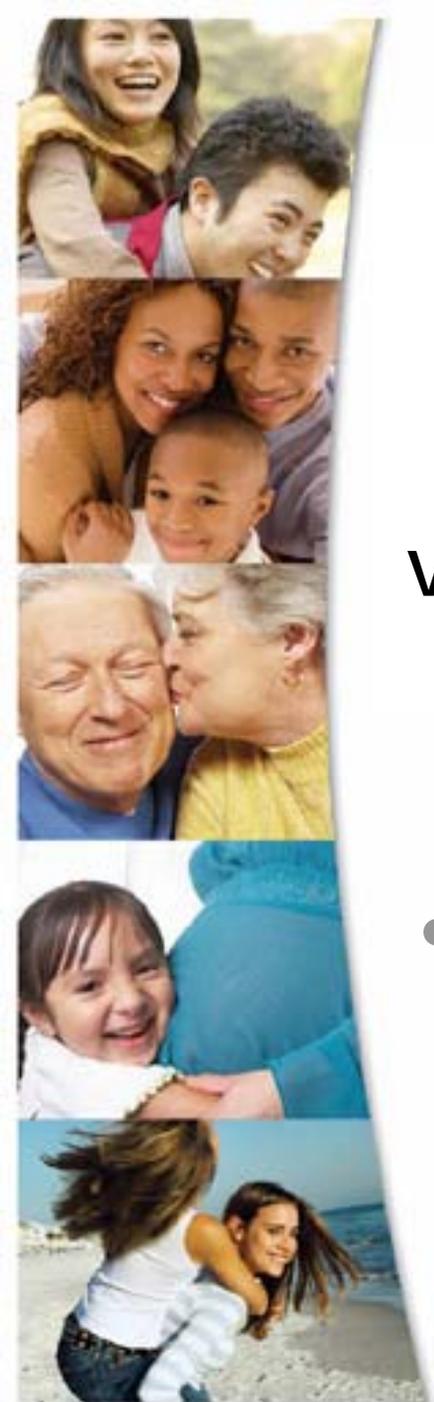


APS Healthcare

Vermont Chronic Care Management Program (VTCCMP)

● August 2007



Vermont Chronic Care Management Program (VTCCMP)

- APS Overview
- VTCCMP
 - Mission
 - Goals
 - Strategy
 - Organizational Chart
 - Two Type of Services
- Management of Chronic Health Conditions
- Member Benefits
- The SIMPLE Facts
- APS CareConnection®
- Work Flow Process
- Current Stats
- Q & A

APS Healthcare Overview

- Began in 1992 as a Behavioral Healthcare Organization
- Evolved into a Specialty Healthcare Company
 - Customized Solutions
 - Care Management
 - Disease Management
 - Case Management
 - Behavioral health
- Health Services for 20M members (US & Puerto Rico)



Vermont APS Team

- Sylvia Allen-Interim Executive Director
- Kim Schober-Outreach Coordinator
- Julie Trottier-HRA Manager
- Eileen Lauer-Health Services Manager

Office of Vermont Health Access Team

- Dr. Erin Cody-Reisfeld-Medicaid Liaison
- Karen LaFond-Health Program Administrator
- Ann Rugg, Deputy Director
- Mary Day, Program Integrity Director

Mission

- Identify and assist Medicaid Members with chronic health conditions in accessing clinically appropriate health care information and services
- Coordinate the efficient delivery of health care to this population by removing barriers, bridge gaps, and avoiding duplication of services
- Educate, encourage and empower Medicaid Members to appropriately self manage their chronic conditions

Goal

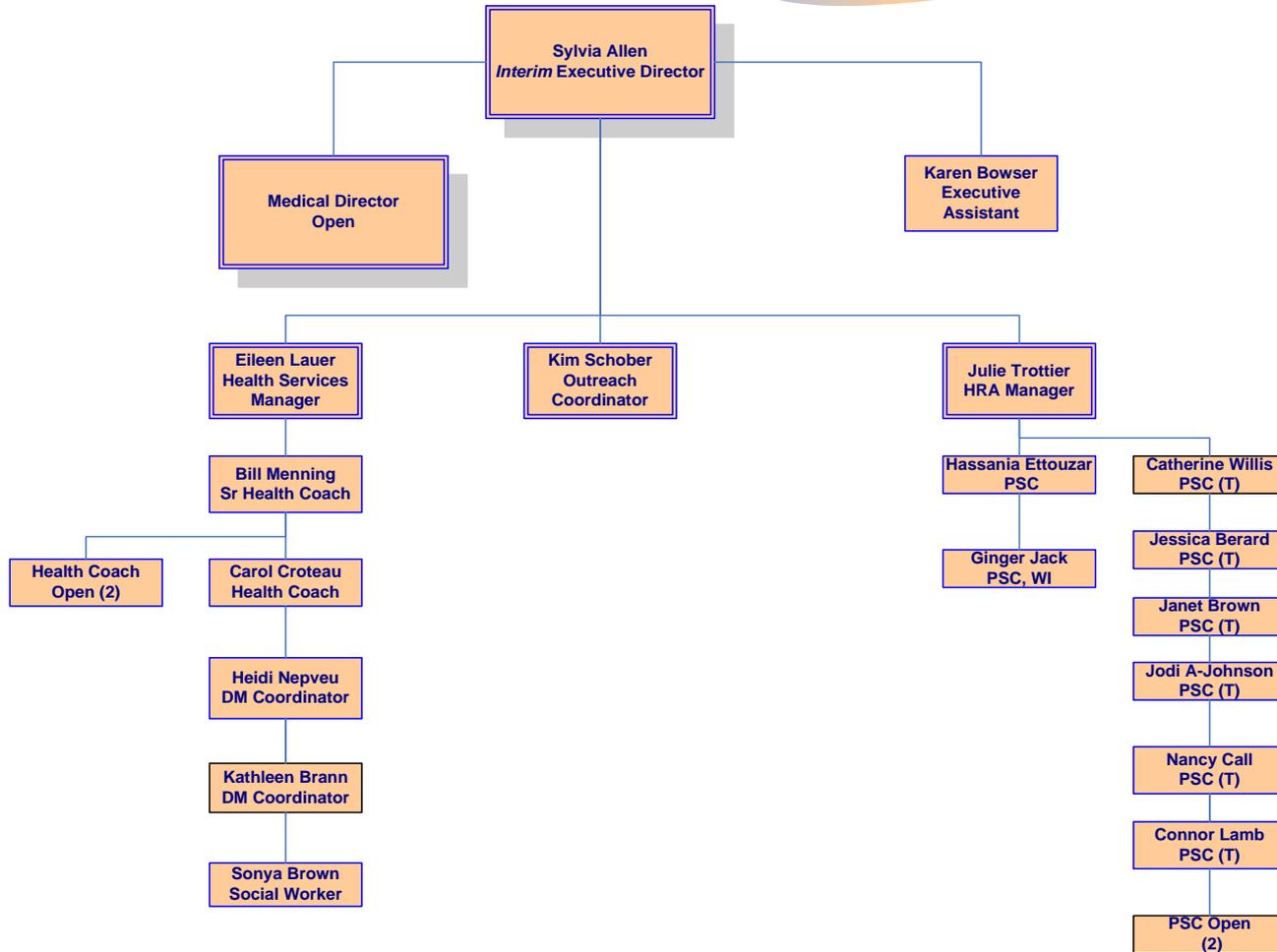
- Provider Outreach & Engagement
- Provider Education
- Population Stratification
- Health Risk Assessment Administration
- Consumer Mailings
- Telephonic Nurse Support
- Face to Face Interventions

How we accomplish this:

- Facilitate Change/Empower members through tools & education
- Access to service & resources to make informed decisions
- Enhance existing services
- Identify gaps in care, services, resources
- Collaborate with OVHA, providers, members

Vermont Chronic Care Management Program (VTCCMP)

APS Healthcare
VTCCMP Organizational Chart
Monday, July 30, 2007



- Two Types of Services
 - Health Risk Assessment (HRA)
 - Peer Support Coordinators
 - Complete SF-8
 - Intervention Services (IVS)
 - Disease Management Coordinator
 - Member education
 - Health Coach
 - Baseline Assessment
 - Disease specific assessment
 - Community placement
 - Social Worker
 - Community Resources
 - Outreach Coordinator
 - Improve quality of care
 - Consistency of care through evidence based practices

- **Conditions Managed with a Co-Morbid Approach:**
 - CAD
 - Diabetes
 - COPD
 - HTN
 - Hyperlipidemia
 - Low back pain
 - CHF
 - Arthritis
 - Asthma
 - Chronic renal failure
 - Depression



The Chronic Care Management Program Offers Each Member the Following:

- **Opportunity to review their own health risks**
- **Educational materials encouraging involvement in successful management of conditions**
- **A Team of Nurses, Social Workers, Care Coordinators and Trained Health Coaches to Educate to support their Success**

- **Chronic Care Management Team:**
 - Supports Provider Plan of Care
 - Informs Provider of Patient Progress
 - Monitors Patient Status and Reports
 - Plans Include the Goals of the Patient
 - Lessens Administrative Burden
 - Educates Patient, Encouraging Self Management

Customizable

APS CareConnection® is a proprietary system developed and owned by APS. As a result, we are able to make enhancements to our core system and customize the application to meet specific program requirements.

User Friendly

APS has received overwhelming, voluntary compliance from key stakeholders for each program where we have implemented APS CareConnection®. The application is designed to ease administrative burdens.

Turns Data into Actionable Information

APS CareConnection® turns raw claims, provider and eligibility data into useful information for program administrators, treating providers and APS program staff. The application provides meaningful data to assist in generated clinical results.

Enhances Clinical Care

APS CareConnection is supported by a suite of informatics tools, alerts and messaging capabilities, as well as educational modules, which promote coordination among beneficiaries, providers and APS health care professionals.

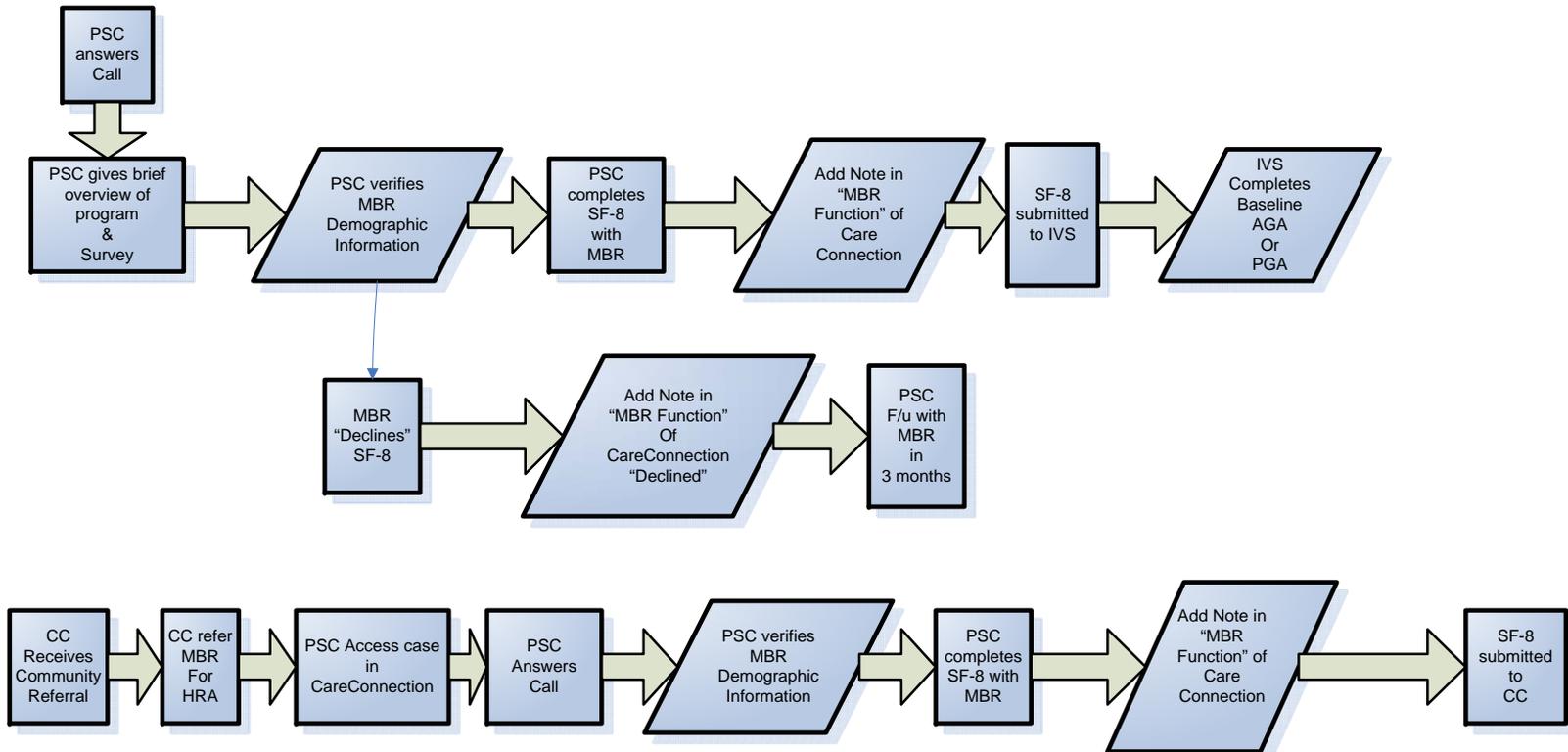
APS leverages the best technology that is available in the industry today and our own pioneering solution to meet the specific needs of state customers.

CareConnection

- APS CareConnection® is supported by a suite of informatics tools, alerts and messaging capabilities, as well as educational modules, which promote coordination among beneficiaries, providers and APS health care professionals.
- APS CareConnection® turns raw claims data, provider and eligibility data into useful information in order to assist in generated clinical results.
 - Provides general and disease-specific assessment tools
 - Suggests possible goals for case management
 - Identifies problems with a particular client
 - Tracks recipients through key milestones at critical junctures
 - Suggests interventions to detect and prevent treatment failures.

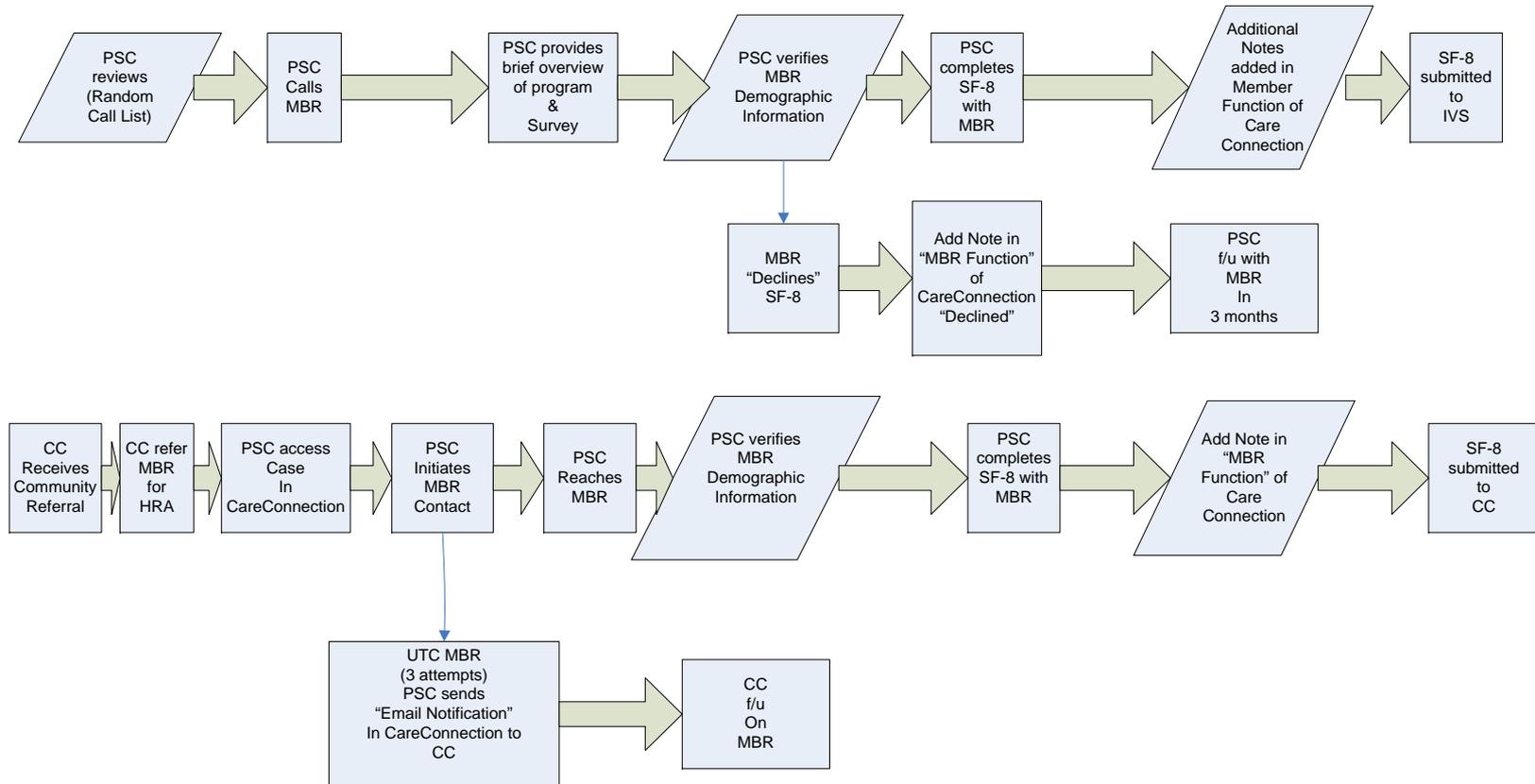
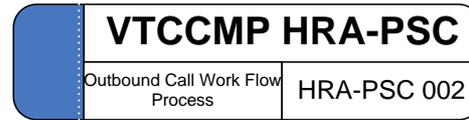
VTCCMP Health Risk Assessment (HRA) Incoming Call Work Flow Process

VTCCMP HRA-PSC	
Incoming Call Work Flow	HRA-PSC 001



***NOTE:** This is an external overview of HRA-PSC work flow process for SF-8 completion.

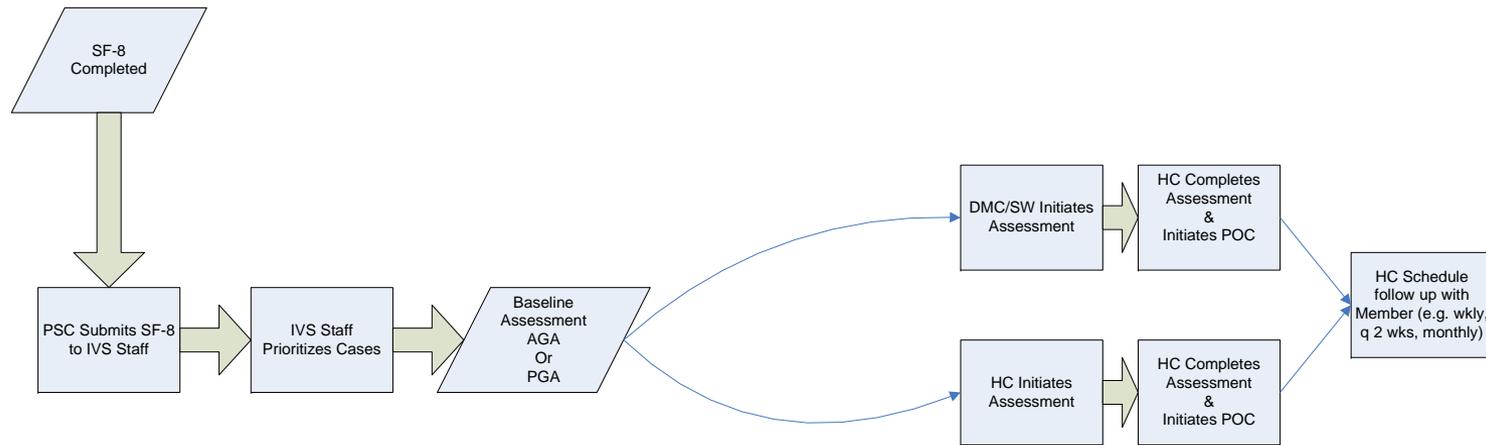
VTCCMP Health Risk Assessment (HRA) Outbound Call Work Flow Process



***NOTE:** This is an external overview of HRA-PSC work flow process for SF-8 completion.

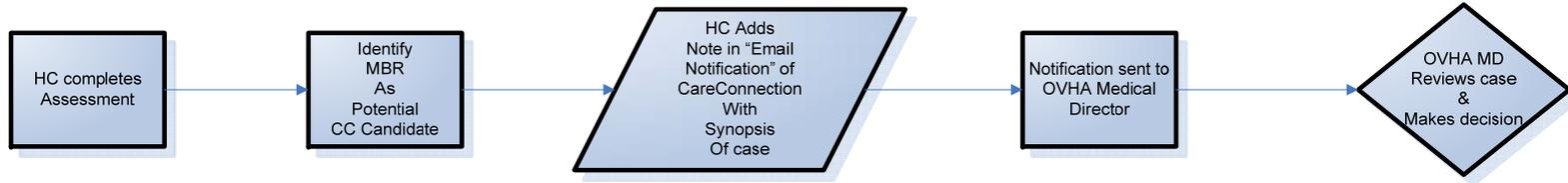
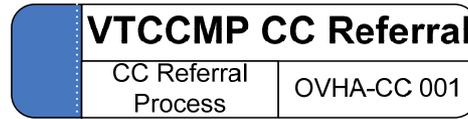
VTCCMP Intervention Services (IVS) Work Flow Process

VTCCMP IVS	
IVS Outbound Calls Work Flow Process	IVS 1001



NOTE: This is an external overview of IVS work flow process once an SF-8 is completed.

VTCCMP Intervention Services (IVS) Referral Work Flow Process



***NOTE:** This is an external overview of IVS work flow process to refer potential cases to OVHA Care Coordination program.



VTCCMP Operational Statistics

Current Stats for July 1, 2007 - August 02, 2007			
Incoming Calls	461	Total Aban Calls (avg time	15 (2:40)
Outgoing Calls	3822	Avg Speed Ans:	:19
Total Completed SF-8s	1070	% Ans Calls:	97%

Total # Completed Assessments	110
Overview of Type of IVS Calls	
Back Pain	
Depression, Bipolar	
Asthma	
Housing	
Transportation	
General Questions	

**The above stats are for July 1, 2007 through August 2, 2007.*



Questions