



Business Review Meeting

Performance, Opportunities
and Recommendations

March 7, 2019



Healthcare



Participants



Tammy Schmaeng
Tara Dunlap
Victoria Barnes
Brian Carey

Attending by Phone

Jennifer Thomas
Erica Wilson
Erin Greer
Sarah White
Matthew Bradshaw
Margaret Rother
Deanna Walker

Mike Morrison
Katy Brant
Joe Alberta
Matt Malin
Liz Tingley
Stephanie Elliott
Nathan Schneider
William Milliken, MD
Joshua Holmberg
Kathy Warling-Smith
Melissa Guevara

Attending by Phone

Anthony Kern
Bryan Foster
Theresa Massing
Brittany Feese
Shelly Monahan
Kimberly Wilson



Agenda

Centene Overview

- Update of Payment Integrity Initiatives

Equian Updates

- Top 2019 Initiatives

Executive Overview

- 2018 Savings and Operational Summary
- 2019 Focus and Projections
- Barriers and Challenges

DRG Validation / Hospital Bill Audit

- Program Results
 - Achievements and Areas of Improvement
 - Sunflower DRG Validation

Data Mining

- 2018 Results and Lesson Learned
- 2019 Action Plan

Clinical Review & Resolution

- 2018 Results
- Program Highlights and Focal Points
- Growth Opportunities

Subrogation

- 2018 Results and 2019 Projections
- Program Highlights

Questions and Follow-up



Corporate Updates

Centene

- 2019 Cost Containment Objectives

Equian

- 2019 Payment Integrity Initiatives
- Future Partnership
 - Key Account Support Model - Client Managing Director (Stephanie) and Client Operations Director (Nathan)



Executive Summary

Service	2018 Savings	Contributing Factors (Above/Below)	2019 Projected	2019 Focus	2019 Opportunities
Clinical Review & Resolution	\$17.1M	<ul style="list-style-type: none"> Very low referral volume in new states/LOBs Claims on hold for IZ in excess of \$100M 	\$20.6M	<ul style="list-style-type: none"> Implementation Analytics Program Positioning and Engagement 	<ul style="list-style-type: none"> Fidelis (1.7M members) Add MS, NM, IA, NC and PA (approximately 1.4M members)
Subrogation	\$6.2M	<ul style="list-style-type: none"> Acquired HMS business Strong inventory growth 	\$7.1M	<ul style="list-style-type: none"> SubroPoint conversion Data loading QA 	<ul style="list-style-type: none"> Add CA, TX, FL, NM and IA
Data Mining	\$2.0M	<ul style="list-style-type: none"> Provider letter process Approval process timing 	\$3.0M	<ul style="list-style-type: none"> Quality Assurance: Letters, Concepts Pricing/Inpatient focus 	<ul style="list-style-type: none"> Process Improvements
DRG/HBA	\$3.3M	<ul style="list-style-type: none"> Provider signoff project Reporting enhancements 	\$4.2M (includes KS)	<ul style="list-style-type: none"> Eliminate Provider Signoff barrier OmniClaim DRG expansion 	<ul style="list-style-type: none"> Kansas go-live; additional states Reduce HBA facility access barriers
Totals	\$28.6M	<ul style="list-style-type: none"> Up 23% over 2017; 5% under \$30M target 	\$34.9M		

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Executive Summary (continued)

Growth Opportunities

Product	New Plans	Estimated Incremental Annual Gross Savings	2019 Savings Opportunities
Clinical Review & Resolution	Add Fidelis, MS, NM, IA, NC and PA	\$18.8M	Fidelis - \$6.4M savings (6/1) New Mexico - \$385K savings (7/1) Mississippi - \$437K (7/1) Iowa - \$270K (9/1)
Subrogation	Add CA, TX, FL, NM and IA	\$6.0M (Year 1)	All five plans - \$3.0M savings (7/1 launch)
Total		\$24.8M	\$10.5M

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Centene Corporation

Clinical Review & Resolution (CRR)

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Clinical Review & Resolution 2018 Overview

Reporting

Interactive Tableau Dashboard

- May 1 go-live
- Added Executive Summary, Claims on Hold and Claims in Process tabs

Enhanced Quarterly Report Package

- Blending benefits of Tableau reporting with historical quarterly reports

Strong Collaboration and Partnership

- Onsite support (Coordinated Care, Centurion of Tennessee, etc.)
- Support provided by Equian's Account Coordinator, Account Manager and Client Managing Director

Streamlined Appeal Response Approval Process

- Appeal responses are now sent without multiple review/approval iterations

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Clinical Review & Resolution Savings Overview

Total Gross Savings Since Program Inception in 2009 = **\$91,095,771**

	Claims Billed	Total Facility Billed Charges	Original Balance Due	Adjusted Balance Due	Gross Savings	Average Gross Savings
2018	1,019	\$814,974,194	\$215,733,228	\$198,561,521	\$17,171,707	\$16,852
2017	929	\$748,659,751	\$190,035,570	\$171,862,399	\$18,173,171*	\$19,562*
2016	793	\$532,684,554	\$141,512,546	\$128,570,282	\$12,942,263	\$13,931
2015	716	\$440,627,215	\$120,853,715	\$109,224,628	\$11,629,087	\$12,518

* Three claims accounted for \$1,130,212 in savings



Clinical Review & Resolution Plan Summary

Top 10 Plans

	Gross Savings (2018)	Gross Savings (2017)	Savings per Claim (2018)	Savings per Claim (2017)	Billed Claims (2018)	Billed Claims (2017)
Superior Health Plan	\$3,068,250	\$2,351,436	\$38,353	\$41,253	80	57
Buckeye Health Plan	\$2,651,464	\$1,663,039	\$10,237	\$14,717	259	113
IlliniCare Health	\$2,562,609	\$3,685,519	\$22,880	\$24,570	112	150
Sunshine Health Plan	\$2,037,525	\$2,833,250	\$30,872	\$27,243	66	104
Nebraska Total Care	\$1,157,730	N/A	\$35,083	N/A	33	N/A
Sunflower Health Plan	\$1,062,995	\$937,019	\$10,320	\$13,197	103	71
Coordinated Care	\$932,737	\$1,325,562	\$9,616	\$12,505	97	106
Home State Health	\$815,906	\$1,523,022	\$14,067	\$27,691	58	55
Centurion of Tennessee	\$539,419	\$526,547	\$12,545	\$10,970	43	48
Peach State	\$335,740	\$1,159,796	\$19,749	\$23,669	17	49





Clinical Review & Resolution Opportunities

Key Focal Areas – CRR to become a Gold Star Service

- Increase engagement with Providers, RVPs and additional Centene resources – be more proactive internally and externally. Work closely with Jennifer Whittaker.
- Revise implementation strategy and prioritize new plan roll-outs. Follow new Centene Forward CRR adoption philosophy.
- Increase use of analytics and real-time reporting to make better business decisions
- Implant/transplants – Centene wide policy

Enhanced Clinical Review & Resolution Platform

- ClinicalPoint
- Business Rules Engine

Ongoing Lobbyist Initiative

- Meetings in Washington, D.C and Florida

New Plans and/or Lines of Business

- Fidelis – onsite meeting occurred on February 26th
- Mississippi (multiple lines of business), New Mexico, Iowa, North Carolina and Pennsylvania

