



FROM



September 25, 2024

---

# Annual Health Carrier Public Forum

# Public Notice

---

## **Public Notice: Annual Public Forum for Coordinated Care Corporation d/b/a Managed Health Services (MHS)**

Pursuant to Indiana Code (IC 27-2-26 (1-3)), Managed Health Services (MHS) announces their public health forum will be held virtually on September 25, 2024, at 2 p.m. The forum will be available to be viewed by the public online. The purpose of the public forum is to provide members of the community with an opportunity to comment on Ambetter from MHS' performance in 2023 and discuss the premiums (as defined in IC 27-1-2-3(w)) charged by Ambetter from MHS.

Information that will be discussed during the public forum include:

- The premiums (as defined in IC 27-1-2-3(w)) charged by Ambetter from MHS.
- Ambetter from MHS' strategy to lower health care costs.
- Any increase in Ambetter from MHS' premiums, on average statewide, that occurred in 2023.

For additional information on the public forum, please contact Christina Hage, Senior Vice President of External Relations, at 1-877-647-4848.



# Agenda

---

- Ambetter from MHS Overview
- Review Ambetter from MHS' 2023 performance through:
  - The premiums (as defined in IC 27-1-2-3(w)) charged by Ambetter from MHS.
  - Ambetter from MHS' strategy to lower health care costs.
  - Any increase in Ambetter from MHS' premiums, on average statewide, that occurred in 2023.
- Ambetter from MHS' Community Investment
- Public comment on health carrier's performance in the previous year and discussion on the premiums (as defined in IC 27-1-2-3(w)) charged by Ambetter from MHS.

# MHS Purpose and Mission

---

## OUR PURPOSE

---

*Transforming the Health of the Community,  
One Person at a Time*

---

## OUR MISSION

---

Better health outcomes at lower costs

---

## OUR BRAND PILLARS

---

Focus on Individuals • Whole Health • Active Local Government



# Right Care. Right Time. Right Location.

- Closing Care Gaps
- Telehealth
- Start Smart for Your Baby®
- My Health Pays®

# Telehealth

---

Ambetter from MHS members have virtual 24/7 access to healthcare professionals to assist with their care on when and where they need it.

Member can access care via phone or video for non-emergency health issues. This allows members to request prescriptions or ask for medical advice 24 hours a day, seven days a week.

The 24/7 nurse advice line makes it easy for members to get answers to health questions any time. A registered nurse can assist members with their health or medications, or whether they should go to the emergency room, urgent care clinic, or can wait to see their regular provider.

# Closing Care Gaps

---

Ambetter from MHS worked to help members close various care gaps to ensure members were receiving the proper care throughout the year.

Targeted communications were sent out to members to share information on services available for various health conditions. These include:

- Asthma
- Breast cancer
- Colorectal cancer
- Diabetes
- Opioid use
- Well child visits
- Well women visits

# Start Smart for Your Baby®

---

Start Smart for Your Baby® (SSFB) is an evidenced-based maternity program that identifies and engages members to improve pregnancy and birth outcomes.

SSFB connects expecting mothers with care managers to engage and empower members in accessing care and programs such as:

- Medical and behavioral healthcare
- Wellness programs
- Medical equipment
- Educational resources

Every member enrolled in SSFB receives clinically informed health education materials promoting prenatal care, postpartum care, newborn care, and healthy lifestyle habits.



# My Health Pays® Rewards Program

Ambetter from MHS will reward members' healthy choices through our My Health Pays® Rewards Program. Members can earn dollar rewards by staying up-to-date on preventive care. These rewards will be added to a rewards card that can be used to pay for everyday items at Walmart\*, utilities, transportation, telecommunications (cell phone bill), childcare services, education and rent.

You can earn rewards by completing the following healthy activities:

- Wellbeing Survey
- Annual Well Visit
- Comprehensive Diabetes Screenings
- Disease Management Participation
- Risk Assessments
- Clinical Screenings
- Educational Activities



*\*This card may not be used to buy alcohol, tobacco or firearms products. This card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.*

## My Health Pays®:

Offers fun, educational activities via challenges and power-ups on the MHP portal

- Ex: Challenges where members can be rewarded after tracking their steps

Additionally, My Health Pays® encourages healthy behaviors via clinical screenings and more.

### Power-ups and Challenges:

- Wellness and health literacy activities have increased engagement across MHS membership. Participation drove \$826k in 2023 member incentives.

### Clinical Activities

- Participation in the MHP program encouraged members to complete clinical wellness activities to receive total of \$696k of incentives for 2023.

### Participation

- Currently, over 13,000 MHS members participate in the My Health Pays® program.

# Average Changes in Ambetter from MHS Premiums in 2023

## Average Premium Per Member

	2023	2022	Increase/(Decrease)
Marketplace	\$645.19	\$686.62	(\$41.43)

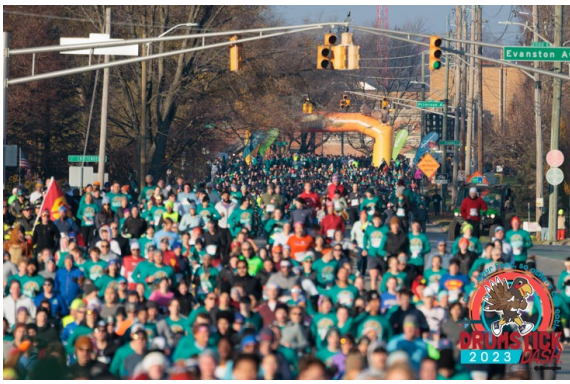
*Marketplace average premium per member represents the average dollars MHS receives through premiums paid by individuals and/or CMS (Centers for Medicare and Medicaid Services).*

## Average Premium Per Member By Tier

	2023	2022	Increase/(Decrease)
Gold	\$670.25	\$683.56	(\$13.30)
Silver	\$608.78	\$646.37	(\$12.89)
Bronze	\$574.89	\$596.29	(\$12.84)

# Community Engagement





# Wheeler Missions

## Drumstick Dash



Ambetter from MHS and Wheeler Missions partnered together at the 2023 Drumstick Dash to help those experiencing life threatening issues like homelessness, hunger, and addiction.

Drumstick Dash is a 4.3- and 2.6-mile race/ walk and all proceeds provide meals and care for men, women, and children in our community.

MHS was able to participate by having an Ambetter booth providing resources and giveaways to the participants at the packet pick up expo on Wednesday November 22<sup>nd</sup>.



- 560 volunteers
- 15,155 runners and walkers (866 virtual participants)

Race day is held on Thanksgiving day annually and in 2023 MHS helped provide 376,843 nutritious meals

# Pacers Sports & Entertainment Partnership

## *Mad Ants STEAM Fest*

Ambetter from MHS and the Fort Wayne Mad Ants partnered together to bring the Mad Ants STEAM Fest to Hoosier kids.

This event is focused on Science, Technology, Arts and Mathematics (STEAM). Kids who attended the event got to interact with different companies that brought activities focused on STEAM. After, they were able to attend the Mad Ants' basketball game for free, that same day!

Ambetter from MHS had a booth at the Fest and at the game. Ambetter also made an appearance on NBA Live during the game!





# Ambetter from MHS & Fort Wayne Mad Ants

Friday, March 10<sup>th</sup>, 2023, Ambetter from MHS sponsored a basketball clinic at the Renaissance YMCA located in Fort Wayne, Indiana.

Players and coaches from the Fort Wayne Mad Ants hosted the clinic for the youth, giving them the opportunity to interact with the Mad Ants and work on various basketball skills.



Ambetter from MHS was onsite with an informational table handing out insurance information. In addition to that, we handed out stainless steel Ambetter from MHS branded water bottles to all the kids that participated. All kids received a Mad Ants t-shirt, co-branded with Ambetter from MHS on the back.

This year's event doubled in attendance, serving more than 75 kids from the community!



# MHS in the Community

## We Make a Difference

- 868.5 hours completed
- 31 volunteer opportunities
- Support organizations
  - Wheeler Missions
  - Habitat for Humanity
  - Million Meal Movement
  - Firefly Family & Children Alliance
  - Gleaners Food Bank
  - The Villages
  - Indianapolis Urban League
  - Shephard Community Center
  - MHS & PACERS Block Out Hunger





---

**Public comment on Ambetter from MHS' performance in the previous year and discussion on the premiums (as defined in IC 27-1-2-3(w)) charged by Ambetter from MHS.**

# Thank you for attending!

If you would like this information in another format or language, please reach out to MHS.  
Si desea esta información en otro formato o idioma, comuníquese con MHS.



FROM



# Appendix

## ANNUAL STATEMENT FOR THE YEAR 2023 OF THE Coordinated Care Corporation

## EXHIBIT OF PREMIUMS, ENROLLMENT AND UTILIZATION (a)

REPORT FOR: 1. CORPORATION

Coordinated Care Corporation

2.

(LOCATION)

NAIC Group Code

1295

BUSINESS IN THE STATE OF Indiana

DURING THE YEAR 2023

NAIC Company Code

95831

	1 Total	Comprehensive Hospital & Medical)		4 Medicare Supplement	5 Vision Only	6 Dental Only	7 Federal Employees Health Benefits Plan	8 Title XVIII Medicare	9 Title XIX Medicaid	10 Credit A&H	11 Disability Income	12 Long-Term Care	13 Other Health	14 Other Non- Health
		2 Individual	3 Group											
Total Members at end of:														
1. Prior Year .....	391,123							8,748	382,375					
2. First Quarter .....	399,091							7,133	391,958					
3. Second Quarter .....	389,984							7,113	382,871					
4. Third Quarter .....	362,218							6,985	355,233					
5. Current Year .....	358,549							6,846	351,703					
6. Current Year Member Months .....	4,529,139							84,664	4,444,475					
Total Member Ambulatory Encounters for Year:														
7. Physician .....	1,799,012							135,817	1,663,195					
8. Non-Physician .....	2,678,614							34,322	2,644,292					
9. Total .....	4,477,626	0	0	0	0	0	0	170,139	4,307,487	0	0	0	0	0
10. Hospital Patient Days Incurred .....	195,101							18,112	176,989					
11. Number of Inpatient Admissions .....	33,212							1,785	31,427					
12. Health Premiums Written (b) .....	2,332,519,648							104,012,605	2,228,507,043					
13. Life Premiums Direct .....	0													
14. Property/Casualty Premiums Written .....	0													
15. Health Premiums Earned .....	2,327,195,067							98,688,024	2,228,507,043					
16. Property/Casualty Premiums Earned .....	0													
17. Amount Paid for Provision of Health Care Services .....	2,122,458,137							84,222,856	2,038,235,281					
18. Amount Incurred for Provision of Health Care Services .....	2,143,574,281							81,835,033	2,061,739,248					

(a) For health business: number of persons insured under PPO managed care products .....0 and number of persons insured under indemnity only products .....0

(b) For health premiums written: amount of Medicare Title XVIII exempt from state taxes or fees \$ .....104,012,605