



# PHCA Annual Conference

*Eric Lisle, CEO*  
September 26, 2017

## Who We Are



*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 + Active Local Involvement + Whole Health

### OUR BELIEFS

- **We believe in treating the whole person**, not just the physical body.
- We believe treating people with kindness, respect and dignity empowers healthy decisions.
- We believe we have a responsibility to remove barriers and make it simple to get well, stay well and be well.
- **We believe local partnerships enables meaningful, accessible healthcare.**
- We believe healthier individuals create more vibrant families and communities.

## Why We Are Different



- Not affiliated with specific hospital systems.
- Do not nor ever will own facilities.
- Will not lower provider rates to boost margins



## Why Partner with PHW?



- We have deep experience with LTSS nationally
- We are completely focused on this population and these communities
- We have a proven track record long term partnerships
- We will not be reducing the NH network at any time
- PHW's unique Service Coordination model integrates all payment streams for seamless provider support

# Centene Overview



## WHO WE ARE



### St. Louis

based company founded in Wisconsin in 1984

30,500 employees

#66 on the Fortune 500 list

#4 Fortune's Fastest Growing Companies (2015)

\$40.6B revenue for 2016

\$46 - 46.8B expected revenue for 2017

## WHAT WE DO



Government sponsored healthcare programs & implementations, including:

- Medicaid (24 states)
- MLTSS & MMP (9 States)
- SNP (6 States)
- ABD Non-Dual (17 States)

11.4 million members in 28 states & 2 international markets

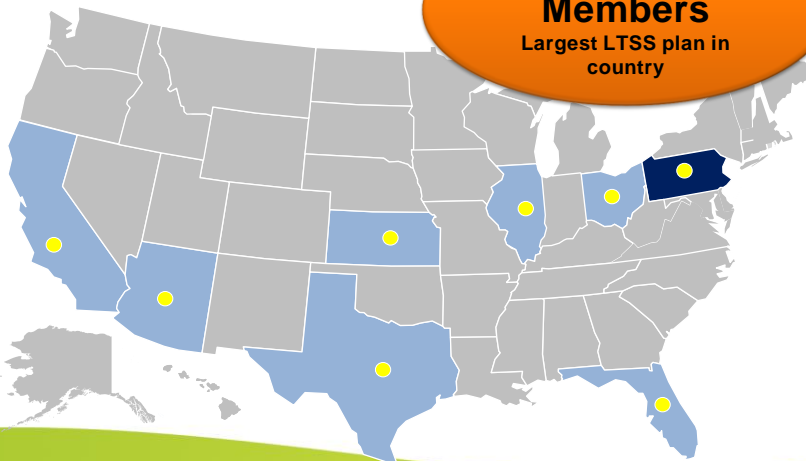
**Largest LTSS provider in the country**

# LTSS Experience



Go live 2018

**200,000 + LTSS Members**  
Largest LTSS plan in country



# Our Philosophy



### LOCAL APPROACH & JOB CREATION

Quality healthcare is best delivered locally and supported by local representatives.



### CARE COORDINATION

Our proprietary care management ensure members receive the right care, in the right place, at the right time.



### HEALTHCARE COMPLIANCE

State and Healthcare Effectiveness Data and Information Set (HEDIS) reporting constitutes the core of the information base that drives our clinical quality performance efforts.

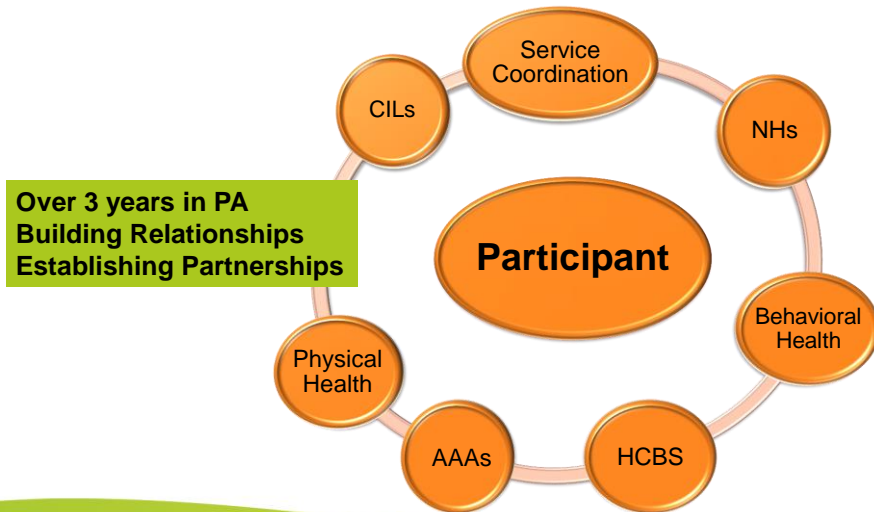


### CULTURAL SENSITIVITY

Recognize significance of the many different cultures our members represent and form partnerships in communities that bridge social, ethnic and economic gaps.



# What has been done...



## Nursing Homes are the Hub

- Nursing Homes more vital to the LTSS System than ever
- Over-65 Population growth is expected to exceed movement toward community based services



## Goals for Nursing Homes

- Nursing homes play a vital role in the success of Community HealthChoices
- Our goal is to make this change as least disruptive as possible
- Your network is our network
  - The providers you prefer and the providers consumers want and need without restrictions

## PHW Will Support You



- Broadest Provider Network
- Technical Assistance/Training
- Coordination with you to facilitate a transition based on the consumer's desires and care needs



## What PHW will do...



**SUPPORT:**  
Pre go-live  
Post go-live  
On-going

## Your Goals Are Our Goals



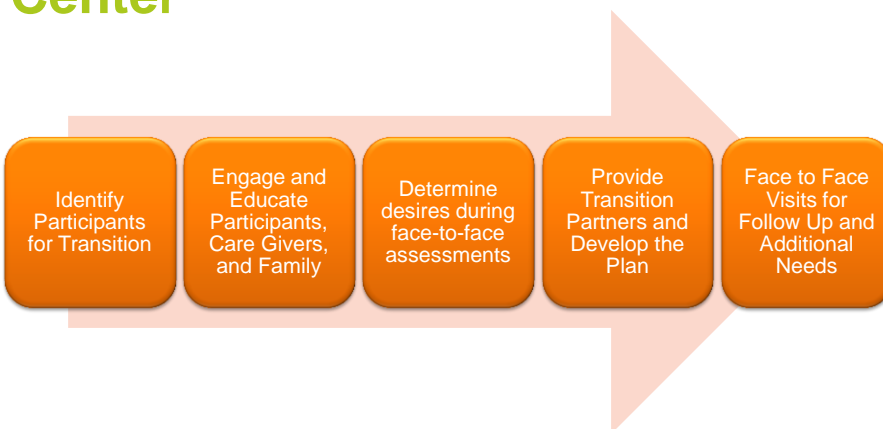
**Goal**

Maximize NH utilization while Securing the most integrated, least restrictive, and safe environment possible and desirable for the participant

**PA Health & Wellness  
Nursing Home Transition  
Center**



## Nursing Home Transition Center



## Claims Processing



- Four full service claims centers nationally
  - Altoona Site scheduled to break ground in 2018
- 2015: Over 65M claims processed
- Nationally across all providers
  - **Our received date to paid date:  
Averages 7-8 days**
- Health plans routinely review claims volumes, financial accuracy, contract set up with individual providers.



Questions?

