

**Arkansas Health &
Wellness Solutions**

CENTENE[®]
Corporation

Centene Overview

Better Health Outcomes, Lower Costs.[™]

Arkansas Health Reform Legislative Task Force
August 20, 2015



Centene Overview

CENTENE[®]
Corporation

WHO WE ARE



St. Louis

based company founded in
Milwaukee in 1984

15,800 employees

#186

on the
Fortune 500 list

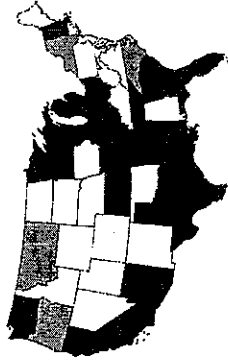
\$3.75 billion

in cash and investments

\$20.8-21.2 billion

expected revenue for 2015

WHAT WE DO



23 states

with government sponsored
healthcare programs

Medicaid
(20 states)

Exchanges
(11 States)

MA-SNP
(8 States)

Correctional
(5 States)

4.6 million members

238,000 & 2,300

Physicians

Hospitals

in our provider networks

Our Philosophy



LOCAL APPROACH & JOB CREATION

Centene's core philosophy is that quality healthcare is best delivered locally. Our local approach enables us to provide accessible, high quality and culturally sensitive healthcare services to our members. Our care coordination model utilizes integrated programs that can only be delivered effectively by a local staff, resulting in meaningful job creation within the communities we serve.



CARE COORDINATION

Our proprietary care management programs promote a medical home for each member and enable Centene to partner with its trusted providers to ensure members receive the right care, in the right place, at the right time.



HEALTHCARE COMPLIANCE

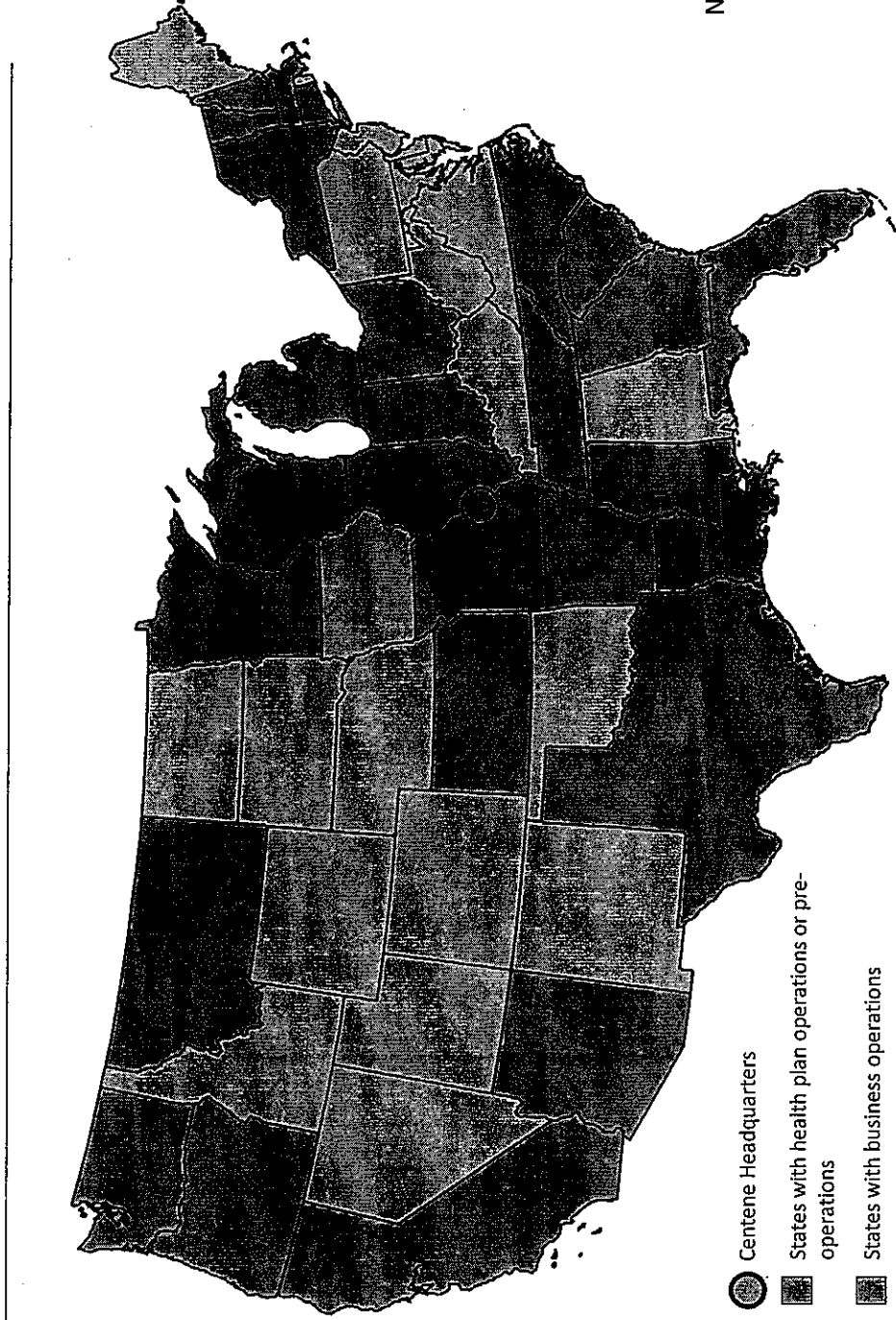
State and Healthcare Effectiveness Data and Information Set (HEDIS) reporting constitutes the core of the information base that drives our clinical quality performance efforts. This reporting is monitored by Plan Quality Improvement Committees and our corporate medical management team.






CULTURAL SENSITIVITY

We successfully coordinate care for our diverse membership by recognizing the significance of the many different cultures our members represent and by forming partnerships in communities that bridge social, ethnic and economic gaps.

Current Operations



-  Centene Headquarters
-  States with health plan operations or pre-operations
-  States with business operations

Notes:

- ¹ Centurion has correctional healthcare membership in MA, MN, TN and VT – MS operations anticipated to start Q3 2015
- ² Oregon implementation subject to acquisition closing conditions including regulatory approvals – transaction expected to close by Q3 2015.

Government

Sponsored Membership	
Arizona	210,900
Arkansas	45,400
California	178,700
Florida	470,300
Georgia	405,000
Illinois	209,100
Indiana	250,400
Kansas	143,000
Louisiana	358,900
Massachusetts	61,500
Michigan	2,700
Minnesota	10,900
Mississippi	250,600
Missouri	82,600
New Hampshire	70,800
Ohio	287,100
Oregon	90,000
South Carolina	112,600
Tennessee	21,400
Texas	969,700
Vermont	2,800
Washington	214,100
Wisconsin	78,600

Arkansas Operations



WHO WE ARE

Little Rock

based company

6,000 & 70
Providers Hospitals

in our provider networks

170 employees

For NovaSys, Arkansas Health & Wellness
and Ambetter Service Center

Operations

statewide serving

46,500 members



OUR HISTORY

Centene entered Arkansas via the acquisition of
NovaSys in 2010 and provided third party
administrative service to ARHealthNetworks, an
insurance solution for low-income individuals

Now operating as Arkansas Health & Wellness
Solutions, we offer Centene's Health Insurance
Marketplace product, Ambetter, to individuals
and beneficiaries of the Arkansas Healthcare

Independence Program



Categories of Aid Covered by Centene



Government Solutions	AZ	AR	CA	FL	GA	IL	IN	KS	LA	MA	MI	MN	MS	MO	NH ¹	OH	OR ²	SC	TN	TX	VT	WA	WI	
TANF																								
Medicaid Expansion																								
CHIP																								
ABD (non-duals)																								
ABD (Medicaid only dual-eligibles)																								
Dual Demonstrations (including LTSS)																								
Intellectually/Developmentally Disabled																								
Long-Term Services and Supports																								
Foster Care																								
Medicare Special Needs Plan																								
Health Insurance Marketplaces																								
Correctional Healthcare																								

¹ Waiver HCBS services and nursing facility services are anticipated to go-live January 1, 2016 and July 1, 2016, respectively.

² Entry underway with acquisition of Agate Resources anticipated to close in Q3 2015.

Specialty Services Provided by Centene



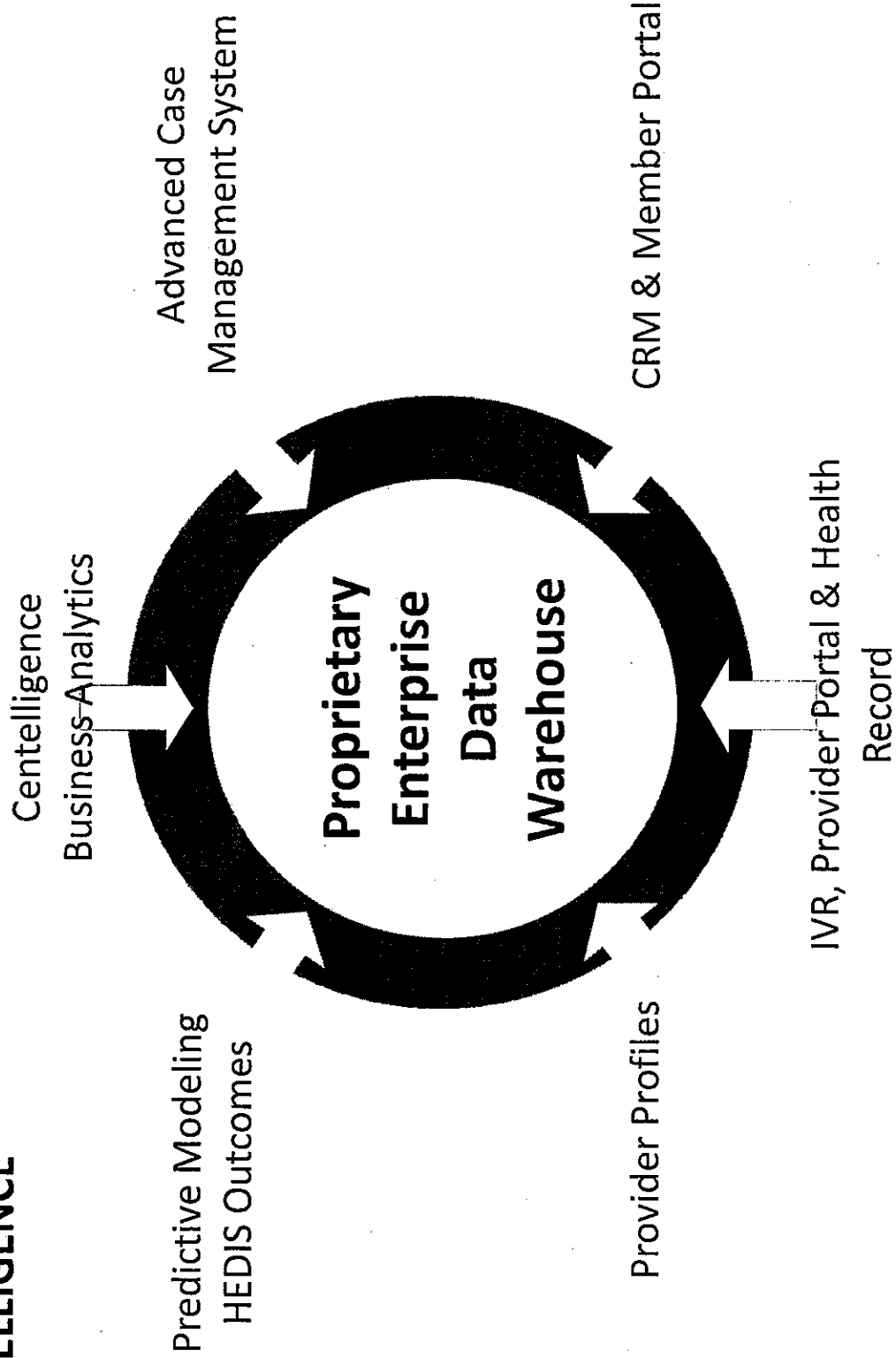
Specialty Health Solutions	AZ	AR	CA	FL	GA	IL	IN	KS	LA	MA	MI	MN	MS	MO	NH	NH	OH	OR ²	SC	TN	TX	VT	WA	WI
Pharmacy Benefits	○	●	○	○	○	●	●	●	○	●	○	○	○	○	○	○	●	●	●	●	●	●	●	●
Behavioral & Specialty Therapies	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Life & Health Management	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Primary Care Solutions for Complex Populations	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Managed Vision	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Dental Benefits ¹	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Telehealth (Nurse Triage and Education Line)	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○

¹ Centene is in process of transitioning dental services from external vendors to our new dental benefit management subsidiary.
² Entry underway with acquisition of Agate Resources anticipated to close in Q3 2015.

IT Integration



CENTELLIGENCE™



Accreditations



OUR GOAL IS TO ENSURE EACH HEALTH PLAN AND AFFILIATED COMPANY BECOMES ACCREDITED



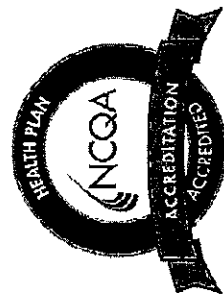
- MHS Health Wisconsin
- Peach State Health Plan (GA)
- Sunshine Health (FL)
- Superior Healthplan (TX)
- Celtic Insurance Company



- Cenpatco



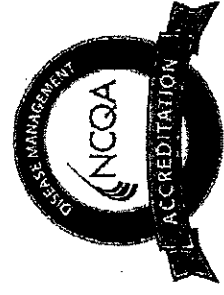
- Nurture



- Absolute Total Care (SC)
- Buckeye Health Plan (OH)
- Coordinated Care (WA)
- Home State Health (MO)
- IlliniCare Health (IL)
- Louisiana Healthcare Connections (LA)
- Magnolia Health Plan (MS)
- Managed Health Services (IN)
- Sunflower Health Plan (KS)



- OptiCare



WITH PERFORMANCE REPORTING

- Nurture



- Cenpatco (TX)



- Cenpatco (AZ)
- AR Health & Wellness



- AR Health & Wellness



- Nurture



- NurseWise



- AcariaHealth
- US Script

Centene's Goals



Link Members to the Medical Home Best Able to Serve Them

Provide Local Infrastructure:

- Case Management
- Connections Representatives
- Disease Management
- Call Center

- Member Services
- Provider Relations
- Provider Services



Ensure that Medicaid Recipients get the Care They Need in the Most Appropriate Setting

- *Increase* primary care visits and *reduce* unnecessary Emergency Room visits

Significantly Increase EPSDT Screenings, Prenatal/ Postpartum Care and HEDIS Rates
Improve the Quality of Life for Individuals with Disabilities

- Identify and facilitate treatment for secondary conditions
- Coordinate care to reduce duplication and waste
- Reduce socio-economic barriers to care
- Implement physician driven strategies that support a Medical Home

Clinical Model



VISIBLE CLINICAL PRESENCE — “BOOTS ON THE GROUND”

Bring Coordination of Care to the Members and Providers

- Face-to-Face interactions
- Field Teams and Co-located Teams in provider sites
- Case Manager, Program Specialist, MemberConnections representatives

Care Management Teams

- Identify and engage high-risk and non-compliant members
- Identify barriers to compliance with treatment plans and goals
- Facilitate communication across medical and behavioral health specialties
- Coordinate services, including transportation and referrals

Onsite Discharge Planning at High-Volume Facilities

MemberConnections Representatives

- Explain benefits, provide health education, including how to access care (ex. appropriate Emergency Room utilization)
- Community events and partnerships with local community agencies, churches and high volume provider offices to promote healthy living and preventive care
- Able to change Members’ beliefs and behaviors because they are hired from within the community

Hired from Local Community, Know the Area, Know the Membership

Affecting Members through Innovation



Connections Plus

- Part of our MemberConnections program that provides free cell phones to high-risk members who do not have safe, reliable access to a telephone
- Allows our members to have 24-hour instant access to physicians, case managers, health plan personnel, telehealth services, and 911

OUTCOME:

Members with Connections Plus phones had significantly higher HEDIS rates for measures including adult access to care and various cancer screenings, compared to the overall population.

CentAccount

- A healthy rewards account program
- Innovative approach to encourage healthy behaviors through valued financial incentives to members through a restricted-use MasterCard®

OUTCOME:

Adult members who earned the annual well visit reward were 34% less likely to visit the ER, translating into a savings of \$2.04 PMPM in ER costs (*Managed Health Services - Indiana*)

Start Smart for Your Baby

- Prenatal and Postpartum program that promotes education and communication between pregnant members and their case managers and incorporates care management techniques designed to extend the gestational period and reduce pregnancy related risks

OUTCOME:

Members who participated in the program showed a significant decrease in low birth weight babies and a net reduction of \$503 per child birth event resulting in savings of over \$18 million in 2012