AETNA MEDICAID

Doing the right thing for the right reason
Aetna Medicaid Overview

• The employ member-centered managed care tools and strategies for all our Medicaid populations

• We provide services for over 1.2 million members in 10 states and manage $4.75 billion worth of health care expenses each year

• Our two decades of Medicaid experience have been successful thanks to:
  • Local partnerships
  • Clinical integration
  • Technology
Aetna Medicaid Program Experience Spans the Country
Managed Care Serves Needy Populations while Saving States Money

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Cost Savings</th>
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<tbody>
<tr>
<td>Temporary Assistance for Needy Families</td>
<td>10-12 percent</td>
</tr>
<tr>
<td>Aged, Blind and Disabled</td>
<td>15-18 percent</td>
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<tr>
<td>Long-Term Care</td>
<td>20 percent</td>
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</tbody>
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We Have Experience Delivering Lower Costs and Better Outcomes for Dual Eligible Beneficiaries
We Know the Sickest Members Need Case Management the Most

Member Population
- Low Frequency User (50% of population = 1% of cost)
- Medium-High Frequency User (20% of population = 26% of cost)

Member Cost
- Low-Medium Frequency User (25% of population = 9% of cost)
- High Frequency User (5% of population = 64% of cost)
We Also Recognize the Importance of Integrated Behavioral Health

The top 5% of Aetna Medicaid members with at least one behavioral health condition account for 79% of our total health care costs.
We Have Experience Managing Dual Eligible members in Multiple Medicaid Subpopulations

Mercy Care Advantage (MCA) Enrollment Breakdown

- MCA Total Membership: 16,775
  - Acute Medicaid Secondary: 11,350
  - Long Term Care Secondary: 3,730
  - Developmentally Disabled Secondary: 900
  - Other: 775
How is it Possible to Deliver Lower Costs and Better Outcomes for Dual Eligibles?
We Simplify Medicare / Medicaid Beneficiaries’ Experience with Health Care

• Members are issued a single ID card for all services
• Members have access to a consolidated call center 24 hours a day, 7 days a week
• Members’ benefits are automatically coordinated between Medicare and Medicaid
• We coordinate benefits with other payer sources
We provide enhanced benefits not otherwise covered by Medicare

• Dental
• Vision
• Hearing
• Wellness
  - Health Education, Smoking Cessation, Exercise
  - Van Go Active Steps
We employ integrated processes to Coordinate Care for Duals

• Member Services, Case Management, Prior Authorization and Concurrent Review staff education on benefit coverage

• Process flows to allow simultaneous review of benefits and application of appropriate benefit and guideline
Our Care Management Model Drives Improved Access to Preventive Care and Targets Comprehensive Care Where It is Needed Most
We Have An Innovative Approach to Risk Assessment

Aetna’s Consolidated Outreach and Risk Evaluation (CORE) tool identifies members who will benefit most from our Integrated Care Management program.

Using acute care, pharmacy and long-term claims, CORE identifies 3 types of member risk:

- Predictive Modeling (PM)
- Emergency Department (ED)
- Inpatient Admission (IP)
We Have More than Two Decades of Experience with Long-Term Care

Member-Centered Approach

**Institutional Care:**
- Custodial
- Specialty Care

**Assisted-Living Centers:**
- Adult-day care
- Congregate care homes/adult foster care
- Individual homes

**Dual Eligibles:**
- Acute services for non-duals
- Cost sharing for duals

**Support Services:**
- Home modifications
- Assistive equipment
- Durable medical equipment (DME)

**Home & Community-Based Services (HCBS):**
- Consumer-directed care
- Full array of home & community-based support
We Have A Demonstrated Track Record of Success
Getting Results By Rebalancing Institutional and HCBS Services

Aetna’s Integrated Long-Term Care Model has been successful in the state of Arizona since 1989
An Avalere study recently compared outcomes achieved by our MCA business compared to the broader set of Medicare / Medicaid dual eligibles

Outcomes: When compared to Medicare Fee for Service dual eligibles across the country, and adjusted to match the risk of the FFS dual eligibles, the total Mercy Care population had:

- 43 percent fewer days spent in the hospital (per 1,000 months of beneficiary enrollment);
- 31 percent fewer discharges (per 1,000 months of beneficiary enrollment);
- 19 percent lower average length of stay;
- 21 percent lower readmission rate;
- 9 percent fewer ED visits (per 1,000 months of beneficiary enrollment);

and

- 3 percent higher proportion of members accessing preventive/ambulatory health services.
Bringing it all together: Providing the right care

**Right Service**
- Member-centered and holistic in approach
- Integrating fragmented services into coordinated system of care

**Right Time**
- Ongoing monitoring to enhance health outcomes and quality of life

**Right Resource**
- Cost-effective health care solutions
- Supplement, Not Supplant—we share comprehensive information with the local health care-provider community
Questions

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