

Housing & Health care: Teaming Up to Achieve the Triple Aim



Your Extended Family.



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Molina Healthcare, Inc.**



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Director, Government Contracts
Molina Healthcare of Ohio**



Your Extended Family.

The Molina Story

Over Three Decades of Delivering Access to Quality Care

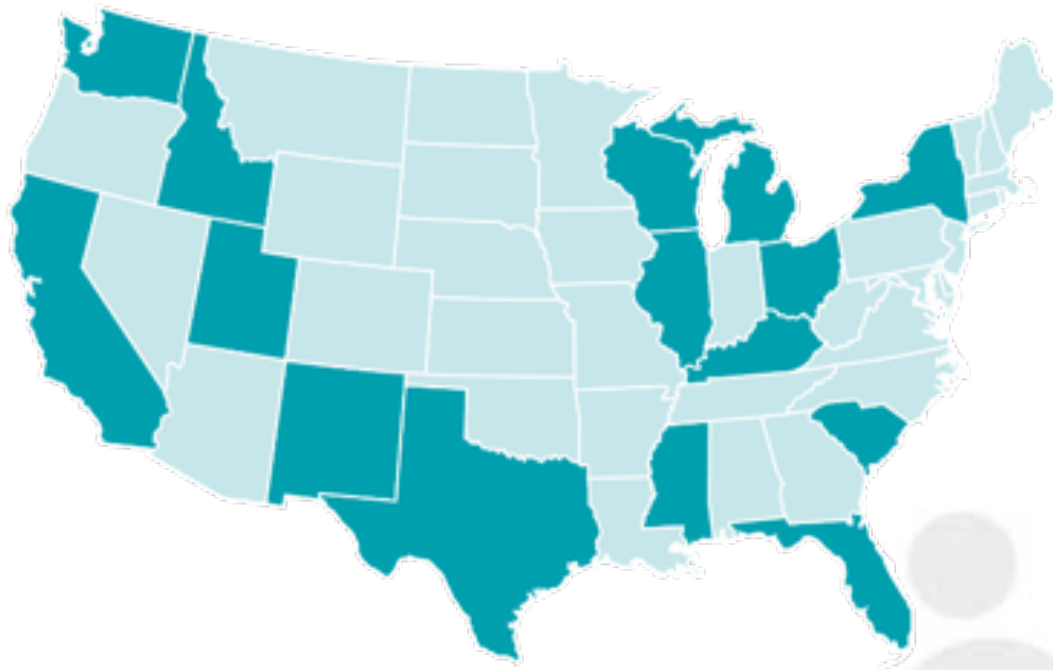
Molina Healthcare was founded as a single clinic in 1980, to serve patients who wouldn't otherwise have access to quality health care. The company mission: **We improve the health and lives of our members by delivering high-quality health care.**



Today, Molina is a FORTUNE 500 company, providing managed health care services under the Medicaid and Medicare programs and through the state insurance marketplaces. Molina serves the diverse needs of over **3.4 million members** across the U.S. through government-funded programs. Molina provides NCQA-accredited care and services that focus on promoting health, wellness and improved patient outcomes. Although Molina has evolved into a national health care company, the mission has remained the same. Molina takes every opportunity to **put members first.**

Our Footprint Today

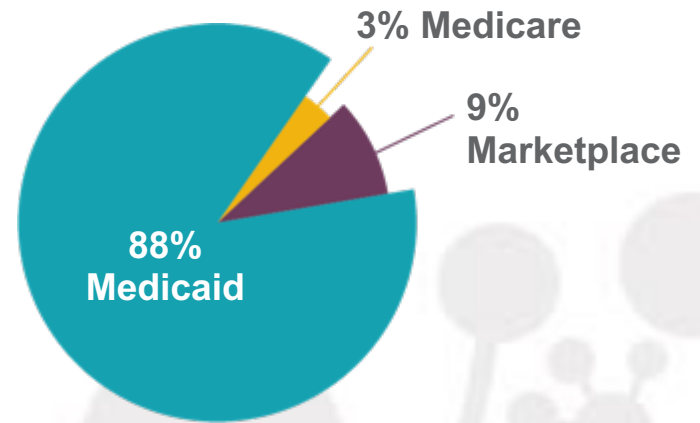
Geographically diverse and national in scope



Molina Health Plans

Medicaid, Medicare, Marketplace and other government-sponsored programs

Membership by Line of Business



77%
Accredited

11 of 15 Molina health plans are NQA accredited

National Committee for Quality Assurance (NCQA)



11 of 15 Molina health plans have earned NQA's Multicultural Health Care Distinction

National Committee for Quality Assurance (NCQA)



Your Extended Family.

Molina Healthcare of Ohio Snapshot



Health Plan Facts

- 329,000 members
- 632 employees
- 3 offices across Ohio

Provider Network

- 36,393 primary care & specialist providers
- 345 hospitals
- 4,431 ancillary service providers

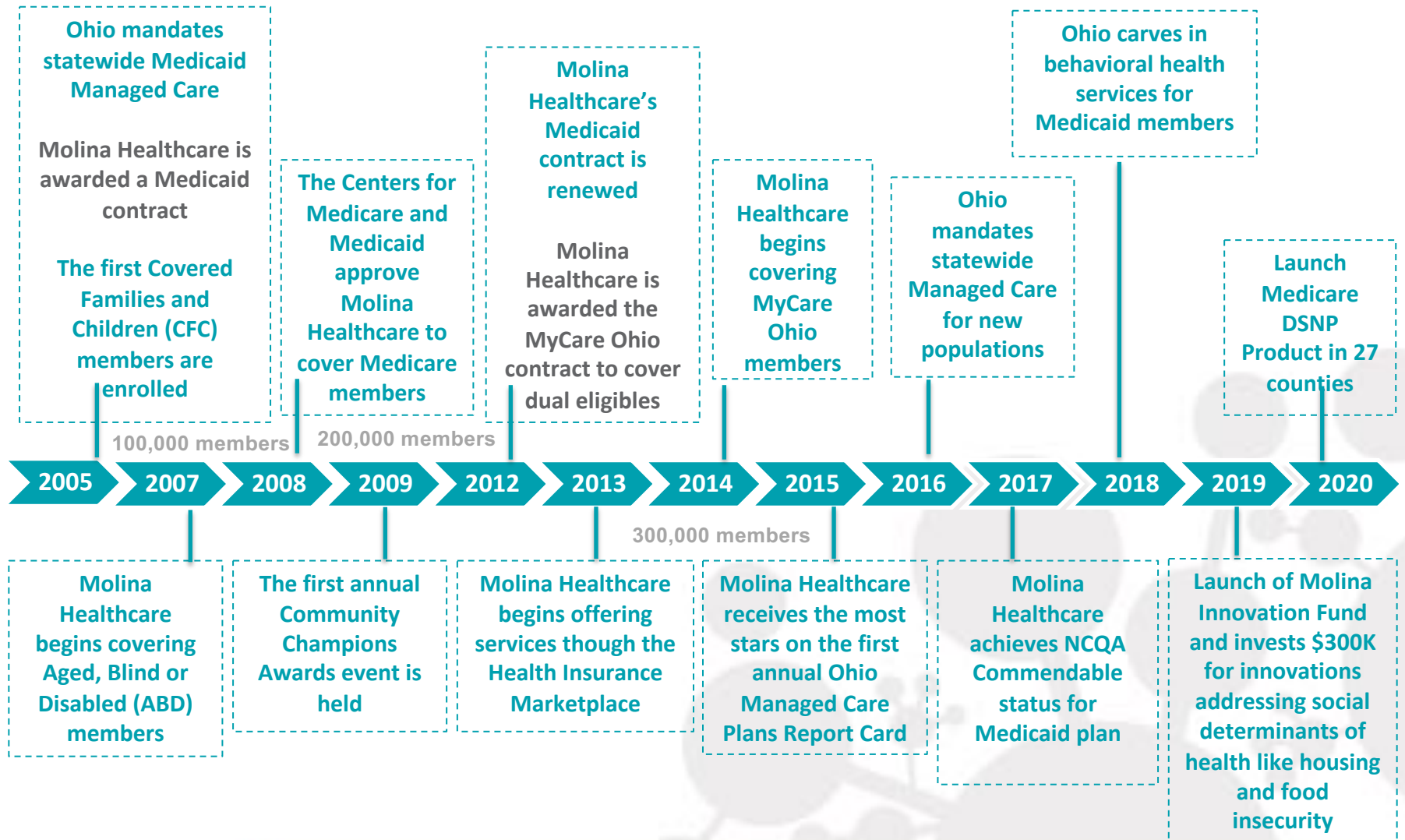
Lines of Business

- Medicaid
- Medicare (D-SNP)
- MyCare Ohio Medicare-Medicaid
- Health Insurance Marketplace

Health Plan Leadership

- Ami Cole, Plan President
- John Johnson, MD, Chief Medical Officer

Molina Healthcare of Ohio Timeline



The Molina Mission

Our Vision

We will distinguish ourselves as the low cost, most effective and reliable health plan delivering government-sponsored care.

Our Mission

We improve the health and lives of our members by delivering high-quality health care.

Core Values

Integrity Always

Absolute
Accountability

Supportive
Teamwork

Honest and
Open
Communication

Member and
Community
Focused



National Church Residences
EXCELLENCE THAT TRANSFORMS LIVES



Jerrie O'Rourke, LISW-S
Corporate Director, Senior Care
Management
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We are our nation's largest not-for-profit provider of affordable senior housing

Our Scope

- Retirement Living**
- Affordable Housing**
- Skilled Nursing Homes**
- Assisted Living Services**
- Home Services**
- Hospice**



2,112 clients served in 2018 by National Church Residences **Home and Community Services** in central and southern Ohio



853 formerly homeless adults now in safe and stable homes in our owned and managed **Permanent Supportive Housing** communities



419 adult day clients served in 2018 in our **Centers for Senior Health**



18 Volunteer Lay Chaplains provided residents with emotional and spiritual support through our **volunteer chaplaincy program** launched in 2018



361 clients received **Hospice Services** in 2018



3,000 national staff members employed and supported by 1,094 volunteers nationwide

FUN FACTS ABOUT US

57+

years providing affordable housing and health care services to seniors

340

communities in 25 states and Puerto Rico, making us the nation's largest non-profit provider of affordable senior housing

250

of our communities offer service coordination programs



209 balloons were released during the 2018 Hospice Memorial Event



National Church Residences

Footprint



CURRENT STATS

- 313 Senior Apartment Communities / 20,126 units
- 4 Assisted Living Conversion Program (ALCP) Communities/ 169 units*
- 6 Family Communities / 1,017 units
- 11 Permanent Supportive Housing (PSH) Communities / 853 units
- 7 Residential Health Care Communities
- 2 Home Health Care Agencies / 3,000 clients**
- 3 Adult Day Centers / 200-client capacity

*Included in Personal Care Apartment Units count
 **Number of people served in Central Ohio - Home Care, Hospice, Health & Wellness and Ohio Home Choice Southern Ohio - Home Care, Hospice, Health & Wellness

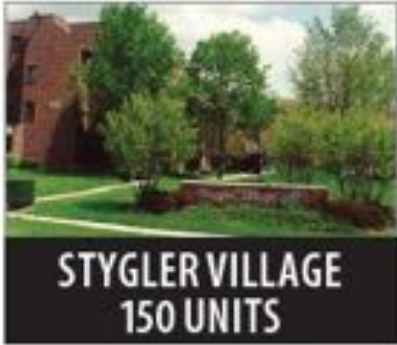
OUR VISION ...

To advance
better living for
all seniors,
enabling them to
stay home for
life.



National Church Residences





Meredeth Metcalf



Rosemary Mathes



Loreal Trammer



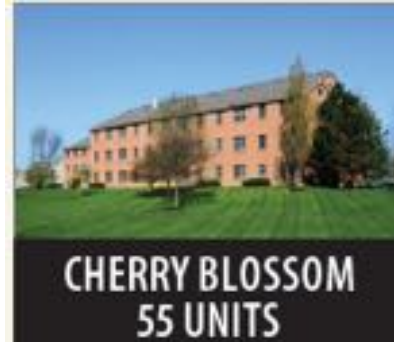
Allison Everett



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Abigail Yoder, LSW

Lead Quality Assurance Specialist

HOME FOR LIFE MODEL

National Church Residences created the HOME FOR LIFE program to partner with healthcare providers, Managed Care Plans and Medicare Advantage plans to:

- **Proactively identify members within a rising-risk and high risk** of needing additional support within the membership group
- **Provide person-centered service plans** that identify the member's needs and interventions
- **Track intervention and outcomes** using National Church Residences' proprietary Care Guide tool
- **Assist the care transition process** through an interdisciplinary team approach
- **Assist members in managing chronic diseases** and other social determinants (SDoH)
- **Ensure better health outcomes, improve membership satisfaction and lower the cost of care** for the most vulnerable seniors in the Medicare Advantage plans
- **Maximize PMPM Reimbursement Revenue** for clients through increased access to PCPs to capture the appropriate diagnosis codes consistent with the real health condition of the patient

HOME FOR LIFESM

Home is wherever a senior chooses to live...

HOME FOR LIFE is National Church Residences' progressive plan for helping seniors remain healthy and happy wherever they call home — whether that is an apartment, house, or an independent setting in Senior Living or Affordable Housing.

**NEW MODEL
OF PROACTIVE
RESIDENT
ENGAGEMENT**



**ENHANCED
SERVICE
COORDINATION**

**A CARE
MANAGEMENT
TOOL FOR
ASSESSING
RESIDENT NEEDS**



CARE GUIDE

**PARTNERSHIP
OPPORTUNITIES
FOR HOUSING &
HEALTH CARE**



**PREFERRED
PROVIDER**
for health
care services

**PROMOTES
RESIDENT HEALTH
& SOCIALIZATION**



**SOCIAL EVENT
PROGRAM**
of events
and
activities

Care Management – MyCare Ohio

Integrated Care Management Program



IDENTIFYING
AT-RISK
MEMBERS



ASSESSING
NEEDS
& PRIORITIES



ONGOING
CARE
COORDINATION

Roles

CARE MANAGEMENT:
MEMBER-CENTERED
PROBLEM-SOLVERS

INTERDISCIPLINARY CARE TEAM:
COLLABORATIVE
EFFORTS FOR BEST OUTCOMES

TRANSITIONS OF CARE:
HIGH-TOUCH
CARE FOLLOWING DISCHARGE

Levels







- 1** CARE MANAGEMENT FOR LOW/MONITORING MEMBERS
- 2** CARE MANAGEMENT FOR MEDIUM-RISK MEMBERS
- 3** FACE-TO-FACE CARE MANAGEMENT FOR HIGH-RISK MEMBERS
- 4** FACE-TO-FACE CARE MANAGEMENT FOR COMPLEX/INTENSIVE MEMBERS

Communications Strategy

Molina → NCR

	When
 <p>Member Roster</p>	Monthly
 <p>Care Plans</p>	Anytime there is a change in member condition
 <p>Assessments</p>	Anytime there is a change in member condition
 <p>Face-to-Face</p>	Monthly
 <p>Admission > Discharge</p>	ASAP
 <p>Appointments</p>	

NCR → Molina

When	
Anytime there is a change in member condition	 <p>Case Management Plan</p>
Anytime there is a change in member condition	 <p>Member Transition Notifications</p>
Anytime a new assessment is performed	 <p>NCR Assessments</p>
ASAP	 <p>Significant Change Event Notifications</p>
Ad hoc	 <p>Block Schedules</p>
ASAP	 <p>Discharge Plans & Notifications</p>
ASAP	 <p>Admissions</p>
ASAP	 <p>ER Notification</p>

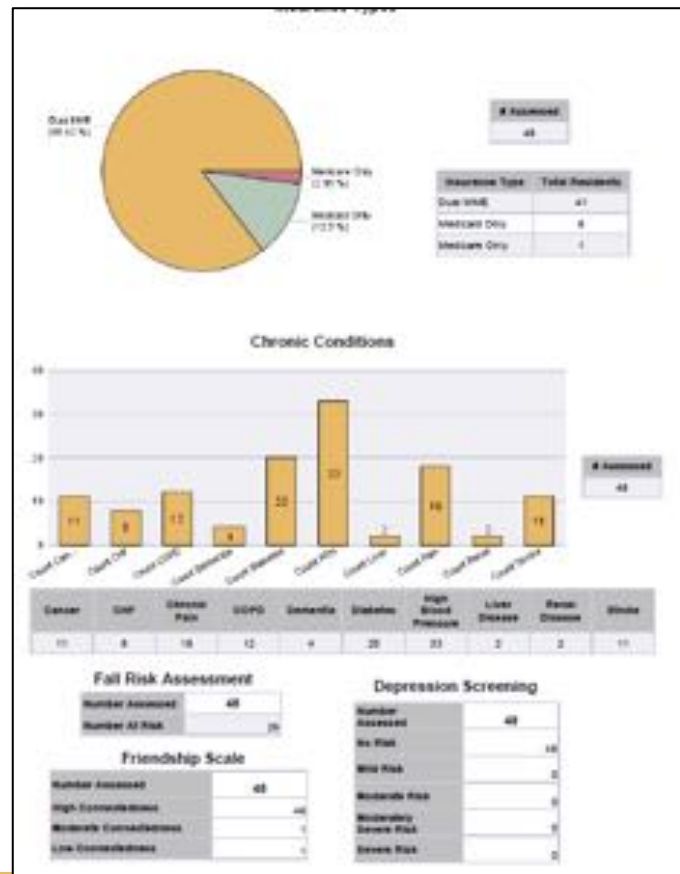
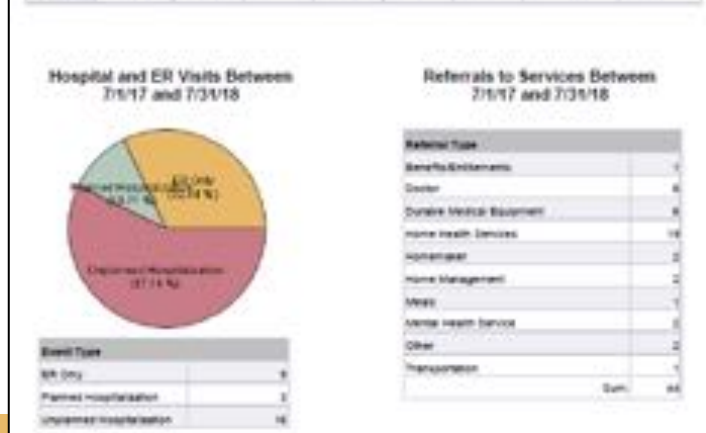
Home For Life Molina Metrics

MEASURE	GOAL	2018* RESULT	2019 RESULT	2020 (YTD) RESULT
Emergency Department PMPM	5% reduction in cost	-47%	14%	38.85%
Inpatient Admissions PMPM	5% reduction in cost	52%	6%	8.15%
Inpatient Readmission PMPM	5% reduction in cost	53%	9%	-88.37%
Annual Breast Screening	66%	63%	28.57%	28.57%
Follow Up After Hospitalization	90%	100%	100%	100%
Semi Annual BP Screening Counts	100%	84%	89%	27%
Annual Flu Shot Counts	100%	80%	56%	19%

Data Collection Made Easy

- Built on existing HUD model of Service Coordination
 - Continuous outreach and monitoring of residents
- Utilization of evidence based evaluation tools
 - Guided work based on vulnerability
- Outcome focused workflow
 - Reports make it easy to identify gaps in care

Reports make it easy to identify gaps and identify rising risk



Lessons Learned

- Good communication needed
- Good documentation needed
- Depend on claims data, but it does not tell the whole story—the “proactive story”
- A pandemic requires a pivot



National Church Residences

KRISTEN KNIGHT
PROPERTY MANAGER

<https://www.youtube.com/watch?v=sNNmpPyJbt0>

Thank You!

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Your Extended Family.



National Church Residences
EXCELLENCE THAT TRANSFORMS LIVES

THANK YOU

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