COMMUNITY & STATE OVERVIEW

UnitedHealthcare®
COMMUNITY & STATE

Where does Community & State fit?

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We are . . .

Mission

Helping people live healthier lives and helping make the health system work better for everyone.

Vision

Be the most trusted name in healthcare.

Consumers
Deliver simplicity and earn trust.

Community Care System
Be a catalyst for person-centered, community-based health transformation.

State Partners
Be the recognized leader in delivering person-centered, community-based health transformation.

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Coordinated Care Demonstration Project

- In 2016, SB74 mandated multiple specific demonstration projects
- UnitedHealthcare chosen for demo in MatSu and Anchorage
  - Anticipated 4/1 Go-Live Date
  - All Current Medicaid Beneficiaries* will be enrolled
    - 90 Day choice to dis-enroll
  - Covered Populations
    - TANF
    - CHIP (Denali Kid Care)
    - Expansion
    - ABD
    - LTSS (Non-waiver services)
  - Medical, Dental, Vision, DME, Transportation
  - 3 yr contract, with potential 3 yr extension

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Focus of the Project

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Quality

- HEDIS/Non HEDIS Measures
- Performance Improvement
- Incentives
  - Provider
  - Member

Cost

- Primary Care vs ER
- Whole Person
  - Investments
  - Social Determinants
  - Value Based Contracts

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UnitedHealthcare: Value in Value-Based Care

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Traditional Health Care		Value-Based Care
Fee for Service provider payment – paying for volume, not value	**Care delivery**	Pay for Value and increased risk sharing
Lack of technology and incentives for physicians to proactively coordinate patient care	**Care coordination**	Physicians empowered by technology, data, and access to UnitedHealthcare programs
Data and analytics are not routinely shared	**Data and information**	Analytics provide a full picture of a member's health risks, care and enhance efficiency
Costs climb without corresponding health improvements	**Costs**	New shared focus with care providers to manage health care costs and quality
Complicated health care system confuses and frustrates members	**Member experience**	ACO providers provide trusted support in navigating the system

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UHC's Progress Along the HCP·LAN* Framework

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HCP LAN

Category 1 FFS - No Link to Quality & Value	Category 2 FFS - Link to Quality & Value	Category 3 APMS Built on FFS Architecture	Category 4 Population-Based Payment
	- Foundational Payments ex: IT, care coordination **- Pay for Reporting** ex: bonus for reporting data **- Pay-for-Performance** ex: pay for quality	**- Shared Savings** ex: upside risk only **- Shared Savings with Downside risk** ex: episode-based; comprehensive; upside & downside risk	**- Condition-Specific** ex: PMPM, pay for specialty **- Comprehansive Payment** ex: global budgets; % of premium payments **- Integrated Finance & Delivery** ex: global budgets; % of premium payments in integrated systems

Level of financial risk & provider integration

UHC

Category 1 Fee-for-Service	Category 2 Performance-Based Programs	Level 3 Bundles & Episodes SLPs	Level 4 Accountable Care Programs
	- Primary Care Incentives **- Performance-Based Contracts** ex: achieving specific metrics ★	**- Condition or Service-Line Programs** ex: managing a specific condition or service line	**- Capitation + PBC** **- Shared Risk** **- Shared Savings** ex: managing entire population health

*Health Care Payment Learning Action Network

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Our United Culture

Integrity

Innovation

AARP Foundation FRE$H SAVINGS
Shop Smarter. Eat Healthier.

Baby Blocks®

UnitedHealthcare myConnections™

Relationships

Compassion

Performance

WELLNESS & HEALTH PROMOTION
NCQA
ACCREDITATION

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At C&S, We Live Our United Culture.

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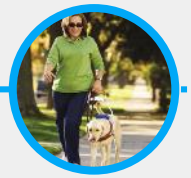
Our 6.7 Million Members*

4,550,000* Members

- **TANF | Temporary Assistance for Needy Families**
  25 markets
- **CHIP | Children's Health Insurance Plan**
  24 markets
- **ABD | Aged, Blind, and Disabled**
  22 markets
- **Childless Adults**
  2 markets



1,134,000* Members

- **EXPN | Medicaid Expansion**
  16 markets

844,000* Members

- **LTSS | Long-Term Services & Supports**
  13 markets
- **SNP | Special Needs Plans**
  28 markets
- **FIDESNP | Fully Integrated Dual Eligible**
  6 markets
- **MMP | Medicare Medicaid Plan**
  2 markets

182,000* Members

- **Other: Includes DD/DV, CRS, SMI, ASO | Developmentally Disabled/Ventilator Dependent, Children's Rehabilitative Services, Severe Mental Illness, Administrative Services Only**
  *7 markets***

* Approximation
** This count includes seven unique markets for DD/DV, CRS, SMI, and ASO (Arizona has overlap in DD/DV and SMI, and is counted as one market)

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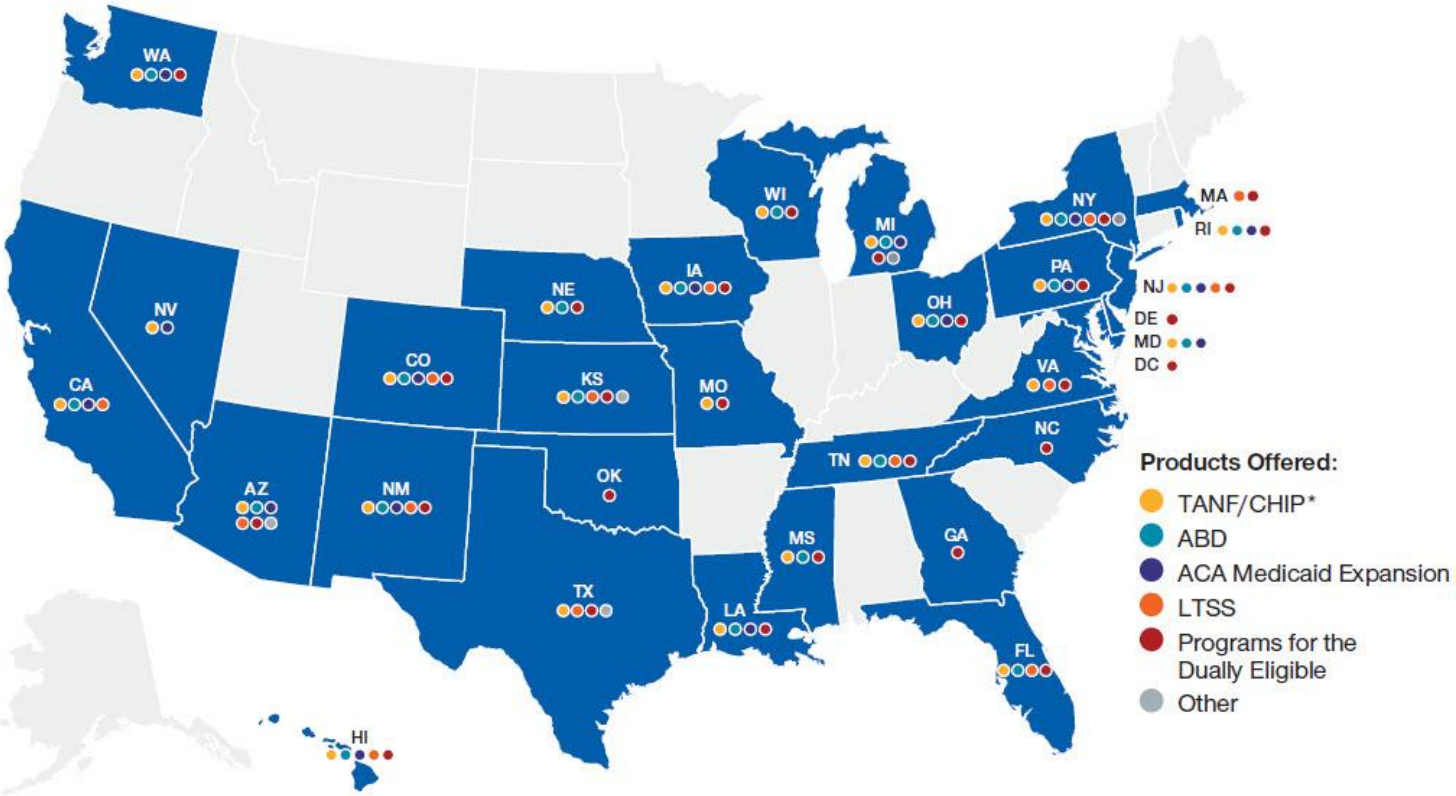
C&S Medicaid Footprint

Serving 6.7 million people**

Note, while this presentation reflects updates as of Q2 2018, the below map is current as of June, 2018.



*Includes programs serving TANF and/or CHIP populations
** Approximation

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Meet Our Members

THROUGH THEIR EYES

UNDERSTAND > RESPECT > SUPPORT

KNOW OUR MEMBERS

Insights for Strategic Planning and Business Growth

Dual Plan 65+
Beverly

She isn't slowing down, and neither are the many demands of her life.

Dual Plan Disabled
Linda

Her needs are unique, so she's no stranger to the world of health care.

Medicaid Expansion
Lisa

She is more skeptical of businesses, brands and people these days.

TANF Pregnant
Vanessa

She is caught in a constant balancing act.

	Dual Plan 65+ Beverly	Dual Plan Disabled Linda	Medicaid Expansion Lisa	TANF Pregnant Vanessa
Estimated Population	1.7MM	1.1MM	57.3MM	2.5MM
Demographic	Women (61%), Men (39%)	Women (54%), Men (46%)	Women (56%), Men (44%)	Women
Ethnicity	White (89%)	White (57%), Black (21%), Hispanic (16%)	White (60%), Hispanic (18%), Black (16%)	Hispanic (45%), White (39%) Black (11%)
Average Age	72 years old	35-64 years old	45 years old	26 years old
Marital Status	Married (58%), Widowed (24%)	Single (35%), Married (25%)	Married (40%), Not Married (34%)	Not Married (57%), Married (34%)
Household Structure	Two Adults Only	Lives Alone (36%), w/Spouse (32%) No Children	2 Adults, 1 Child	2 Children
Income	<$15,000	<$15,000	<$47,500	<$30,000
Education	High School (40%)	High School (50%)	High School (39%)	High School (38%)
Employment	Retired (86%), Part-time (88%)	Permanently Disabled (72%)	Employed (54%)	Not Employed (66%)
Type of Insurance	N/A	N/A	Commercial (22%), Medicaid (17%), Medicare (15%)	Medicaid (29%), Medicare (14%), Commercial (9%)

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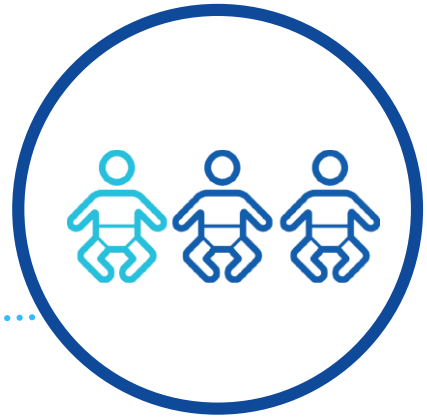
Medicaid

72M **Americans are on Medicaid***

Medicaid is the largest health insurance program in the nation.

Covers health for more than 1 in 3 children**



** Total monthly medicaid/CHIP enrollment, Feb. 2016 (Kaiser Family Foundation)*
***43% of Medicaid Population are children (medicaid.gov)*

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