

Medicaid Managed Care Forum

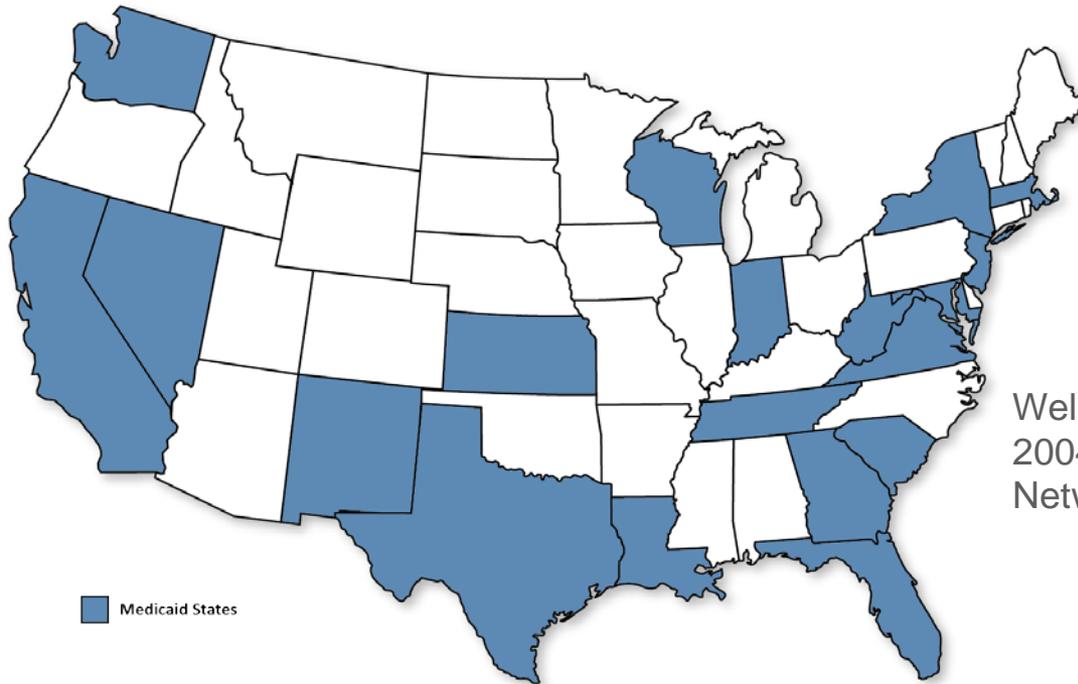
September 17, 2013



And Its Affiliate HealthKeepers, Inc.



WellPoint Medicaid Business



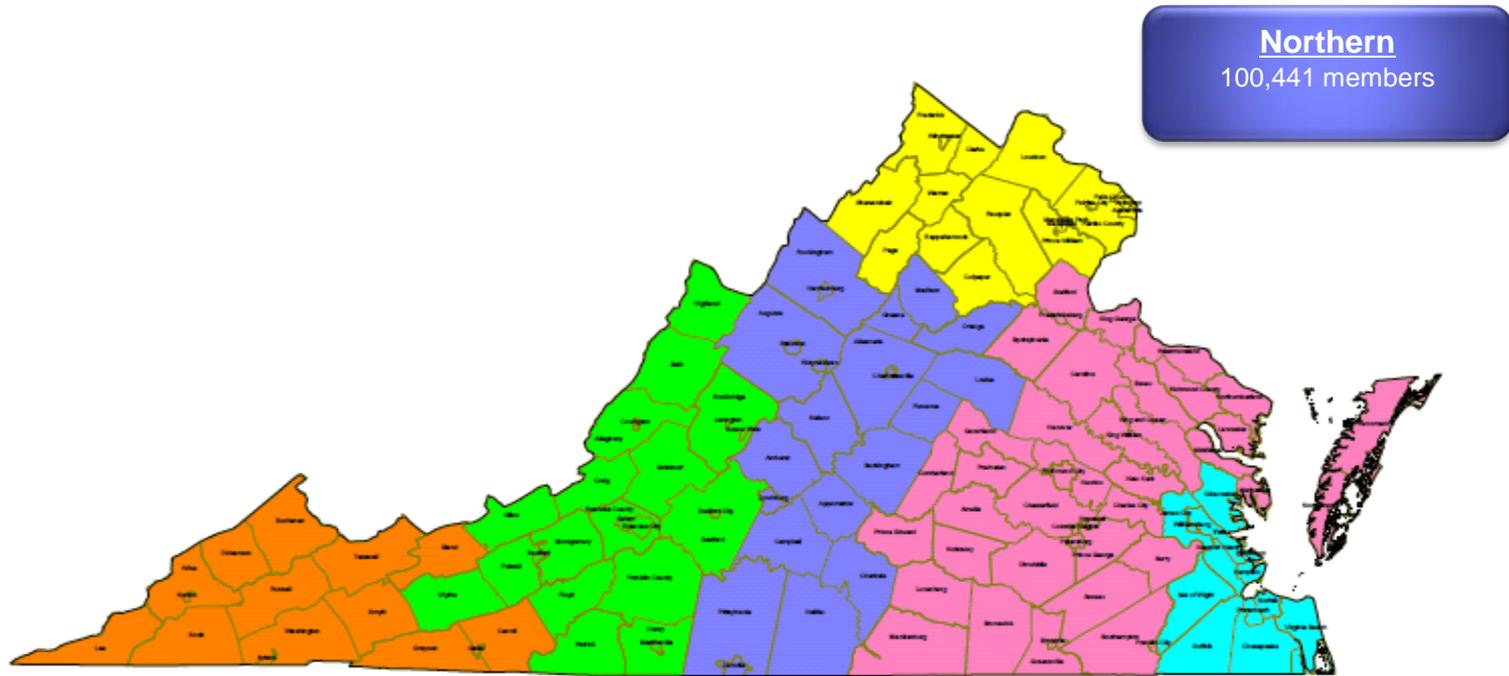
WellPoint, Inc. was formed through the 2004 merger of WellPoint Health Networks, Inc. and Anthem, Inc.

We coordinate health care services for more than 4.5 million members in 19 states, making us the largest provider of health care solutions to public programs.



And Its Affiliate HealthKeepers, Inc.

Anthem HealthKeepers Plus



Statewide Membership

Medallion	200,176
ABD	24,982
FAMIS	24,976
Total	250,134



And Its Affiliate HealthKeepers, Inc.

Northern Virginia

- Bilingual staff
- Educating and assisting members with their understanding of Health Keepers Plus benefits in their home (including newborn home visits) or in community settings
 - Transportation
- Individualized care coordination programs
- Community Partnerships
- Clinic Orientation (pediatric, OB & PCP)
- Provider Network
- Value adds (including over 25 additional offers and discounts on everything from weight loss to hearing aids)

Integration of WellPoint and Medicaid

Merging Best Practices

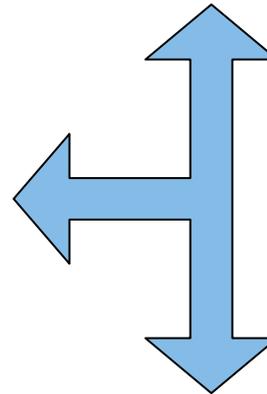
- Health Plan Build Out of Dedicated Team of Medicaid Specialists
- Systems Optimization, Including Portal Functionality & Data Analytics
- Value-Based Care Initiative
- 19 State Experience
- Program Integrity
- Coordinated Long Term Services and Supports
- Patient Centered Medical Homes
- TeleHealth
- MCO Quality Incentive Programs

Organizational Model

Health Plan Services

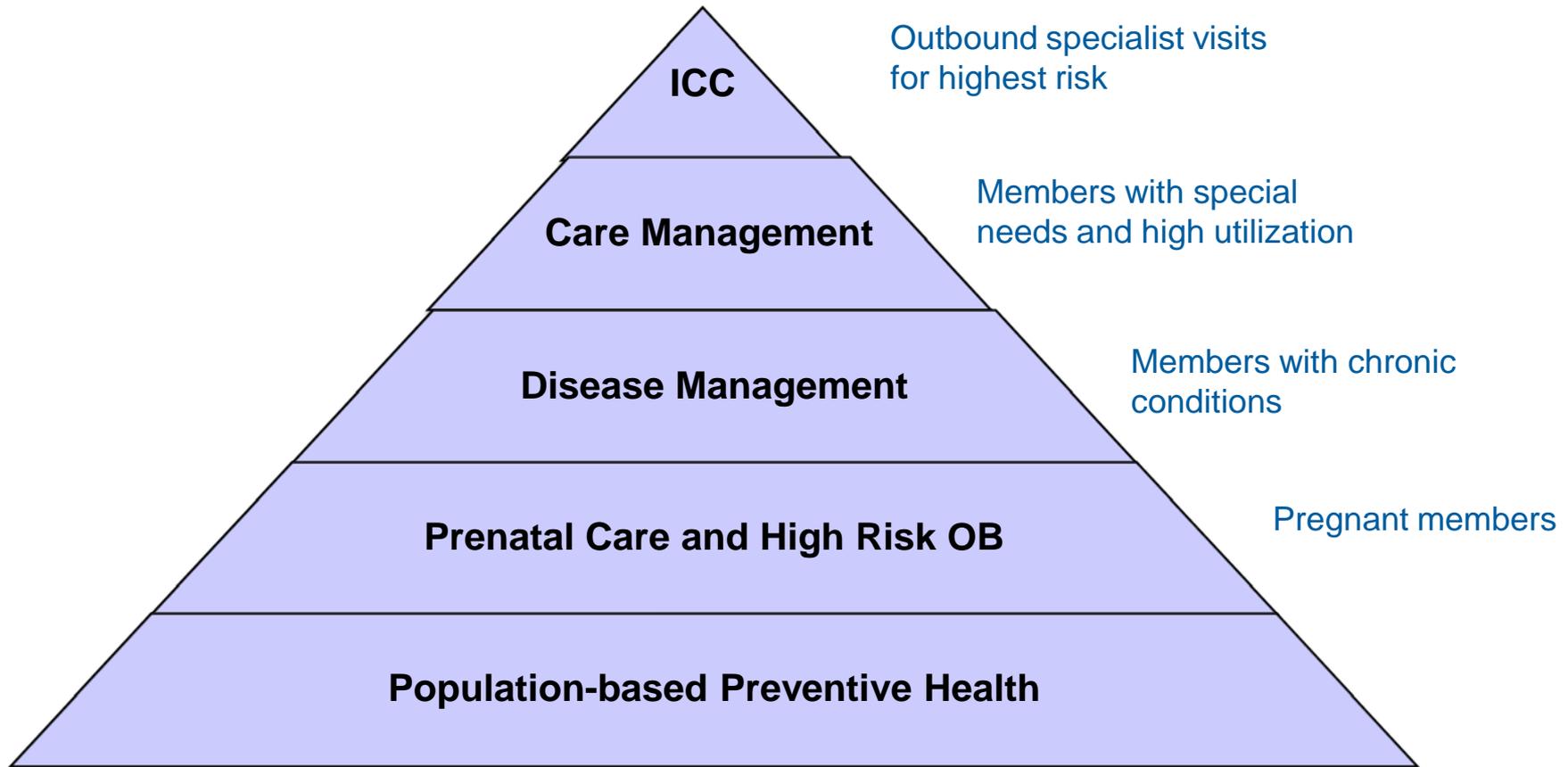
- Medical Management
- Provider Relations
- Clinical Quality
- Health Promotions
- Finance
- Appeals Coordination
- Government Relations
- Member Marketing
- Compliance

Health Plan Support Services



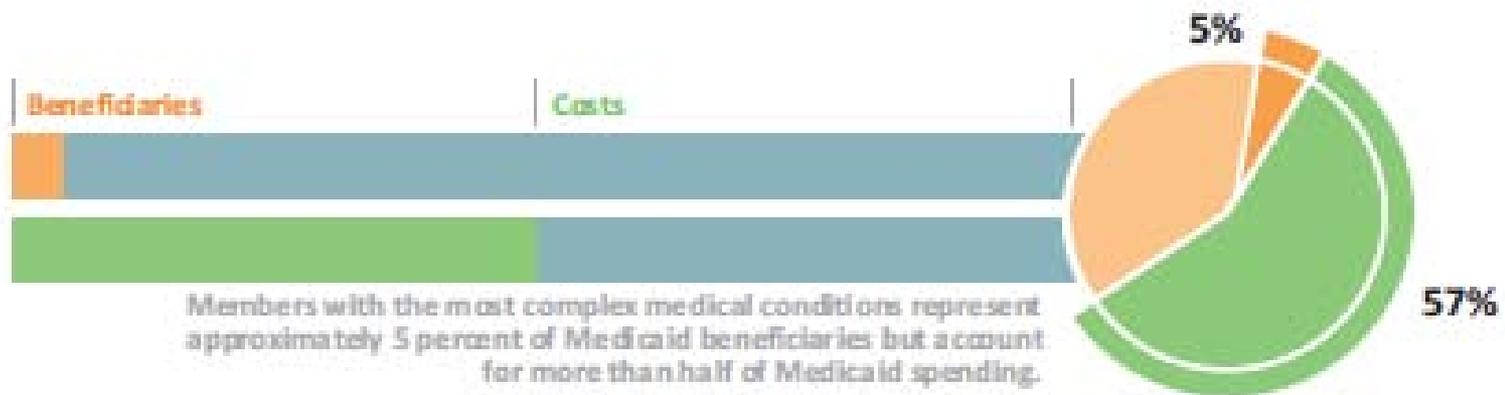
Corporate Support Services

Integrated Support Programs



Intensive Care Coordination

To improve the health of members with complex medical, BH and Social conditions through greater and more intense outreach effort and support.



Source: Kaiser Commission on Medicaid and the Uninsured, "Moving Ahead Amid Fiscal Challenges: A Look at Medicaid Spending, Coverage and Policy Trends," October 2011.

Provider Community Outreach Initiative

Planned Upgrades to Anthem Provider Portal

- Some dissatisfaction over the current Anthem provider portal's functionality-specifically not being able to search using multiple criteria for members and not being able to view mom and baby claims together.
- Anthem will have this functionality after the November systems migration to FACETS
- Continued dialogue with the provider community in order to identify additional ways to reduce their administrative burden and enhance their experience with Anthem

Provider Community Outreach Initiative

Member No-Shows

- Development of a more formal process for handling member no-shows to provider appointments
- Engagement of VA health plan team as well as corporate team
- Examination of Best Practices, including:
 - Easier ways for providers to report no-shows
 - New processes for handling these no-show events
 - Focus on making things easier and better for our provider community
- Currently, in incubation form but staggered rollout in 4Q2013