

Medicaid Managed Care Innovations

Managed care allows for flexibility in developing new models of service delivery that are not permitted in fee-for-service Medicaid. Texas Medicaid MCOs have implemented innovations to improve community access to services, reduce unnecessary hospitalizations, improve the quality of members' lives, and pay providers for improved performance.

- **Cigna HealthSpring** implemented an intensive behavioral health intervention that reduces the overall costs for the top 5% most expensive members by 40%. This program serves members with schizophrenia, bipolar disorder, substance abuse disorder, and personality disorder. Its motto is, "Do whatever it takes to allow the member to live as independently as possible".
- **Molina Health Care** members are offered accredited disease management programs to improve quality of life and experience fewer emergency room visits and hospitalizations.
- **Texas Children's Health Plan** identified significant access issues in its population leading to the establishment of TCHP Women and Children's Clinics with the Baylor College of Medicine. These two staff model clinics serve TCHP members exclusively in medically underserved communities.
- **Driscoll Health Plan** serves 20 counties in South Texas that have no child and adolescent psychiatrists. Driscoll developed an initiative to better serve their members including education for PCPs in behavioral health concerns in children and convened a joint project with UTMB and Behavioral Health Services of Nueces County (BHSNC) to implement the Tele-Psych Clinic.
- **Parkland Community Health Plan** has collaborated with local community based efforts to improve asthma care for all ages. PCHP initiated home visits by respiratory therapists for the most severe asthmatics; these staff are certified asthma educators who augment traditional telephonic disease management. This program has resulted in statistically significant decreases in ER visits and admissions for asthma.
- **Community First Health Plan** served a 10-year old member with a diagnosis of Bipolar Disorder who has had nine inpatient hospitalizations in 6 months due to aggressive behaviors and suicidal ideation. The member received intensive targeted case management and rehabilitative services and has been closely followed by the health plan RN with subsequent inpatient hospitalization.
- **Superior Health Plan's** Integrated Diabetes Program was implemented in 2011 and focused on care management intervention upon discharge for foster care children with multiple diabetic admissions. This intervention reduced the Diabetes Short-Term Complications Admission rates by 45% and 30-day readmission rates after diabetes-related inpatient stays from 55.7% to 14.1%.
- **Seton Health** partnered with two large PCP groups to use technology to better support members during care transitions and to decrease unnecessary hospital admissions/readmissions and recurring emergency room [ER] visits. Using Seton's access to census information from its system hospitals, these groups receive daily lists of their members with recent hospital admissions, ER visits, and deliveries.
- **Community First Health Plan** has implemented a provider payment incentive program for primary care providers and prenatal care providers. The program pays providers who avoid or reduce potentially preventable expenditures relating to asthma. To date, over 200 providers are enrolled and provide care for 92,043 members.
- **Blue Cross Blue Shield of Texas** has introduced an enhanced payment to providers for post-partum visits. An email from Capital OB/GYN Associates of Texas wrote "I couldn't be more pleased and excited with the news..."
- **UnitedHealthcare** launched an initiative that identifies members who are chronically homeless and assigns a housing case manager to move them to stable housing. Working with ECHO (Austin homeless coalition) and the Houston Homeless Coalition, United Pilot Program will include engagement in housing needs assessment, assignment of a housing case manager, immediate enrollment with PCP, and a dedicated service coordinator.
- **Amerigroup** has implemented a unique In-Home Program that offers in-home medical services including: provider visits, x-rays and laboratory tests and includes monitoring long-term treatment of chronic illnesses such as Diabetes, CHF, COPD and Hypertension. The program greatly benefits Members who may be homebound or have significant barriers to getting to their PCP's office.
- **DentaQuest's** industry leading Preventistry program has increased the number of high-risk children receiving preventive fluoride treatments and sealants. From 2012 to 2013, sealant usage increased 10% while restoration costs dropped by 30% in 2013.
- **MCNA Dental** has implemented the Stellar Treatment and Recognition Reward (STARR) program, a pay-for-quality initiative for dental providers that focuses on improving the oral health of MCNA members by measuring key quality indicators: timeliness of getting members in office for an initial visit, recall visit adherence, sealant application, prophylaxis periodicity, participation in the First Dental Home initiative program, and fluoride application.
- **FirstCare Health Plans** transformed care for high-risk moms leading to significant reductions in premature births. FirstCare implemented evidence-based guidelines for neonatal care and used highly trained neonatal staff to review care in neonatal intensive care units (NICU). Additionally, FirstCare implemented a high risk maternity program, screening over 4,500 women for high-risk conditions and enrolling over 1,000 women in case management services while increasing access to 17P, a drug to prevent preterm births.
- **Sendero Health Plans** recently implemented a new diabetic management program using Community Health Workers (CHWs) to perform home visits to identify barriers to care. As part of the Case Management team, the CHW assesses health literacy and facilitates member involvement. The CHWs are promotoras and certified in the Diabetes Empowerment Education Program (DEEP).
- **Community Health Choice (CHC)** has launched a two-year pilot program in partnership with The University of Texas Medical Branch at Galveston (UTMB) and UT Physicians in Houston (UTP), to increase the health of pregnant women and their newborns, and reinvent the way medical providers are paid for obstetrics and neonatal care. CHC's pilot program will initiate the first-ever "bundled payment" including both mother and baby in one payment.

Texas Medicaid Managed Care Organizations

STAR Enrollment

Health Plan	Service Area	Enrollment
Aetna Better Health	Tarrant, Bexar	63,357
Amerigroup	Lubbock, MRSA-West, MRSA-Central, MRSA-Northeast, Dallas, Tarrant, Bexar, Harris, Jefferson	519,206
Blue Cross and Blue Shield of Texas	Travis	18,173
CHRISTUS Health Plan	Nueces	6,760
Community First Health Plans	Bexar	94,396
Community Health Choice	Harris, Jefferson	206,785
Cook's Children	Tarrant	84,754
Driscoll Children's Health Plan	Hidalgo, Nueces	111,006
El Paso First Premier Plan	El Paso	56,830
FirstCare STAR	Lubbock, MRSA-West	88,603
Molina Healthcare of Texas	Dallas, El Paso, Hidalgo, Harris, Jefferson	95,151
Parkland HEALTHFirst	Dallas	166,178
Right Care from Scott and White Health Plans	MRSA-Central	38,083
Sendero Health Plans	Travis	10,149
Seton Health Plan	Travis	13,211
Superior HealthPlan	Lubbock, MRSA-West, MRSA-Central, MRSA-Northeast, El Paso, Travis, Bexar, Hidalgo, Nueces	657,408
Texas Children's Health Plan	Harris, Jefferson	283,358
UnitedHealthcare Community Plan	Hidalgo, Harris, Jefferson	104,816
Total		2,618,224

STAR+PLUS Enrollment

Health Plan	Service Area	Enrollment
Amerigroup	Lubbock, MRSA-West, Tarrant, El Paso, Travis, Bexar, Harris, Jefferson	118,647
Cigna-HealthSpring	MRSA-Northeast, Tarrant, Hidalgo, Harris, Jefferson	25,121
Molina Healthcare of Texas	Dallas, El Paso, Bexar, Hidalgo	90,780
Superior Health Plan	Lubbock, MRSA-West, MRSA-Central, Dallas, Bexar, Hidalgo, Nueces	111,301
UnitedHealthcare Community Plan	MRSA-Central, MRSA-Northeast, Travis, Nueces, Harris, Jefferson	66,094
Total		411,943

Medicaid and CHIP Dental Services Enrollment

DentaQuest	1,436,397
MCNA Dental	1,155,053
Total	2,591,450

STAR Health Enrollment

Superior Health Plan	31,087
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