



Staywell SMI Specialty Plan

Florida Supportive Housing Coalition Summit

September 17, 2018 (Orlando, Florida)

- Elizabeth Miller, ARNP, Florida President / CEO
- Lee Bowers, Chief Operating Officer
- **Bill Hinsdale, Chief, Florida Medicaid Operations**
- Al Smith, M.D., Florida Chief Medical Officer
- Lawanda Curry, ARNP, VP, Field Health Services
- Nick Abid, M.D., Behavioral Health Medical Director
- Mark Fehring, VP, Field Network Management
- Pat Fowler, RN, VP, Quality Improvement
- Duenna Dorsett, Sr. Director, Provider Relations
- **Julie Harmon, Sr. Director, Behavioral Health Product Operations**
- Carol Fox, Director of Field Case Management (SMI)

Mission

Our members are our reason for being. We help those eligible for government-sponsored healthcare plans live better and healthier lives.

Vision

To be a leader in government-sponsored healthcare programs in collaboration with our members, providers and government partners.

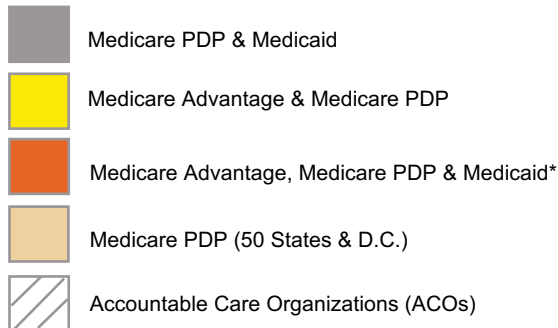
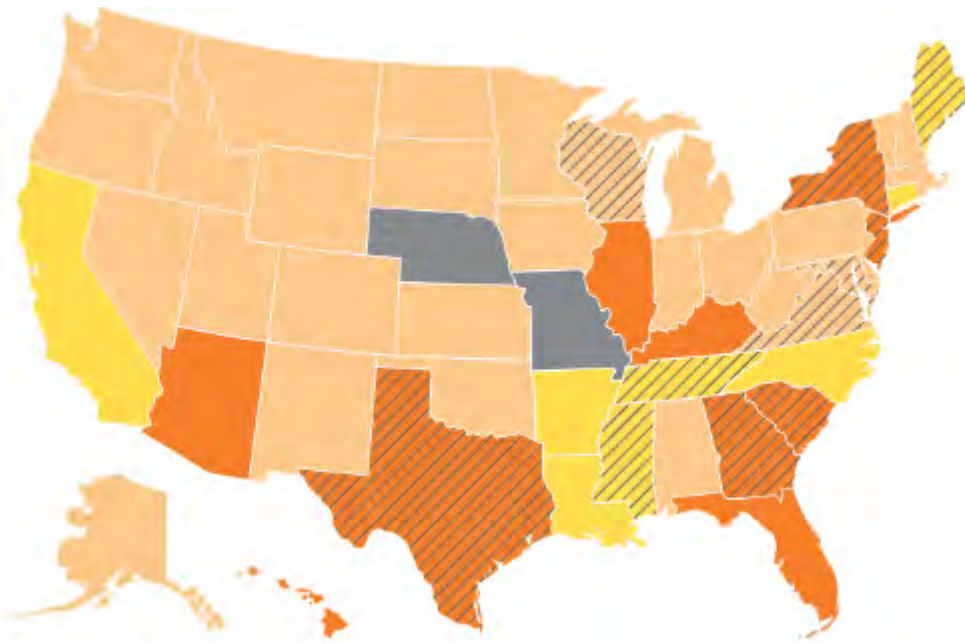
We foster a rewarding and enriching culture to inspire our associates to do well for others and themselves.

Core Values

- Partnership
- Integrity
- Accountability
- One Team



Company Snapshot



*Includes states where the company receives Medicaid and Medicare revenues associated with Dual Eligible Special Needs Plans (D-SNPs)

All numbers are as of June 30, 2018

Founded in 1985 in Tampa, Florida:

- Serving 4.4 million members nationwide
- 571,000 contracted healthcare providers
- 68,000 contracted pharmacies

Serving 2.8 million Medicaid members in 12 states:

- Aged, Blind and Disabled (ABD)
- Intellectual Developmental Disabilities (IDD)
- Children's Health Insurance Program (CHIP)
- Family Health Plus (FHP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

Serving Medicare members in 18 states:

- 510,000 Medicare Advantage members
- 1.1 million Prescription Drug Plan (PDP) members
- 18 Accountable Care Organizations (ACOs)

Serving the full spectrum of member needs:

- Dual-eligible populations (Medicare and Medicaid)
- Managed Long Term Services and Supports (MLTSS)

Spearheading philanthropic efforts in local communities:

- The WellCare Community Foundation
- WellCare Associate Volunteer Efforts (WAVE)
- WellCare Center for CommUnity Impact

Significant contributor to the national economy:

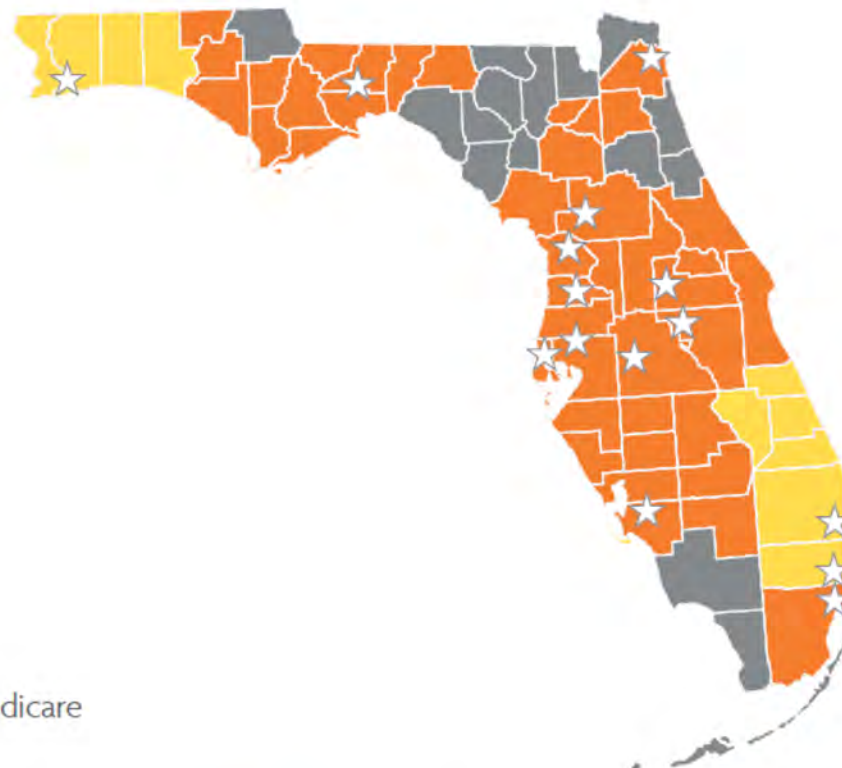
- 9,400 associates nationwide
- Offices in all states where the company provides managed care
- A Fortune World's Most Admired Company ranked #170 on the Fortune 500

FLORIDA


WellCare of Florida & Staywell Fast Facts


(As of March 31, 2018)


- Led by Elizabeth Miller, State President
- Serves 870,000 members in Florida
- Employs 5,000 people across the state
- Local presence with 23 office locations
- Economic impact on the state is \$7.3 billion annually*
- Provides access to 36,000 healthcare providers and 15,000 healthcare facilities in the state
- Awarded NCQA status of Commendable for Medicaid and Medicare



OUR PRESENCE

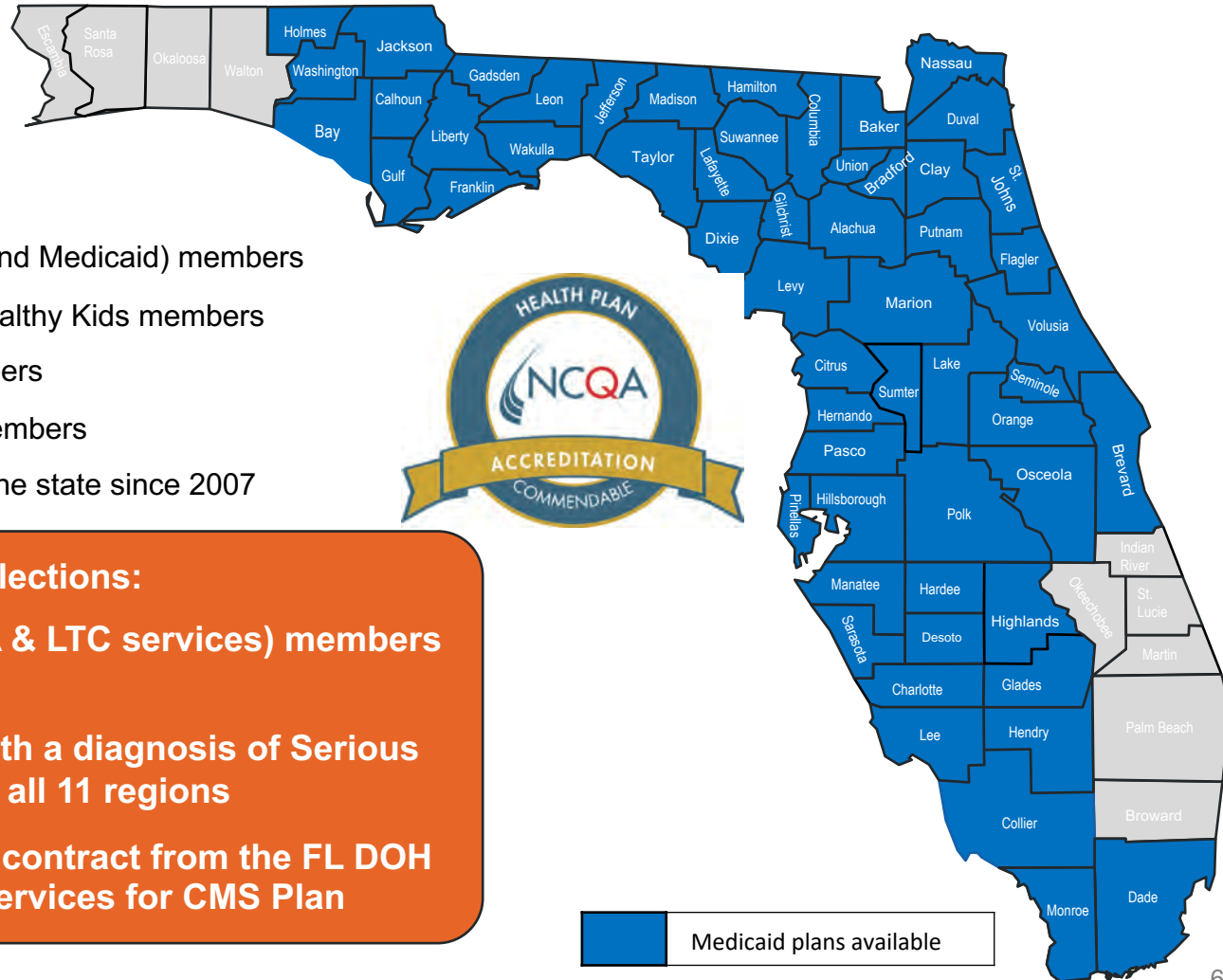
 MEDICARE PDP & MEDICAID

 MEDICARE ADVANTAGE & MEDICARE PDP

 MEDICARE ADVANTAGE, MEDICARE PDP & MEDICAID**

 WELCOME ROOMS

Staywell serves 744,000 Medicaid members across Florida



Florida Medicaid Presence:

- 52,000 Dual-Eligible (Medicare and Medicaid) members
- Approximately 66,000 Florida Healthy Kids members
- Approximately 73,000 SSI members
- Approximately 553,000 TANF members
- Largest Medicaid health plan in the state since 2007



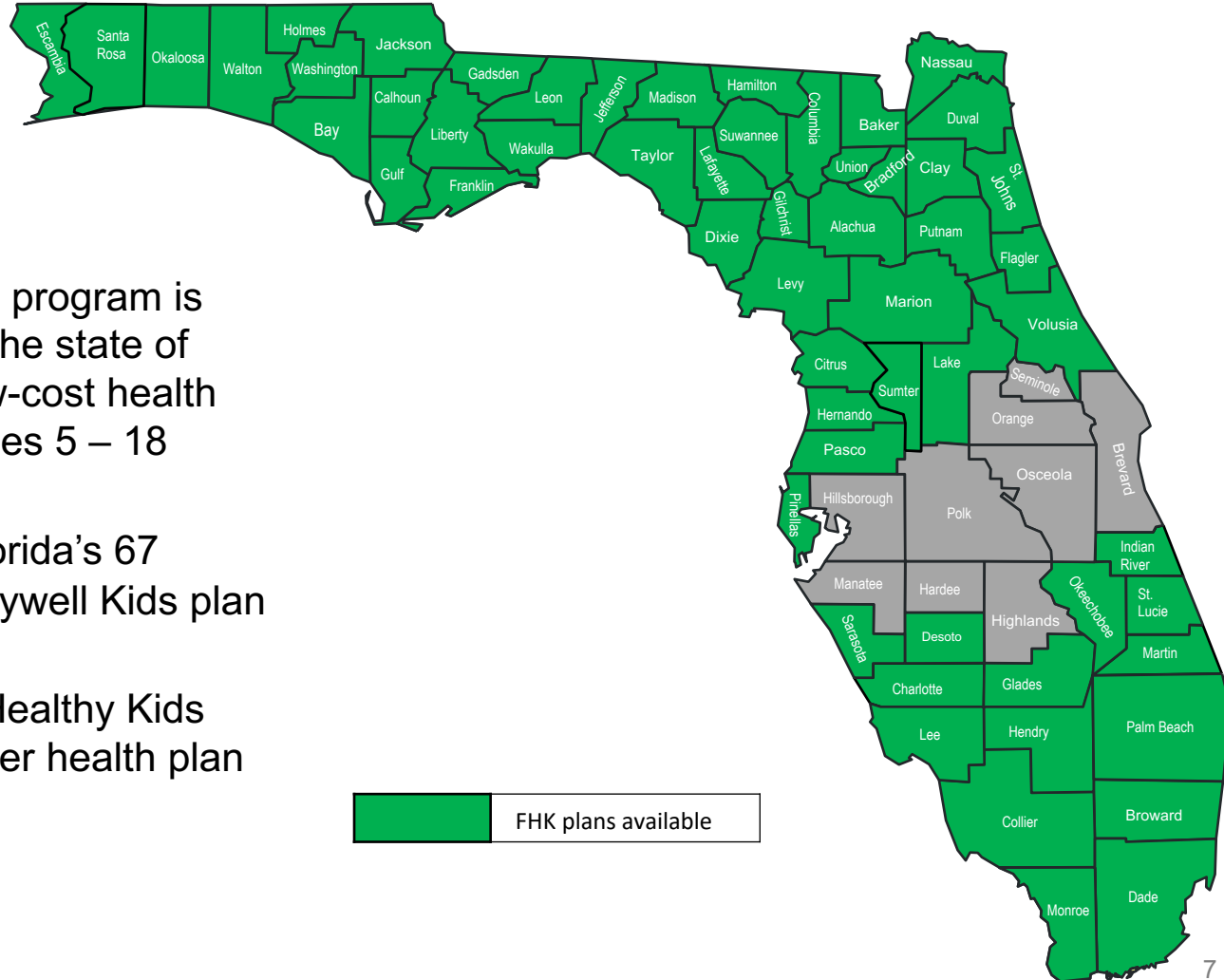
2018 Florida Medicaid ITN Selections:

- **Comprehensive Plan (MMA & LTC services) members in 10 of 11 regions**
- **Specialty Plan members with a diagnosis of Serious Mental Illness (SMI) across all 11 regions**
- **Notice of Intent to Award a contract from the FL DOH to provide managed care services for CMS Plan**

Medicaid plans available

Florida Healthy Kids Experience

Staywell Kids serves approximately 66,000 Florida Healthy Kids members in Florida



- The Florida Healthy Kids program is part of Florida KidCare, the state of Florida’s high-quality, low-cost health insurance for children ages 5 – 18
- Plans offered in 58 of Florida’s 67 counties through our Staywell Kids plan
- We serve more Florida Healthy Kids participants than any other health plan

Improve quality & access for government health programs by embedding ourselves in the communities we serve



WellCare uses a holistic, customized approach to care for our members based on their unique physical, behavioral, pharmaceutical and social needs



- Proprietary, clinical platform to identify and stratify members' needs into four areas:
 - Physical, behavioral, pharmacy and social
 - Improve care coordination & utilization
- Addressing members' social needs
- Connect to employment, education, **housing** and utilities to:
 - Improve medication adherence rates
 - Increase independence
 - Lower hospital admissions
 - Improve physical & behavioral health outcomes



Engaging Community Partners in Health



Facilitating Social Service Access and Use



Evaluating Social Services in Healthcare

- Experience serving approximately 60,000 SMI members today in our MMA Plan
- Key Clinical Programs & Resources for our SMI Specialty Plan
 - Integrated Medical / Behavioral Health Model
 - Care Management (Field & Telephonic) – SMI Trained
 - Telemedicine Promotion and Expanded Options
 - **Housing support program, including dedicated Housing Specialist**
 - **“Staywell at School”** Program, including dedicated School Specialist
 - Behavioral Health Home Expansion: VBP Reimbursement; Accreditation Support
 - Expanded Benefits & In Lieu of Services

SMI Specialty Plan Proposal Highlights

Expanded Benefits

- **Housing Assistance**
- Pet / Art / Equine Therapy
- Computerized Cognitive Behavioral Therapy
- Chiropractic Services
- Acupuncture Services
- Massage Therapy
- Home Delivered Meals – Post Discharge

In Lieu of Services

- Partial Hospitalization
- Intensive Outpatient Program
- Community Wraparound Services
- Mobile Crisis
- Sub Acute Detox
- Ambulatory Detox
- Short Term Residential
- Multi Systemic Therapy

Questions