Making the Vision a Priority

8/30/2017

Molina Healthcare, Inc. and Prospera Housing Community Services – Health & Housing Pilot Project

Michelle Bentzien-Purrington, VP MLTSS and Duals Integration, Molina

Gilbert M. Piette, Executive Director and CEO, Prospera

The Molina Healthcare Story

Taking care of kids, adults, seniors and families for over 35 years

Molina Healthcare was founded by emergency room physician Dr. C. David Molina in 1980. After having treated patients with everyday ailments in the ER because they had no primary care physicians, Dr. Molina opened a clinic especially for them. Today Molina Healthcare continues his mission, serving millions of people through Medicaid, Medicare and the Marketplace, as well as other government-sponsored programs for low-income families and individuals.
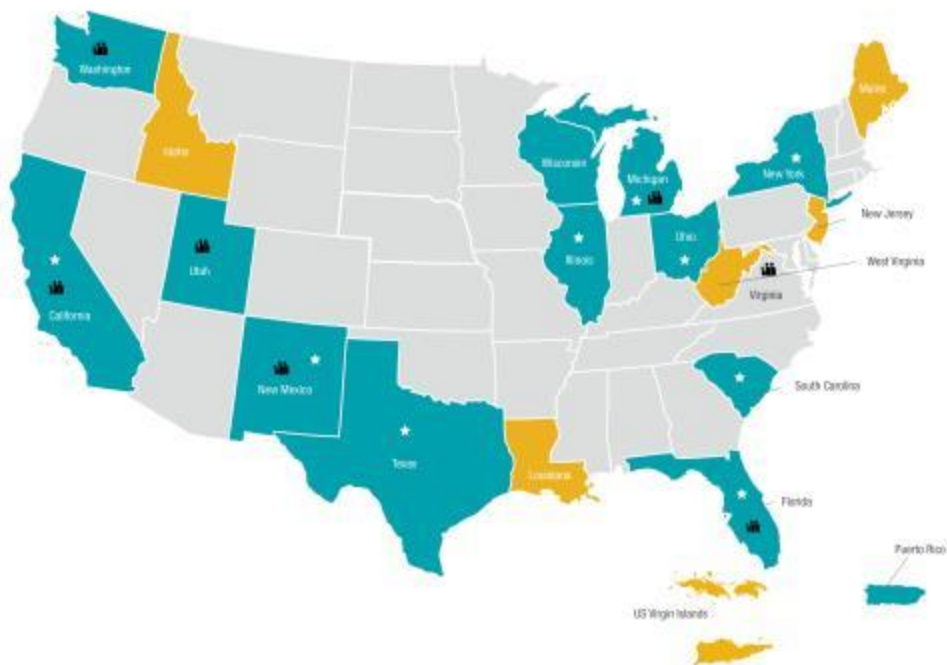
9 of 12 Molina plans are NCQA accredited
National Committee for Quality Assurance (NCQA)

11 of 12 Molina Health Plans have earned NCQA's Multicultural Health Care Distinction

4.2M¹ served through managed care
226K¹ MLTSS program enrollment in 9 states

Molina Health Plans
Medicaid, Medicare, Marketplace and other government-sponsored programs*

Molina Medicaid Solutions
Medicaid Management Information Systems

Molina Medical Clinics
Primary care clinics
- California: 19
- Florida: 2
- New Mexico: 1
- Michigan: 1
- Utah: 2
- Washington: 1

Clinics managed and operated by Molina
- Virginia: 3

Includes MLTSS
California, Florida, Illinois, Michigan, New Mexico, New York, Ohio, South Carolina, Texas.

As of December 31, 2016

Improving Lives.

Building Communities.

PROSPERA has been empowering families for over 25 with a sustainable business model providing safe, high-quality, affordable housing with supportive resident services. Our housing provides "community" and a starting point for residents to stabilize their lives, pursue goals, fulfill dreams and build self-endurance – so they can "prosper".
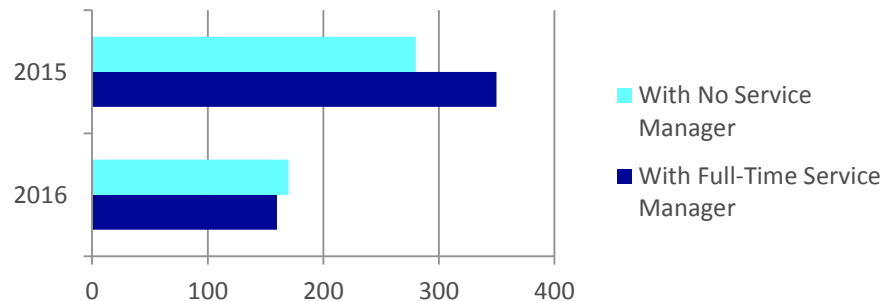
Visit us at www.ProsperaHCS.org

Health & Housing: The Observation

Annual ER Visits/K Molina
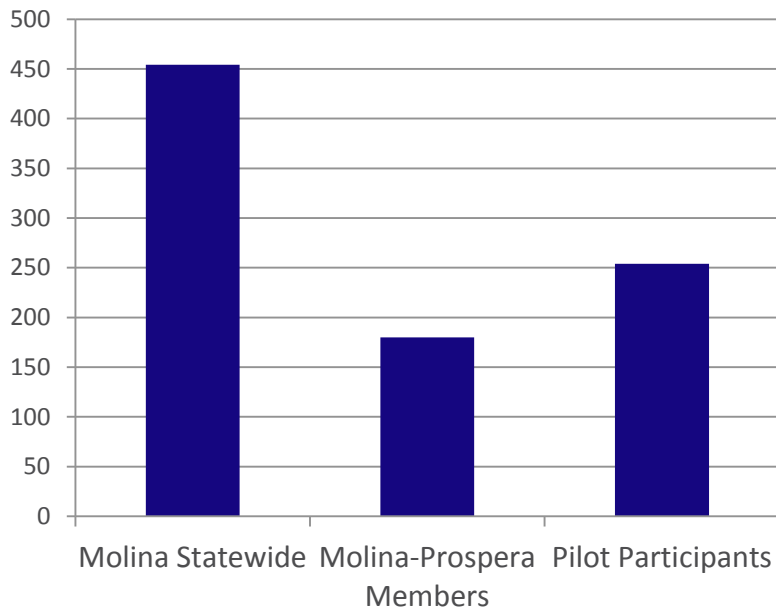
- Aligned missions, visions, values

- Focus on empowering members

- Molina's Prospera members use ER less

- Improved outcomes at sites with full-time services managers

ER Visits/K Molina Members Across Prospera Properties

Health & Housing: The Opportunity

Formal collaboration between Molina and Prospera

Dedicated relationship between Molina Service Coordination and Prospera Service Manager

Co-developed training materials

Alert to change in conditions (with member consent)

Demonstrate results: tracking overall cost of healthcare and key health indicators for members

Tracking overall cost of healthcare and key health indicators for members:

- ED utilization
- Inpatient hospitalizations
- IP readmissions,
- Selected HEDIS scores
- Member growth and retention rates
- Member satisfaction

Identifying Synergies & Eliminating Barriers

- **Impact for the Member**

- **Value of Roles and Responsibilities**

Making the Vision Happen - Action Oriented

Building Relationships

Establishing Buy-In

Understanding Roles and Responsibilities

Engaging the Team

Early Findings

91% participation rate

45 participants

Pilot member baseline data shows higher utilization than overall Prospera population

Early Findings

- **Economic Stability**

- **Education**

- **Social & Community**

- **Health**

Next Steps

- **Regular Reporting of Metrics**

- **Continued Engagement with Members**

- **Potential for Expansion**

Questions