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2020

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REPORT CARD

Managed Health Services (MHS) | Indiana



Main Office
550 N. Meridian St.
Suite 101
Indianapolis, IN 46204

Other Locations
Plainfield
Merrillville

At a Glance

Services Offered | **Medicaid, Marketplace, Medicare**
 Number of Employees | **624**
 First Year of Operations | **1995**
 Number of Providers | **22,015**
 Number of Hospitals | **161**
 Number of Members | **367,000**
 Number of Counties Served | **92**

Innovative Programs



TECHNOLOGY FOR BETTER HEALTHCARE
 Centene, our parent company, uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.



PERSONAL MEMBER OUTREACH AND SUPPORT
 Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.



HELPING MOTHERS AND THEIR BABIES
 Start Smart for Your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies – helping to lower the risks of premature births and admissions to neonatal intensive care units.

Face Mask Donation

MHS donated nearly 10,000 cloth face coverings to Indiana schools and non-profit organizations during the COVID-19 pandemic.



Member Services

AVERAGE CALLS PER DAY
 1,774 calls
Quality Audit Scores | 96.9%
 Goal | 95.0%

Timeliness of Calls Answered



Quality Audit Scores

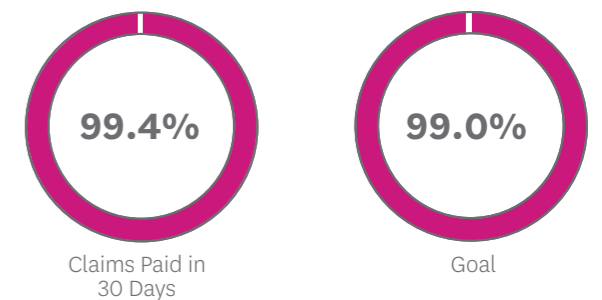


Claims Payment

Claims Paid in 30 Days (Electronic and Paper) | 99.4%
 Goal | 99.0%

EDI Claims vs Paper Receipt
 EDI | 96.4% Paper | 3.6%

Claims Payment within 30 Days



Quality Improvement Initiatives

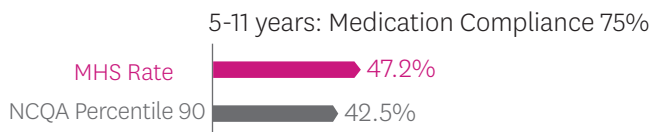
Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. MHS implements initiatives for our members and measure well visits using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Prenatal and Postpartum Care

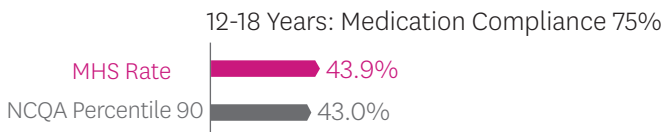
Well Visits First 15 Months	Prenatal Care	Postpartum Care
CY 2018 64.0%	CY 2018 82.0%	CY 2018 67.4%
CY 2019 70.3%	CY 2019 88.1%	CY 2019 78.4%

MHS strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that MHS is exceeding performance in comparison to national benchmarks. MHS met or exceeded the 90th percentile in the following NCQA reported measures during CY2019, among others:

Medication Management for People with Asthma



Medication Management for People with Asthma



Asthma Medication Ratio



Comprehensive Diabetes Care

Testing for Hemoglobin A1c



Comprehensive Diabetes Care

Blood Pressure Control (<140/90)



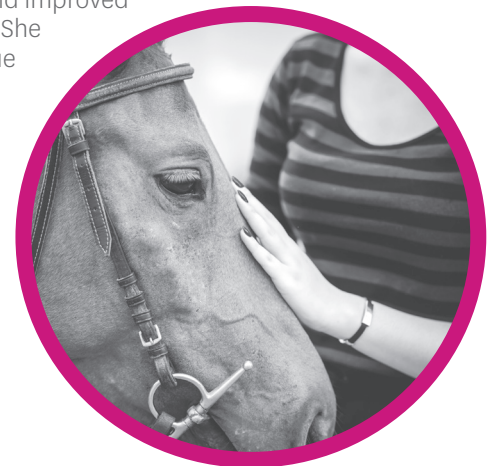
Success Stories

Gratitude for a Case Manager who Cares

Michele, a Behavioral Health Case Manager, had previously worked with a member who had numerous health issues, was quite thin and frail, was using drugs and alcohol, and was not working.

In May 2020, Michele received a call from the member who said she was calling because she remembered that when she worked with Michele before, she told her that part of her job was to support the member to help keep her out of the hospital. The member felt like if she didn't get help now, she would end up back in the hospital, which isn't something she wanted. Michele was able to assist this member with getting the services and treatment she needed outside of the hospital.

The member is now living at a halfway house, is 90 days sober, is working part time at McDonalds, is participating in equine therapy, is no longer taking medication for blood pressure, and has gained weight and improved her overall strength. She and Michelle continue to talk regularly and the member has expressed gratitude for Michelle's compassion, patience and support.



Helping with More than Healthcare

A member attended a Member Advisory Council (MAC) meeting because he wanted to pass along his thanks for his Care Coordinator and the services that MHS provided.

The member had originally called MHS to ask about help with quitting smoking, and a Care Coordinator worked with him to connect him to the Indiana Tobacco Quitline and help him with getting quit aids. During their conversation, the Care Coordinator asked how else she could assist and found out that the member was having trouble paying his utility bills and was in danger of losing his electricity.

She connected him with a community organization that offers payment assistance and continues to check in on him to see if he needs anything else. The member was grateful for the assistance and support that went beyond his expectations.