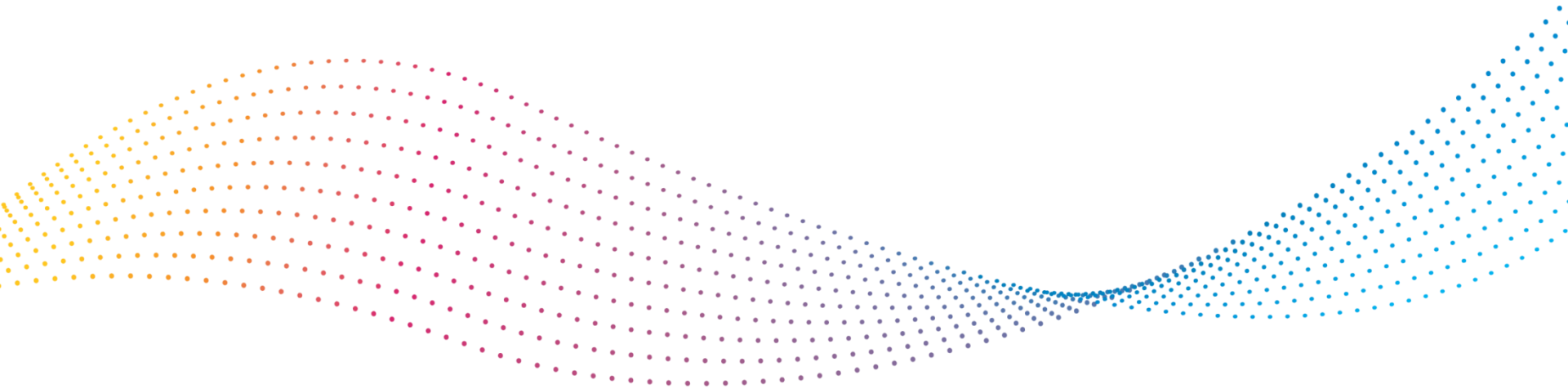


Compassionate Connections[®]

Centene's Palliative Care Program



Agenda

1. Background
2. Program Design
3. Results
4. Next Steps

Centene Overview

WHO WE ARE



St. Louis

based company founded in Milwaukee in 1984

31,500 employees

#66

on the Fortune 500 list

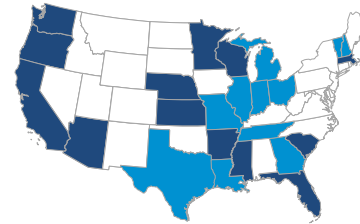
#244

on the Fortune Global list

\$46 - 46.8 billion

expected revenue for 2017

WHAT WE DO



28 states

with government sponsored healthcare programs & implementations

Medicaid
(23 states)

Exchanges
(13 States)

Medicare
(12 States)

Correctional
(8 States)



2 international markets

12.2 million members

260+

Product / Market Solutions

Transforming the health of the community one person at a time

OUR MISSION

Better health outcomes at lower costs

OUR BRAND PILLARS

Focus on individuals + Active Local Involvement + Whole Health

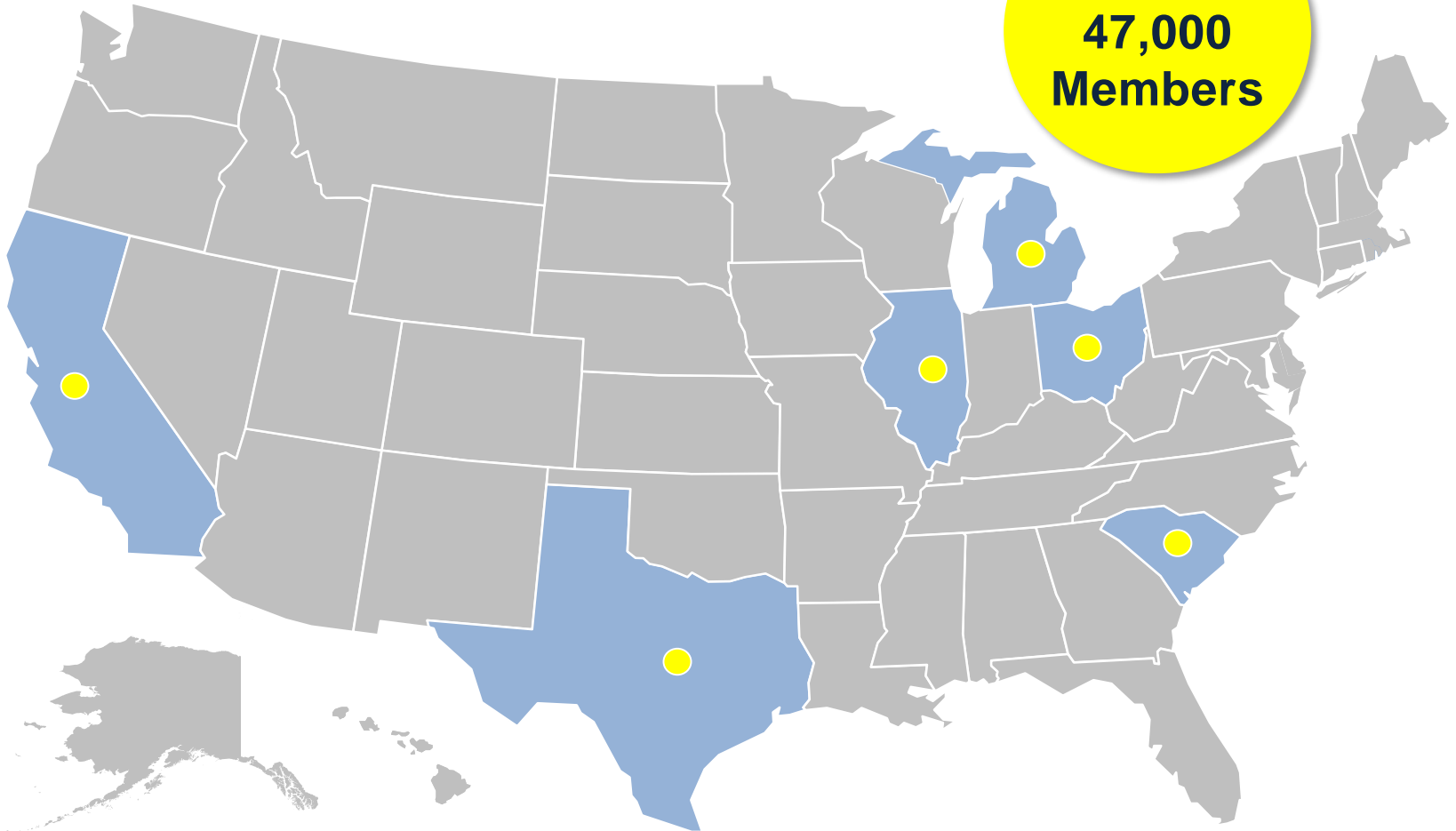
OUR BELIEFS

- We believe in treating the whole person, not just the physical body.
- We believe treating people with kindness, respect and dignity empowers healthy decisions.
- We believe we have a responsibility to remove barriers and make it simple to get well, stay well and be well.
- We believe local partnerships enables meaningful, accessible healthcare.
- We believe healthier individuals create more vibrant families and communities.

Medicare Medicaid Plans

(Dual Demonstrations)

6 States
47,000
Members



Buckeye Health Plan

- Buckeye Health Plan (Buckeye) is a state-licensed managed care organization
- Began serving Ohio Medicaid Members in January 2004
- Currently serving 300,000+ members statewide:
 - Medicaid (ODM)
 - MyCare Ohio Duals Demonstration (ODM/CMS)
 - Medicare Advantage SNP (CMS)
 - Health Insurance Marketplace/Exchange (ODI/CMS)



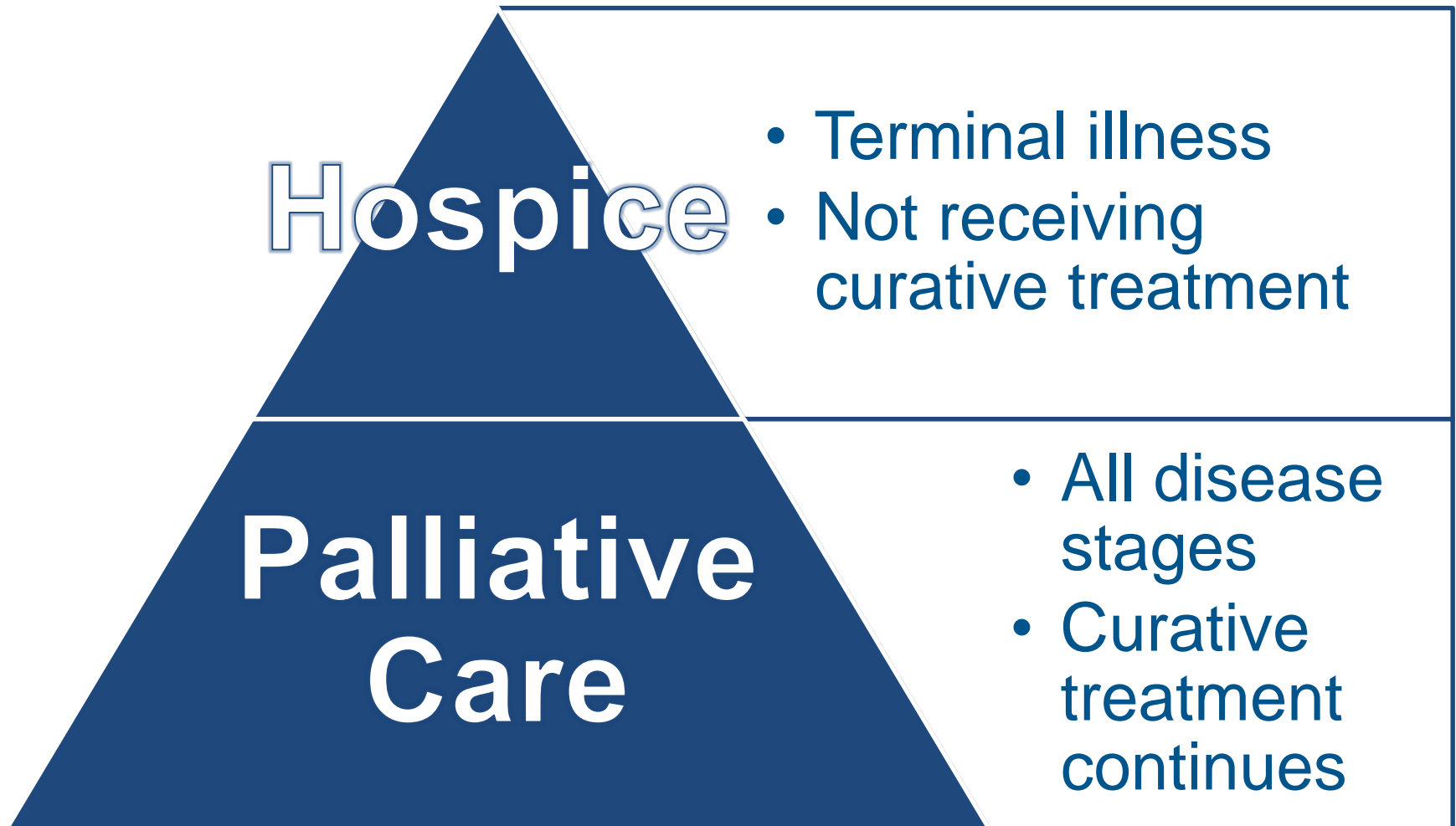
What is Palliative Care?

- Palliative care, or palliation, is specialized medical care for people living with serious illness
- Appropriate for people of any age, at any stage of a disease, and can include patients receiving curative treatment
- Goal: improve quality of life
- Focus on relief from symptoms and stress

Symptom Relief Includes

- Side effects of current treatments
- Pain or discomfort
- Shortness of Breath
- Nausea
- Anxiety
- Depression
- Loss of Appetite
- Constipation

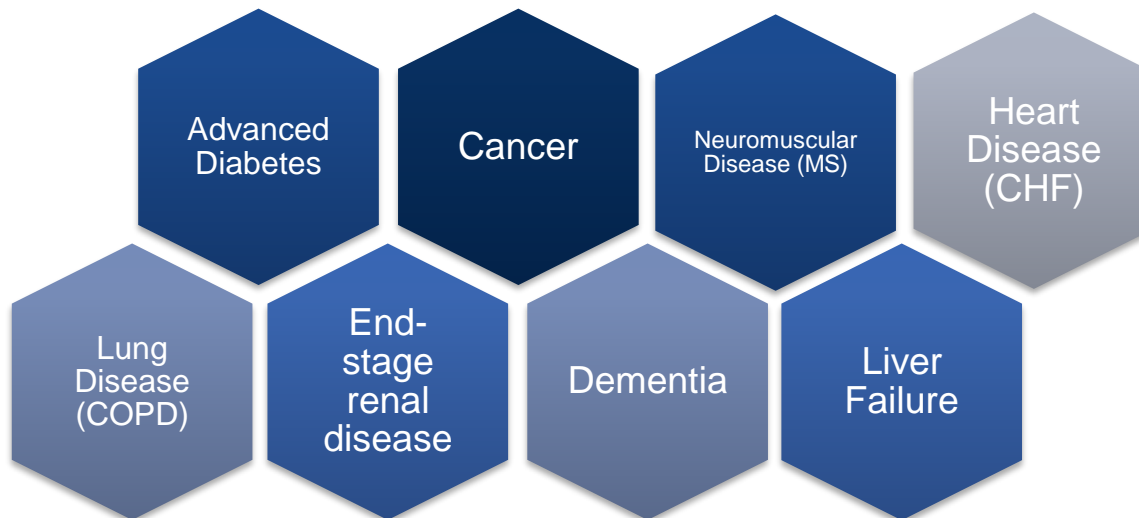
Palliative Care and Hospice



Who Benefits from Palliative Care

- Palliative care focuses on the member
- It also supports others providing care to the member including caregivers and personal care attendants

Members with the following conditions are typically good candidates for participation:

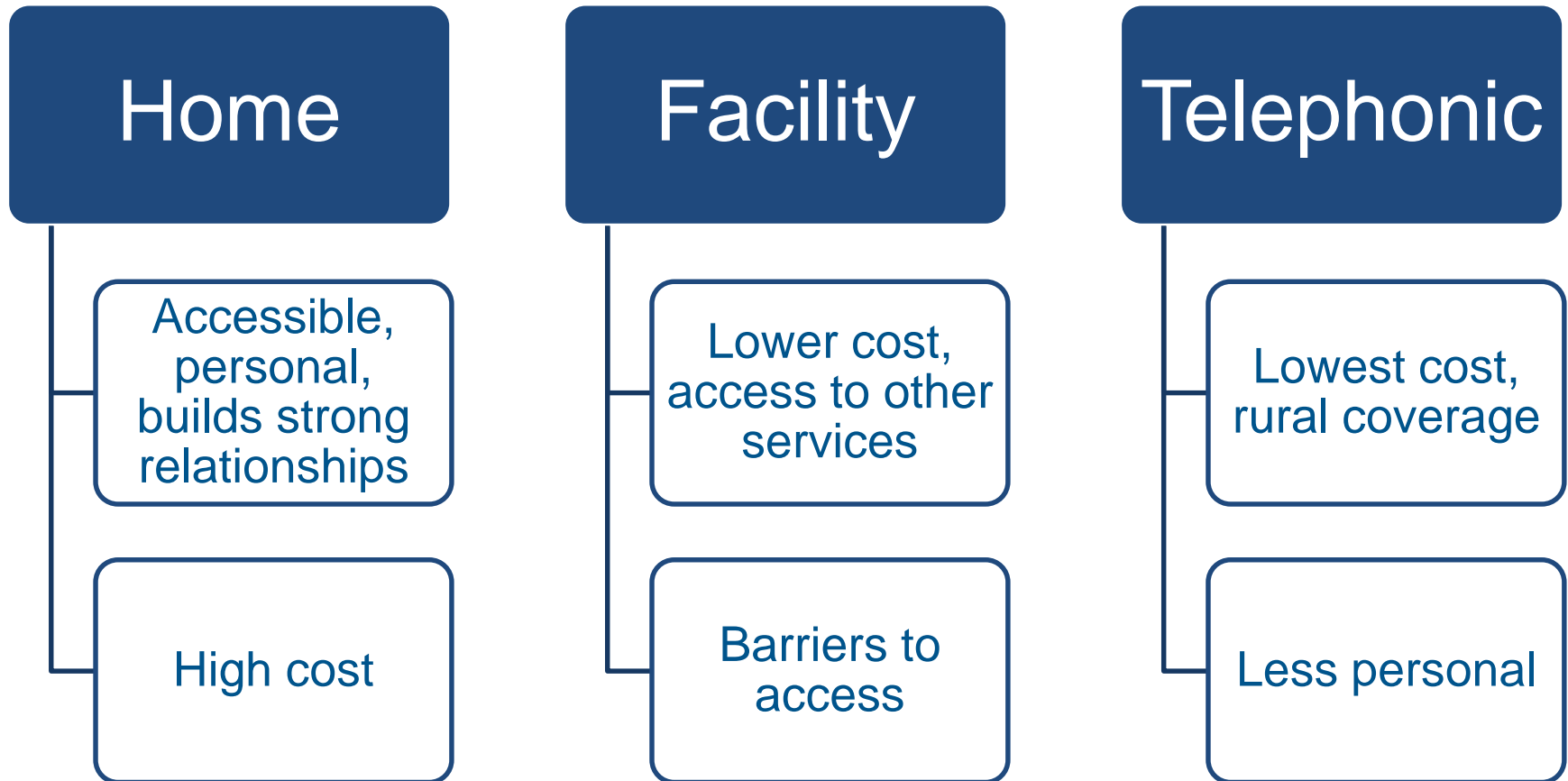


MMP and ABD-Focused Initiative

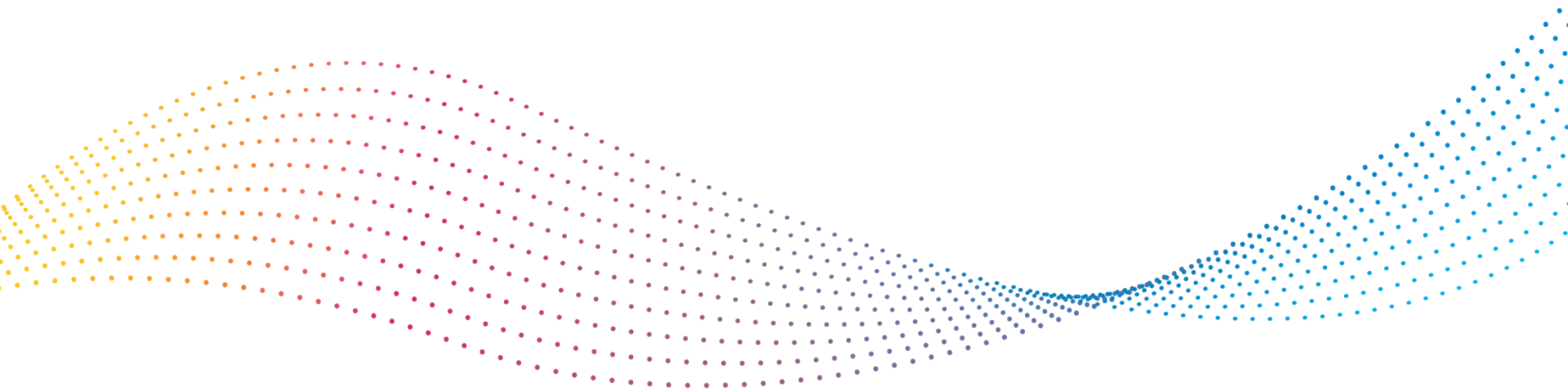
We focused on members with the greatest need for these services:

- **Serious Illness:** 72% of dually eligible beneficiaries have 3 or more chronic conditions (37% have 5+)
- **High Utilization:** dually eligible beneficiaries use more medical services than other people on Medicare:
 - 21% had 1+ ER Visit / year (vs. 13% non-dual)
 - 26% had 1+ IP Hospitalization / year (vs. 16% non-dual)

Picking the Right Setting for Care



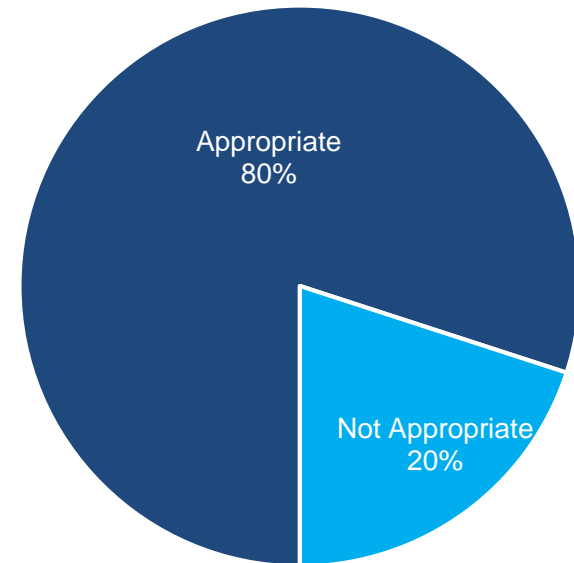
Program Design



Member Identification Algorithm

- Identifies potential program candidates using multiple inputs:
 - Claims
 - Care management assessments
 - Mortality predictive analytics
- Highly accurate
- Enables care managers to better identify and contact potential recipients of palliation
- Runs bi-weekly

Members Identified by Algorithm:



Assessments

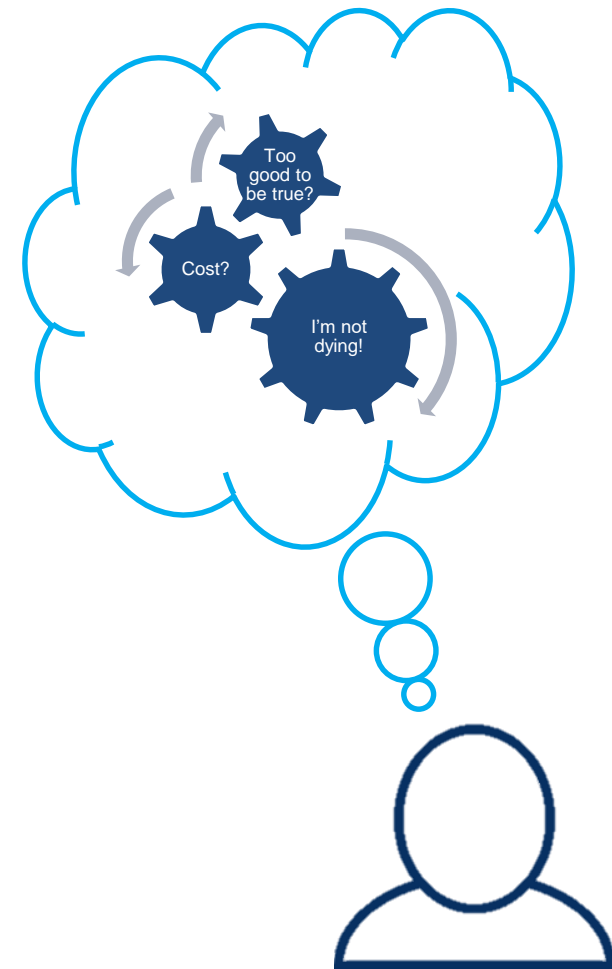
- Conducted during 1st and 6th visit
- Creates a baseline for the palliative care provider
- Measures program impact on a number of elements including:
 - Care goal discussions (PCP, caregiver)
 - Achieving care goals
 - Advanced care planning

Program Branding

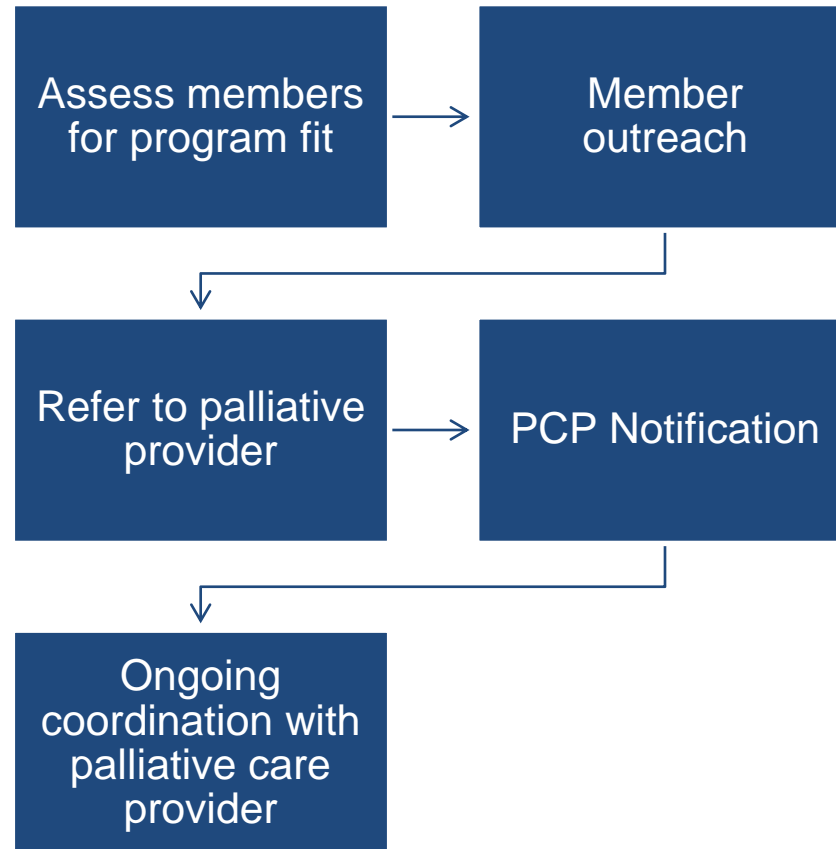
Our program is called *Compassionate Connections*[®] both internally and externally

Why brand the program?

- De-emphasizes palliative care, which many members associate with hospice
- Lends credibility to program (many members feel it is too good to be true)
- Streamlines the handoff between the care managers and palliative care provider



Care Manager Training and Responsibilities



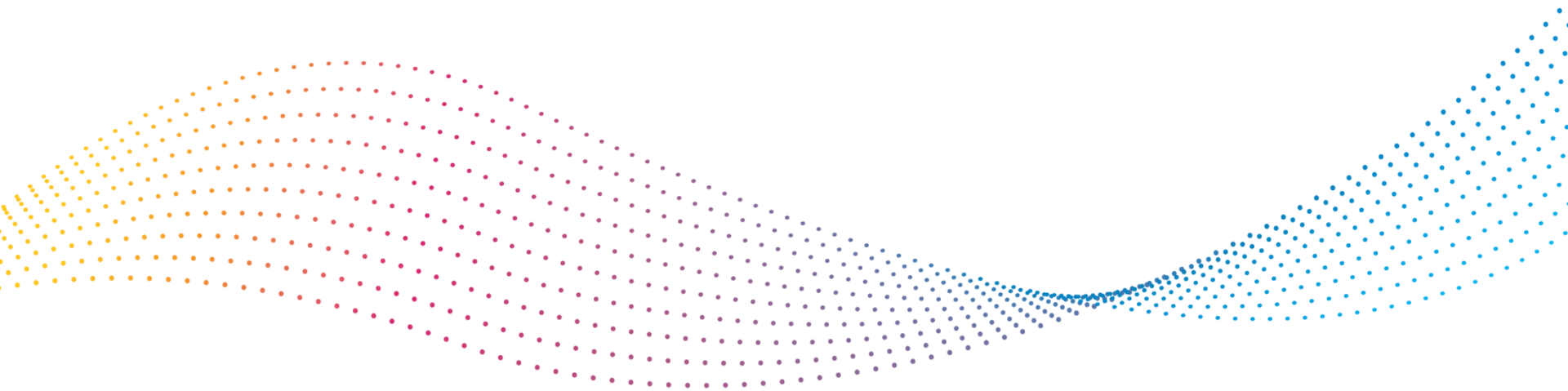
-- Continue to Serve as Member's Care Manager --

Palliative Care Provider

- Assist with care manager training
- Work within Centene care management system:
 - Process referrals
 - Review care plan
 - Submit assessments
 - Document visit notes
- Frequent coordination with care managers
- Participate on ICT

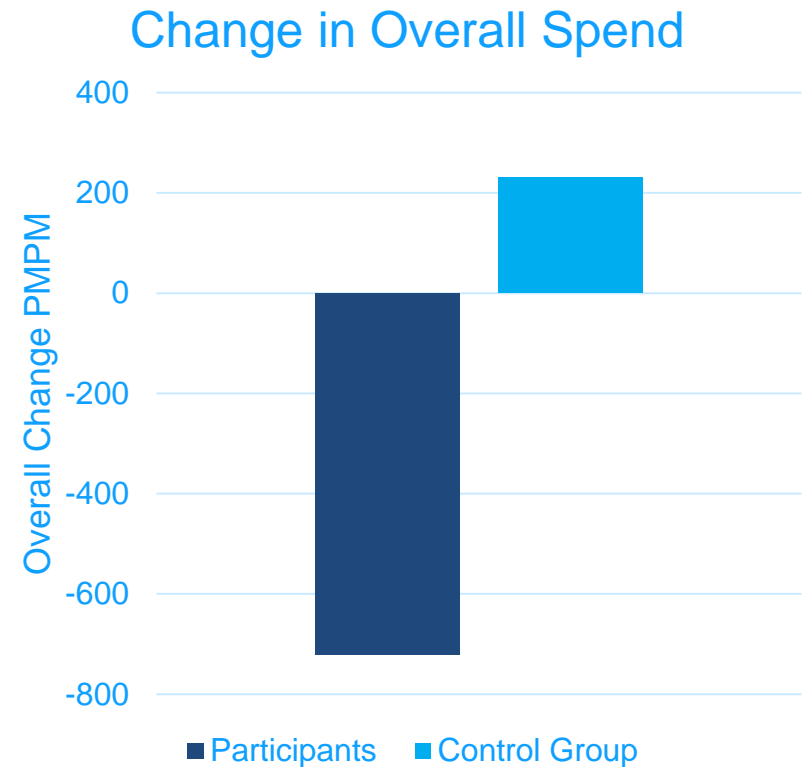
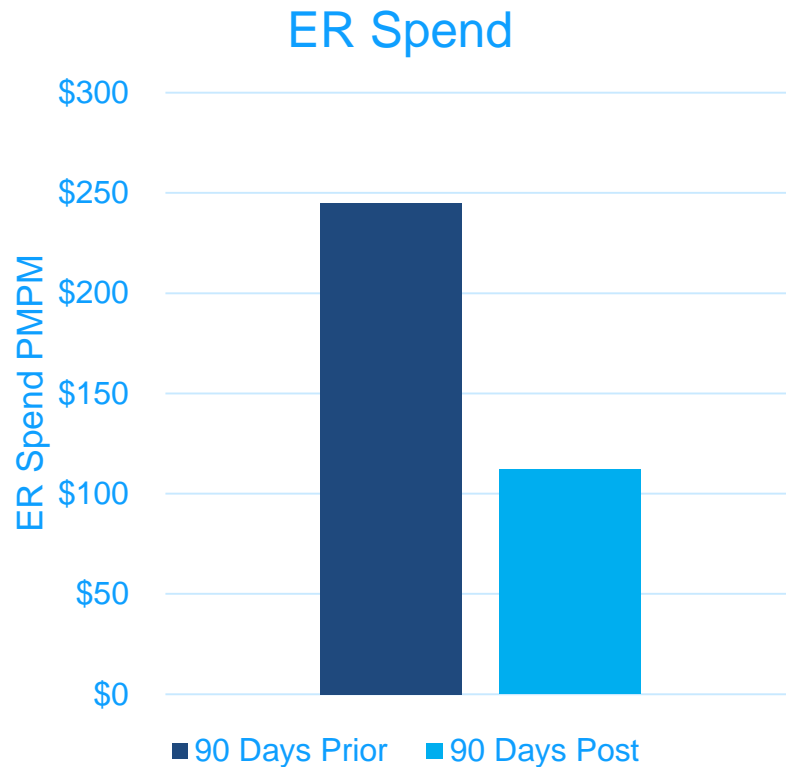


Program Results



Impact on Utilization

We are observing meaningful results when comparing the three months prior to palliation with the three months after palliation begins:



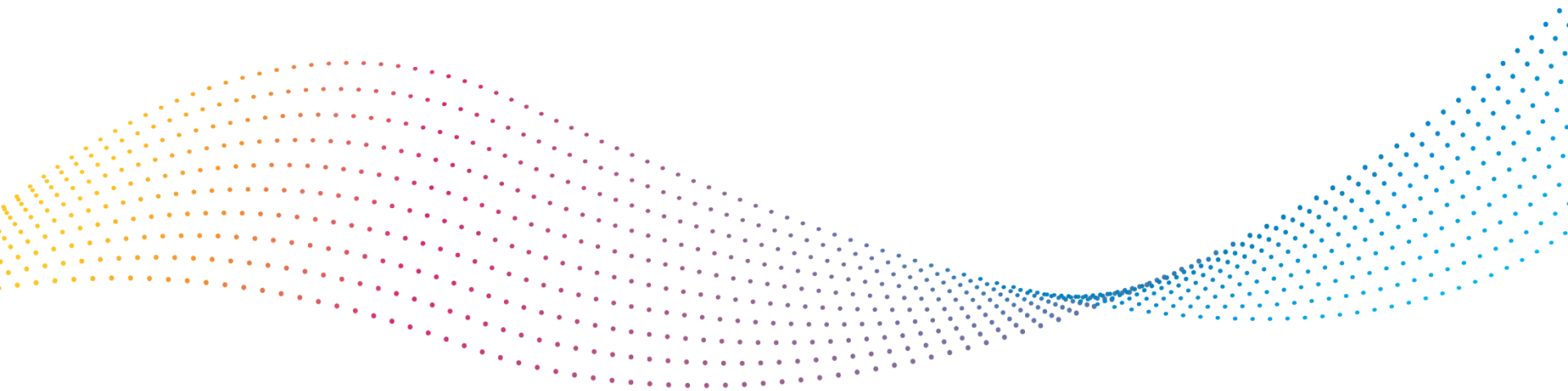
Member Experience

	Initial Visit	After 6 Visits
Have you completed advanced directives?	30%	70%
Have you discussed care goals with your physician and/or caregiver?	40%	100%
Did the program help you identify and work towards your care goals?	-	89%
Would you recommend Compassionate Connections to others?	-	90%



2017 Pinnacle Award Recipient

Continuing Improvement – Next Steps



Continuing Improvement

- Streamline member identification
- Increase appropriate referrals into program
- Build on early success of phone-based interactions

Next Steps

- Continue to monitor and grow the program
 - In OH
 - Evaluating new markets
- Use program findings to build a shared savings model with providers

Questions?

