

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

aetna®



BUILDING

a healthier  
world

VISION 2020

AAA & MCO Collaboration:  
*Leveraging core competencies*  
July 12, 2017



## 2017 Aetna at a Glance

49,500 employees

22 million medical members

\$61 billion revenue

164 years of national and international experience

3<sup>rd</sup> largest managed care organization in the U.S.

### Aetna in Texas

Serving 3M Texans

4,090 Texas based employees

We put the members we serve at the center of everything we do

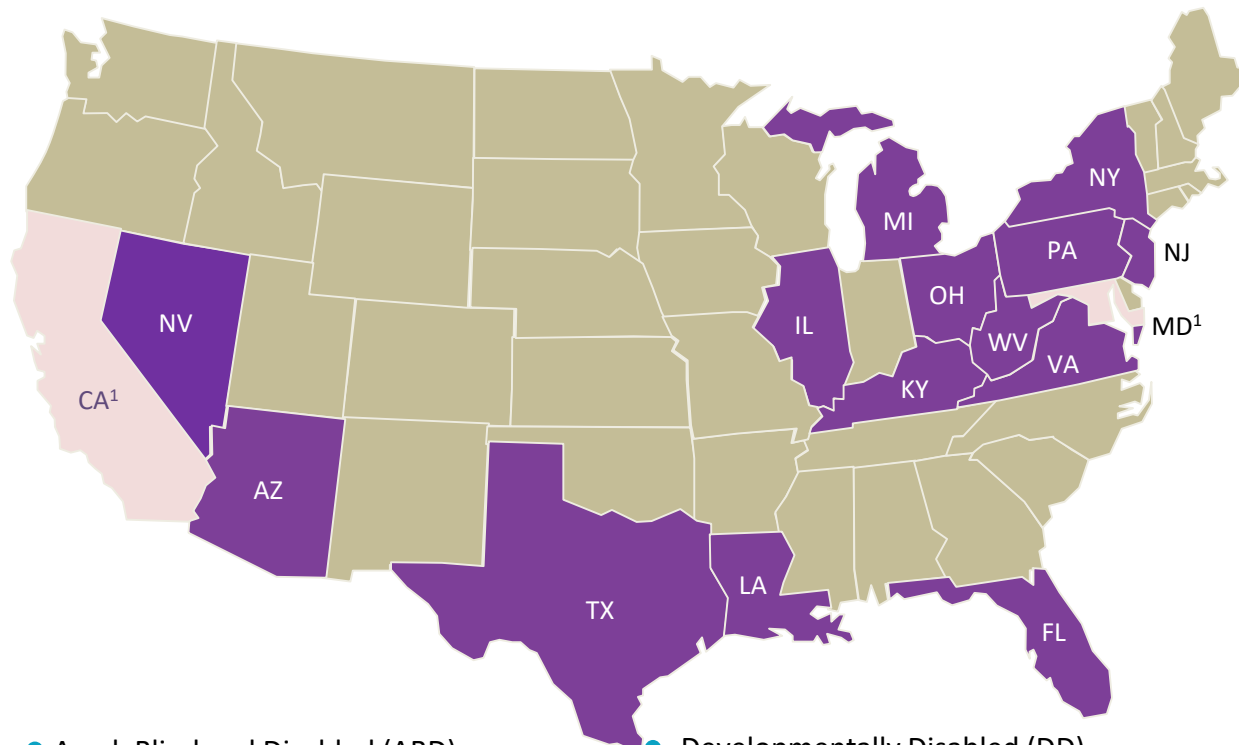
**aetna**<sup>SM</sup> | At Aetna Medicaid we believe in...

...improving every life we touch



as good stewards to those we serve.

# aetna<sup>SM</sup> | Medicaid 2017 Nationwide Footprint



We provide services for nearly **2.9 million members** across **14 states and 35 contracts**

- Aged, Blind and Disabled (ABD)
- Children in Foster Care (DCF)
- Children's Health Insurance Program (CHIP)
- Developmentally Disabled (DD)
- Dual Eligibles
- General or Serious Mental Illness (GMH/SMI)
- Long Term Services and Supports (LTSS)
- Medicaid Expansion
- Temporary Aid to Needy Families (TANF)

Populations we serve...

1. ABH of MD "go-live" Oct 2017, ABH of CA "go-live" Jan 2018

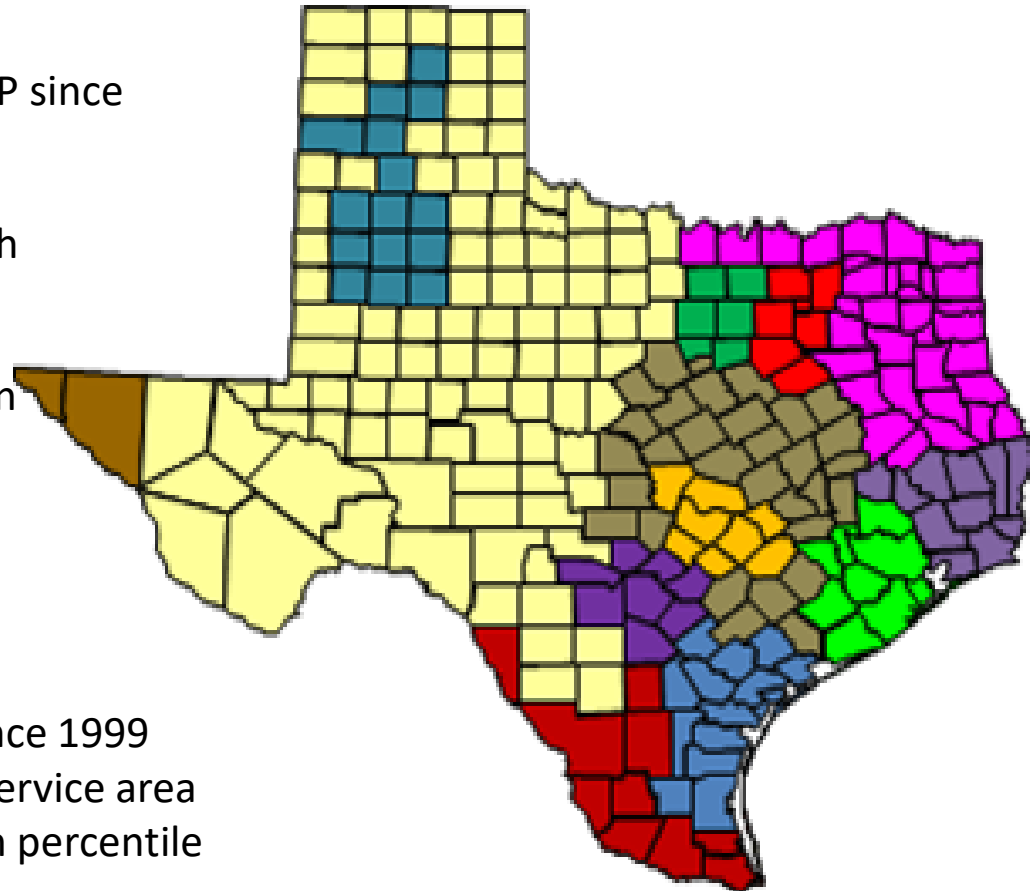
## Aetna Better Health of Texas:

### Tarrant & Bexar Service Areas

- Participating in STAR/CHIP since 2006
- 85k members
- 2016 CAHPS ratings - 90th percentile

### Tarrant Service Area

- Implemented STAR Kids in November 2016



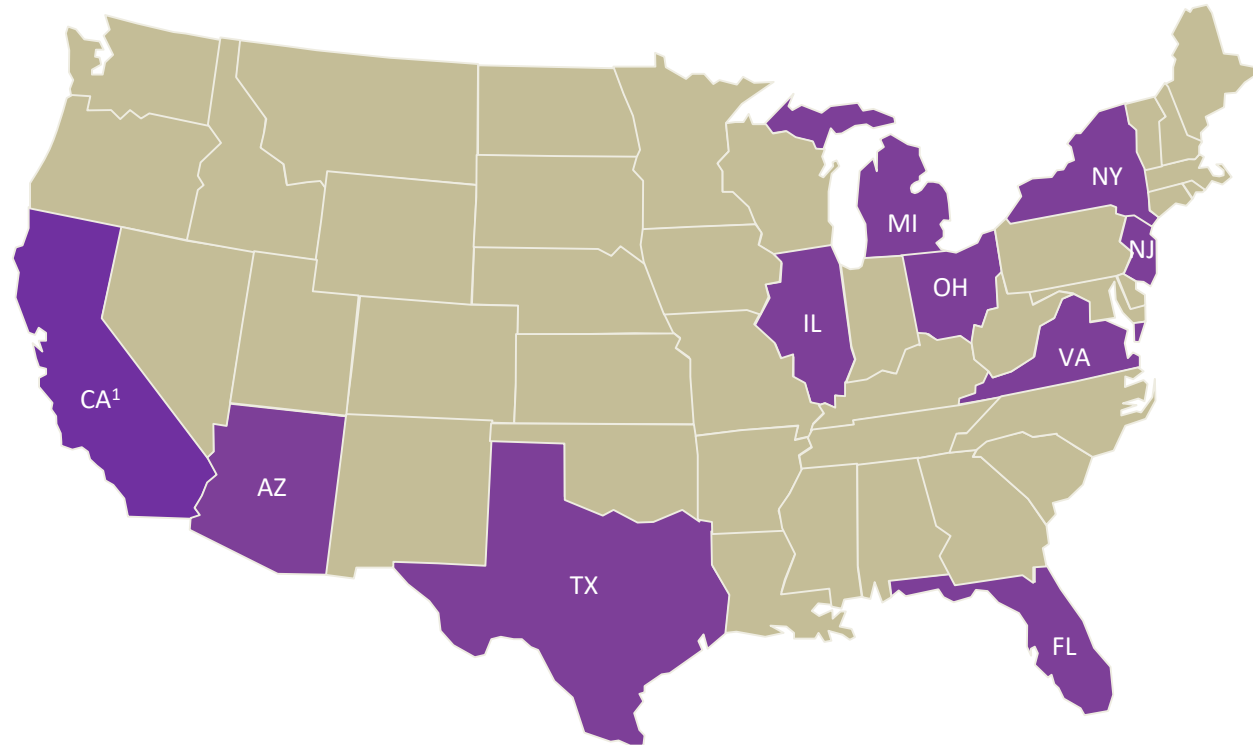
## Parkland Community Health Plan:

- Administrative partner since 1999
- 200k members in Dallas service area
- 2016 CAHPS ratings - 90th percentile

Serving Texas Medicaid since 1999

**Scopes of Work Include:**

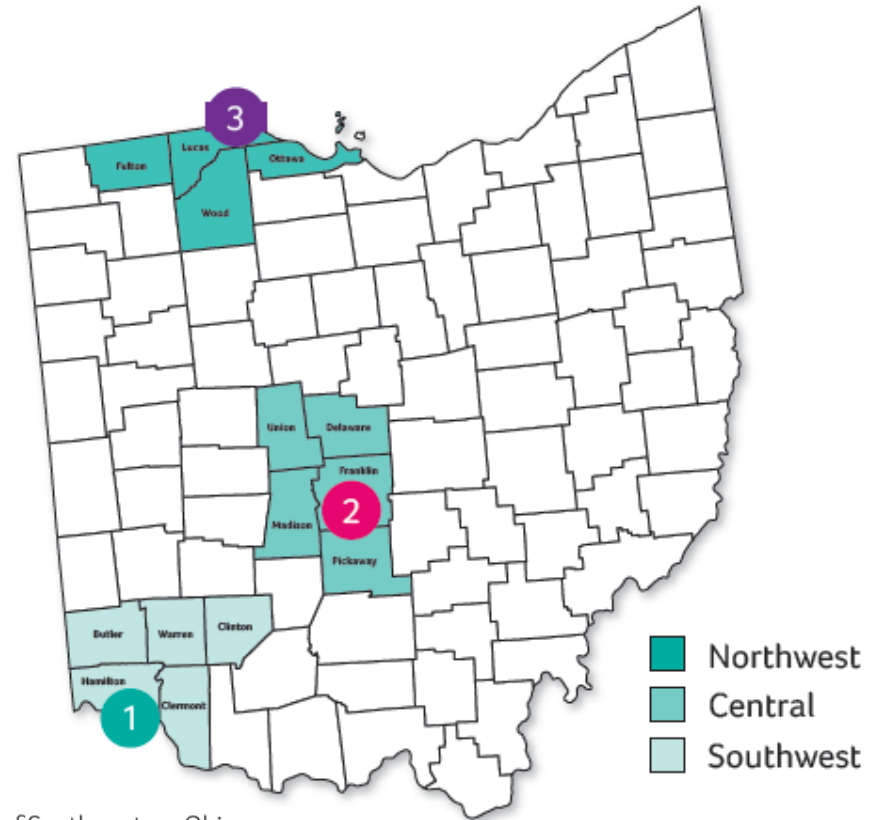
- Case management delegation
- LTSS provider network contracting
- Care Transitions
- Initial health risk assessments
- Locating hard to reach members
- Waiver applications
- Waiver service coordination
- NF to community transitions



Nationally recognized, locally focused

# aetna<sup>SM</sup> | Best Practice Ohio AAA Partnership

- Full case management delegation for waiver members (all ages)
- Contracted LTSS provider network
- PMPM reimbursement with VBS in development
- Aetna dedicated liaisons
- Top market share
- High duals opt in rate
- Rebalancing improvement of 14% in last year
- 140 dedicated AAA FTEs



- 1 Council on Aging of Southwestern Ohio
- 2 Central Ohio Area Agency on Aging
- 3 Area Office on Aging Northwestern Ohio



Nationally recognized, locally focused

## Aetna Better Health

- Leverage community based expertise and staffing
- Rebalancing success
- Support member enrollment and retention
- Single point of contact for member

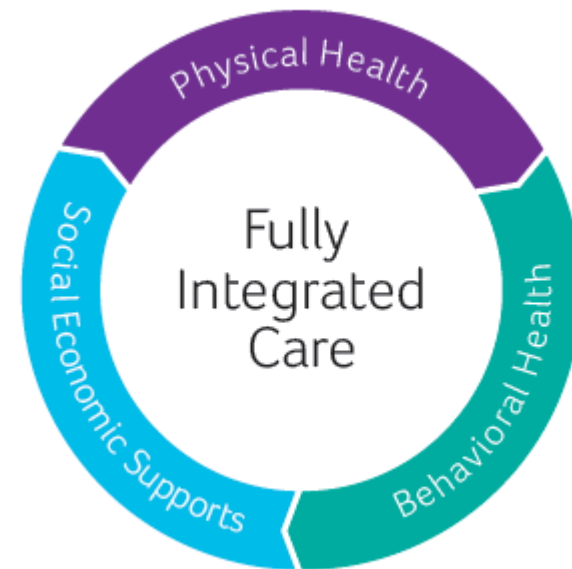
## AAA

- Diversify programs
- Expand revenue sources
- Enhance clinical expertise and scope of ages served
- Increased employment





- Communication, problem solving
- System access, security
- Data sharing and reporting
- Shared policies and procedures
- Delegation oversight
- Regulatory audits
- AAA clinical expertise/staffing
- Training
- Value based reimbursement





John's Story...

**aetna**<sup>SM</sup> | Thank you

