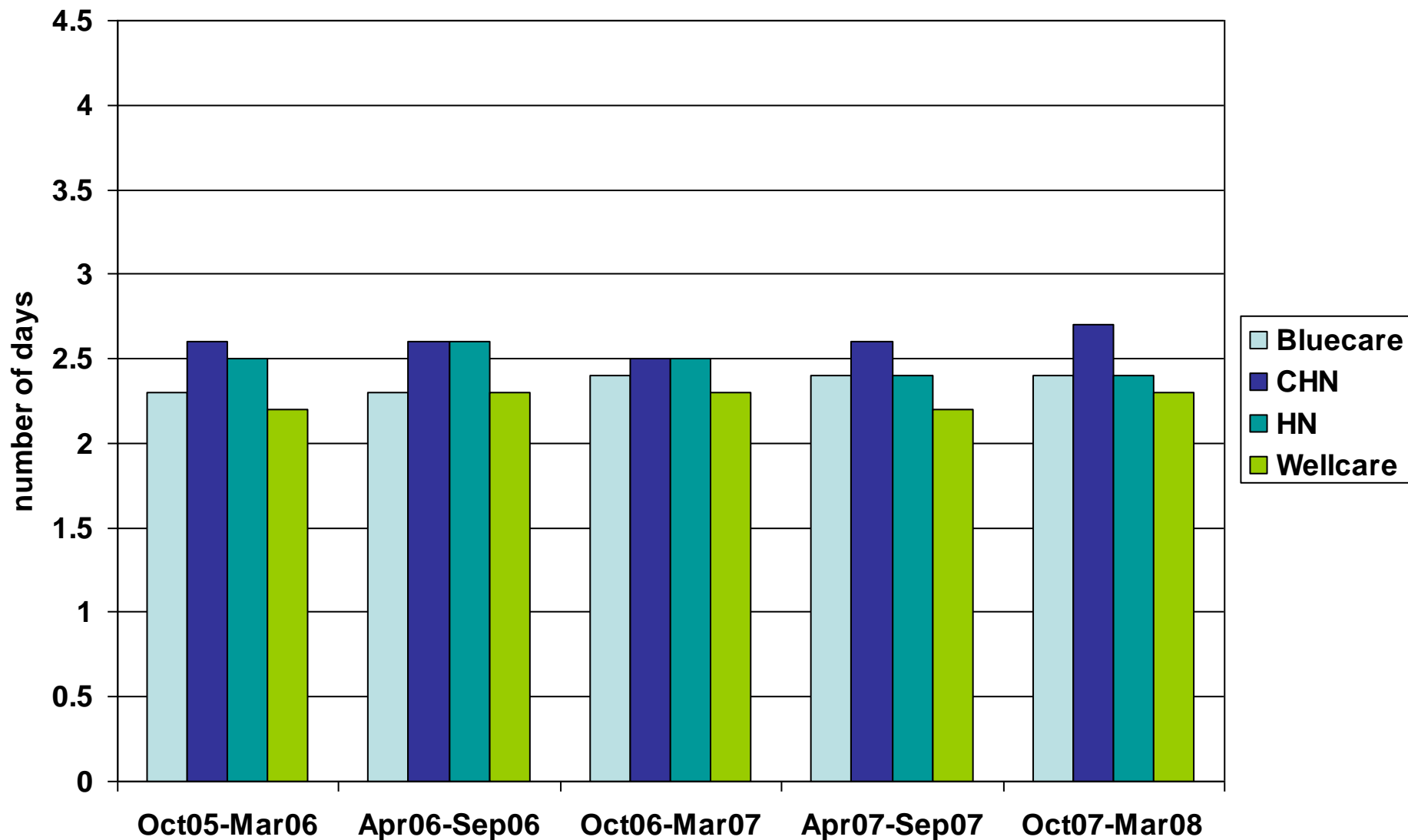
Inpatient Average Length of Stay, ex. Newborns



Inpatient Average Length of Stay, Maternity, Mother



Inpatient Average Length of Stay, Newborn (well)



Inpatient Average Length of Stay, Newborn (complex)

