

Addressing Nutrition Insecurity in Oklahoma through Medicaid Managed Care



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HUNGRY FOR ACTION
OKLAHOMA'S ANTI-HUNGER
CONFERENCE

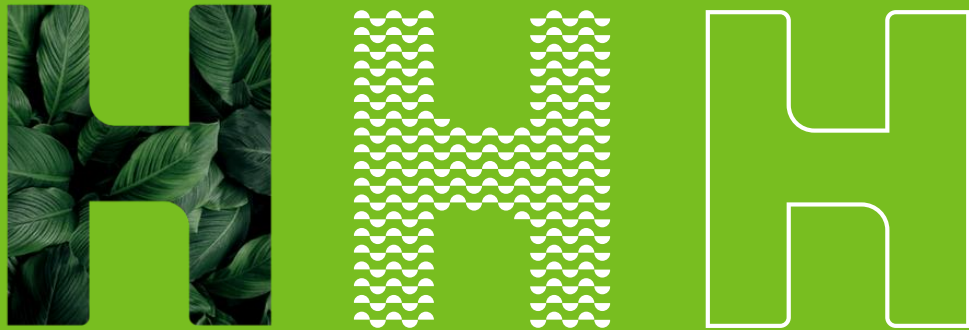
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Humana
Healthy Horizons.
in Oklahoma

Sooner**Select** 

SoonerSelect and Humana Healthy Horizons in Oklahoma



Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.



Meet your Oklahoma based team—here to serve you!

Humana Healthy Horizons® in Oklahoma



Joseph Fairbanks,
Chief Executive Officer



Jennifer LaPerre,
Chief Operations Officer



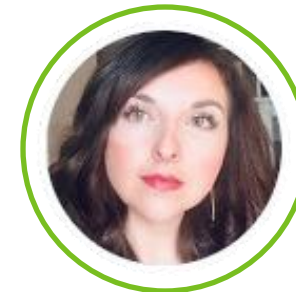
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Xhileta Xhaja,
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Mary Miller,
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Health Services



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Humana in Oklahoma



Experience

Humana has proudly served Oklahomans since 1987. Only MA plan working statewide.



278,000

Oklahomans in our Medicare plans, Dual Eligible Special Needs Plans, TRICARE and prescription drug plans.



4-stars

100% of Humana's health maintenance organization (HMO) MA members are enrolled in a 4-star rated plan.



Partnerships

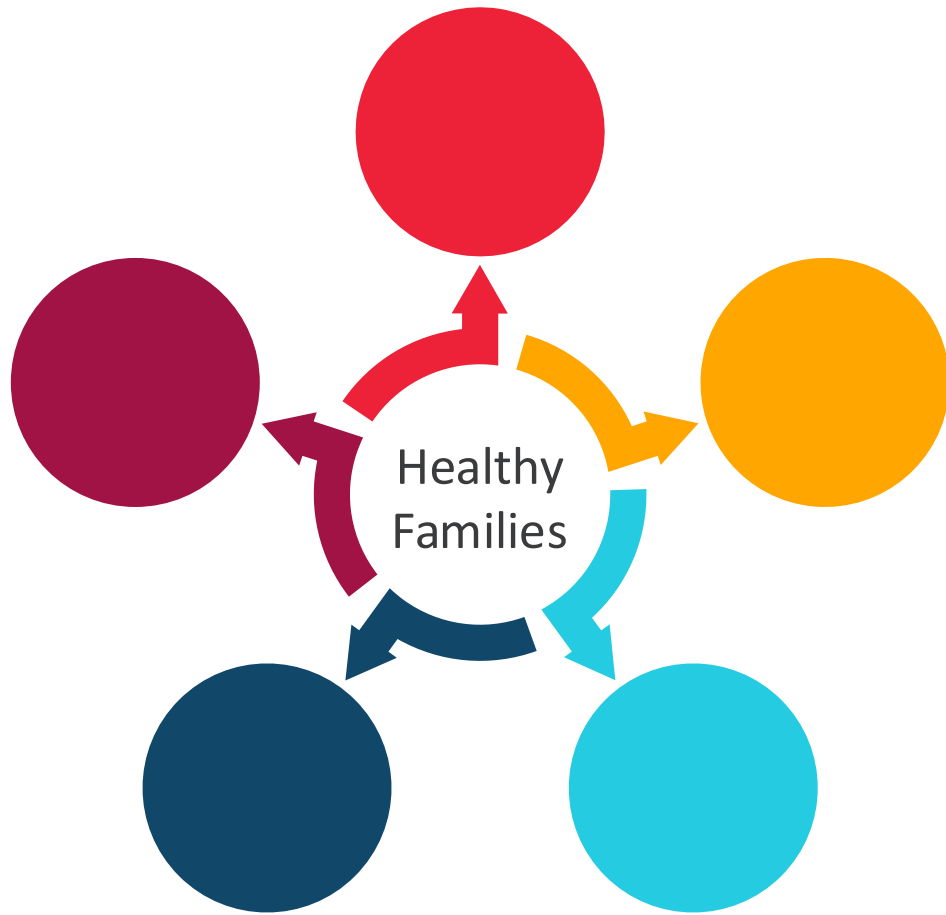
Humana has dozens of community partnerships- focused on improving population health and health equity- that address the specific needs of Oklahoma's Medicaid population.



Jobs

Humana's local presence will grow stronger upon award of the Medicaid contract, with over 550 new jobs in Oklahoma.

Humana Healthy Horizons in Oklahoma Value-Added Benefits



1

Breast Pumps

One non-hospital grade breast pump every two years, or one rental of a hospital grade pump if your baby has inpatient stay in NICU.

2

Parent/Guardian Self-Care Allowance

Reimbursement of up to \$40 per quarter to help cover the cost of childcare to allow new parents or guardians time for self-care.

3

Convertible Car Seat or Portable Crib

Choice of item for enrolling and participating in our HumanaBeginnings® care management program.

4

Sports Physical

One sports physical per year is provided to enrollees 6 to 18 years old.

5

Maternal and Infant Virtual Care

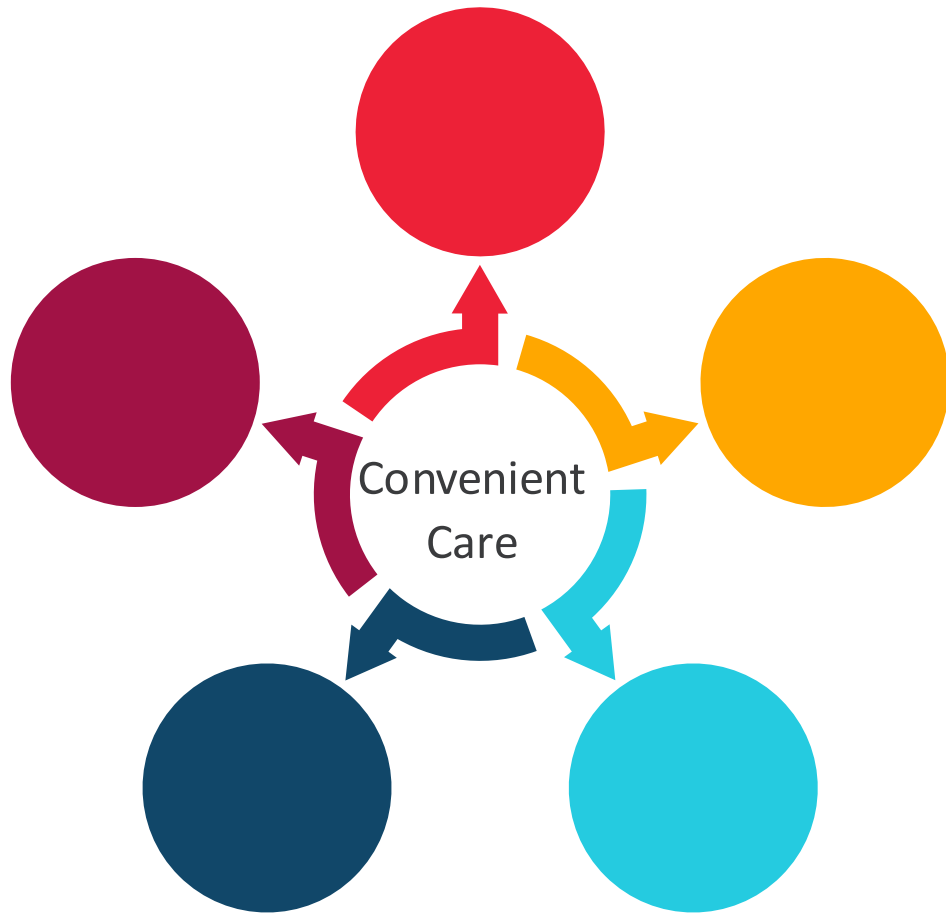
Smartphone application connecting enrollees with a lactation consultant or physician extender for questions about caring for their newborn.

6

Newborn Care Kit

A diaper bag with items such as diapers, wipes, rash cream, baby blanket, thermometer and bulb syringe is provided for enrollees up to 6 months old,

Humana Healthy Horizons in Oklahoma Value-Added Benefits



7

Native American Traditional Medicine

Reimbursement of up to \$200 per calendar year, to help cover the costs for Native American traditional and/or Ceremonial Services.

8

Home-Based Asthma Intervention

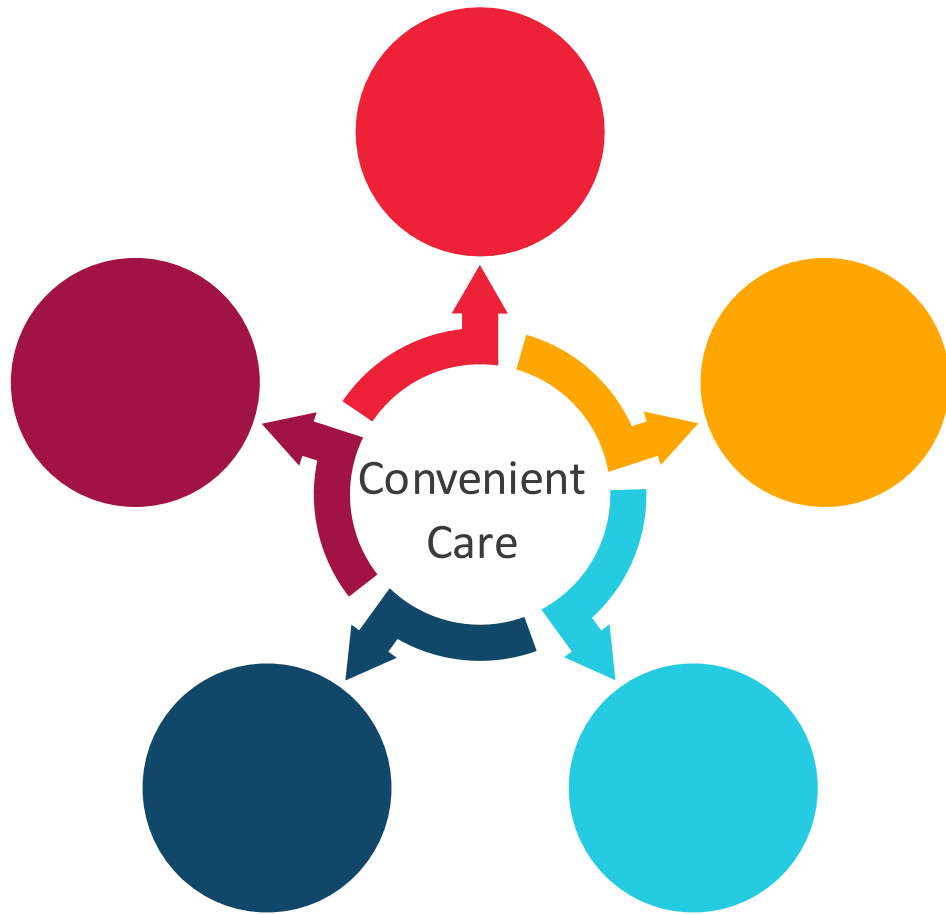
\$350 allowance per year, for enrollees 21 and older, in our care or disease management program to use for allergen free bedding, and air purifier, and/or carpet cleaning.

9

Self-Monitoring Devices

Enrollees 21 and older, in our care management program, can receive a blood pressure monitor and/or weight scale every three years.

Humana Healthy Horizons in Oklahoma Value-Added Benefits



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Reimbursement of up to \$200 per calendar year, to help cover the costs for Native American traditional and/or Ceremonial Services.

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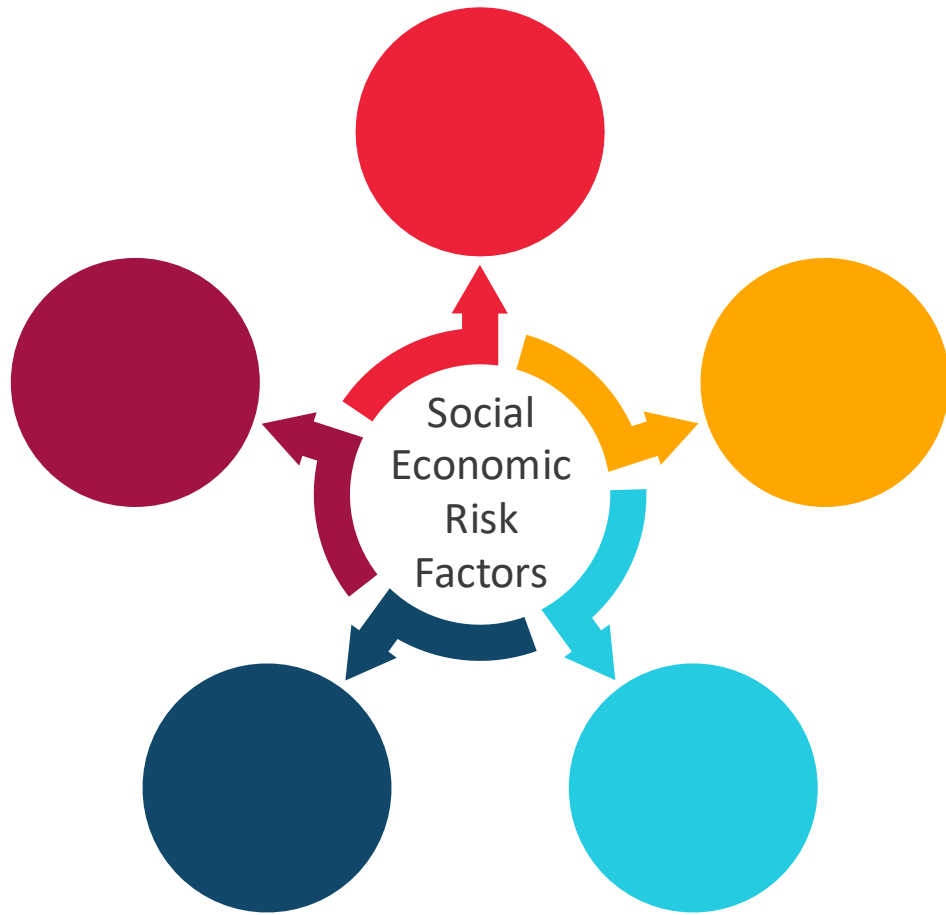
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Enrollees 21 and older, in our care management program, can receive a blood pressure monitor and/or weight scale every three years.

Humana Healthy Horizons in Oklahoma Value-Added Benefits



1

Housing Assistance

Up to \$350 per year, for enrollees 18 and older, is provided to assist with housing expenses such as rent/mortgage, utilities, or moving expenses via licensed moving company when transitioning from a public housing authority.

2

Fresh Produce Box

Enrollees 18 and older, who are identified as food insecure, can receive up to four boxes of in-season nutritious fresh fruits and vegetables per year.

3

Criminal Expungement

Enrollees 18 and older, reimbursement of up to \$150, per lifetime, to assist with cost of expunging criminal records as allowed per Oklahoma State Bureau of Investigation.

4

GED Testing

Enrollees 16 and older, receive test preparation assistance, including a bilingual advisor, access to guidance and study materials, and unlimited use of practice tests.

5

Financial Literacy Coaching

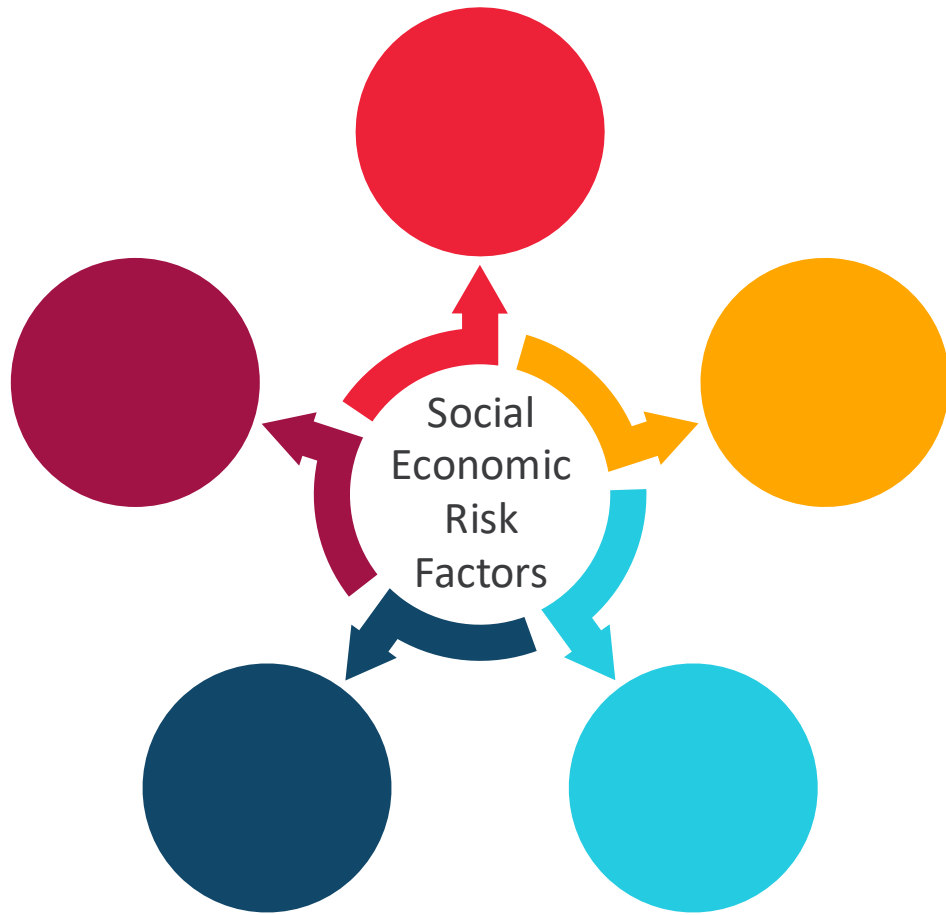
Enrollees 16 and older, receive up to six life coaching sessions for money management and budgeting.

6

Non-Medical Transportation

Enrollees 21 and older, receive up to fifteen round trips (or thirty one-way trips), up to 45 miles.

Humana Healthy Horizons in Oklahoma Value-Added Benefits



7

Pest Control

\$200 allowance per household for pest control.

8

Disaster Meals

1 box of 14 shelf-stable meals per year, before or after a natural disaster.

9

Youth Academic Support

Online tutoring services, up to 2 hours per week, for enrollees K-12.

10

Disaster Preparedness-Relief Kit

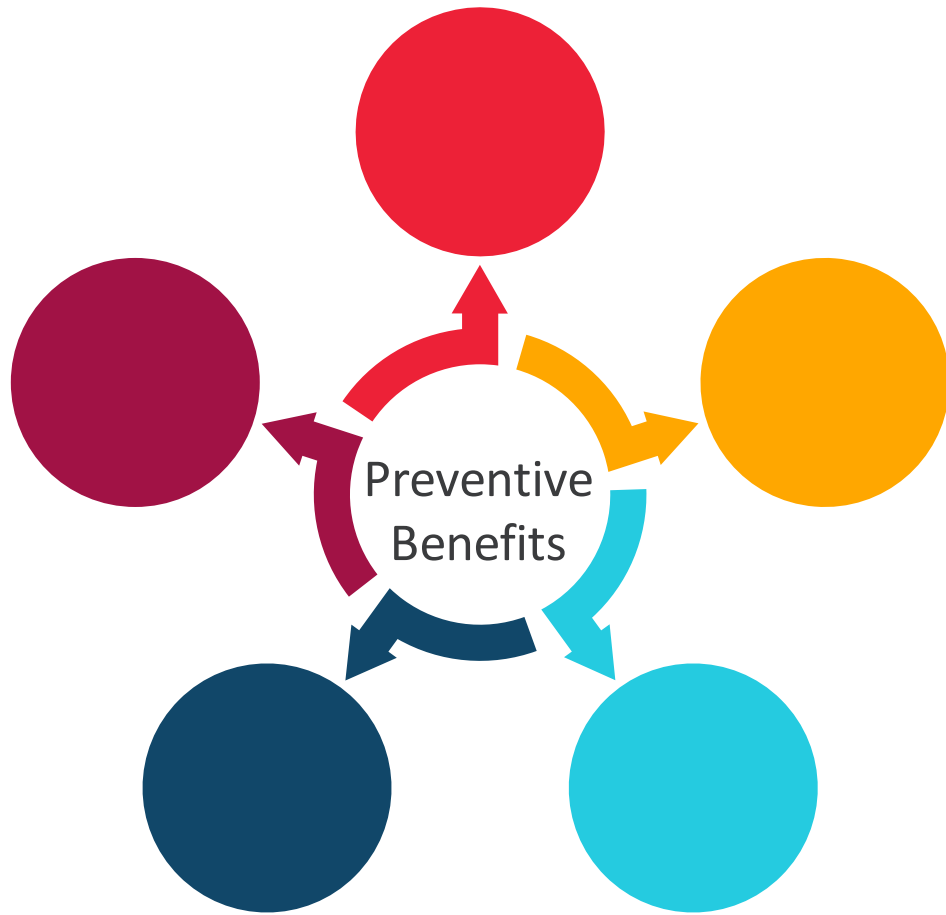
Enrollees 18 and older, 1 disaster relief kit per year.

11

Employment Physical

1 employment physical per year, for enrollees 18 and older, seeking employment if the prospective employer does not cover the cost.

Humana Healthy Horizons in Oklahoma Value-Added Benefits



1

Wellness Rewards-Go365

Enrollees can earn rewards that can be redeemed as gift cards by completing healthy activities.

2

Weight Management Coaching

Upon physician approval, six coaching sessions are available to enrollees 12 and older.

3

Hearing Services

Enrollees 21 and older can receive one assessment and one hearing aid per ear every three years and 48 batteries per hearing aid per year.

4

Vision Services

Enrollees 21 and older can receive 1 annual eye exam and enrollees can choose from one of the following every 2 years: eyeglasses with non-high index polycarbonate lenses and a \$100 allowance for the frame, or \$100 allowance for contact lenses.

Go all-in to earn up to \$755 in rewards a year



Here's how your small steps can add up to big rewards

Healthy Families	
Support throughout the member's pregnancy as well as reproductive health education	
Healthy Pregnancy and Early Childhood Wellness	
Notice of Pregnancy	\$25 Reward
Prenatal Visits	Up to \$100
Postpartum Visits	\$25 Reward
Chlamydia Screening	\$25 Reward
Well Child Visits	Up to \$80
Earn up to \$255 per year	

Social and Health Education	
Support for members embarking or restarting making healthier lifestyle choices	
Coaching Support and Member Education	
Digital Onboarding	\$25 Reward
Tobacco Cessation	Up to \$50
Weight Management	Up to \$30
Level of Care Education	\$10 Reward
Earn up to \$115 per year	

Proactive Care	
Rewards for preventive screenings and proactive activities to support members as they work towards Wellness.	
Proactive Health Screenings	
Health Risk Screening	\$50 Reward
Annual Wellness Visit	\$25 Reward
Cancer Prevention*	up to \$125
Diabetes Care**	up to \$75
Vaccines (Flu, COVID)	Up to \$60
Follow Up After MH/SUD	Up to \$50
Earn up to \$385 per year	

*Breast, Cervical, Colorectal Screenings, and HPV Vaccine

**Diabetic Retinal Exam and Diabetic Exam

Case Management Overview



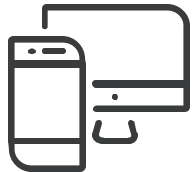
Services

Humana Healthy Horizons will offer case management services to adults and children requiring support to manage their clinical care and social determinants of health (SDoH) related needs.



Care Managers

Care managers will coordinate services with other state agencies and programs, as well as providers offering case management services.



Contact

Direct access for member care management referrals and needs assistance is available Monday through Friday, 8 a.m. to 5 p.m. CST

Call: **855-223-9868 (TTY: 711)**

Fax: 877-473-0056

Email: OKMCDCaseManagement@humana.com

Behavioral Health Coordination

Primary care will provide basic behavioral health services to members including:

- Screening for mental health and substance use issues during routine and emergency visits
- Prevention and early intervention
- Medication management
- Treatment for mild to moderate behavioral health conditions

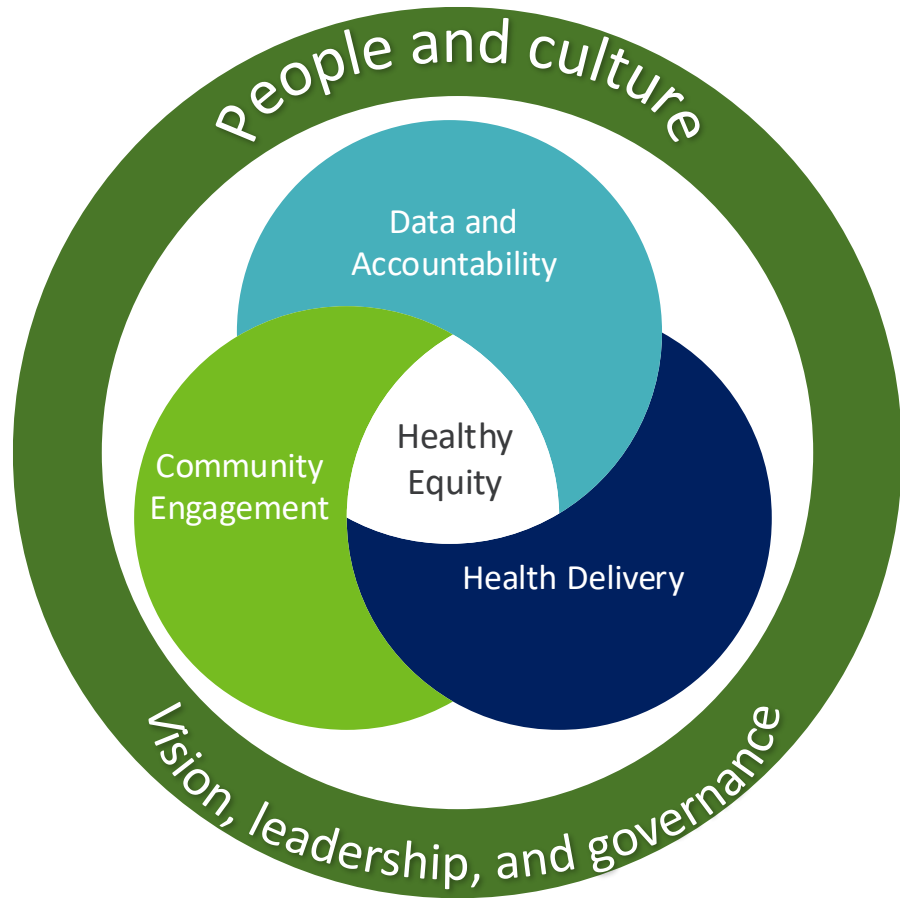
Treating members' needs in their entirety, including behavioral health support

Certified Community Behavioral Health Clinics (CCBHCs) offer a variety of services, including:

- Behavioral health assessments
- Medication management
- Psychiatric social rehabilitation
- Crisis services
- Individual, family and group counseling
- Psychiatric consultations
- Substance use services including medication assisted treatment

Health Equity

Establishing health equity as a key health delivery and culture driver, embedded in everything we do.



- ✓ Address individual and community drivers of health
- ✓ Reduce health disparities and improve health outcomes
- ✓ Accelerate innovation through partnerships and engagement
- ✓ Ensure equitable access to ALL members
- ✓ Cultivate cultural humility and inclusion
- ✓ Deliver optimal care

Community Engagement

Involve local communities in decision-making processes, feedback mechanisms, and partnerships to address needs, reduce gaps in care, and promote better health outcomes.



- Outreach activities
- Education and awareness
- Community forums
- Collaborative partnerships
- Advocacy and empowerment
- Support and participation in initiatives to address Social Determinants of Health (SDoH)

Tribal Liaison

Promote health equity, reduce AI/AN SDOHs and reduce fragmented care gaps.



Conduct outreach and engagement to and with our AI/AN enrollees and ITUs.



Work with Humana subject matter experts to frame and develop awareness on policy, formative issues and escalate concerns at both the Provider and Member fronts.



Navigate with other CE Tribal Liaisons, with OHCA and other state agencies, CMS, the Indian Health Services, Urban Indian Facilities and Indian Tribes.



Oversee the Tribal Concierge team to develop AI/AN cultural awareness.

FarmboxRx | Humana Program

Easy opt-in process for delivery straight to member's home at no cost to them and box includes nutrition education, recipes, and more!



1

Humana's case management team identifies eligible members.



2

Humana's case management team emails request to FarmboxRx.



3

FarmboxRx ships fresh fruits and vegetables with nutrition education.



4

Great experience and happy member



Humana Mixed Produce Box Order Form

Plan Name:
Member Name:
Member ID:
Phone:
Delivery Address:



Fresh Produce Box - Mixed Produce
Fruit & veggie fans! A variety of both fruits and vegetables offered together in one box. The perfect mixture of naturally sweet fruits and nutrient-dense veggies.
Sample menu: Apples, Oranges, Pears, Tomatoes, Avocado, Onion, Russet Potatoes, Lettuce, Carrots, Corn

Addressing Food & Nutrition Insecurity

Q2 Utilization for Humana members



534 boxes delivered



6700 lbs. or 3.4 tons of produce delivered

Humana Healthy Horizons is focused on partnering with local community - based organizations to ensure we are doing our part to support food and nutrition insecurity within our state.





CONTACT

Provider Contracts

okproviderdevelopment@humana.com

Member Services

855-223-9868 (TTY: 711)

Provider Relations

855-223-9868

OkMedicaidProviderRelations@humana.com

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**oklahoma
complete health™**

One Plan. Always covered.

Centene Overview

WHO WE ARE

MISSION

Transforming the health of the communities we serve, one person at a time.

Centene provides access to high-quality healthcare, innovative programs, and a wide range of health solutions that help families and individuals get well, stay well and be well.

OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement



St. Louis

Based company founded in Milwaukee in 1984



60,000
employees



Largest Medicaid Managed Care Company



#1 Marketplace Carrier

WHAT WE DO



50 states

with government-sponsored and commercial healthcare programs

Centene successfully provides **high-quality, whole health solutions for our diverse membership** by recognizing the significance of the many different cultures our members represent and by forming partnerships in communities that bridge social, ethnic and economic gaps.

28.5 million members

Serving more than

1 in 15

individuals nationwide

Profile and Membership

Transforming the health of the communities we serve, one person at a time.

#22

FORTUNE 500® (2024)

#46

FORTUNE GLOBAL 500® (2024)

\$142.0B

2024 Expected Premium & Service Revenue*



28.5 million members

50 states with government sponsored healthcare programs

Leading government-sponsored and commercial healthcare programs

- Medicare PDP
- Medicare and Marketplace
- Medicaid
- Medicaid and Medicare
- Medicare
- Medicare, Medicaid and Marketplace
- ★ Centene Headquarters

13.1M

Medicaid members across 30 STATES

1.1M

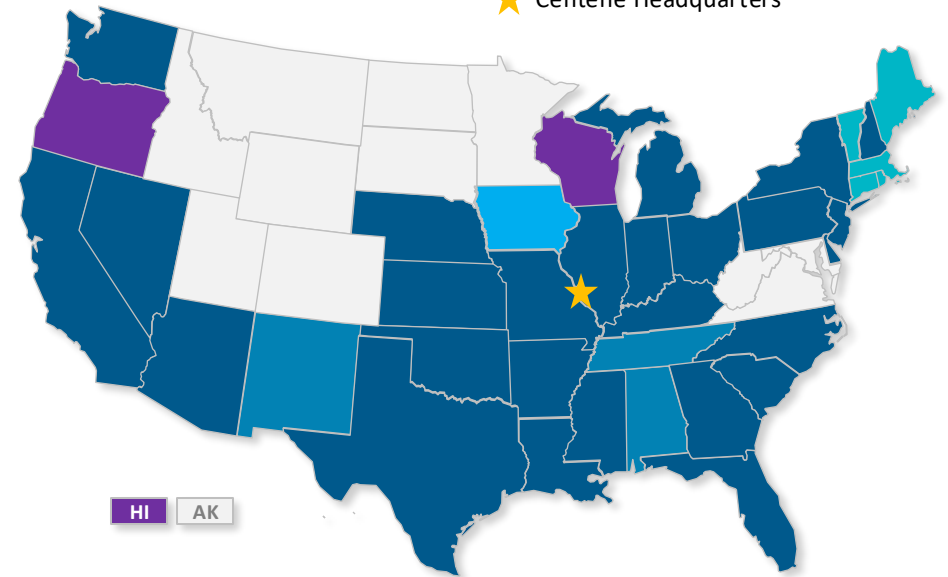
Medicare members across 37 STATES

4.4M

Marketplace members across 29 STATES

6.6M

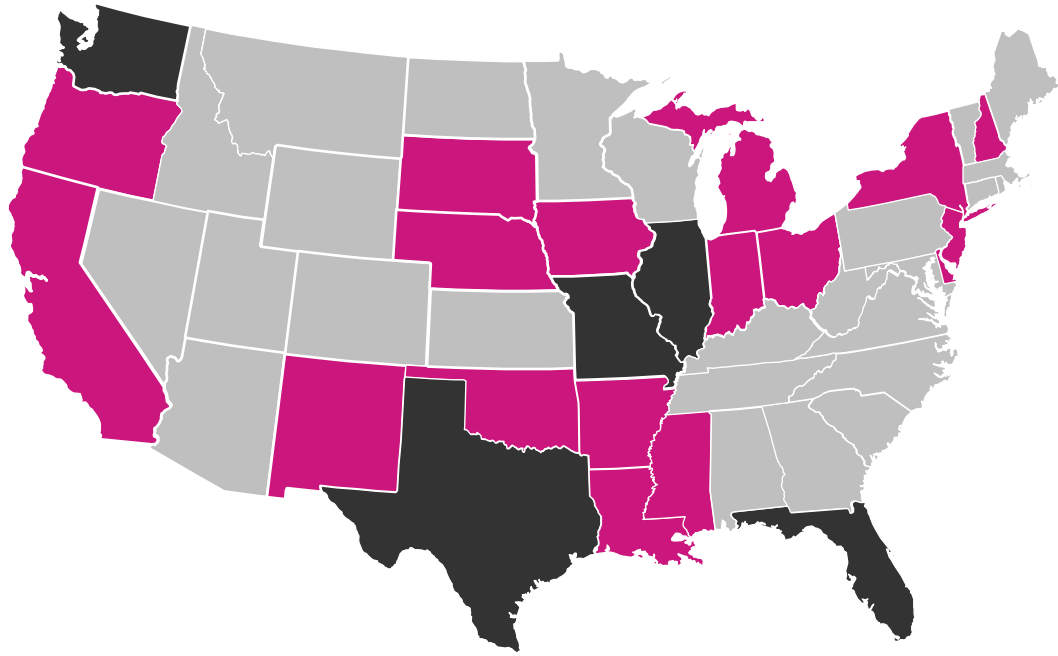
Prescription Drug Plan members across 50 STATES and the District of Columbia



Membership as of June 30, 2024

*Represents the midpoint of our 2024 premium and service revenue guidance range ©2024 Fortune Media IP Limited. All rights reserved. Used under license.

Foster Care



-  Sole-Source Foster Care Partner
-  Children served through the child welfare system enrolled in a Centene Health Plan

National leader in managed care for the foster care population



Over 280,000 children served through the child welfare system are enrolled in a Centene health plan across 21 states

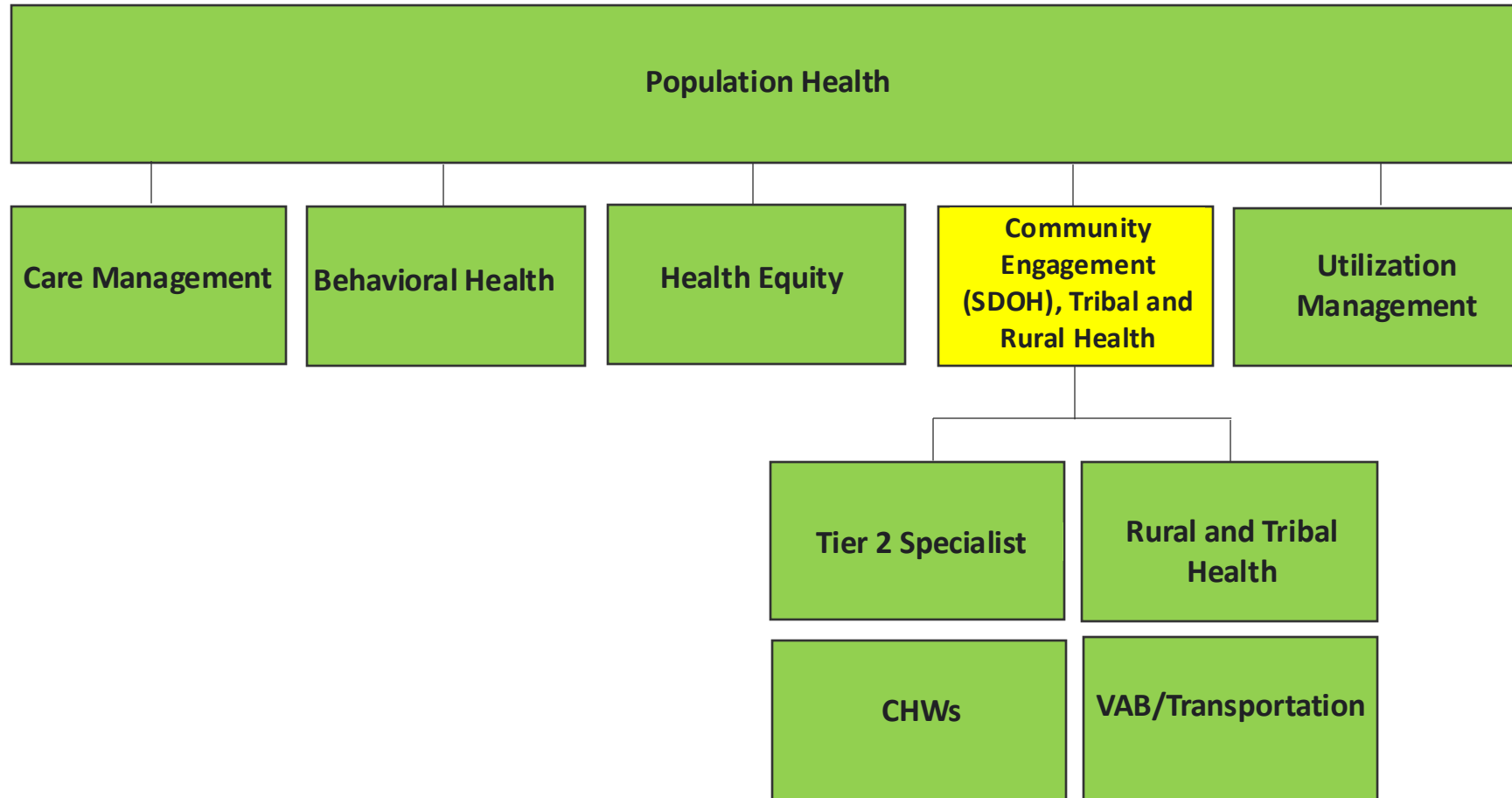


6 Centene health plans serve as the sole managed care partner through a specialty statewide contract – TX, FL, WA, IL, MO and OK



We bring the Centene Families & Futures Model to our specialty plan states which includes a specialized approach to partnership, care management, network development, and training

Our Organizational Structure



Value Added Benefits (VABs)




VAB Comparison by Contracted Entity (CE)

<https://oklahoma.gov/content/dam/ok/en/okhca/soonerselect/docs/health/Health%20VABs%20Comparison%20updated%2020240108.pdf>



The Oklahoma Health Care Authority (OHCA) contracted with three plans to deliver medical services to SoonerSelect members. Each health plan is required to provide the same set of core medical services that are provided to SoonerCare members today. Each SoonerSelect health plan also offers extra services called value-added benefits.

The chart below shows the value-added benefits each plan offers. They may help you determine which health plan will best meet your needs.

		
CHILD BENEFITS		
Diaper Club - Gives members ages 0-2.5 up to \$45 for a monthly allotment of diapers available for purchase online or in person.	Newborn Care Kit - One newborn kit/birth.	
Keeping Kids Safe Medication Lockbox Program - Provides members who are prescribed an opioid and have children in their home with one lockbox per lifetime to secure their medications.		
Healthy Living for Children - Offers members ages 8-16 with an obesity diagnosis \$50 towards home exercise, sports supplies, and after-school programs, as well as two family nutritional counseling sessions. Parents or caregivers of eligible members who complete two virtual nutritional counseling sessions earn a \$20 incentive for each session and qualify for an annual \$100 allowance for sports and fitness program fees.	Weight Management Coaching – Ages 12+, upon physician clearance, receive six coaching sessions. Weight Management Reward – Offers members ages 12+ who are enrolled in the Weight Management program a \$10 reward for completing a well-being checkup, and a \$20 reward for completing the program.	Healthy Weight - Provides adult and family memberships to local YMCAs to support physical activity and healthy lifestyles.
Pyx Health Youth - Provides support for members ages 13-17 who are experiencing loneliness and social isolation. Pyx engages the member through age-appropriate content and peer support to address the member's needs.		Pyx - Pyx is a mobile app that reduces social isolation by providing companionship and resources to members who screen positive for social isolation. Members will receive phone calls from the Pyx Compassionate Call Center and have daily interaction with Pyxir, a friendly 24/7 chatbot that provides an interactive and supportive experience. Members will also be connected to available programs, social services, and covered benefits.

Nutrition Support and Food Security

In addition to ensuring access to food pantries, WIC, and SNAP/DUO, for Members enrolled in CM:

- will receive a \$100 dollar My Healthy Food Reward Card (retailers that accept the food card are CVS, Dollar General, Walgreens, Walmart, etc.) if they screen positive for **food insecurity (including foster care alumni)**
- we will provide 7 days of **medically tailored meals delivered to their homes** for Members who screen positive for food insecurity during hospital discharge
- We will **expand the State's nutritional counseling benefit** by 4 additional hours per year to all Members with chronic conditions

CSP ONLY VAS

- To welcome new caregivers to foster parenting, we will provide seven days of welcome meals to first-time foster parents when they receive the first child into their home.



Enhanced Transportation Services

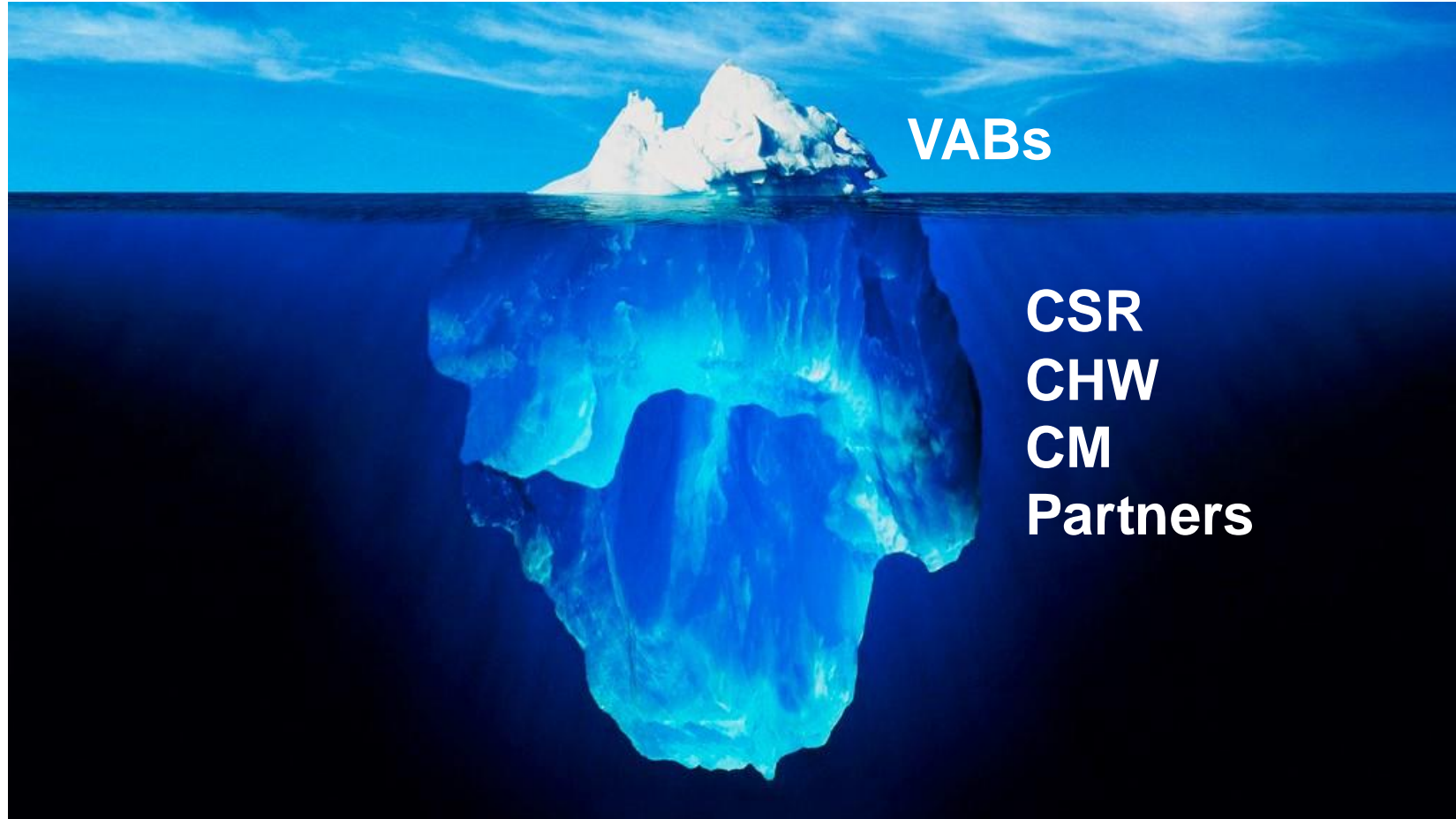
SoonerSelect

- In addition to allowing additional minor children to accompany Members to EPSDT, Provider, and urgent care appointments with advance notice, we will provide:
 - 1 roundtrip daily for parents / guardians to visit a child during an acute hospital stay
 - 5 roundtrips per Member per year to support SDOH needs (e.g., grocery, food pantries, farmers' markets, WIC, childcare, job interviews, and support groups)

Children's Specialty Program:

- 5 roundtrips per Member per year for social outings and visits with biological family
- 15 roundtrips per Member per year to support SDOH needs (e.g., food resources, WIC, childcare, job interviews, education, support groups)
- Transportation for biological parents to attend medical appointments in support of reunification, at the request and approval of OHS
- Transportation for Members to attend OJA appointments

VABs are Just a Tool in a Larger Process



SDOH Process Flow



- What are the member's needs?
- How soon can we find out about them?

- What resources best address the need(s)?
- Using VABs as a tourniquet to bridge to longer term more sustainable solutions
- Detective work

- "Closing the Loop"- Did the resource meet the member's complete need?
- Could they access it?
- What more can we do?

- What are our measures of performance (leading indicators)?
- What are our measures of outcome (improved health)?

Call to Action

What would I like anyone working with our members to know?

- Most VABs are a tourniquet to provide immediate assistance to a member until we can connect them to long term sustainable state or community resources
- Find Help is a great resource anyone to use (<https://www.findhelp.org/>)
- When in doubt have the member call us at the number on their card



Contact Info

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Director, Community Engagement (SDOH), Tribal and Rural Outreach Services



Edmond, OK – Remote

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we serve, one person at a time.*

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**Aetna Better Health[®]
of Oklahoma**

Expanded Medicaid Implications for Food Insecurity: Managed Care Organizations and Food

Terrainia Harris, MPH
Health Equity Officer, Aetna Better Health
of Oklahoma

September 26, 2024





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3886753-01-01







Terrainia Harris, MPH
Health Equity Director,
Aetna Better Health® of Oklahoma






Value-added benefits for members

 <p>Post discharge meals</p>	<p>Eligible members can receive medically appropriate meals post-discharge.</p> <p>Members must have one of the following conditions: diabetes, heart disease/hyperlipidemia, heart disease/hypertension, chronic heart failure, COPD/asthma, cancer, chronic kidney disease/end stage renal disease, obesity, non-healing wound, GERD, high-risk pregnancy, and/or anemia diagnosis.</p>
 <p>Healthy food for diabetes</p>	<p>Upon completion of all diabetes care program screenings, members with diabetes have access to a \$50 monthly reward in healthy food.</p>
 <p>Healthy living for children</p>	<p>Children ages 8-16 diagnosed with obesity receive \$50 towards home exercise, sports supplies and after-school programs and two family nutritional counseling sessions.</p> <p>Parents or caregivers of eligible members can earn \$20 per session for completing the nutritional counseling sessions and \$100 per year for youth sports & fitness fees.</p>
 <p>Ted E. Bear M.D. Cub Club</p>	<p>Ted E. Bear M.D. Club provides children ages 13 and younger with health education regarding diet, exercise, and daily hygiene. Cub Club materials are specialized for children and provide member rewards for completion of challenges, activities and program graduation.</p>

Value-added benefits for members continued

 <p>Non-medical transportation</p>	<p>Members can take up to 10 round trips per year to support key needs such as going to the grocery store, food banks, WIC offices, job interviews, job trainings, shopping for work clothing and getting to other community and social services.</p>
 <p>Go/Get outside</p>	<p>GO/Get Outside inspires people of all ages to get outside for recreation, exercise, education and social activities.</p> <p>Members receive \$40 per year to use toward Oklahoma zoos or state park passes.</p>
 <p>After-school engagement</p>	<p>Members ages 5-18 get up to \$50 per year for activities at YMCAs, Boys and Girls Clubs, Boy Scouts or Girl Scouts and other after-school programs of the member's choice.</p>
 <p>Childcare financial support</p>	<p>Pregnant members with a high-risk pregnancy have access to \$150 per quarter to pay for childcare.</p>

Value-added benefits for members continued

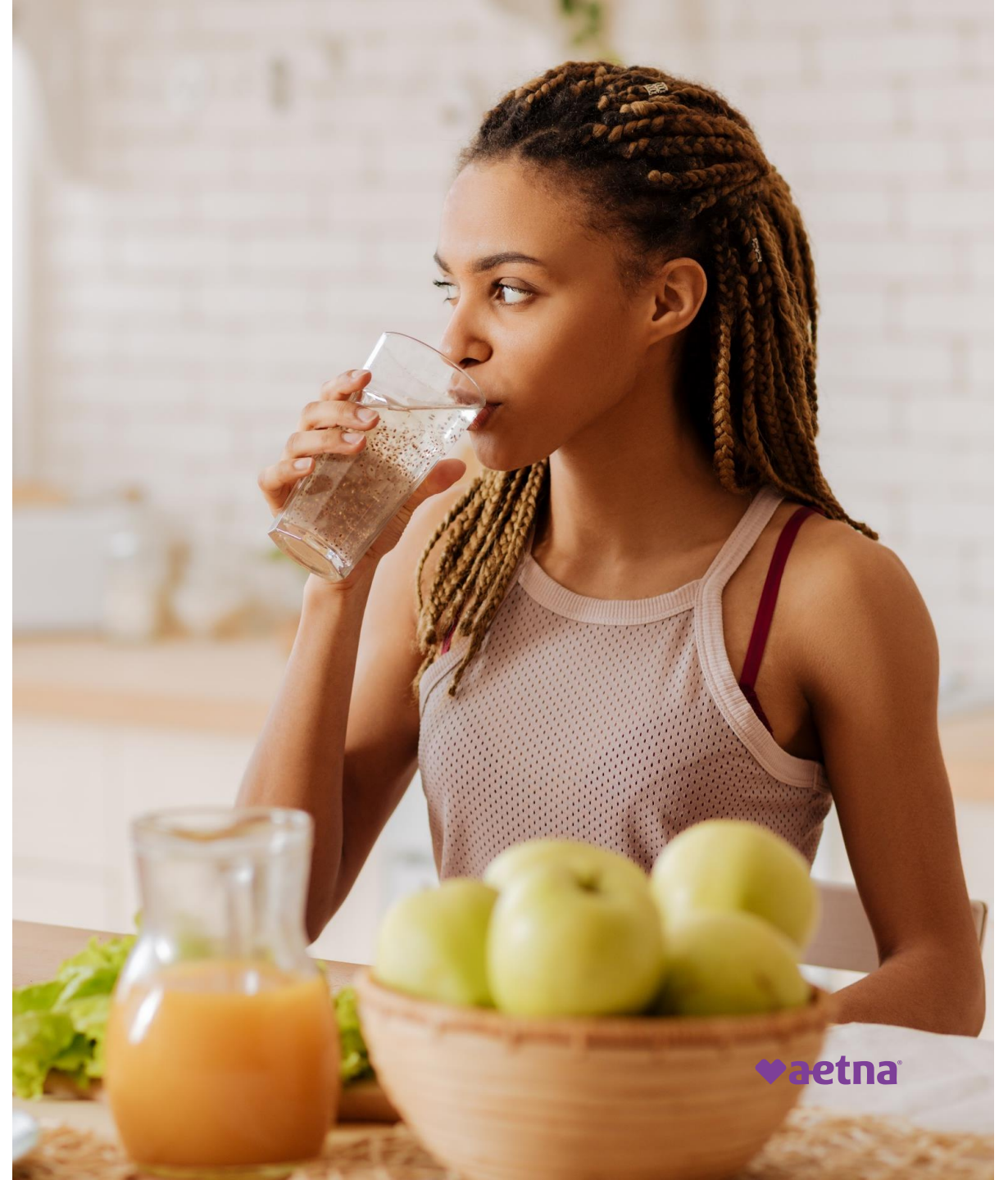
 <p>Diaper club</p>	<p>Members have access to \$45 in diapers every month for children ages 2.5 and younger.</p>
 <p>Short-term housing</p>	<p>Upon discharge from an inpatient treatment facility for substance use, members enrolled in Care Management have access to \$1,200 for three months of short-term housing.</p>
 <p>Incentives for accessing care</p>	<p><u>Maternity Matters Program:</u> Earn \$25 for completing the Notice of Pregnancy form in the first trimester. Earn \$25 for completing an initial prenatal visit. Earn an additional \$10 for each prenatal visit. Earn \$10 for completing an initial maternal dental visit. Earn another \$10 for completing a second maternal dental visit. Earn \$25 for completing a postpartum visit 21 days after post delivery. Earn an additional \$25 for completing a second visit within 22-84 days post-delivery.</p> <p><u>Well-child Incentive:</u> Earn \$25 for completing a well-child exams (3-20 years old).</p> <p><u>Diabetes Care Program:</u> Earn \$15 for completing an A1c test. Earn \$15 for completing a diabetic retinal eye exam. Earn \$15 for completing a kidney screening.</p>

Community CARES nutrition support

One of our Community CARES program's goals is to **ensure reliable access to healthy food for all members of the community**, in partnership with local community-based organizations.

To combat food insecurity in Oklahoma, CARES is focused on the following areas:

- **Access** – establishing food distribution channels.
- **Education** – promoting healthy eating and nutrition education.
- **Partnerships** – collaborating with local community-based organizations.



Food as medicine: FARMacy Program

Aetna West Virginia has funded a partnership for a **16-week program to prescribe and provide fresh, locally sourced fruits and vegetables** from farmers in 30 locations across 24 counties through the 2024 growing season.

Participants can “shop” directly from their providers’ office where a pop-up farmers market will be held and are offered educational counseling in nutrition and culinary skills.

FARMacy WV, a nonprofit established in 2016 by Dr. Carol Greco, Amanda Cummins, aims to address the alarming chronic disease statistics in WV. Dr. Greco highlighted that **WV has the highest chronic disease rates in the nation**, inspiring FARMacy WV to advocate for using healthy food as medicine and emphasizing the important of a nutritious diet in managing and preventing chronic illnesses.

“We know that access to healthy produce translates to **better control of diabetes and better health in patients** who have those barriers based on affordability and lack of access.”

Dr. Carol Greco, Co-founder, FARMacy WV

West Virginia



Above, Dr. Carol Greco, co-founder of FARMacy WV, showed individuals the local produce available through the nonprofit's location at the Ohio Valley Health Center. Below is another set up of produce at Tri-County Health Clinic.



Thank you





Scan to Give Session Feedback



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