Agenda

Introduction

Our Customers

- Population
- Our customers’ needs

Our Services

- Health Risk Assessment (HRA)
- Individualized Care Plan (ICP)
- Benefits

Conclusion
Introduction
Introduction

The Aetna Better Health of Ohio plan is a MyCare Ohio plan. MyCare Ohio is a collaboration between Medicare and the Ohio Department of Medicaid (ODM). This is a duals demonstration program which provides health care services for residents in qualifying geographic regions who are both Medicare and Medicaid eligible. The goal of MyCare is to provide more cohesive and comprehensive health care to this population.
Introduction

The Centers for Medicare and Medicaid Services (CMS) requires us to provide them a copy of our Model of Care. CMS also requires us to provide training about the Model of Care. Anyone who supports members of the Aetna Better Health of Ohio plan needs to take this course.

In this course, we will provide you with some information about the Model of Care. We will look at who our customers are, what our customers need, how we provide services to our customers and why we have this Model of Care. You’ll learn more about how we help members in the Aetna Better Health of Ohio plan.
Objectives

- Identify components of our Model of Care
- Identify members that participate in our plan
- List conditions that are common for our members
- Identify services that are provided to our members
- Identify the purpose of the individualized care plan
- Recognize members of the interdisciplinary care team
Our Customers
Our customers

Our members are our main customers. Individuals are eligible to participate in the Aetna Better Health of Ohio plan as long as all of the following apply:

- They reside in our service area
- They are enrolled in Medicare Parts A, B and D
- They are eligible for full Medicaid benefits
Our customers

The service area for the Aetna Better Health of Ohio plan includes:

**Northwest Region**: Fulton, Lucas, Ottawa and Wood

**Central Region**: Delaware, Franklin, Madison, Pickaway and Union

**Southwest Region**: Butler, Clermont, Clinton, Hamilton and Warren
Our customers’ needs

Typically, individuals in the Aetna Better Health of Ohio plan have greater care needs than individuals that participate in either Medicare or Medicaid alone.
Our Services
Health risk assessment

When individuals first join Aetna Better Health of Ohio, they will get a health risk assessment (HRA). A care coordinator will ask a few questions to identify immediate and long-term needs. This helps to put members into the best program and identify concerns they have.
Health risk assessment

We determine what kind of care the member needs, and identify the best ways to help the member get this care.

Following the initial assessment, we will work with the member to ensure that we are addressing and supporting the member’s needs. Our members’ needs determine the schedule for meeting with our members. Members with more needs will receive more assistance and follow-up.
Health risk assessment

During the care management process, we place members into one of three service levels.

- **High (intensive) care management**: This level of care management includes a highly individualized range of services to help members and their families or caregivers manage serious and complex conditions.

- **Moderate (supportive) care management**: This level of care management ensures members receive coordinated care over time.

- **Low (monitoring) care management**: This level of care management is for members that are clinically stable and functioning well with the services they are receiving.
Another part of care management that we provide to members of Aetna Better Health of Ohio is an individualized care plan (ICP). The member’s assigned care coordinator works with the member to create this summary of needs, goals, interventions and service options that the health risk assessment identified. The care coordinator, along with the members support team, will help the member to follow the plan.
Individualized care plan

The ICP’s goals are **measurable** and the interventions **achievable** so that the member can see their progress over time and have a sense of achievement. As the member makes progress, the care coordinator will help the member revise the plan and look for new opportunities.
The Aetna Better Health of Ohio offers many programs to assist our most vulnerable members. Here you see some of the benefits that members may qualify to receive.

<table>
<thead>
<tr>
<th>Adult day health</th>
<th>Emergency Response Services</th>
<th>Home Care Attendant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted living</td>
<td>Enhanced Community Living Services</td>
<td>Homemaker Services</td>
</tr>
<tr>
<td>Choices-Home Care Attendant Service (CHCAS)</td>
<td>Home Modification, Maintenance and Repair</td>
<td>Non-emergency Medical Transportation</td>
</tr>
<tr>
<td>Chore Services</td>
<td>Out of Home Respite</td>
<td>Social Work Counseling</td>
</tr>
<tr>
<td>Community Transition Services</td>
<td>Personal Care Attendant/Services</td>
<td>Home Delivered Meals</td>
</tr>
<tr>
<td>Home Medical Equipment (DME)</td>
<td>Independent Living Assistance (ILA)</td>
<td>Nutritional Consultation</td>
</tr>
</tbody>
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Interdisciplinary care team

Each member works with their care coordinator to establish an interdisciplinary care team (ICT). The ICT is a group of health care and social care professionals who provide different services to our members. The ICT works together to make sure we are meeting each member’s needs. The ICT will vary, depending on the member’s needs.
Interdisciplinary care team

The ICT is comprised of:

- The member is an integral part of the ICT.
- The care coordinator helps to coordinate care with the rest of the ICT. The care coordinator has frequent contact with the other team members.
- Family or representatives who know the member well can offer insight into care that the member needs.
- The primary care physician (PCP) and other providers who will give treatment to the member and arrange for services with other providers when necessary.
Interdisciplinary care team

Here are some other types of individuals that might be included in the ICT:

- A personal care worker can provide information about the member’s environment.
- A social worker can make referrals to community resources.
- A clinical pharmacist can identify the safest way to use medication to help the member.
- A behavioral health provider from the Prepaid Inpatient Health Plan (PIHP) will be part of the ICT if the member has behavioral health needs.
Conclusion
Conclusion

The Model of Care describes how we provide services to our members. It outlines our plan to help them get better access to care. It represents how we do business. It is our promise to our members.

For more information, please call Aetna Better Health of Ohio at 1-855-364-0974 and press 5 to reach a member’s care manager.