ACAP
Association for Community Affiliated Plans

How Medicaid Means Jobs for Better Health

September 20, 2019

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Agenda

- **Jennifer McGuigan Babcock, Vice President of Medicaid Policy, ACAP**
  - Overview of Social Determinants of Health & Medicaid
  - How ACAP Safety Net Health Plans Provide Employment & Education Supports
- **Karin VanZant, MPA, Vice President, Integrated Community Partnerships and Christina Tellis, Life Coach, CareSource**
  - Insights from an Ohio- based Medicaid Managed Care Plan
- **David Carter, Graduate, CareSource Life Services JobConnect**
  - Perspectives on Medicaid Coverage and Employment
- **Questions & Answers**

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About ACAP

- **Our mission** is to strengthen not-for-profit Safety Net Health Plans in their work to improve the health and well-being of lower-income people and/or people with significant health needs.
- **Our vision** is a country with accessible, affordable, high-quality care, regardless of income, provided through coordinated care entities.

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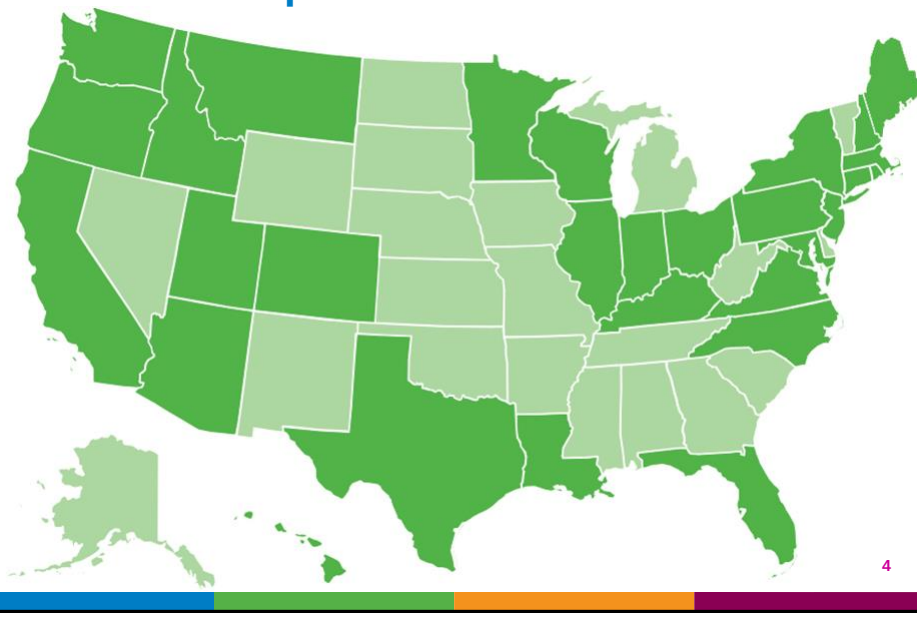
ACAP's 69 Member Safety Net Health Plans Operate in 30 States



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Background

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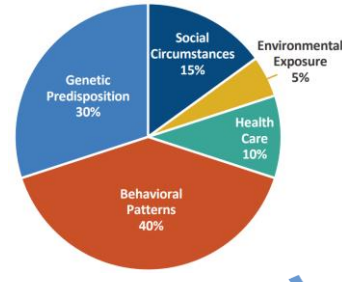
Social Determinants of Health (SDOH)

- The conditions and environments in which people are born, live, learn, work, and play.
- Have a marked impact on individuals' health, often larger than that of medical care.
- Factor into strategies to provide better, more efficient care.

Determinants of Health and Their Contribution to Premature Death



SOURCE: Kaiser Family Foundation. (November 2015). Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity. http://kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/

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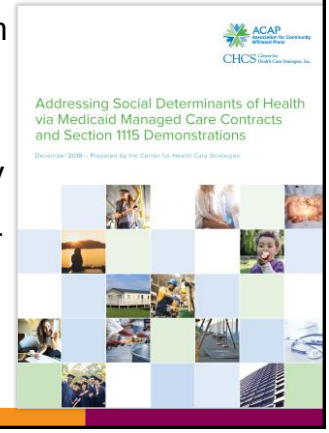
How State Medicaid Programs are Encouraging Employment

- ACAP report by Center for Health Care Strategies studied
  - Requirements and incentives for MCOs related to SDOH in managed care contracts/requests for proposals in 40 states *and* 25 approved § 1115 demonstrations.
- CHCS found that 8 states explicitly reference employment in plan guidance or requirements. Another 6 reference education.



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Most Medicaid MCOs Provide Services to Improve SDOH

- Kaiser Family Foundation's 2017 national survey of Medicaid managed care plans shows that 91 percent of MCOs report activities to address SDOH.
  - Housing and nutrition/food security are most common activities.
- Roughly a third of MCO respondents provide employment supports; just over half provide services related to education.

SOURCE: Kaiser Family Foundation. (March 2018). Medicaid Managed Care Plans and Access to Care. http://files.kff.org/attachment/Report-Medicaid-Managed-Care-March-Plans-and-Access-to-Care

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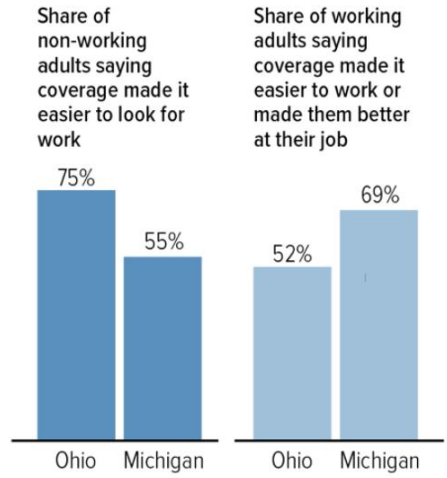
A Word about the Medicaid Expansion: Enrollees Report Coverage Helps Them Work and Look for Work



Source: Ohio Department of Medicaid and University of Michigan Institute for Healthcare Policy and Innovation, 2017

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How ACAP Safety Net Health Plans Provide Employment & Education Supports

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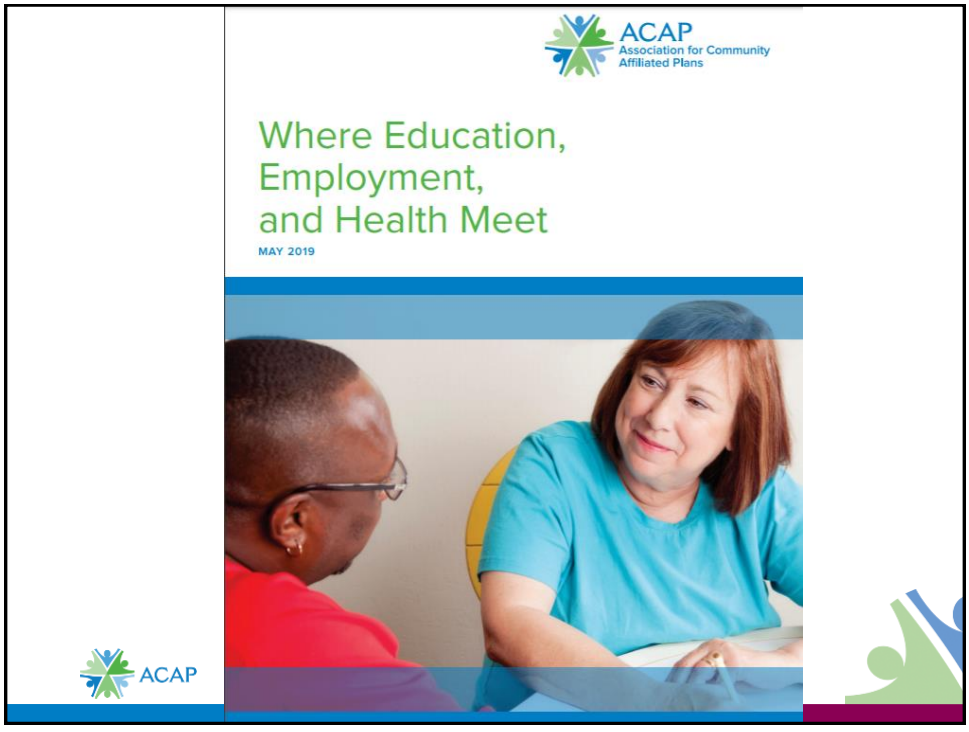

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CWIP

AMIDA CARE
ABOVE AND BEYOND FOR YOU

- Objective: Help members gain livable wage employment in New York City.
- Launched in 2016
- Targeted members
  - All members
- Community Partnerships
  - Providers
  - Local Government
- Total participants
  - 18 participants serving six community health clinics

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CWIP

AMIDA CARE
ABOVE AND BEYOND FOR YOU

- The project harnesses the skills and life experience of consumers and builds the capacity of community-based safety-net health care providers.
- It provides ongoing fiscal and technical support to the hired members and to contracted community providers that employ them.
- The program's ultimate goal is to move consumers towards livable wage employment and private health insurance coverage.
- All workers are individuals with a shared experience of living with HIV/AIDS, living with Hepatitis C, or accessing harm reduction services.

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CareerReady

COMMUNITY HEALTH CHOICE
COMMUNITY CARES.

- Objective: The objective is to help members achieve economic independence through furthering their education.
- Launched in 2017
- Targeted members
  - High school students
  - Pregnant women
- Community Partnerships
  - George Sanchez Charter School
  - Houston Community College
- Total participants
  - 12 high school seniors
  - 23 pregnant women

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CareerReady

COMMUNITY HEALTH CHOICE
COMMUNITY CARES.

- Community covers all tuition, books, and supplies for eligible members to attend Houston Community College with the goal of completing a job certification program.
- CareerReady participants are assigned a life coach who helps members by:
  - Providing assistance to overcome any hurdles faced while applying for college;
  - Making connections to community resources to address social needs such as food, clothing, housing, and transportation;
  - Build program participants' soft skills including conducting mock interviews and resume editing;
  - Assisting with the employment search; and
  - Providing participants support during their enrollment in school and their first years of employment.

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CareSource
LIFE SERVICES

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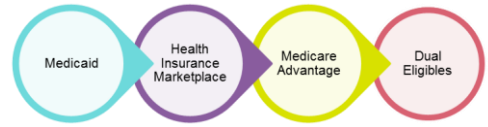
Our MISSION

To make a lasting difference in our members' lives by improving their health and well-being.

CARESOURCE

- A nonprofit health plan and national leader in Managed Care
- 30-year history of serving low-income populations across multiple states and insurance products
- Currently serving members in Georgia, Indiana, Kentucky, Ohio and West Virginia
- 4,000+ employees located across 21 states



1.8M members

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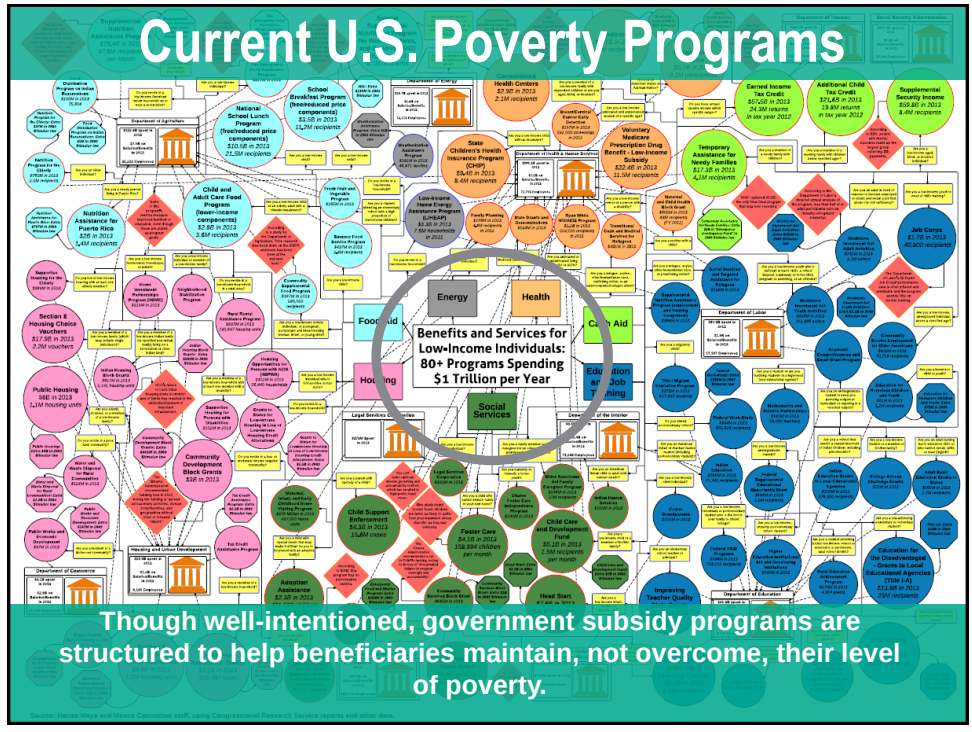

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Our Approach

LIFE SERVICES *JobConnect*

WHAT MAKES OUR EMPLOYMENT PROGRAM UNIQUE?

- **Leverages an integrated traditional health care model and a new social determinants of health program (Life Services)**, which re-envisions CareSource's role in its members' lives.
- **Provides individualized risk assessment, case management and coaching assistance** to stabilize members by addressing their member-specific health and social obstacles before attaining (and retaining) long-term employment and self-sufficiency.
- **Partners with employers over the long-term** to provide a pipeline of work-ready candidates for real world positions and to support employee advancement for 24 months post hire.

19 Confidential & Proprietary CareSource LIFE SERVICES

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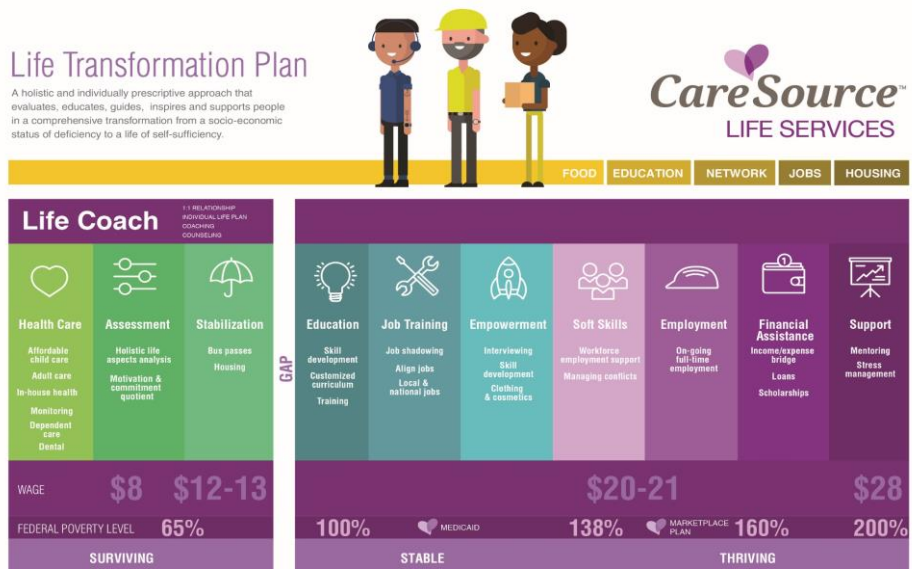
The Life Coach does more than find a member a job



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Member Story

CareSource LIFE SERVICES

David knew he was ready for something different in his life. After connecting with his Life Coach, his world began to **SHIFT** and the **GOALS** he wanted to pursue finally came into action.

ACHIEVEMENTS

- Regained barber's license
- Working as barber and full-time at Fuyao
- Gained custody of daughter and has a new baby

GIVING BACK

- Donating barber services at HUD Family Initiative
- Recruiting other barbers to donate their services

LONG-TERM GOALS

- Continue education
- Start a non-profit
- Home ownership

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CONSUMER IMPACTS

*As of 9/3/2019

Over 16,500 Members who have interacted with Life Services.

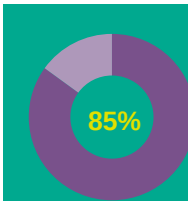
3,786 Members who have opted into Life Services.

Active participants working with Coaches. **3,756**

1,604 Employed Members

Employer Partners **505**

13,147 Total Community Referrals



Members who have retained employment.

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No comparable program in America is yielding these results.

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LIFE SERVICES

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Thank you!

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