MOLINA HEALTHCARE
Your Extended Family.

Molina Medicaid Managed Care: Telehealth and Innovations in Coordinated Care

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Molina Story

"Everyone deserves respect.
When they're down on
their luck, they need it more."
C. David Molina, MD

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Molina Mission and Core Values

Our mission is to provide healthcare services to low-income families and individuals covered by government programs.

- Care about people we serve and advocate on their behalf
- Provide quality service and remove barriers to health services
- Healthcare innovators and embrace change quickly
- Respect each other and value ethical business practices
- Careful in the management of our financial resources and serve as prudent stewards of the public's money

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Molina Healthcare of New Mexico

- Salud! and SCI (State Coverage Insurance)
- Fee for Service (FFS) and Third Party Administrator (TPA) for the State of New Mexico
- Medicare

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Chronic Disease

Diabetes

- 23.6 million people in the U.S. have diabetes
- 5.7 million people have undiagnosed diabetes in the U.S.
- 1 in 3: ratio of Americans who will develop diabetes in their lifetime
- $174 billion is the estimated total annual cost of diabetes in America

Cardiovascular Disease

- 26.6 million (12%) adults have heart disease in the United States
- 16 million annual medical visits have heart disease as primary diagnosis in the U.S.

Asthma

- 7.0 million (9.4%) children; 16.4 million (7.3%) adults
- 1.8 million visits to emergency departments (2004)
- 12.8 million school days missed (2003)

http://cmcd.sph.umich.edu/statistics.html

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Behavioral Health

- 25% of all U.S. adults have a mental illness and that nearly 50% of U.S. adults will develop at least one mental illness during their lifetime
- $300 billion dollars estimated economic burden in the U.S. (2003)
- Mental illnesses account for more disability in developed countries than any other group of illnesses, including cancer and heart disease
- Mental illness is associated with increased occurrence of chronic diseases such as cardiovascular disease, diabetes, obesity, asthma, epilepsy, and cancer
- 2 to 6 times higher rates for both intentional (e.g., homicide, suicide) and unintentional (e.g., motor vehicle) injuries among people with a mental illness than in the population overall
- Bipolar disorder: inpatient hospitalization rate 39.1% vs 4.5% for all other behavioral health diagnoses; for every dollar allocated to outpatient care $1.80 is spent on inpatient care.

http://www.cdc.gov/mentalhealthsurveillance/fact_sheet.html 7

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Social Determinants of Health

- People's lifestyles and the conditions in which they live and work strongly influence their health.
  - How a person develops during the first few years of life (early childhood development)
  - How much education a persons obtains
  - Being able to get and keep a job
  - What kind of work a person does
  - Having food or being able to get food (food security)
  - Having access to health services and the quality of those services
  - Housing status
  - How much money a person earns
  - Discrimination and social support
- Health literacy: 90 million people have difficulty understanding and acting upon health information

www.cdc.gov; Health Literacy: A Prescription to End Confusion (2004)

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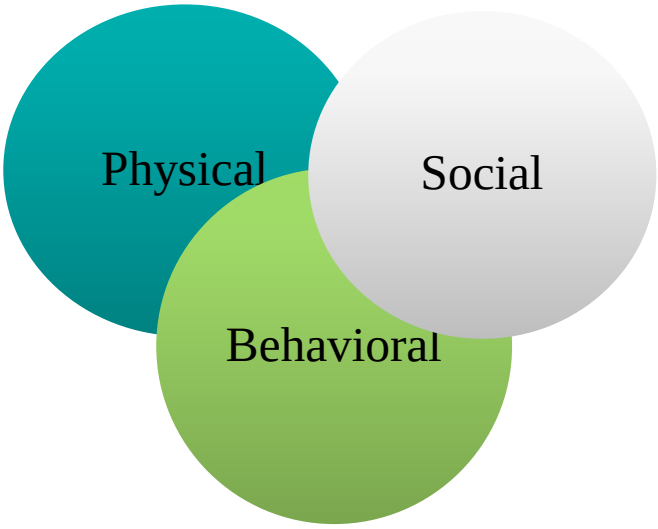
Integrated Model of Health Management



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Leveraging Technology in Integrated Health Management

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Project ECHO

- Promoting quality, best practice care in rural and underserved areas thru telemedicine
- Supports primary care practitioners (PCPs) in caring for their patients
- Improving access to specialty consultation and disseminating advancements in medicine
- Complex Care Clinic – a new model for primary care
- Sustainability

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Patient Centered Medical Home

- 18 of our network practices have achieved NCQA recognition as Patient Centered Medical Homes.
- Molina is providing incentives for primary care practices to implement up to five modules that are consistent with PCMH principles including Electronic Medical Records, Patient Tracking and Registry, E-prescribing, Access and Communication, and Performance Reporting and Improvement.
- To date, about **80** primary care provider practices from across the State of New Mexico are working with Molina's PCMH Module Program. **Over 25,000** Molina members receive their primary care from these practices (about one-third of our total membership).
- The practices participating in Molina's PCMH Module Program include a **School Based Health Center** which is one of the first in the nation to be working towards NCQA Recognition.

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Community Connector

- Community Health Workers (CHWs) are frontline public health workers who are trusted members of and/or have an unusually close understanding of the community they serve. This trusting relationship enables CHWs to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

Expolore HeatlhCareers.org

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Care Transitions

- Improve self-management and empower members to navigate a complex system.
- Provide support and assistance during the time of transition from facility to home and back to primary care practitioner.
- Nurse visits member in hospital and then at home. Additional follow-up over 4-6 weeks by phone and home visits as needed.

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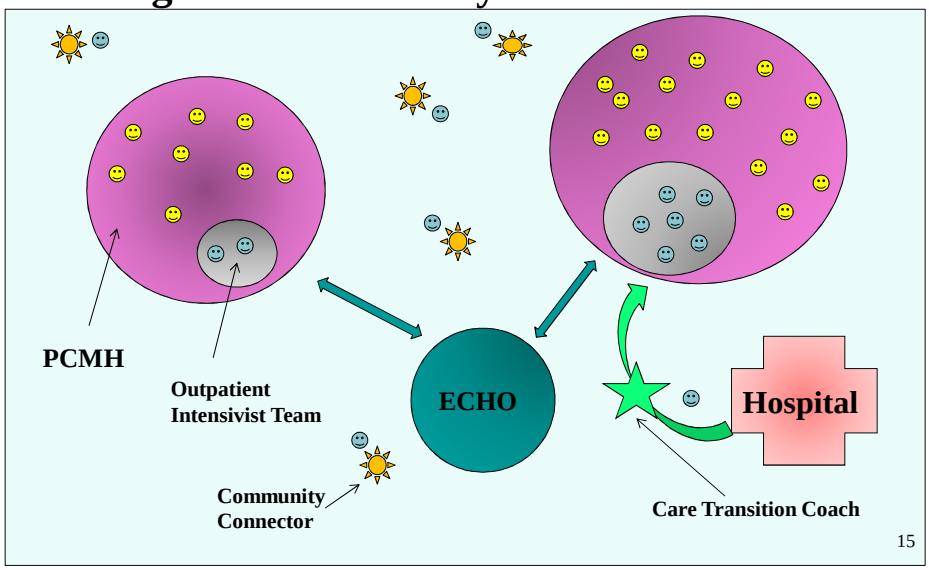
Integrated Community Based Care Model



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Conclusion

Molina Healthcare of New Mexico with our valued partners is working to create innovative, high-quality, evidence-based, sustainable solutions for the members we serve.

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Questions

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