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

Leah Rummel, UnitedHealthcare Community Plan of Texas
Jeff Lund, UnitedHealthcare Community Plan of Iowa
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
Agenda

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

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
Value of Medicaid Managed Care

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

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

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

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
• 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
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
Iowa
Employment Specialist
Employment Specialists

Clinical Team

Employment Specialist

Community Outreach
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 1st efforts in Iowa:
- Understanding Employment 1st in Iowa
- Iowa Employment 1st Handbook.

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
Leah Rummel
Vice President, Strategic Accounts
UnitedHealthcare Community Plan of Texas
leah_c_rummel@uhc.com

Jeff Lund
Social Work Manager, Supported Employment Specialist
UnitedHealthcare Iowa Community Plan of Iowa
Jeffrey_lund@uhc.com
Phone number: 763-283-2427