



Innovating for Improved Member Experience and Outcomes



Agenda

Concierge Care: OB Case Management

Wayspring

CHAMP Housing Stability



OB Case Management: Concierge Care

Member Benefits:

- Accessible 24/7
- Empowers members to engage with case management however they choose.
- Education and resources at the member's fingertips.
- Ability to connect directly to Wellpoint OB Nurse Case Manager if desired.
- Information able to be shared with care team (e.g., OB/GYN, PCP, etc.)

Case Manager Benefits:

- Increased member engagement.
- Ability to see member journeys, task completion, and other entries (e.g., blood sugar, blood pressure, meals, etc.) to follow up and/or provide feedback.
- Digital communication options.

Member Success Story:





“I wanted to give you some feedback on Veronica....Two weeks ago, my daughter was dealing with headaches, seeing spots, and her baby was not kicking like she typically does. [Member Name] spoke to Veronica that evening and told her how she was feeling, and Veronica encouraged [Member Name] to contact her doctors due to those symptoms. She went to the ER at her doctor’s insistence and was diagnosed with preeclampsia! Although this is not a diagnosis we are hoping for, I am so grateful for the guidance that Veronica has given my daughter. This was potentially lifesaving for both my daughter and my first grandbaby! My daughter has told me that Veronica has been extremely helpful during her pregnancy as well.”

- Mom and Grandma of a Wellpoint Member





**Wellpoint**SM
SUD Home Overview

August 20, 2024



Wayspring

Member Benefits:

- Access to Substance Use Disorder (SUD) Support
- Access to Whole Person Care
- In-person (clinic) and telehealth services available.
- Provider and Care Team Partner
- Shared Lived Experience

Wellpoint Benefits:

- Augments existing case management activities.
- Increases member adherence to treatment.
- Addresses whole health, not just the SUD.
- Care Gap Closures.

Member Success Stories:

Wayspring Supporting Members with SDOH Needs **Wellpoint**

Member

- Gender: Female
- Age: 49
- Referred By: Prairie Ridge Integrated Behavioral Healthcare
- Enrollment Date: 7/8/2024
- Condition(s): Substance Use Disorder (Methamphetamine was drug of choice 20+ years)

Primary Challenges

- Safe/stable housing
- Phone
- Transportation for follow up care

Member Journey with Wayspring

- ✓ Assisted member in transitioning into sober living at Magdalen House in Charles City, IA
- ✓ Supported member in accessing Health Plan to obtain assistance with transportation to follow up care
- ✓ Enrolled in IOP at Prairie Ridge; attending regularly
- ✓ Coordinated application to obtain free phone and has since received her phone
- ✓ Encouraged and practiced interviewing with member as they sought employment and completed job interviews.
- ✓ Member has since gained employment
- ✓ Built and continuing to develop a recovery network in her new community

Latest Milestone: Member has over 3 months in recovery.

Wayspring Member Story Success **Wellpoint**

Background

Female, Age 30, Des Moines, IA → Clinic evaluation on 7/16/2024

Patient was referred to us from House of Mercy. Patient is at 31 level of care and Wayspring Clinic is able to cover care gap of medical needs. Patient has substance dependence (methamphetamine specific), cannabis dependence, chronic alcoholism, history of bipolar and PTSD. Patient presented to the clinic at her first visit with an ongoing rash on her face and paresthesia in limbs.

Problems

- Substance dependence
- Cannabis Dependence
- Alcoholism
- Bipolar
- PTSD

Alerts

- Environment
- Uses as a way to celebrate

Treatment History

- Drug Court
- Jail time
- Residential facility

Interventions & Response

Family Nurse Practitioner

- Addressed skin concerns. Non-healing rash has now been resolved
- Paresthesia in limbs. Modified medication and has been resolved
- Provider continues to discuss MAT options

Therapy

- Working with supports of House of Mercy. Counseling, meetings and sponsor.
- She has been adherent to her treatment plan.
- Her motivation has been reinvigorated with her 3-year-old son

Member Operations

- Patient met with Facility Engagement Specialist on 7/15/2024 and was seen in the clinic on 7/16/2024.
- Stable housing needs post discharge/ applied for housing assistance
- Coordinating Child Parent Psychotherapy
- Member moved to Phase 2 in residential care and was recognized as resident of the month

Plan

Short Term:

- Continue to maintain sobriety

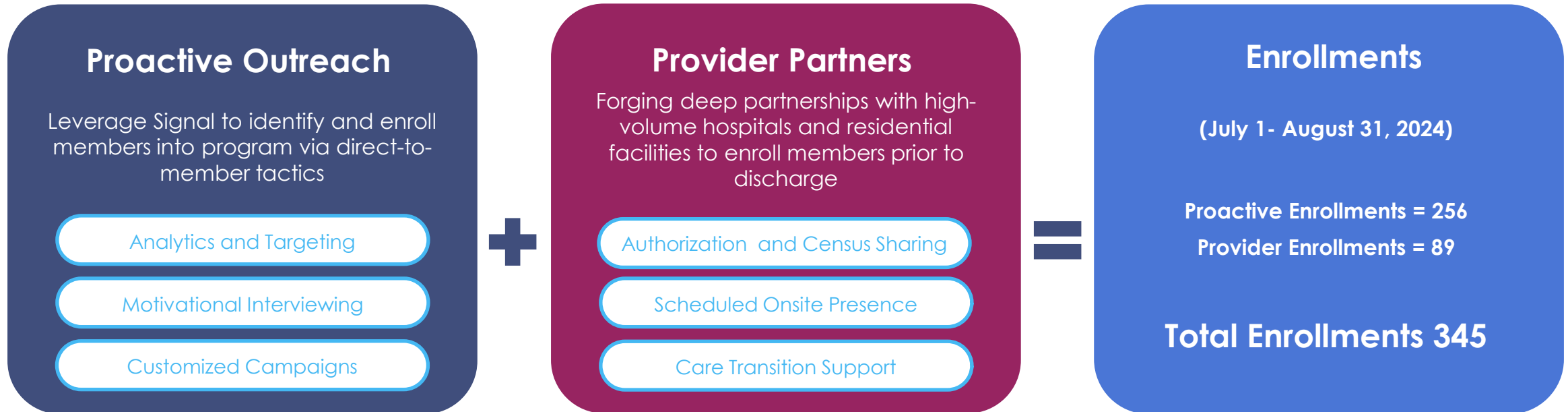
Long-Term:

- Housing
- Reunification with son





SUD Medicaid members are often difficult to engage. Using an advanced stratification model, recovery-based field staff, and customized engagement tactics, Wayspring leverages multiple channels to enroll members



Initial Insights: Member and Provider feedback positive- receptive to support!

Current Provider Partners July-August 2024

Bridges of Iowa

Center for Alcohol and Drug Services (CADS) -
Country Oaks

Clive Behavioral Health

Community & Family Resources - Fort Dodge

Community & Family Resources - Iowa City

Eagle View Behavioral Health

House of Mercy

MercyOne North Iowa Medical Center

Powell CDC - UnityPoint Health IA Lutheran Hospital

Prairie Ridge Integrated Behavioral Healthcare

Commentary:

- Currently collaborating with 10 Provider Partners
- Workflows in place for onsite member enrollments and engagements at partnering provider facilities
- Will continue to develop additional provider and community partnerships to expand access
- Partnering closely with Wellpoint Face to Face Care Coordination team to offer added member support with focus on SUD needs



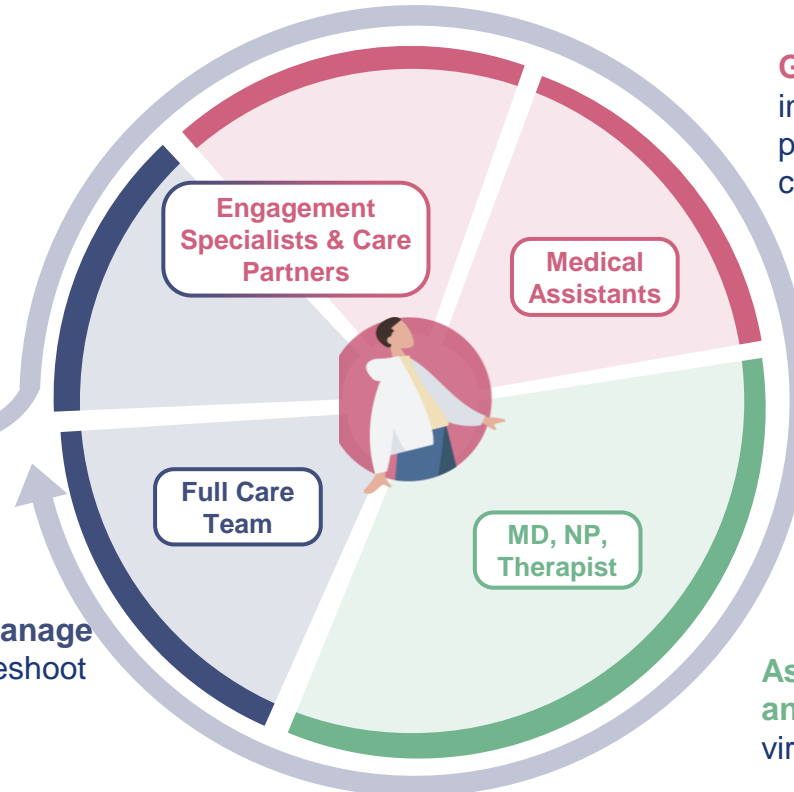
- Patient Data Informing Plan of Care
- Non-Clinical Intervention
- Clinical Intervention

Initiate plan of care based on claims history and comprehensive needs assessment

Member enrolls with Wayspring

Validate member's primary goals, **manage treatment progression**, and troubleshoot collaboratively

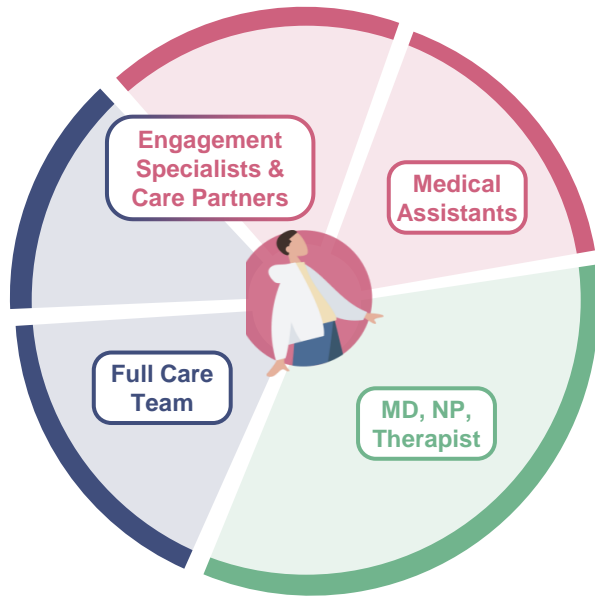
Build rapport to engage member longitudinally and **resolve SDOH needs**



Guide member's success with Wayspring clinic, including rigorous appointment adherence, prescription follow-up, labs follow-up, specialist coordination, and crisis support

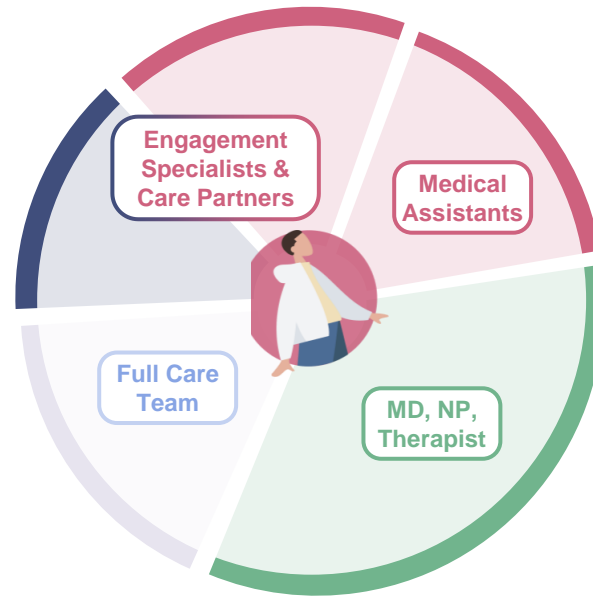
Assess and treat medical, behavioral, and addiction needs through in-person or virtual appointments on a perpetual basis





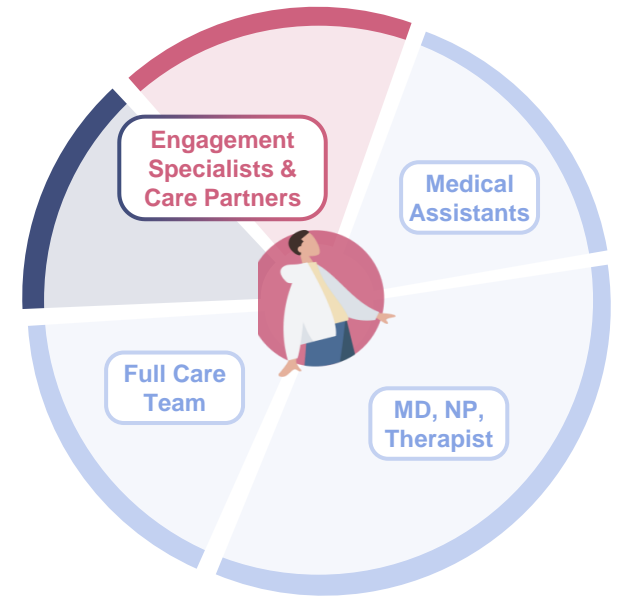
1 High Intensity Clinic Utilizer

- Receives full clinical care model and SDoH services
- Higher appointment count
- Often high acuity with multiple chronic conditions



2 Low Intensity Clinic Utilizer

- Utilizes SDoH services and some clinic services
- Lower appointment count
- Often have lower acuity medical needs



3 SDoH & Care Coordination Only

- Member does not participate in Wayspring's clinic
- May opt out of clinic or has another provider



The Wayspring Clinic offers Medical, Behavioral Health and Therapy Services

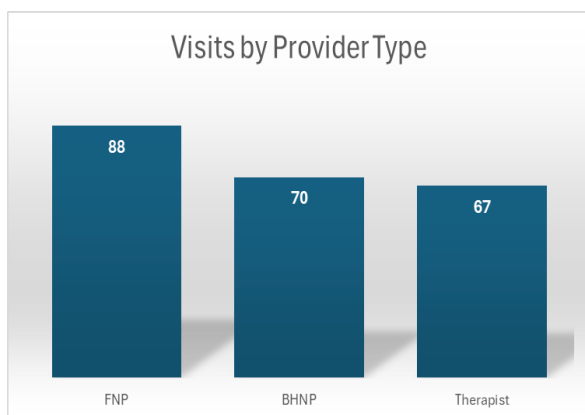
Completed Appointments

225

Unique Members

64

Completed Appointments



Avg. Encounters per Member

3.1

2nd Visit Schedule Rate

31%

% New Patients

53%

No-Show Rate

26%

Commentary

Value to Member:

- Wayspring offers comprehensive care and is capable of meeting Medical, Behavioral Health, Therapy and MAT needs
- In-person and remote telehealth visit options available with prompt scheduling
- For members with established providers, Wayspring is available to support and fill care gaps as needed, while maintaining existing relationships

Valued to other Providers:

- Collaboration and ability to help fill identified gaps in care as needed
- Assistance in supporting members in maintaining established plan of care by addressing SDOH and recovery needs
- Prompt post discharge scheduling
- Bridge from Detox when awaiting lower level of care placement



Most frequent needs identified during initial operations include 1) Stable Housing 2) Clinic Services 3) Food

Action Plan	Total Action Plans	% of Total
Stable Housing	190	22.7%
Wayspring Clinic	131	15.7%
Food Access	113	13.5%
Financial Assistance	106	12.7%
Dental Care	75	9.0%
Vision Care	55	6.6%
Mobile Device Access	47	5.6%
Transportation Assistance (Non-medical)	47	5.6%
Clothing	46	5.5%
Legal Support	23	2.8%
Iowa Champ	1	0.1%
PCP Connection	1	0.1%
Recovery Support	1	0.1%
Total	836	100.0%



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Closing the Loop

CHAMP Housing Stability Fund



CHAMP Housing Stability Fund

- Funds used for rental application fees, deposits, temporary rental assistance, utility bills arrears, utility connection fees, temporary transportation assistance, automobile repairs, purchase essential household items.
- Partnership with 23 local Community-Based and Faith-Based Organizations
- Black Hawk, Bremer, Cerro Gordo, Clinton, Dallas, Des Moines, Dubuque, Emmet, Jasper, Johnson, Lee, Linn, Marshall, Montgomery, Muscatine, Polk, Pottawattamie, Scott, Story, Tama, Wapello, Webster, Woodbury
- Simple referral process -- Send an email to champ@wellpoint.com



CHAMP Member Stories

OB Case Management Referral:

Champ helped assist this member with paying her rent for a few months in a row. We called multiple organizations and they were all out of funds.

She juggled jobs and due to her boyfriend having hardships and unable to work and the member delivering her baby and not being cleared to return to work yet, she was still needing assistance.

She since started a new job. She also enrolled her oldest son in the Des Moines Public school system. Once he was enrolled the school social worker was able to place a referral for Home Inc which was accepted. As long as funds are available the member will be receiving school supplies for her children, rental assistance, and her family will be adopted around the holidays for gifts for her children.

She has created a list of goals she hopes she can achieve so she can have some financial freedom in the future.

Due to CHAMP program assistance, she was able to maintain shelter, deliver a full term baby, and had the ability to connect with the local public school system.

OB Case Management Referral:

This member was connected for postpartum care coordination during the end of her pregnancy and after delivery. During that time, she was referred her to local resources for WIC, food pantries, clothing, diapers and other baby supplies. She also referred her to benefits for medical transportation and the to obtain a breast pump.

She delivered at term, but her baby was unexpectedly in NICU for 2 weeks. Member and her husband didn't have any social support, and since she was staying with baby in the hospital to breastfeed, her husband had to take off work to care for their other child. Her husband lost his job because he was taking too much time off.

Approximately 3 weeks after baby was discharged home, the member needed to have surgery and needed her husband to help with the children. He did find work again but they needed help paying rent/bills to bring current.

Community resources were unable to assist. The family's rent, water/trash, and electric bill was paid on time.

This member was very grateful for this assistance, sharing "Thank you, Thank you, Thank you for helping us."

Wayspring Referral:

In Process



