



Illini Care

Health PlanTM



Who is IlliniCare?

Overview

- Established in 2011
- Headquartered in Westmont, IL
- Over 148 local employees
- Serve over 17,900 Illinois Medicaid beneficiaries in the Integrated Care Program
- Network
 - *2,373 PCPs*
 - *5,467 Specialists*
 - *63 Hospitals*
 - *274 Long-term care providers*
- Recently selected as one of the health plans to participate in the Illinois Medicare-Medicaid Alignment Initiative in the Greater Chicago area



IlliniCare is committed to providing members options and alternatives to stay healthy, independent, safe, and engaged in their own healthcare

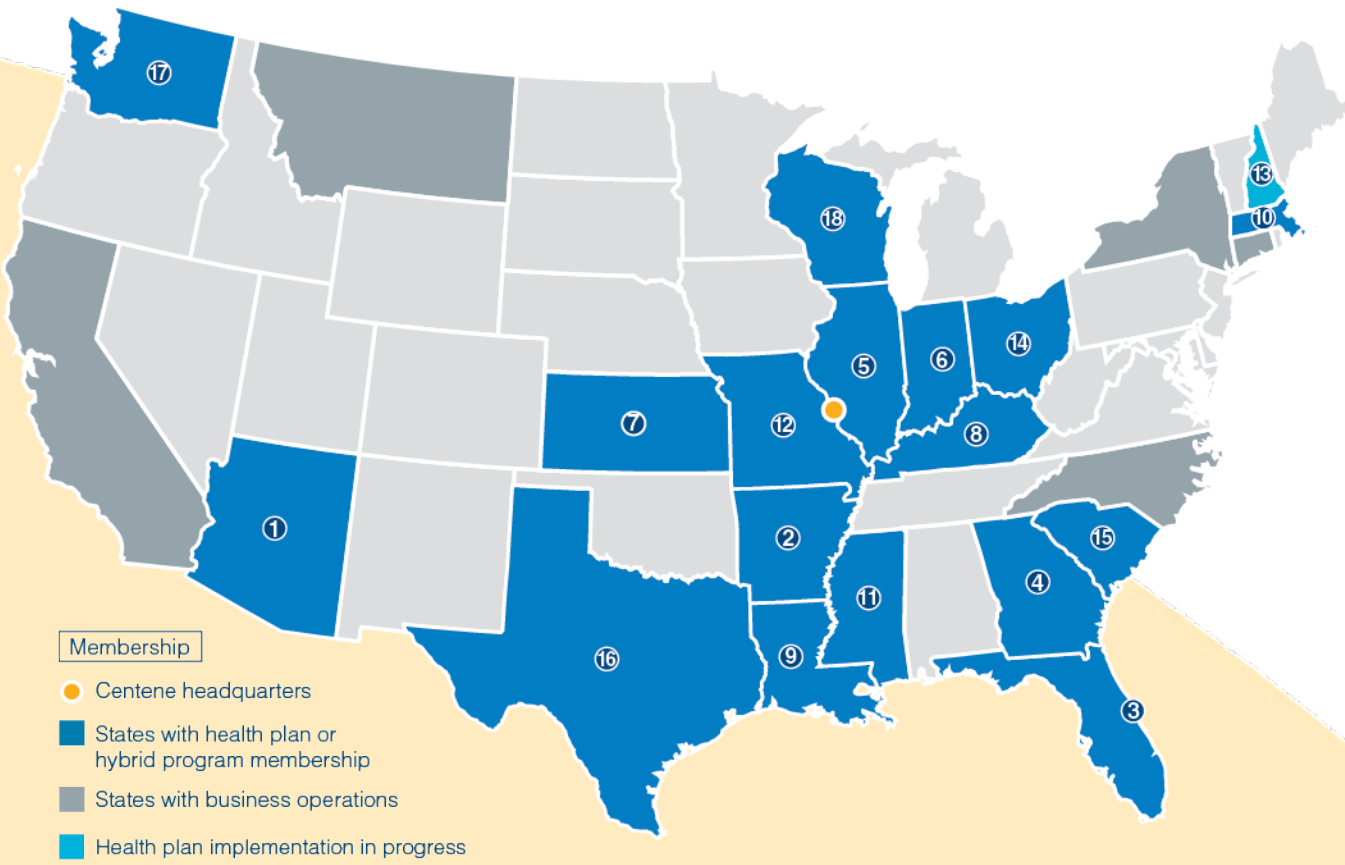


Scope

- Headquartered in St. Louis, MO
- Fortune 500 company
- Employs approximately 6,400 individuals
- Serves over 2.7 million Medicaid beneficiaries across the country
 - *Including 335,000 Aged, Blind and Disabled/Long-Term Care individuals*
- Currently operates health plans in 18 states (including NH)
- Contract with over 130,000 physicians and 1,200 hospitals

CENTENE[®]
Corporation



















Current Operations



Membership

- Centene headquarters
- States with health plan or hybrid program membership
- States with business operations
- Health plan implementation in progress

Note: Health plan operations in NH are expected to start in 2013.

 1 23,800	 2 TPA
 3 215,000	 4 313,400
 5 17,900	 6 203,400
 7 122,700	 8 130,900
 9 165,000	 10 19,800
 11 77,200	 12 63,000
 13 N/A	 14 157,000
 15 90,200	 16 943,600
 17 59,100	 18 72,900

Current Long-Term Services and Supports Experience



Services	AZ	FL	KS	TX
Acute	●	●	●	●
Prescription Drugs	●	●	●	●
Behavioral Health	●	●	●	●
Home and Community Based Services	●	●	●	●
Nursing Facility	●	●	●	
Populations				
Aged & Disabled/Physically Disabled	●	●	●	●
Developmentally Disabled			●	
Traumatic Brain Injury	●		●	

KS – LTSS for the DD population is expected to start January 1, 2014.

FL – Our affiliate health plan in Florida recently won 10 out of the 11 regions in the state’s new long-term care program.

KS – LTSS for A&D/PD start January 1, 2013; LTSS for ID/DD start January 1, 2014



The Integrated Care Team (ICT) Works Together to Find the Best Health Solutions for Members

- Behavioral Health Care Coordinator
 - Licensed professional focuses on behavioral health needs of members
- Registered Nurse Care Coordinator
 - Licensed nurse focuses on the physical health of members
- Social Worker
 - Works with members, caregivers and community social workers to help set up social and community supports
- Program Coordinator
 - Provides team support and reaches out to members with health and preventive care information
- LTSS Coordinator
 - Works with members as the primary contact for all long term services and supports (waivers)





- Our goal is to allow members to remain in their home and active in their community
- Our program combines a robust approach to care coordination and its full range of services with the member's desire to make his/her own choices
- The majority of members have current, ongoing care coordination within the ICTs
- The LTSS Coordinators are assigned to members based on a geographic model for efficiency and familiarity
- LTSS Coordinators added to existing ICTs will serve as a single point of contact for the members receiving waiver services
- LTSS Coordinator will assume responsibility for implementing, monitoring and developing a comprehensive plan of care for all long term supports and services identified in the members' DON and comprehensive assessments

Member self direction and engagement contribute to:

Improved compliance with plan of care • Better Health • Improved Quality of Life

Encouragement and Support



Chris, a program coordinator, helped a member with her medical needs, as well as her emotional needs.

Member Name: Angela*

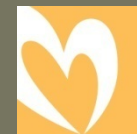
Stats: 56 years-old, female

Diagnosis: Traumatic brain injury, multiple brain aneurisms, seizure disorder

- Angela explained that she felt lonely; she has never met someone in her situation before, that has survived two brain aneurisms. Even when she spoke to others that have had an aneurism, she felt they couldn't understand her.
- Chris encouraged Angela by explaining that she could help other people who are having a hard time recovering, since she's been through two aneurisms. Chris gave her the information for the Brain Injury Association of Illinois, so she could join a support group. She had never considered that perspective, and is contacting them to join a support group.
- Angela is a great advocate for herself, so Chris also referred her to Equip for Equality.
- Chris is currently helping Angela work with the Department of Rehabilitation in order to get the services she needs such as a homemaker and meals on wheels.
- Angela recently went to one of our members-only health events. At that event she raved about Chris, and how much he was doing on her behalf.

*Members name changed to protect confidentiality

Housing is a part of health



Tammy, a behavioral health care coordinator, helped a member with her housing needs.

Member Name: Shirley*

Stats: Female

Diagnosis: Depression

- Tammy, an IlliniCare care coordinator, reached out to Shirley* in order to complete her Health Risk Assessment.
- While they were talking, Shirley explained that she had been feeling extremely depressed. She was recently notified that she needed to move out, as she was unable to pay the rent for the place she was currently living in.
- Shirley didn't have a lot of family support, and was worried about where she was going to live.
- Tammy explained that she could help her find low income housing, so she would have a place to stay. The member was so thankful that Tammy reached out, and later sent Tammy a letter thanking her.
- In the letter she stated "It is good to know IlliniCare is so dedicated to the health of its members. Thank you as well for assisting me with this housing dilemma. As you (so rightly) said, 'housing is a part of health.'"