

# Employment & Health: How Health Plans Can Be Partners in Improving Employment Outcome

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Who is regularly  
interacting with their  
state's Medicaid  
program



Is your state using managed care health plans to administer part of or all of its Medicaid program



Are the health plans in  
your state responsible  
for any employment  
services and supports



Who is currently  
contracted with a  
health plan or  
otherwise working with  
health plans to deliver  
services to members

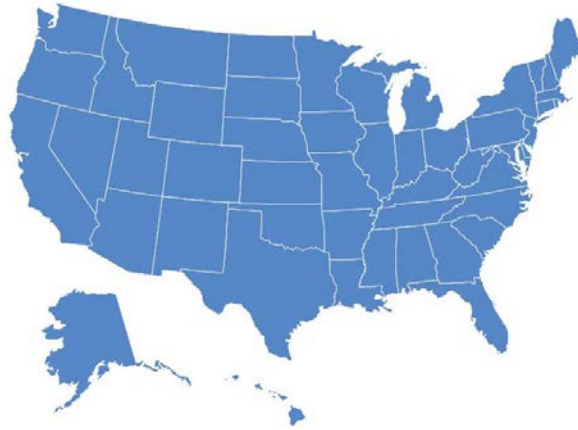


- Managed Care 101
- Examples of Collaborations in Texas
- Examples of Collaborations in Iowa
- Lessons Learned
- Open Conversation and Q&A

# Medicaid Managed Care 101



Source: Architect of the Capitol



## Federal Government

- Basic rules
- Funding
- Program design approval
- Approves contracts and rates
- Managed care regulations & consumer protections

## State Governments

- Program design
- Rates
- Procurement
- Per member per month capitated rate
- Oversight

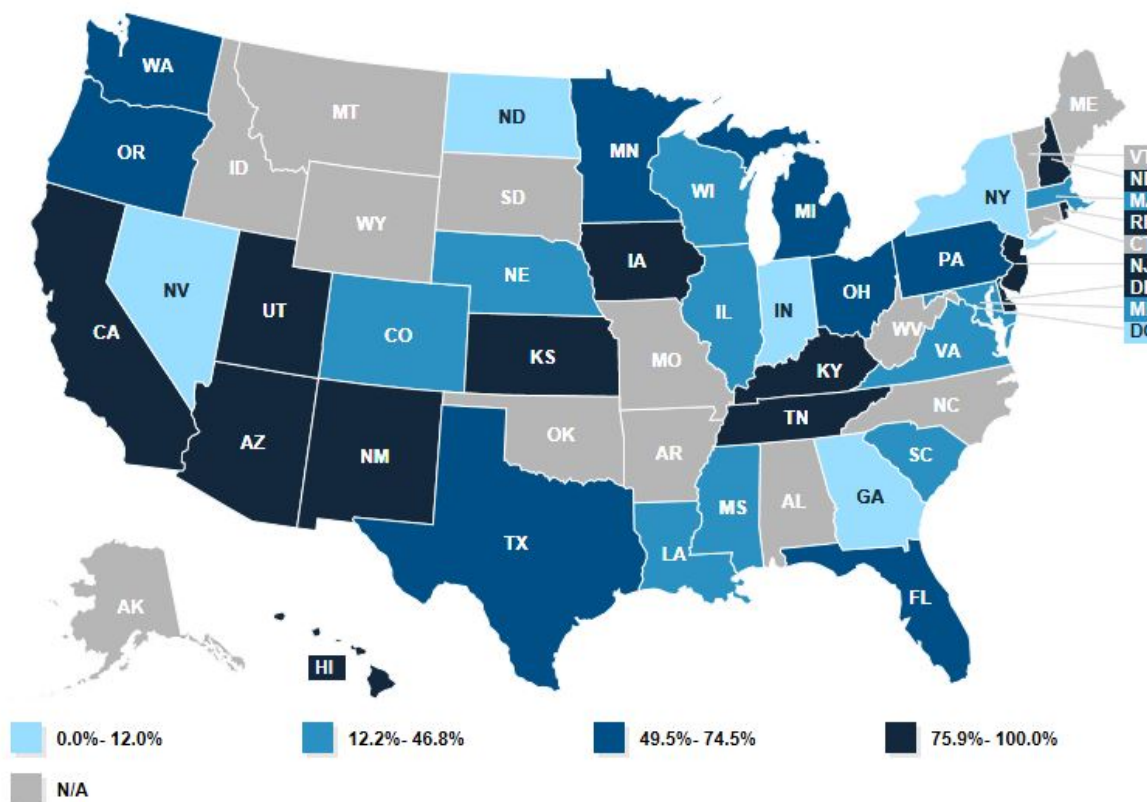
## Health Plans

- Administer based on contract
- Develops network
- Coordinates care
- Measured against state goals and contract requirements



# Medicaid Managed Care Penetration Rates

by Eligibility Group Aged & Disabled (July 1, 2016)



**Sources**  
Vernon K. Smith, Kathleen Gifford, Eileen Ellis, and Barbara Edwards, Health Management Associates; and Robin Rudowitz, Elizabeth Hinton, Larisa Antonisse and Allison Valentine, Kaiser Commission on Medicaid and the Uninsured. [Implementing Coverage and Payment Initiatives: Results from a 50-State Medicaid Budget Survey for State Fiscal Years 2016 and 2017](#), The Henry J. Kaiser Family Foundation, October 2016.

# Value of Medicaid Managed Care

- Care Coordination
- Extensive Consumer Protections
- Quality and Access Guidelines

Member



- Opportunities for Value Based Contracting
- MCO Initiatives to Improve Provider Retention

Provider



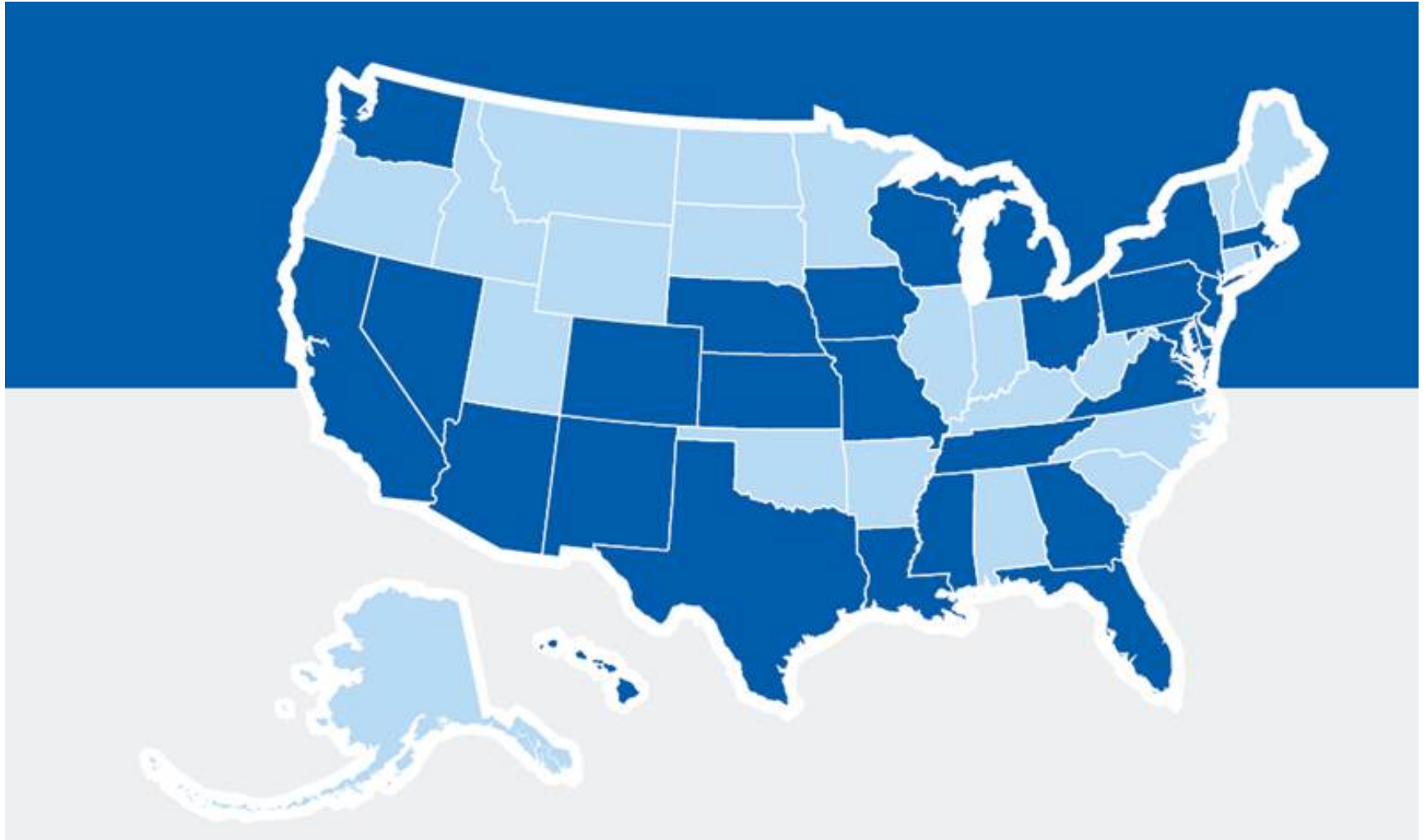
- Budget Stability
- Limits Financial Risk
- Accountability
- Cost Savings
- Innovation
- Market-Based Solutions

State



Source: HMA. White Paper: The Value of Medicaid Managed Care. November 2015

# UnitedHealthcare Participation in Medicaid



In the last four decades, life expectancy of male workers retiring at age 65 has **risen 5.8 years** for high earners but only **1.3 years** for lower earners.

People with lower incomes are **less likely to seek preventative care.**

Unemployed youth with college degrees have the lowest physical well-being (**14% thriving**), followed by those with secondary education (**27% thriving**) and primary education (**28% thriving**).

# Employment Supports in Medicaid

- Waiver benefit
- Increasingly included in managed care contracts
- To effectively administer, health plans must:
  - Build internal staffing and knowledge
  - Build network of providers
  - Develop partnerships
  - Incorporate into service delivery model

**Texas**

# Experience from Texas

- Employment benefits added to
  - STAR+PLUS
  - STAR Kids
- Internal processes changed
  - Welcome call questions
  - Yearly assessments
  - Employment specialist
  - Comprehensive employment plan
  - Partnerships with providers
  - Coordination with Vocational Rehab Agency



# Experience from Texas

- Unique focus on supporting transitions to adulthood within the STAR Kids program
- School liaisons
- Transition specialists
- Parent to Parent





# TEXAS Project SEARCH

- In 2014, UnitedHealthcare Sugarland Office became a host site for Project SEARCH.
- We partnered with:
  - Project SEARCH
  - Fort Bend Independent School District
  - Department of Assistive & Rehabilitative Services
- In 2015, we began an innovative email mentoring program matching 10 UnitedHealthcare staff with the 10 interns in the CT. Project SEARCH program



Project | SEARCH

# BRANDON'S MOM

- Brandon age 24
- Developed person centered plan at age 16
- He wants to be the king of Rock n Roll
- He wants to live independently like his brother
- He would like to marry Yoko Ono
- Oh and he loves the Beatles
- Based his plan for the future on “A Good Life”



## BRANDON'S GOOD LIFE



**lowa**

# Employment Specialist



# Employment Specialists



# Iowa Leading the Change

- Employment Benefits in Iowa are on track to move aggressively from shelter based and subminimum wages to employment for competitive wages in the community.
- April of 2016, Iowa moved all Medicaid members and waiver services into managed care.
- We have been committed to learning and participating in Employment 1<sup>st</sup> efforts in Iowa:
  - Understanding Employment 1<sup>st</sup> in Iowa
  - Iowa Employment 1<sup>st</sup> Handbook.
  - [www.ivrs.iowa.gov/EmploymentFirstGuidebookfinal3Draft.pdf](http://www.ivrs.iowa.gov/EmploymentFirstGuidebookfinal3Draft.pdf)
- In progress:
  - Transitioning from workshops to Integrated Settings.
  - Provider Transformation Manual from ODEP

# APSE and Other Employment First Initiative



- Attended IA and WI APSE statewide conferences
- Encouraging development of TX APSE chapter, serving on Governors Statewide Employment First committee
- Attending National APSE conference
- Working to establish training modules using APSE guidance to train UnitedHealthcare Community and State staff throughout the nation on philosophy and practice of Employment First
- Supporting Business Advisory Boards in recruiting employers to learn about and participate in Employment First hiring

# What We've Learned



# Lessons Learned

- Listen, learn and collaborate
- Employment specialists with knowledge and experience are needed
- Through change comes an increased opportunity to collaborate and make improvements
- Policy and program design can support or create barriers to improved outcomes
- Administering employment benefits is dynamic and complex
- All stakeholders (including health plans) should be at the table
- Innovation in employment services – payment, technology, policy – is coming and coming quickly through collaborative efforts between health plans, providers and states

**Questions???**  
**Discussion...**

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