Treating the Uninsured: Provider Perspectives on Caring for Uninsured Patients

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AmeriHealth Mercy
Who We Are

- Mission-driven, provider-affiliated
- Largest Medicaid-only, multi-state plan with over 20 years of experience
- Four distinct product lines:
  - Full risk health plans
  - Management and administrative service contracts
  - PerformRx pharmacy management
  - PerforMED care management
AmeriHealth Mercy Family of Companies
Current Markets

Membership numbers as of April 2007

- Full Risk and PerformRx
- MSA and PerformRx
- ASA
- PerformRx – Medicaid only
- PerformRx – Medicare Part D only

**Total Membership**
- Risk: 581,773
- MSA/ASA/TPA: 477,156
- Pharmacy-Medicaid: 1,149,578
- PDP/Medicare Advantage: 94,811
- Total: 2,303,318
The Question

How can care for the uninsured be improved within today’s delivery systems?

– Appropriate distribution across care settings
– Improved management of chronic illnesses
– Better health outcomes
– Less costly
Similarities to Medicaid

- Demographics
- Geographic Distribution
- Pent-up Demand
- Language Barriers
- Inconsistent Eligibility
- Transportation
### Service Utilization

- **System Navigation/Care Coordination**

#### Percent of Physicians Who Believe that Poor Outcomes Result from Poor Care Coordination

<table>
<thead>
<tr>
<th>Poor Care Coordination</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Receipt of Contradictory Information</td>
<td>54%</td>
</tr>
<tr>
<td>Unattended Emotional Problems</td>
<td>49%</td>
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<tr>
<td>Adverse Drug Interactions</td>
<td>44%</td>
</tr>
<tr>
<td>Unnecessary Hospitalization</td>
<td>36%</td>
</tr>
<tr>
<td>Patient not functioning to Potential</td>
<td>34%</td>
</tr>
<tr>
<td>Experience Unnecessary Pain</td>
<td>34%</td>
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<tr>
<td>Unnecessary Nursing Home Placement</td>
<td>24%</td>
</tr>
</tbody>
</table>

40% of Emergency Room visits have Primary Care components and/or relate to chronic illness.

Source: Emergency Room Data – 17,000 Uninsured individuals; CY 2006
The Setting

• 2 urban community hospitals
• Demographically challenged
  – Forecasted population decreases
• Primarily medical admissions
• 70-75% of patients from Government payors
• Diminishing physician availability
Community Need Index Five Counties
Uninsured: Higher Levels of Chronic Conditions

Chronic Conditions by Health Plan Type (2006/2007)

Source: Community Needs Assessment, National Research Corporation, 2006-07 Survey
The PerforMED Model

• Predictive Modeling
• Holistic Approach
  – Barrier Resolution
  – Advocacy
• Community Outreach
• Data Management
Coordinate care for uninsured patients using Inpatient and ER services

• Goals:
  – Improve quality of care
  – Move care from IP to OP settings
Challenges

• Network
  – Facilities
  – Primary Care
  – Specialty Care
  – Ancillary Services

• Confidentiality statutes

• Medications
Discussion