

Peer Support and Clinical Integration Overview – MCC of AZ

January 27, 2020

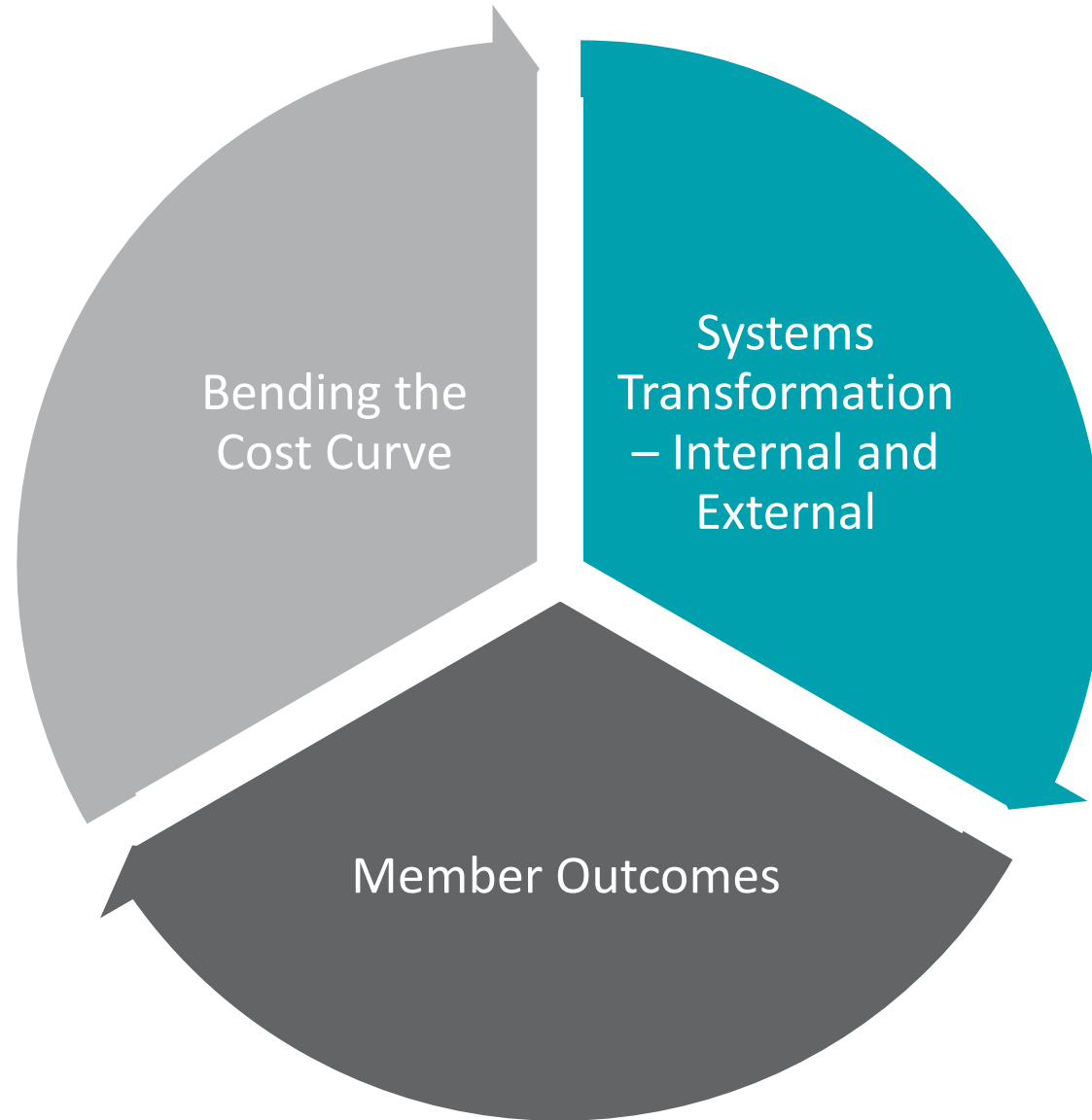


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Guiding Principles

- ❑ Leadership Team Buy-In
 - ❑ All-Staff Buy-In
 - ❑ Cross-Functional Work
 - ❑ Daily Clinical Integration
 - ❑ Member and Provider Connections
- ✓ Program and outcomes design, Governance
 - ✓ New employee orientation
 - ✓ Care management and UM processes
 - ✓ Huddles, rounds, staffing, provider care coordination
 - ✓ Member services, pharmacy, network, quality collaboration
 - ✓ Member connection in hospitals, RTCs
 - ✓ New provider-provider relationships

Evaluation Buckets



Systems Transformation

Example Metrics: Peer-Driven Systems Change for high-risk and special populations members.

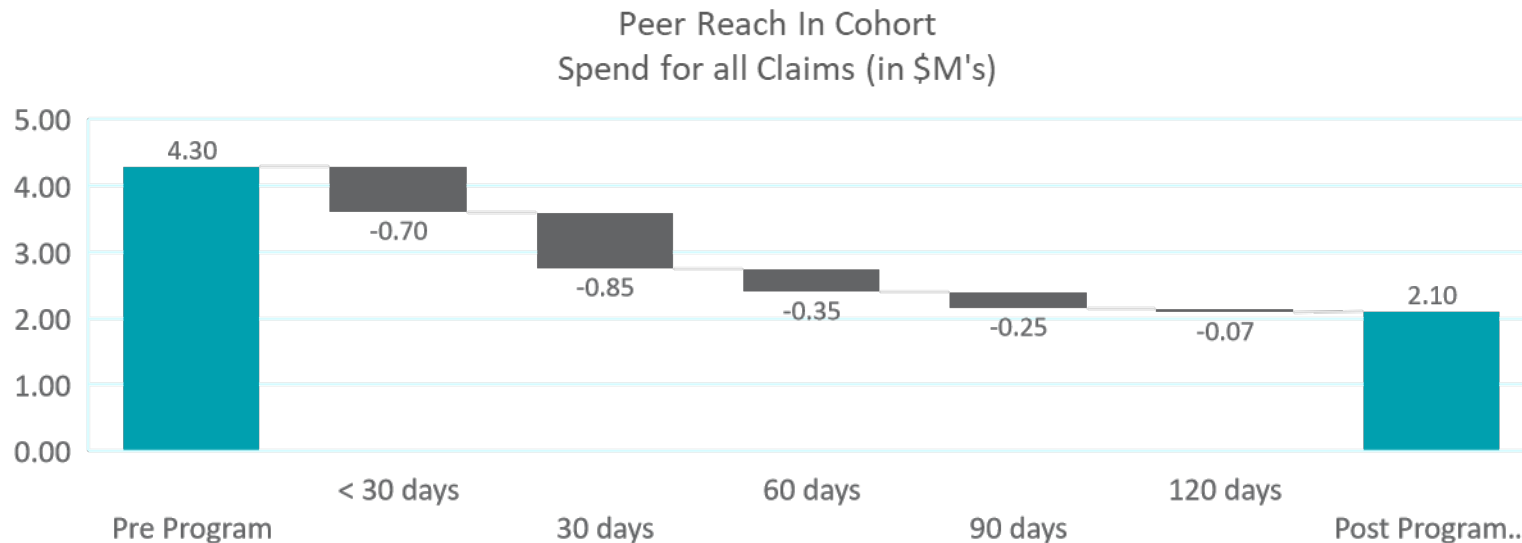
- Members risk-stratified using peer and recovery lens
- Collaboration with CM on member cases
- Helping with UTR members
- Case response from involvement in clinical BH and integrated rounds
- Outreach to hospitals and RTCs
- Connecting with members prior to discharge
- Working with PH CM on hospital discharges with BH and overdose-related diagnoses
- Working with Peer-Run and peer support providers on member referrals

Weekly Tracking and growing:

- ✓ ~30 Clinical Team Collaborations
- ✓ ~20 Member Connections
- ✓ ~25 Provider Care Coordination Connections

Adding peer and family certified professionals to clinical and systems transformation teams.

Member Outcomes and Cost Curve



Member Outcomes

- ✓ Increased utilization of supportive and outpatient services, including peer support and peer-delivered.
- ✓ Provider work on member outcomes using evidence-based tools.

Cost Curve

- ✓ Despite admission increases related to COVID, high-risk, and suicide attempts,
- ✓ Program has demonstrated a 50% decrease in overall spend.
- ✓ Reduced admissions and ED visits.

Questions

Core Team

Minnie Andrade, CEO

Greg Gale, Behavioral Health Medical Director

Mike Reagan, Pharmacy Director

Joel Conger, Director of Systems Transformation

Jill Ference, Systems of Care Manager

Josh Sprunger, Individual and Family Affairs Administrator

Cameron Milkins, Recovery Health Guide

Justin Paugh, Recovery Health Guide