



State of Arkansas ARBenefits

**Quarterly Review
Q4 2013**

March 6, 2014



American Health
A m e r i c a n H e a l t h H o l d i n g I n c .

Q4 2013 Review – Table of Contents

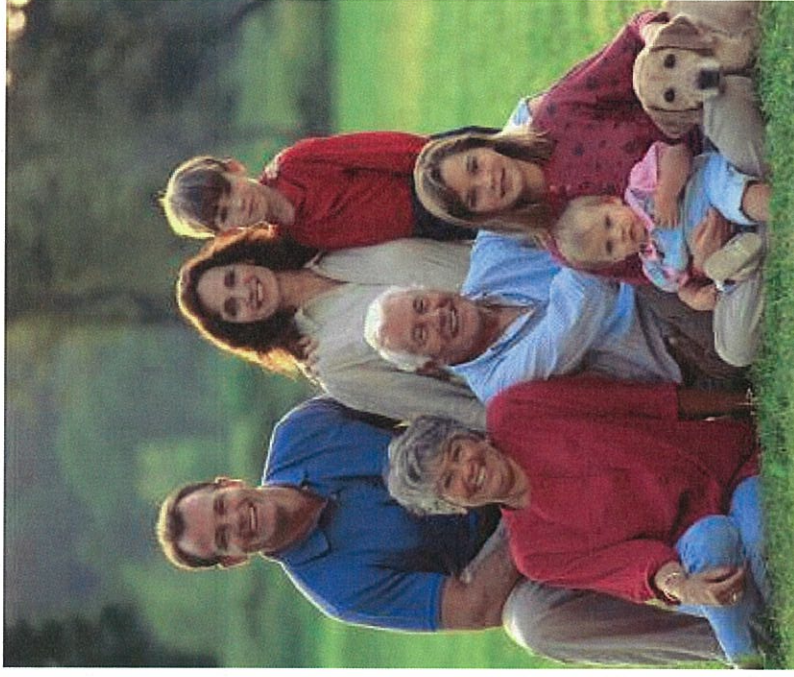
❑ Executive Overview

- Savings Summary

❑ Medical Management Summary

- Utilization Management
- Case Management
- Bariatric Program
- Disease Management
- Maternal Newborn
- Nurse Line

Executive Overview



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Executive Overview

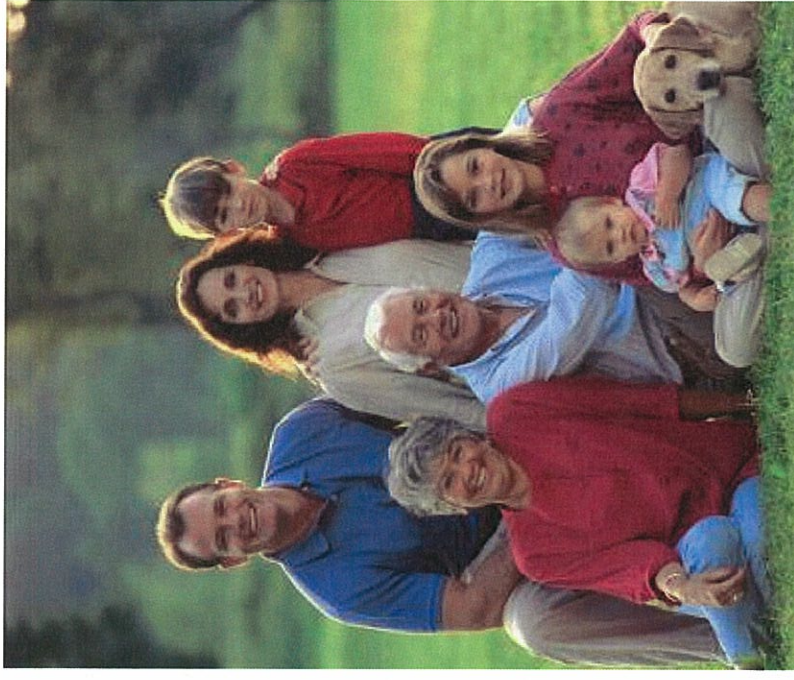
Savings Summary – Core Programs

	Q4 2013 Savings 10/1/2013 – 12/31/2013	YTD 2013 Savings 1/1/2013 – 12/31/2013
Utilization Management – Non-Acute Inpatient	\$23,466	\$572,509
Utilization Management – Outpatient	\$372,794	\$1,974,021
Case Management	\$2,512,909	\$10,395,727
Bariatric Program	\$881,458	\$3,034,410
Total	\$3,790,627	\$15,976,667

Disease Management

- Q4 2013: annualized savings to plan from **1,828** participating members is approximately **\$10M** (PAM-based cost savings report)
- Next annualized DM program savings report due: July, 2014

Medical Management Summary Utilization Management

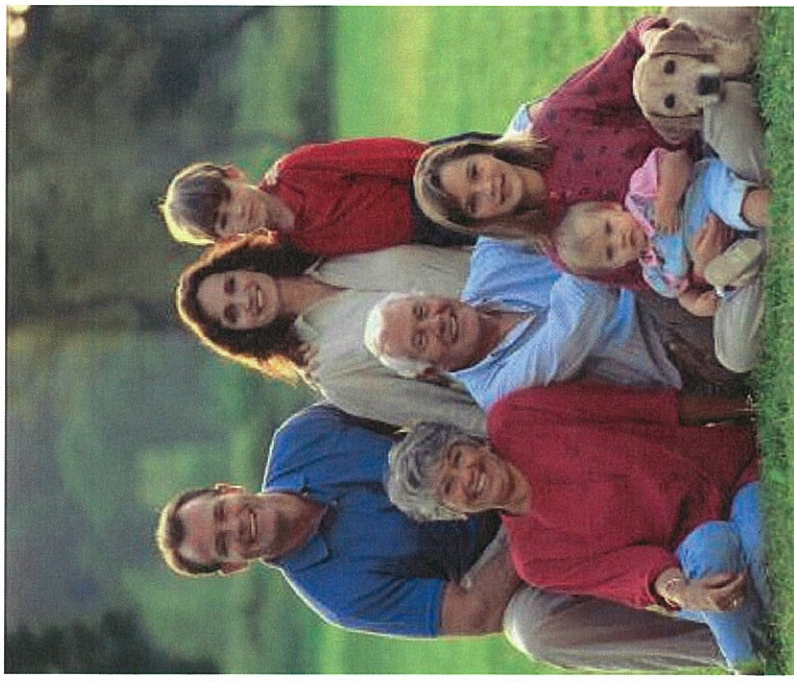


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Utilization Management – Table of Contents

- **Utilization Management**
 - Overall Summary
 - Acute Inpatient Summary
 - Non-Acute Inpatient Summary
 - Case Management Referrals
 - Outpatient Summary

Utilization Management Overall Summary



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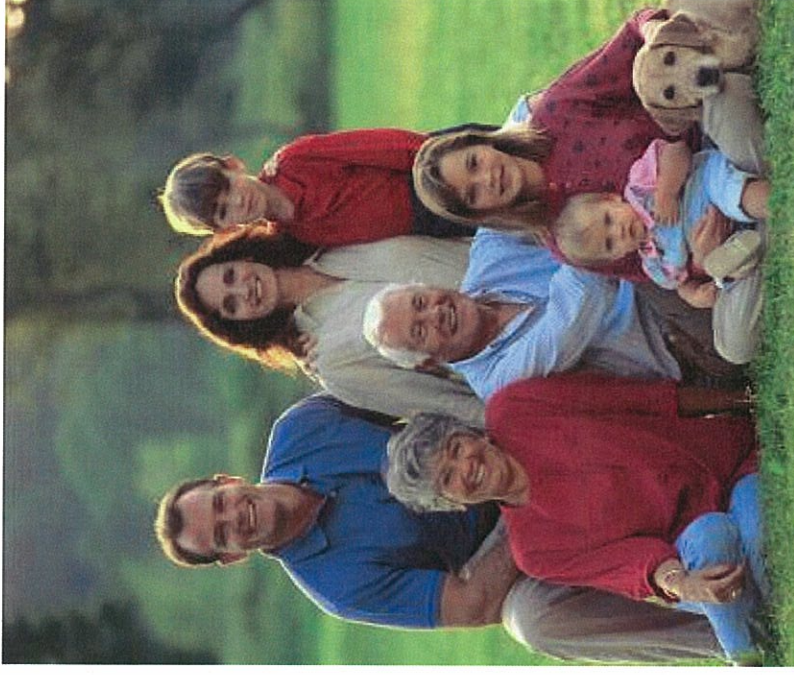
Utilization Management – Overall Summary

Overall Summary

– Q3 2013 vs. Q4 2013 – – YTD 2012 vs. YTD 2013 –

Setting	# Cases Q3 2013	# Cases Q4 2013	# Cases 1/1/12 – 12/31/12	# Cases 1/1/13 – 12/31/13	Variance
Acute	-	2,072	-	2,072	-
Non-Acute	92	94	385	382	-0.8%
Outpatient	7,655	8,684	29,191	30,253	+3.6%

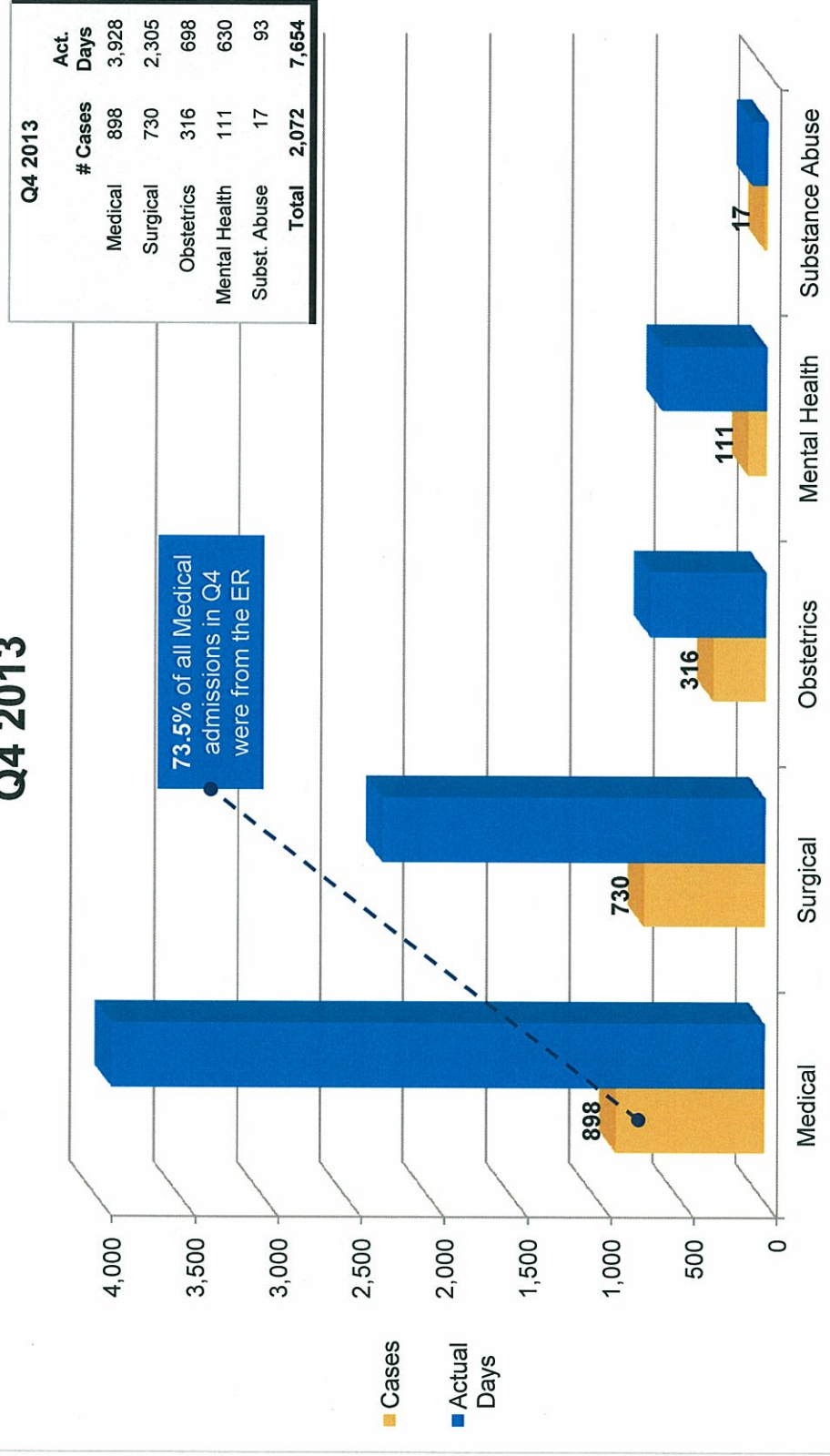
Utilization Management Acute Inpatient Summary



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Utilization Management – Acute Inpatient

Acute Inpatient Summary Q4 2013



Utilization Management – Acute Inpatient

Facility Break-Out: Top Facilities

– Where Members Were Admitted –

	Facility	# Cases Q4 2013
710236856	Baptist Health Medical Center	400
710236917	St Vincent Infirmary Medical Center	167
716046242	UAMS Hospital	112
710236913	Mercy Hospital	79
710858717	Arkansas Surgical Hospital	70
710249735	Conway Regional Medical Center	69
710236857	Arkansas Children's Hospital	66
710329353	Jefferson Regional Medical Center	63
205896848	Northwest Med. Center (Willow Creek)	58
262754126	Physicians Specialty Hospital	54
Total Top IP Facilities (10)		1,138 (54.9%)
All Other Facilities (142)		934 (45.1%)
Grand Total (152)		2,072 (100%)

– Where Members Consumed Days –

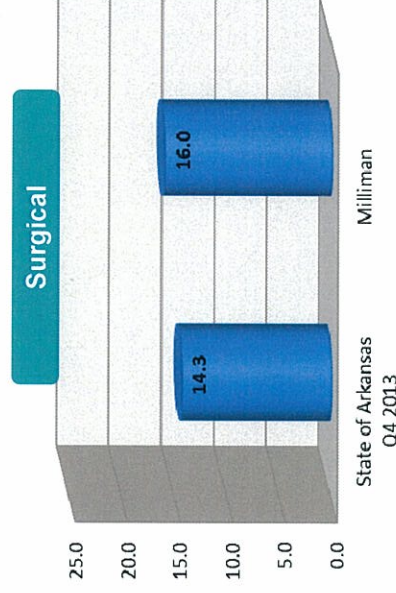
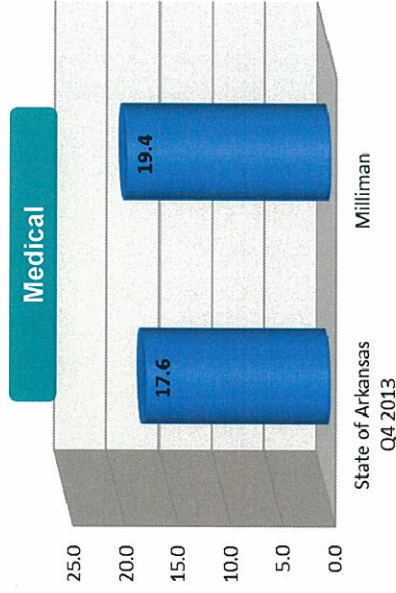
	Facility	Actual Days Q4 2013
710236856	Baptist Health Medical Center	1,591
716046242	UAMS Hospital	674
710236917	St Vincent Infirmary Medical Center	660
710236913	Mercy Hospital	360
710236857	Arkansas Children's Hospital	238
710249735	Conway Regional Medical Center	195
710329353	Jefferson Regional Medical Center	184
710290019	St Bernard's Medical Center	171
710240352	Mercy Hospital Fort Smith	167
232238973	Bridgeway Hospital	162
Total Top IP Facilities (10)		4,402 (57.5%)
All Other Facilities (142)		3,252 (42.5%)
Grand Total (152)		7,654 (100%)

- Baptist Health Medical Center: top case = 67 actual bed days
- UAMS: top case = 38 actual bed days
- St Vincent Infirmary Medical Center: top case = 32 actual bed days

Note: Facility grouping was performed using only Tax ID

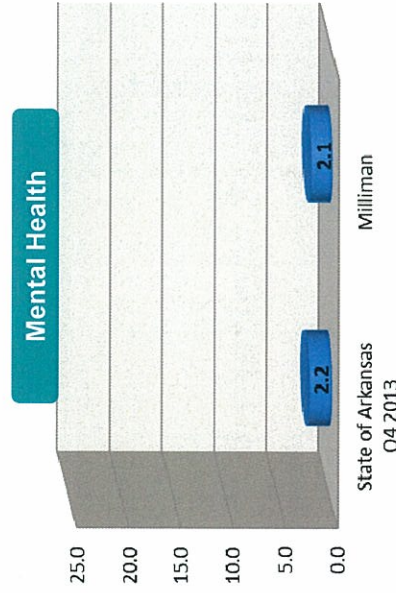
Utilization Management – Acute Inpatient

Acute Inpatient Statistics – Admits/1000

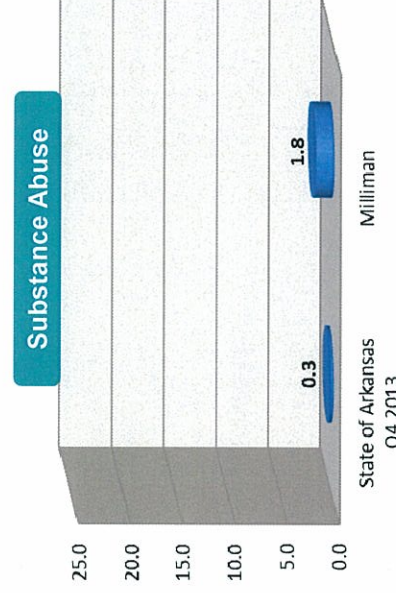


✓ **Medical admits/1000** were approx. **9.3%** below the benchmark for the quarter (**898** cases), which is within a reasonable range

✓ **Surgical admits/1000** were approx. **10.6%** below the benchmark for the quarter (**730** cases), which is within a reasonable range



✓ **Mental Health admissions** of **2.2 admits/1000** was nearly identical to the benchmark of **2.1** admits/1000 (**111** cases)

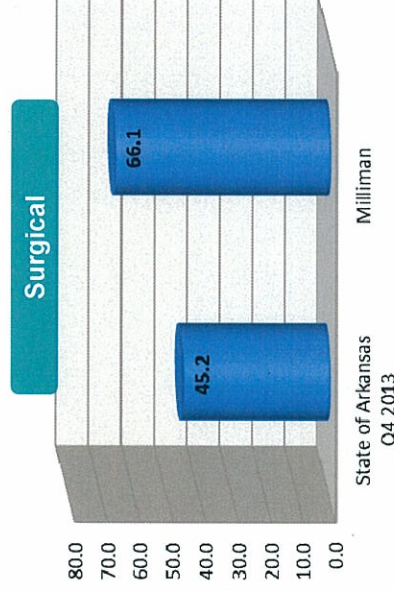
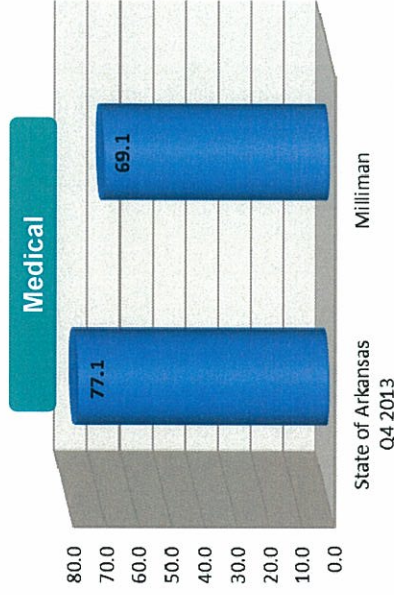


✓ **Substance Abuse** admits/1000 were substantially below the benchmark for the quarter (**17** cases)

Admits/1000 based on 96,243 primary cardholder lives with eligibility factor of 2.1 = 202,110 member lives

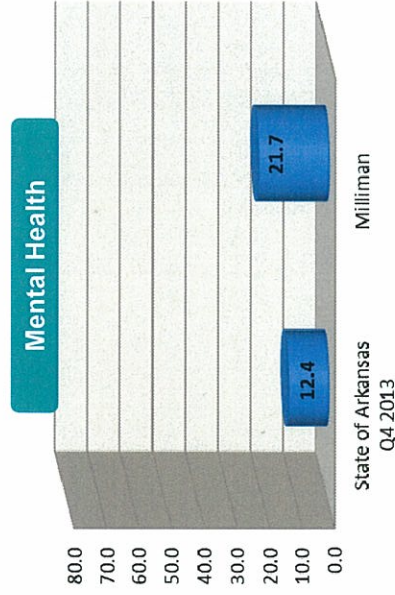
Utilization Management – Acute Inpatient

Acute Inpatient Statistics – Days/1000

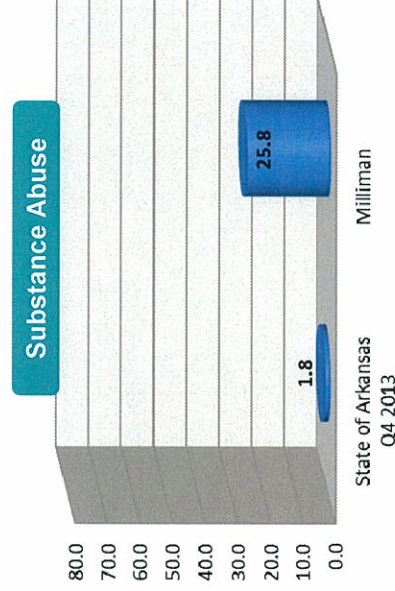


✓ **Medical days/1000** were approx. **11.6%** above the benchmark for the quarter (**3,928** actual bed days), which is still within a reasonable range

✓ **Surgical days/1000** were approx. **31.6%** below the benchmark for the quarter (**2,305** actual bed days)



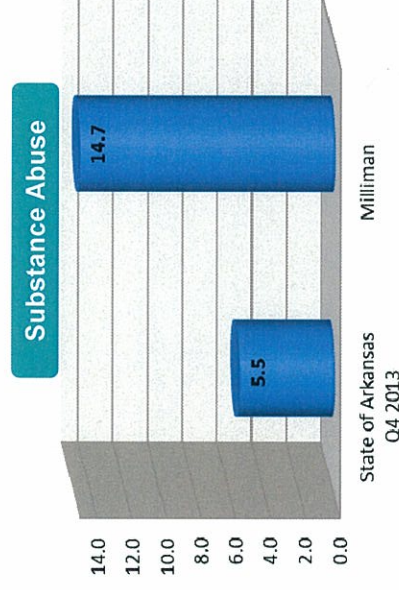
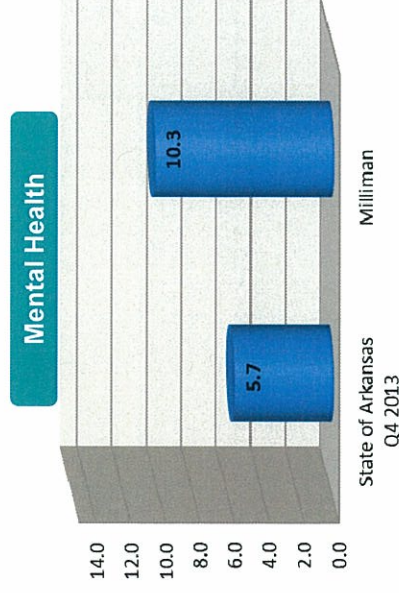
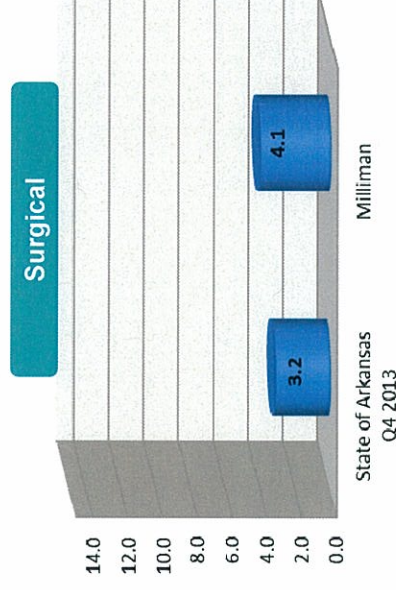
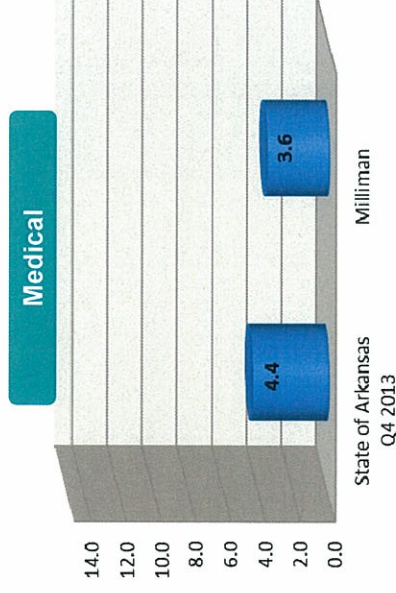
✓ **Mental Health and Substance Abuse days/1000** were also below the benchmark for the quarter (**630** and **93** bed days, respectively); note: *Milliman benchmarks are generally higher in these categories due to the federal Mental Health Parity and Addiction Equity Act*



Days/1000 based on 96,243 primary cardholder lives with eligibility factor of 2:1 = 202,110 member lives

Utilization Management – Acute Inpatient

Acute Inpatient Statistics – Average Length of Stay



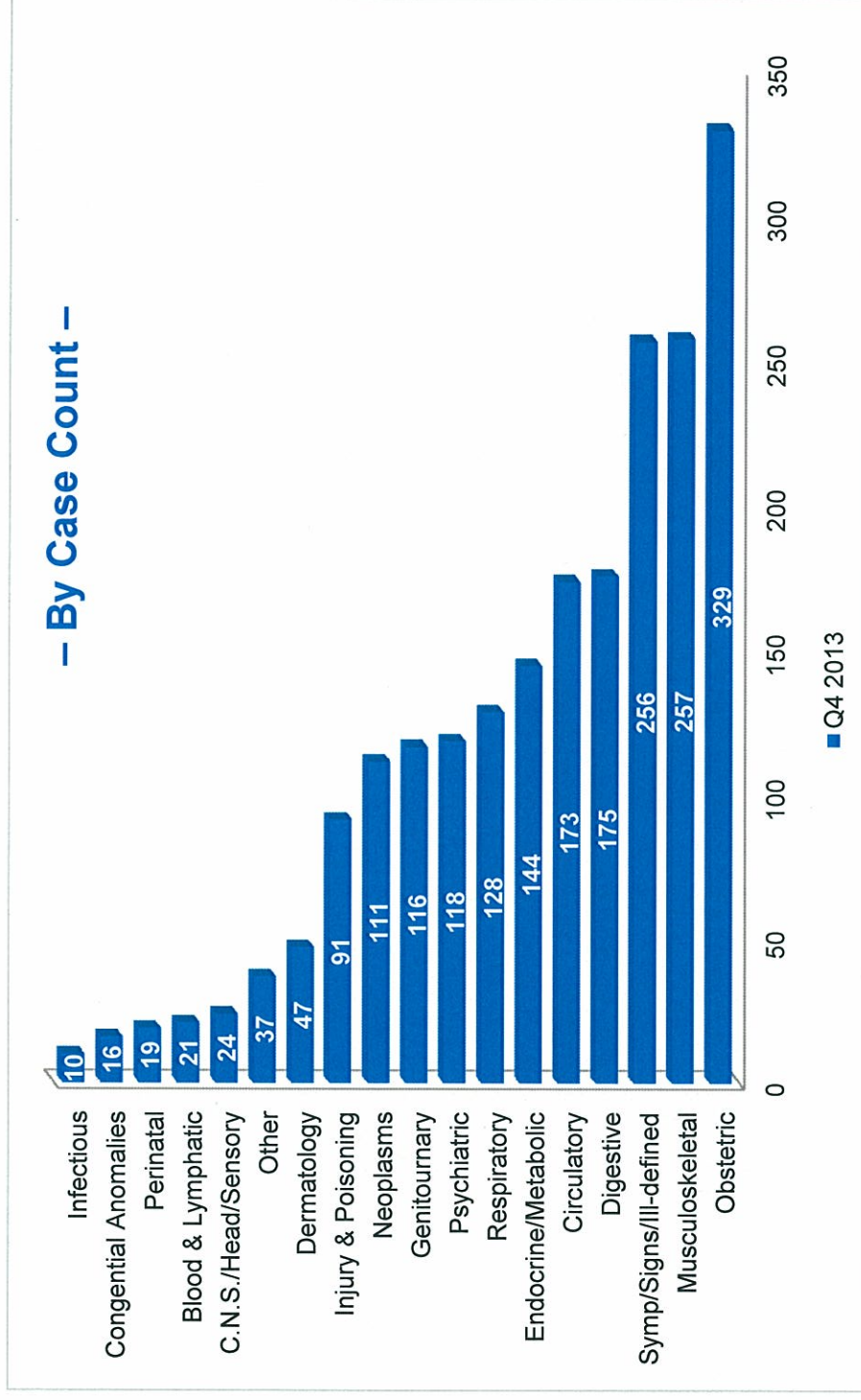
✓ **Medical ALOS** was approx. **1 day greater** than the benchmark for the quarter

✓ **Surgical ALOS** was approx. **1 day less** than the benchmark for the quarter

✓ **Mental Health and Substance Abuse ALOS** were substantially below the benchmark for the quarter

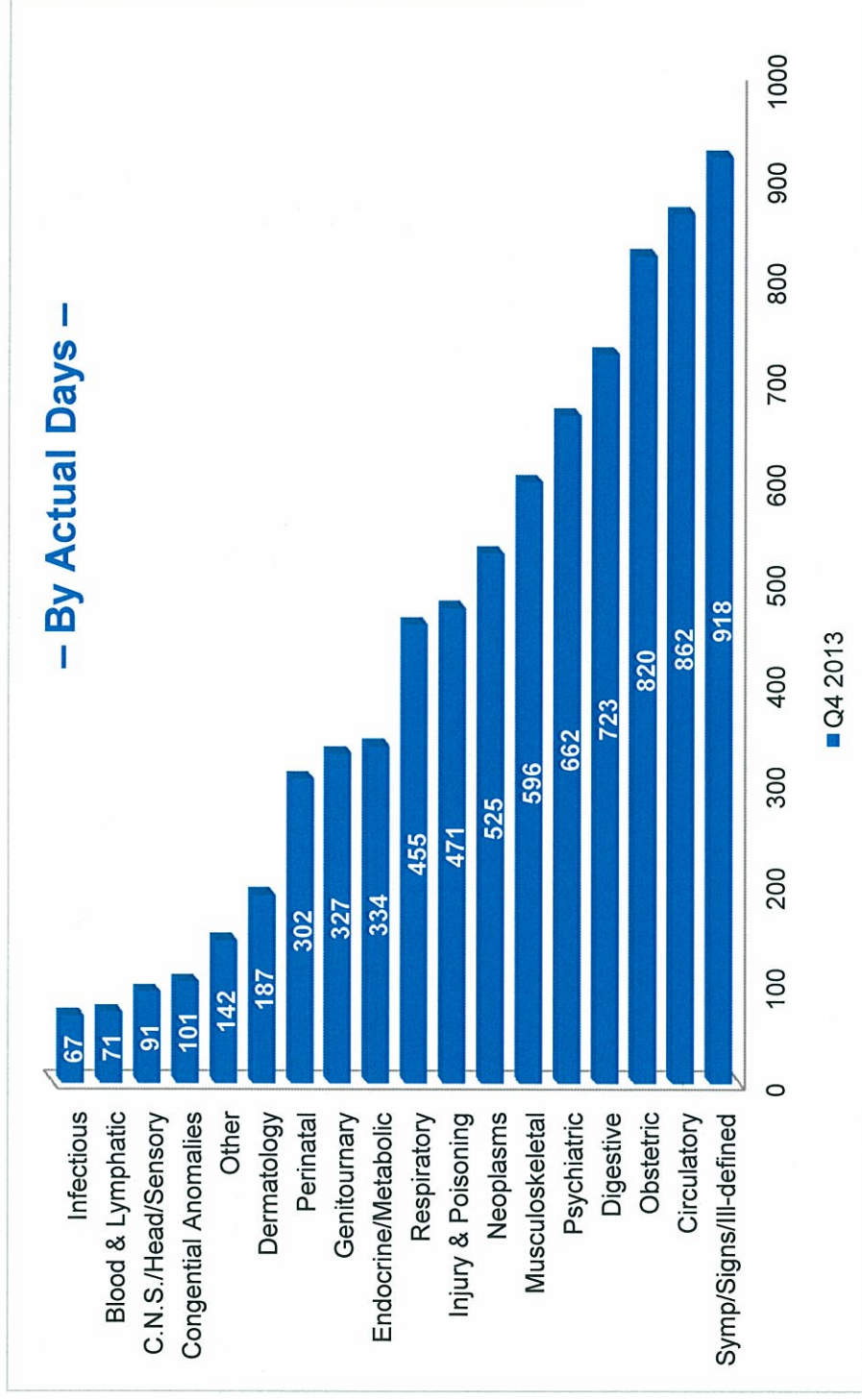
Utilization Management – Acute Inpatient

Diagnosis Summary by Major Category – Q4 2013



Utilization Management – Acute Inpatient

Diagnosis Summary by Major Category – Q4 2013



Utilization Management – Acute Inpatient

Top Cases by Actual Days – Q4 2013

Auth. ID	Facility	Primary Diagnosis	Admit Date	Discharge Date	Actual Days
2469631	Baptist Medical Center of Arkansas	644.2 - Early onset of delivery	10/07/13	12/13/13	67
2487704	MD Anderson Cancer Center	451.9 - Phlebitis and thrombophlebitis of unspecified site	10/28/13	12/19/13	52
2498498	Baptist Health Medical Center	765.1 - Other preterm infants	10/01/13	11/21/13	51
2529859	Northwest Medical Center	765.10 - Other preterm infants, unspecified [weight]	11/06/13	12/21/13	45
2468777	Baptist Health Medical Center	769 - Respiratory distress syndrome in newborn	10/01/13	11/11/13	41
2475755	UAMS Hospital	854.00 - Intracranial injury of other and unspecified nature [...]	10/16/13	11/23/13	38
2502042	UAMS Hospital	813.10 - Open fracture of upper end of forearm, unspecified	11/08/13	12/14/13	36
2459584	River Oaks Hospital	309.89 - Other specified adjustment reactions	10/03/13	11/07/13	35
2542961	UAMS Hospital	995.91 - Sepsis	11/21/13	12/25/13	34
2479438	Regional Medical Center	949.0 - Burn of unspecified site, unspecified degree	10/20/13	11/21/13	32
2516815	St Vincent Infirmary Medical Center	436 - Acute, but ill-defined, cerebrovascular disease	11/22/13	12/24/13	32
Total Top Cases (11)					463 (6.0%)
All Other Cases (2,061)					7,191 (94.0%)
Grand Total (2,072)					7,654 (100.0%)

- **20%** of all acute IP days were from **3.3%** of all cases in Q4 2013 (**68** cases; **1,527** actual bed days)
- **50%** of all acute IP days were from **18.6%** of all cases in Q4 2013 (**385** cases; **3,825** actual bed days)

Utilization Management – Acute Inpatient

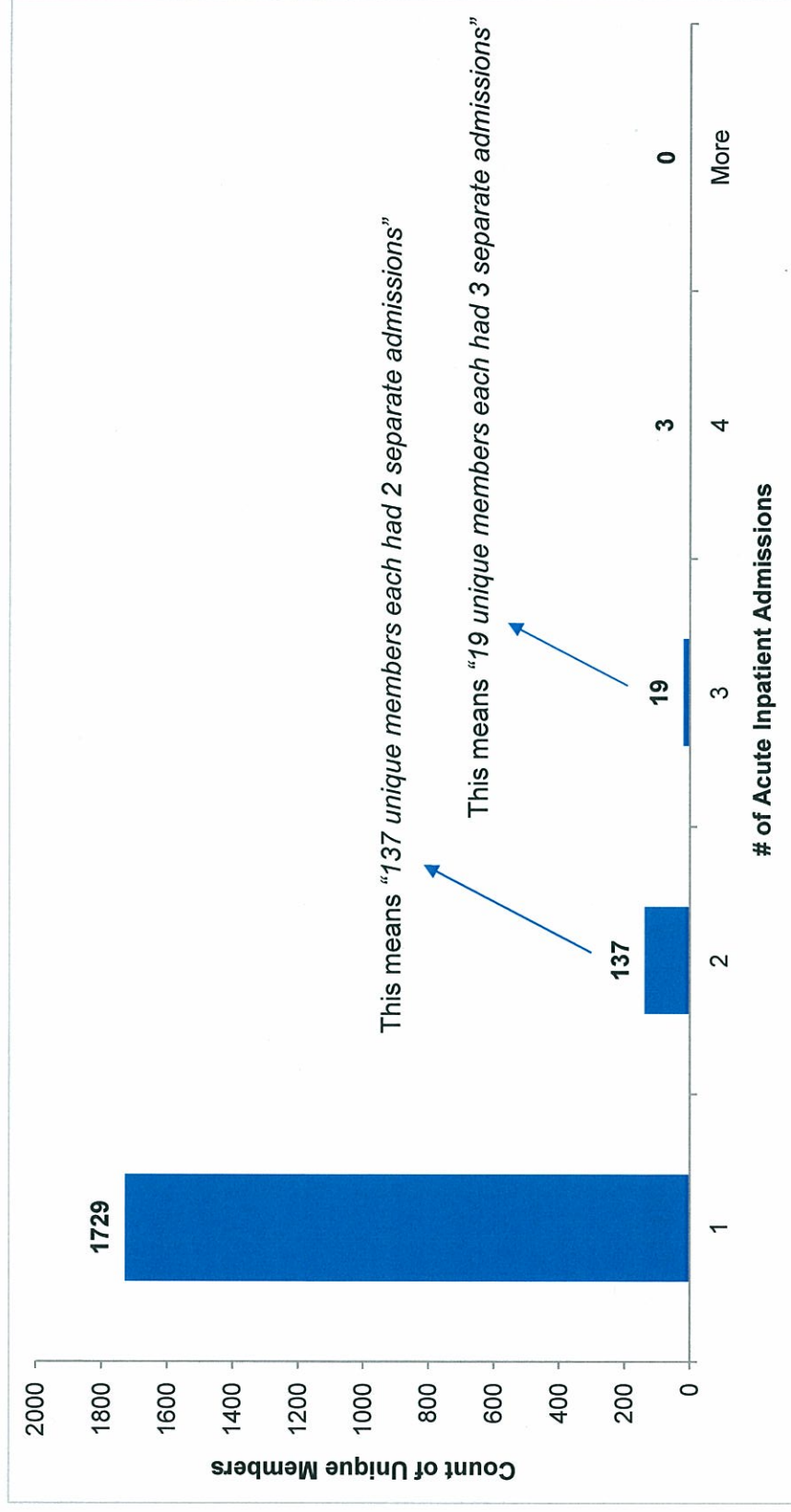
Top Members with Multiple Acute IP Admissions – Q4 2013

Member	Auth. ID	Primary Diagnosis	Facility Name	Admit Date	Discharge Date	Actual Days
1 Member in CM, DM	2508908	280.0 - Iron deficiency anemia secondary to blood loss (chronic)	Arkansas Heart Hospital	11/15/13	11/18/13	3
	2510683	443.9 - Peripheral vascular disease, unspecified	Arkansas Heart Hospital	11/18/13	11/27/13	9
	2526224	440.21 - Atherosclerosis of native arteries of extremities [...]	Arkansas Heart Hospital	12/04/13	12/10/13	6
	2543624	276.8 - Hypopotasemia	Jefferson Regional Medical Center	12/22/13	12/24/13	2
2 Member not in CM	2461946	415.1 - Pulmonary embolism and infarction	Mercy Hospital	10/03/13	10/11/13	8
	2499126	435.9 - Unspecified transient cerebral ischemia	St Vincent Infirmary Medical Center	11/07/13	11/09/13	2
	2516789	780.39 - Other convulsions	St Vincent Infirmary Medical Center	11/22/13	11/23/13	1
	2518705	780.79 - Other malaise and fatigue	St Vincent Infirmary Medical Center	11/25/13	12/02/13	7
3 CMC Monitoring	2478594	577.0 - Acute pancreatitis	White River Medical Center	10/18/13	10/21/13	3
	2487872	789.0 - Abdominal pain	White River Medical Center	10/28/13	10/29/13	1
	2489288	789.00 - Abdominal pain, unspecified site	Baptist Health Medical Center	10/29/13	11/01/13	3
	2502834	787.91 - Diarrhea	Baptist Health Medical Center	11/11/13	11/18/13	7

Includes transfers

Utilization Management – Acute Inpatient

Top Members with Multiple Acute IP Admissions – Q4 2013 (continued)



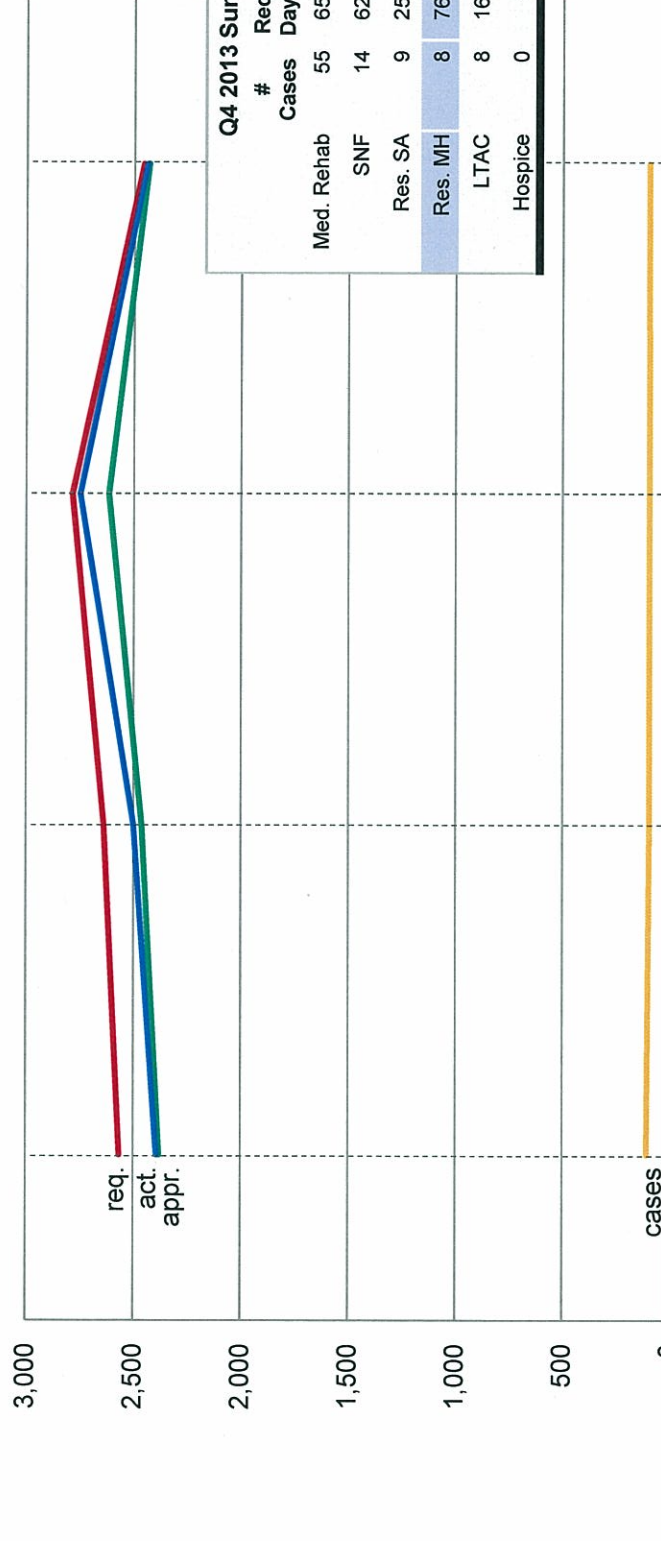
Utilization Management Non-Acute Inpatient Summary



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Utilization Management – Non-Acute Inpatient

Non-Acute Inpatient Summary 2013

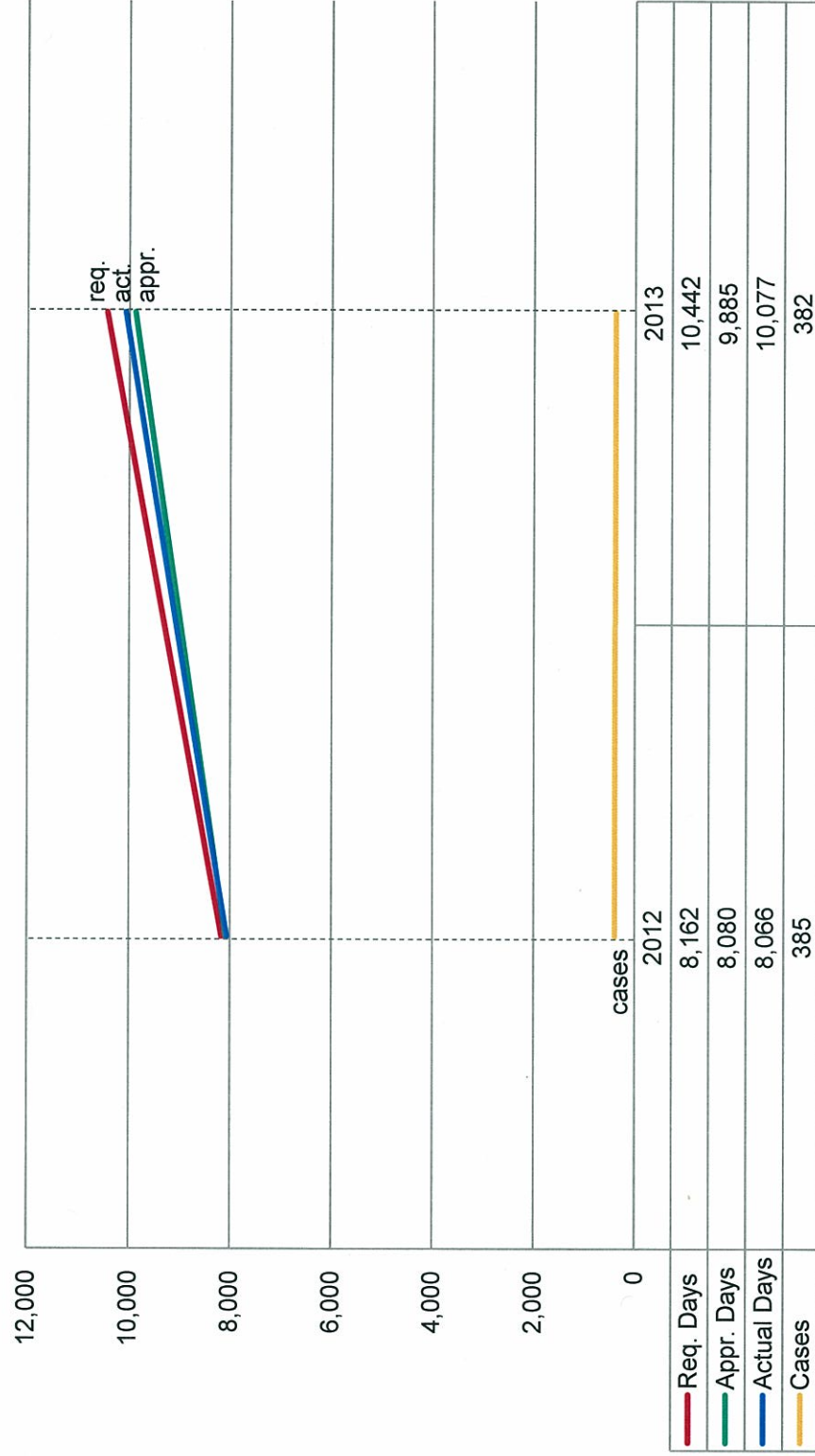


Q4 2013 Summary				
	# Cases	Req. Days	Saved Days	Act. Days
Med. Rehab	55	657	10	655
SNF	14	624	7	611
Res. SA	9	250	0	250
Res. MH	8	761	7	761
LTAC	8	161	0	160
Hospice	0	0	0	0

Q3 – Q4 Var.	
-11.9%	
-7.1%	
-11.3%	
+2.2%	

Utilization Management – Non-Acute Inpatient

Non-Acute Inpatient Summary 2012 – 2013



Var.
2012-2013
+27.9%
+22.3%
+24.9%
-.78%

Utilization Management – Non-Acute Inpatient

Top 10 Cases by Actual Days – 2013

Auth. ID	Facility	Primary Diagnosis	Admit Date	Discharge Date	Actual Days
2182525	Piney Ridge Center	296.90 - Unspecified episodic mood disorder	12/21/12	10/18/13	301
2008874	Timber Ridge Ranch Neurorestorative Center	436 - Acute, but ill-defined, cerebrovascular disease	06/26/12	04/19/13	297
2151020	Neurorestorative Timber Ridge	854.00 - Intracranial injury of other and unspecified nature [...]	11/24/12	08/09/13	258
2182514	Piney Ridge Center	312.30 - Impulse control disorder, unspecified	12/19/12	08/29/13	253
2453076	Waterton Plaza	518.81 - Acute respiratory failure	04/08/13	10/31/13	206
2113824	Timber Ridge Ranch	333.71 - Athetoid cerebral palsy	10/15/12	04/29/13	196
2018599	Compass Intervention Center	296.90 - Unspecified episodic mood disorder	07/09/12	01/18/13	193
2268370	Compass Intervention Center	296.90 - Unspecified episodic mood disorder	12/18/12	06/04/13	168
2324948	Pinnacle Pointe Hospital	311 - Depressive disorder, not elsewhere classified	05/23/13	10/31/13	161
2136914	CottonWood Residential	296.00 - Bipolar I disorder, single manic episode, unspecified	11/01/12	03/27/13	146
Total Top Cases (10)					2,179 (21.6%)
All Other Cases (372)					7,898 (78.4%)
Grand Total (382)					10,077 (100.0%)

- **49.9%** of all non-acute IP days were from **13.1%** of all cases in 2013 (**50** cases; **5,027** actual bed days)

Utilization Management – Non-Acute Inpatient

Total Saved Days by Facility – 2013

Facilities with 10 or more saved days:

Facility	Saved Days
270428422 - Neurorestorative Timber Ridge (1 Case; 258 actual days)	119
[NO TIN] - Indian Rock Village (5 Cases)	112
710775102 - Timber Ridge Ranch (4 Cases)	42
710236856 - Baptist Health Rehabilitation Institute	39
[NO TIN] - Select Specialty Hospital	35
[NO TIN] - CottonWood Residential	26
[NO TIN] - Briarwood Nursing Center	25
251652121 - St Vincent Rehabilitation Hospital	10
Total Top Facilities (8)	408 (73.2%)
All Other Facilities (147)	149 (26.8%)
Grand Total	557 (100.0%)

Facilities with 7 or more cases:

Facility	Case Count
710236856 - Baptist Health Rehabilitation Institute	71
251652121 - St Vincent Rehabilitation Hospital	28
710329353 - Jefferson Regional Medical Center	12
621347455 - Healthsouth Rehabilitation of Jonesboro	11
261286647 - Baptist Health Extended Care Hospital	7
412136339 - Conway Regional Rehabilitation Hospital	7
611676119 - West Markham Subacute & Rehab Center	7
710236913 - Mercy Hospital	7
710772737 - White y Medical Center	7
251652127 - Health South Rehabilitation Hospital	7
631105916 - Healthsouth Rehabilitation	7
Total Top Facilities (11)	171 (44.8%)
All Other Facilities (144)	211 (55.2%)
Grand Total	382 (100.0%)

¹Facility grouping was performed using Tax ID

Incorporates all cases presented for review during the quarter (prospective, concurrent, retrospective)

Utilization Management – Non-Acute Inpatient

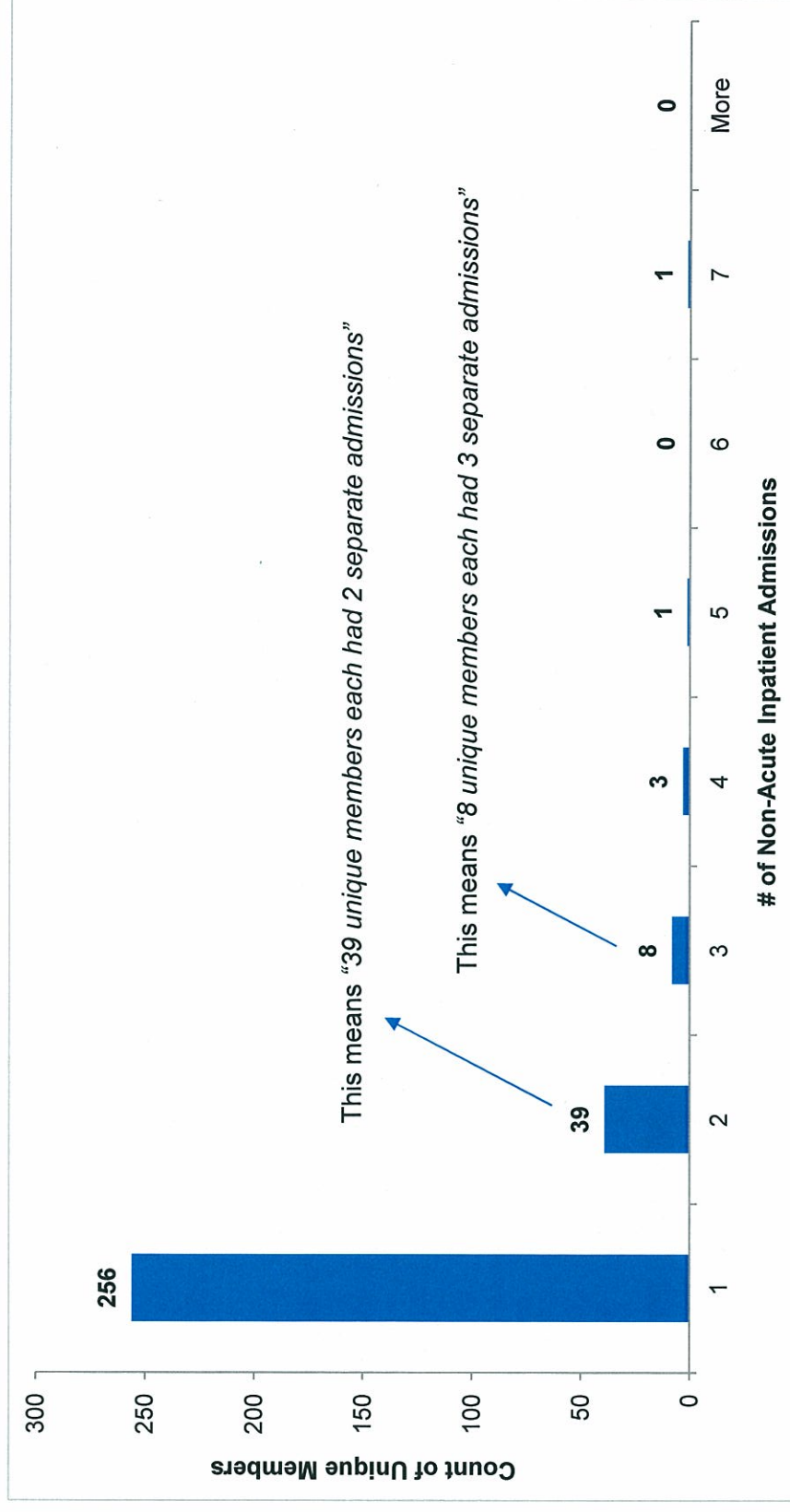
Top Members with Multiple Non-Acute IP Admissions in 2013

Members with 4 or more admissions:

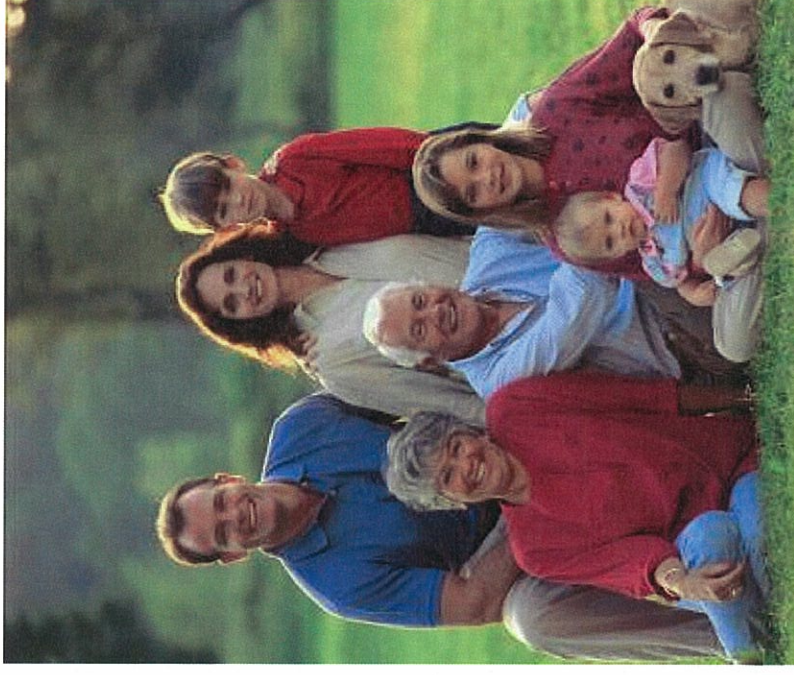
Member	Auth. ID	Primary Diagnosis	Facility Name	Admit Date	Discharge Date	Actual Days
1	2224846	907.2 - Late effect of spinal cord injury	Baptist Health Rehabilitation Institute	02/07/13	02/27/13	20
	2240775	907.2 - Late effect of spinal cord injury	Brianwood Nursing Center	02/27/13	03/10/13	11
	2268800	907.2 - Late effect of spinal cord injury	Brianwood Nursing Center	03/18/13	04/01/13	14
	2278017	907.2 - Late effect of spinal cord injury	Brianwood Nursing Center	04/01/13	05/09/13	38
	2314930	952.00 - C1-C4 level with unspecified spinal cord injury	St Vincent Rehabilitation Hospital	05/09/13	05/22/13	13
2	2375495	952.00 - C1-C4 level with unspecified spinal cord injury	St Vincent Rehabilitation Hospital	05/24/13	06/21/13	28
	2527215	907.2 - Late effect of spinal cord injury	Baptist Health Medical Center	12/10/13	12/20/13	10
	2291494	V43.64 - Hip joint replaced by other means	Indian Rock Village	01/08/13	01/29/13	21
	2295962	V43.64 - Hip joint replaced by other means	Indian Rock Village	02/03/13	02/05/13	2
	2295970	V43.64 - Hip joint replaced by other means	Indian Rock Village	02/15/13	03/27/13	40
3	2295973	V43.64 - Hip joint replaced by other means	Indian Rock Village	03/29/13	05/15/13	47
	2322707	V43.64 - Hip joint replaced by other means	Indian Rock Village	05/16/13	06/05/13	20
	2321882	436 - Acute, but ill-defined, cerebrovascular disease	Select Speciality Hospital	05/16/13	06/21/13	36
	2354686	434.91 - Unspecified cerebral artery occlusion with cerebral [...]	St Vincent North Rehabilitation Hosp.	06/21/13	07/19/13	28
	2387742	V57.89 - Care involving other specified rehabilitation procedure	Baptist Health Rehabilitation Institute	07/24/13	08/08/13	15
4	2402603	997.62 - Infection (chronic) of amputation stump	West Markham Subacute & Rehab	08/08/13	11/20/13	104
	2235981	854.00 - Intracranial injury of other and unspecified nature [...]	St Vincent Rehabilitation Hospital	02/19/13	02/20/13	1
	2243027	854.00 - Intracranial injury of other and unspecified nature [...]	St Vincent Rehabilitation Hospital	02/25/13	03/17/13	20
	2386537	907.1 - Late effect of injury to cranial nerve	Baptist Health Rehabilitation Institute	07/24/13	08/09/13	16
	2477232	907.0 - Late effect of intracranial injury without mention of skull [...]	Baptist Health Rehabilitation Institute	10/21/13	11/01/13	11
5	2387703	311 - Depressive disorder, not elsewhere classified	Methodist Children's Home	07/27/13	08/10/13	14
	2404465	311 - Depressive disorder, not elsewhere classified	Methodist Behavioral Hospital	08/11/13	08/17/13	6
	2414594	311 - Depressive disorder, not elsewhere classified	Methodist Behavioral Hospital	08/19/13	10/09/13	51
	2477036	311 - Depressive disorder, not elsewhere classified	United Methodist Behavioral Hospital	10/18/13	11/28/13	41

Utilization Management – Non-Acute Inpatient

Top Members with Multiple Non-Acute IP Admissions in 2013 (continued)



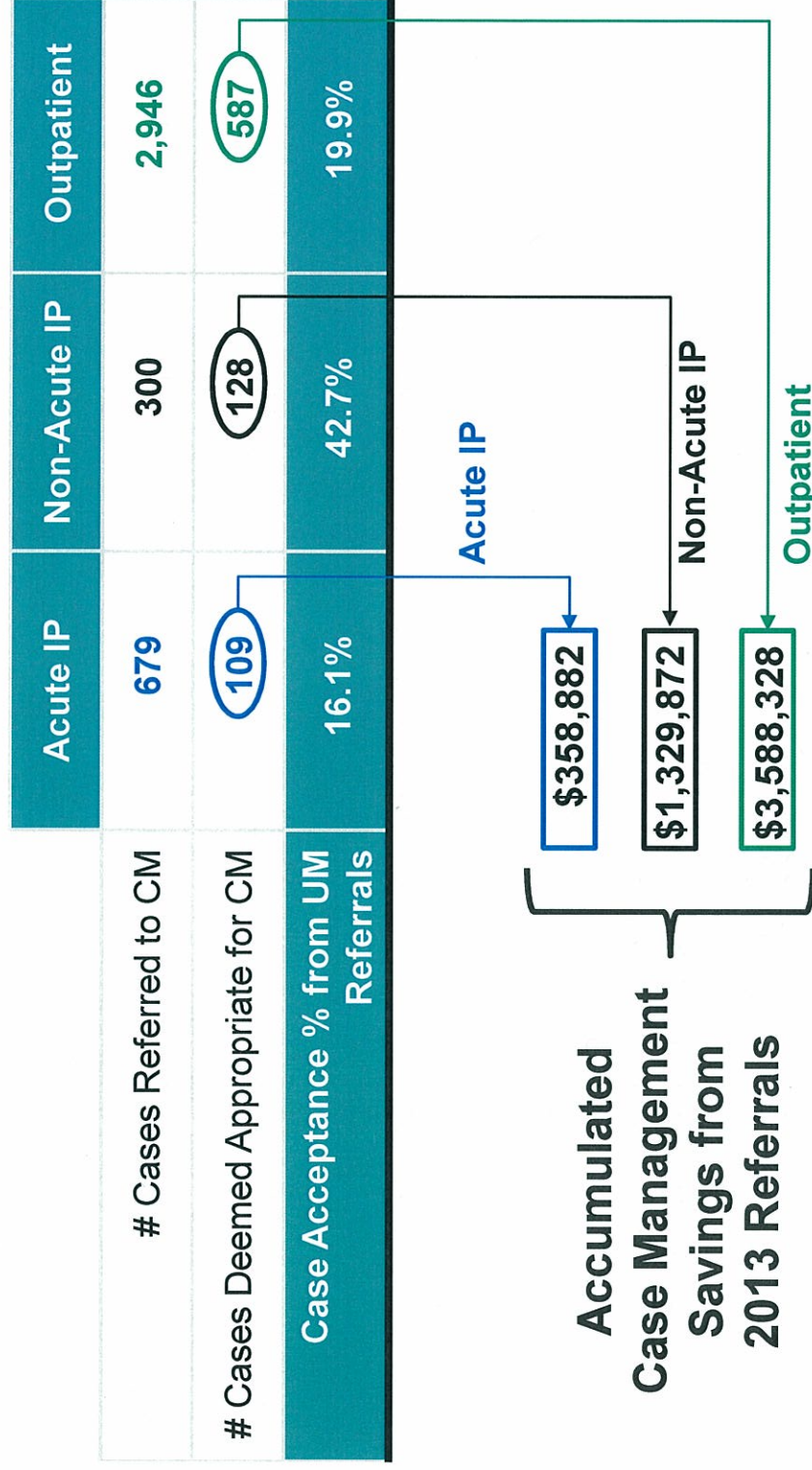
Utilization Management Case Management Referrals



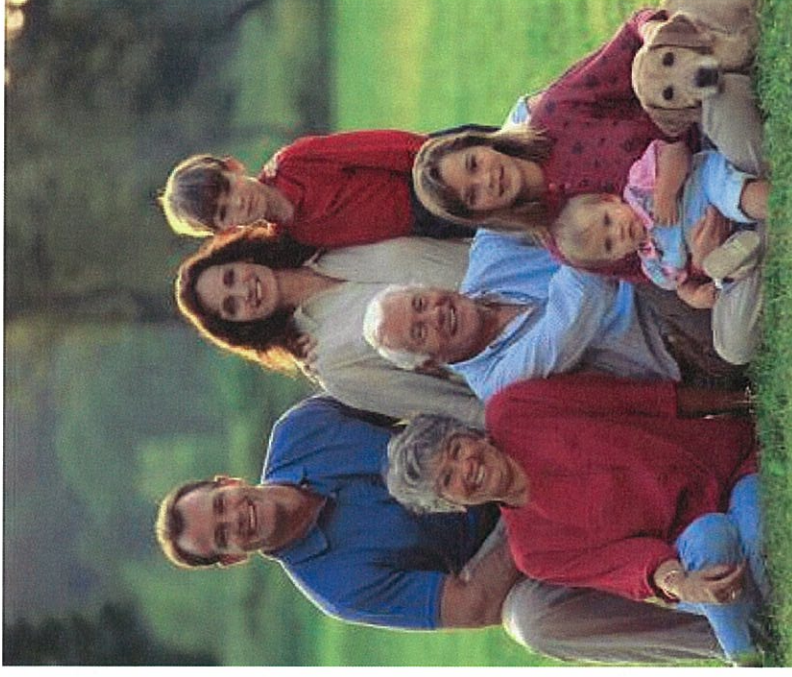
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Utilization Management – CM Referrals

Case Management Referrals from UM – 2013



Utilization Management Outpatient Summary



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Utilization Management – Outpatient

Outpatient Summary – 2013

Outpatient Service	# Cases	Units Req.	Units Cert.	Savings
Elective Diagnostic Testing	18,616 (61.5% of all cases)	21,842	21,602	\$87,511
Physical Therapy	7,044 (23.3% of all cases)	105,536	101,421	\$311,704
Home Health	1,511	16,439	13,288	\$606,040
Occupational Therapy	1,162	20,224	19,455	\$78,270
Elective Surgery	1,053	1,426	1,393	\$54,110
Speech Therapy	469	14,893	14,324	\$135,810
DME	218	28,307	26,899	\$413,824
Med Treatment	67	5,915	5,550	\$277,390
Total Top 8 OP Services	30,140			\$1,964,659
All Other Services	113			\$9,362
Total Outpatient	30,253			\$1,974,021

Utilization Management – Outpatient

Outpatient Outlier Analysis – Top 5 Authorizations by Savings – 2013

iSuite Ref. #	Service	Facility	Physician	Procedure	Units Req.	Units Appr.	Savings
2224632	Med Treatment	Central Arkansas Radiation Therapy Institute	Ross	77301 - NTSTY MODUL RADTHX PLN DOSE-VOL HISTOS	25	0	\$49,935.75
				77418 - NTSTY MODUL DLVR 1/MLT FLDS/ARCS PR TX SESSION	25	0	\$41,547.50
				77338 - MLC IMRT DESIGN & CONSTRUCTION PER IMRT PLAN	25	0	\$25,582.25
				77427 - RADIATION TREATMENT MANAGEMENT [...]	25	0	\$15,677.25
				77334 - TX DEVICES DESIGN & CONSTRUCTION COMPLEX	25	0	\$13,079.25
				77470 - SPECIAL TREATMENT PROCEDURE	25	0	\$12,120.50
				77290 - THER RAD SIMULAJ-AIDED FIELD SETTING COMPLEX	25	0	\$9,211.50
				77300 - BASIC RADIATION DOSIMETRY CALCULATION	25	0	\$8,573.00
				77336 - CONTINUING MEDICAL PHYSICS CONSLTJ PR WK	25	0	\$6,603.75
				77014 - CT GUIDANCE RADIATION THERAPY FLDS PLACEMENT	25	0	\$4,419.75
				77280 - THER RAD SIMULAJ-AIDED FIELD SETTING SIMPLE	25	0	\$4,078.25
TOTAL						\$190,828.75	
2000403	DME	Bird and Bear Medical Supply	Washington	B4161 - EF PED HYDROLYZED/AMINO ACID	180	0	\$174,259.80
				B4161 - EF PED HYDROLYZED/AMINO ACID	65	65	\$0.00
				TOTAL			\$174,259.80
2384353	DME	Bird and Bear Medical Supply	Pilkington	B4160 - EF PED CALORIC DENSE>/=0.7KC	365	0	\$169,403.80
2252529	Med Treatment	Conway Regional Medical Center	Imamura	77418 - NTSTY MODUL DLVR 1/MLT FLDS/ARCS PR TX SESSION	30	0	\$49,857.00
				77421 - STRSC X-RAY GDN LOCLZJ TARGET VOL DLVR RADJ [...]	30	0	\$4,555.50
				TOTAL			\$54,412.50
1943546	DME	Adult and Pediatric Specialists	Lyle	B4160 - EF PED CALORIC DENSE>/=0.7KC	90	0	\$41,770.80

Total Top 5 = \$630,676
(32.0% of all outpatient savings in 2013)

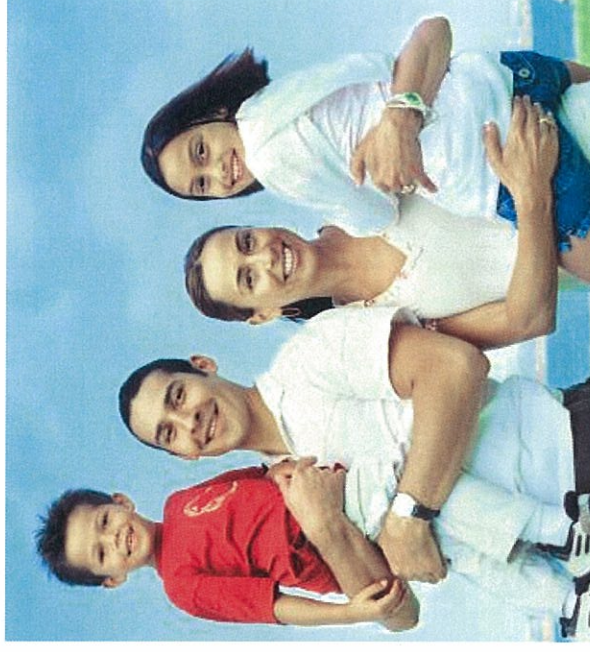
Savings is based on procedure code match to Milliman 2012 national commercial population benchmarks

Utilization Management – Outpatient

% Approved Services by OP Setting and Service – 2013

Setting-Service-Urgency	Units Req.	Units Appr.	Approved %
Home Health	16,439	13,288	80.8%
Outpatient - IOP SA	683	620	90.8%
Outpatient - Med Treatment	4,199	3,834	91.3%
Outpatient - IOP MH	373	347	93.0%
DME	28,307	26,899	95.0%
Outpatient - Physical Therapy	105,458	101,343	96.1%
Outpatient - Speech Therapy	14,893	14,324	96.2%
Outpatient - Occupational Therapy	20,216	19,447	96.2%
Outpatient - Partial day SA	367	355	96.7%
Outpatient - Partial day MH	124	121	97.6%
Outpatient - Surgery - Elective	1,382	1,349	97.6%
Outpatient - Diagnostic Test - Urgent	48	47	97.9%
Outpatient - Diagnostic Test - Elective	21,812	21,572	98.9%
Outpatient - Diagnostic Test - Emergent	4	4	100.0%
Outpatient - Surgery - Emergent	6	6	100.0%
Outpatient - Surgery - Urgent	1	1	100.0%
Physician - Diagnostic Test - Elective	30	30	100.0%
Physician - Med Treatment	1,716	1,716	100.0%
Physician - Occupational Therapy	8	8	100.0%
Physician - Physical Therapy	78	78	100.0%
Physician - Surgery - Elective	44	44	100.0%

Medical Management Summary Case Management



 **AmericanHealth**
A M E R I C A N H E A L T H H O L D I N G I N C .

Case Management

Activity Summary

Case Activity	Q1 – Q3 2013	Q4 2013
Beginning	12	358
Opened	880	331
Closed	534	282
Ending Open Cases	358	407

Case Management

Case Type Summary

Case Type	Starting # of Cases on January 1, 2013	# of Cases Opened in 2013
Oncology	-	380
Continuing Care Coordination	3	255
Medical Case Management	-	205
Transplant	-	80
Research and Review	-	76
Short Term CM	1	53
Neonatology/Peds	2	51
Psych/SA	-	48
Maternity Case Management	6	34
Rehabilitation	-	27
Air Evacuation	-	2
Total	12	1,211

Case Management

Savings Summary

	Q1 – Q3 2013	Q4 2013	Total 2013
CM Savings	\$7,882,818	\$2,512,909	\$10,395,727

Average Savings per Case = \$8,500
(based on 1,223 cases in an open state between 1/1/13 and 12/31/13)

American Health has voluntarily elected to reduce our total 2013 Case Management savings by \$1,422,093 for the two cases listed below. Although these cases follow savings guidelines as set forth by the Case Management Society of America (CMSA), we feel a more conservative approach is warranted for the State of Arkansas:

- Case ID 2610465; total 2013 savings = \$1,256,320
- Case ID 2554900; total 2013 savings = \$165,773

Case Management

CM Savings Summary – By Source and Case Type

Savings Source	Total Savings 2013
Averted Usage of Services	\$3,530,626
Averted Inpatient Admission	\$3,899,211
Averted Medical Complications	\$1,126,768
Services Not Medically Necessary	\$346,761
Days Saved via Intervention	\$160,057
Services Reduced via intervention	\$138,643
Transition to Alternate Level of Care	\$105,411
Development of Alternate Care Plan	\$105,140
Steerage to Network Providers	\$78,774
Alternative Payer Source Identified	\$19,950
Referral to Specialist/Medical Consultant	\$5,542
Total Managed Savings	\$9,516,883
Transplant	\$469,620
Skilled Nursing Facility (SNF)	\$175,869
Hospice	\$81,193
Pre-transplant	\$68,220
Long-Term Acute Care (LTAC)	\$51,648
Transportation	\$27,000
Rehab	\$4,785
DME/Supplies	\$509
Total Negotiated Savings	\$878,844
Total Savings	\$10,395,727

Case Type	Total Savings 2013
Maternity Case Management (45 cases)	\$3,156,498
Oncology (296 cases)	\$2,578,270
Medical Case Management (272 cases)	\$2,061,062
Transplant (66 cases)	\$1,174,454
Continuing Care Coordination (99 cases)	\$676,243
Neonatology/Peds (46 cases)	\$257,971
Rehabilitation (45 cases)	\$246,073
Psych/SA (17 cases)	\$117,248
Research and Review (26 cases)	\$94,337
Air Evacuation (1 case)	\$27,000
Short Term CM (1 case)	\$6,571
Total Savings	\$10,395,727

Case Management

Cases with \$100,000+ in Savings – 2013

Case	Challenges	Our Interventions	Results
25 year old Female	- Twin pregnancy - Malnourishment; severe pain in Mother	- Taught patient ability to detect and describe symptoms - Educated patient on medications, including purpose, managing side affects and importance of adherence	- Averted NICU days 2013 Savings: \$1,063,040
38 year old Female	- Advanced maternal age pregnancy - Hypertension and gestational diabetes	Provided patient instruction on managing co-morbidities, preterm labor and appropriate diabetic diet	- Averted NICU days 2013 Savings: \$641,585
34 year old Female	- First pregnancy - Low amniotic fluid levels; bed rest	- Coached patient on symptoms of premature delivery and importance of hydration and proper bed positioning - Conducted care planning and coordination	- Averted NICU days 2013 Savings: \$370,003
28 year old Female	- First pregnancy - Gestational diabetes	Communicated with patient to monitor diabetes and provide information regarding delivery and breastfeeding	- Averted NICU days 2013 Savings: \$261,423
14 year old Male	- Congenital heart defect with multiple surgeries - Heart transplant	- Educated patient's family regarding post procedure care, signs and symptoms of organ rejection - Negotiated 30% transplant discount	- Transplant negotiation 2013 Savings: \$224,910
39 year old Female	- Advanced maternal age pregnancy - Previous miscarriage	- Reviewed patient history, developed care plan and addressed patient concerns - Discussed signs and symptoms of preterm labor and what to report to doctor	- Averted NICU days 2013 Savings: \$200,883

Case Management

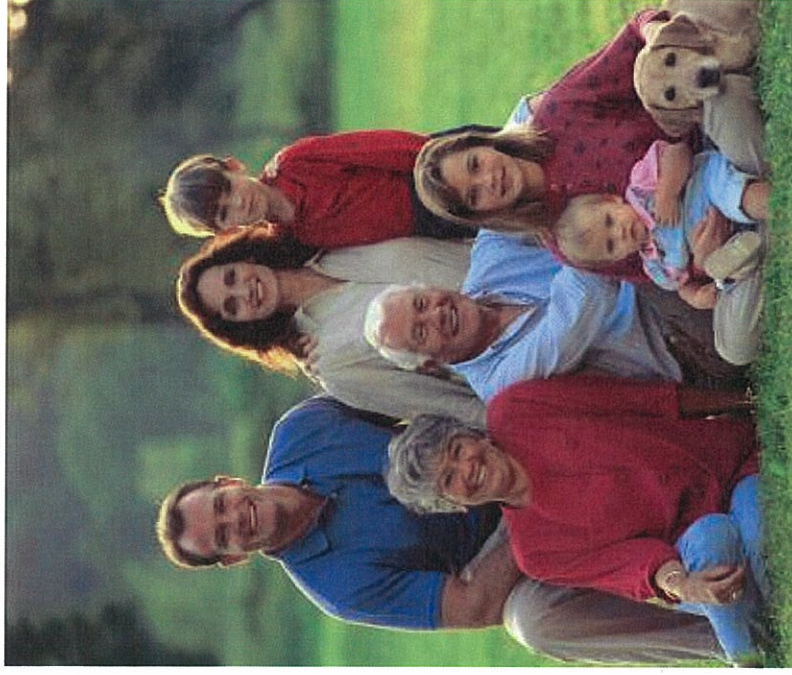
Cases with \$100,000+ in Savings – 2013

Case	Challenges	Our Interventions	Results
43 year old Female	- Advanced maternal age, first pregnancy - Hypertension and gestational diabetes	Concentrated education on proper diet and maintaining blood sugar using a food intake journal	- Averted NICU days 2013 Savings: \$198,607
59 year old Male	- Bone marrow cancer - Required multiple blood transfusions and stem cell transplant	- Provided information on prevention of chemotherapy complications and infection control - Negotiated 30% transplant discount	- Transplant negotiation 2013 Savings: \$154,776
42 year old Female	- Advanced maternal age - Asthma, gestational diabetes, fetal club foot	Maintained contact with patient to answer questions, and to provide education and support for infant's disability	- Averted NICU days 2013 Savings: \$152,563
36 year old Male	- End-stage liver disease - Hepatitis C virus	- Collaborated with patient on transplant care plan - Negotiated 30% transplant discount	- Transplant negotiation 2013 Savings: \$148,806
64 year old Male	- Mantle cell lymphoma - Aggressive chemotherapy, extreme side effects	Educated patient and spouse regarding chemotherapy treatment plan and potential side effects of aggressive treatment	- Development of alternate care plan 2013 Savings: \$119,924
70 year old Male	- Stage IV Pancreatic cancer - Abdominal pain, vomiting, and jaundice	Facilitated physician review of treatment for medical necessity	- Physician review for necessity 2013 Savings: \$108,825

Total Top Cases = \$3,645,345
(35% of all Case Management savings in 2013)

Medical Management Summary

Bariatric Program



 **AmericanHealth**
American Health Holding Inc.

Bariatric Program



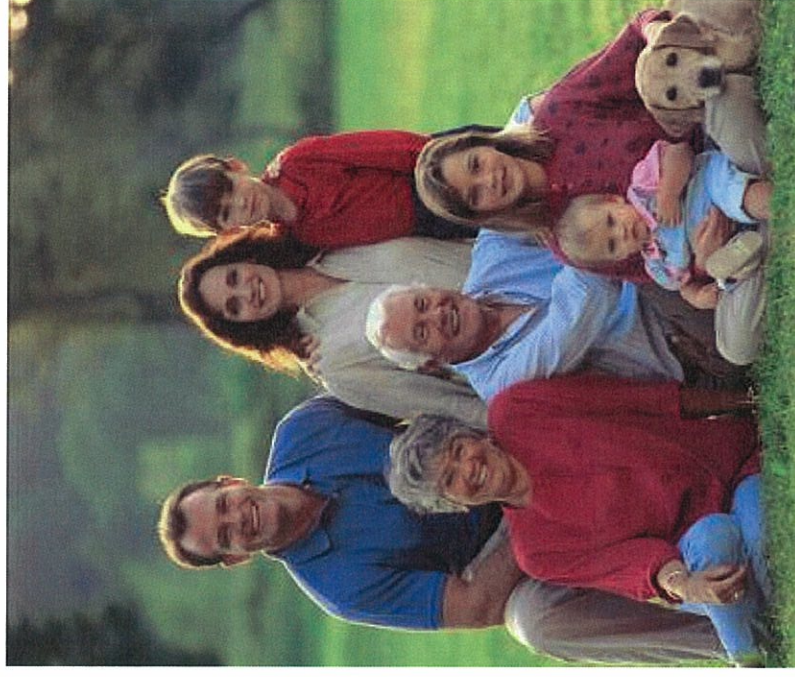
- ❑ **Q4 2013 savings = \$881,458**
 - Gastric Bypass savings of \$552,534 was the largest contributor
- ❑ **Number of surgeries decreased from 86 (Q3) to 44 (Q4)**
 - Gastric Bypass remained the most prominent surgery with 27
- ❑ **Follow up visits decreased from 299 (Q3) to 127 (Q4)**
 - Gastric Bypass continued to have the most follow-up visits with 67
- ❑ **Complications from surgery were down in Q4 as compared to Q3**
 - Q3 2013: 28 cases had complications
 - Q4 2013: 10 cases had complications

Bariatric Program



- ❑ **2013 savings = \$3,034,410**
 - Gastric Bypass savings of \$1,638,347 was the largest contributor
 - ✓ *Averted Medical Complications accounted for 92% of the savings*
- ❑ **There were 542 surgeries during 2013**
 - Gastric Bypass was the most prominent surgery with 275
- ❑ **Members had 1,394 follow up visits during 2013**
 - Gastric Bypass had the most follow-up visits with 685
- ❑ **There were 174 complications from surgery reported in 2013**
 - Gastric Bypass: 109 cases had complications
 - Gastric Sleeve: 27 cases had complications
 - Lap Band: 38 cases had complications

Medical Management Summary Disease Management



 American Health
American Health Holding Inc.

Disease Management

□ Q4 2013 – Key Trends and Highlights

- Gained **220** newly engaged members during the quarter
- We are actively coaching **1,828** State of Arkansas members, a **1.9%** decrease from Q3
- **836** engaged members completed a program PAM during the quarter
- Members PAM Scores have increased, with **COPD** having the largest average point change of **32.1** points
- The State of Arkansas participation rate¹ at the end of Q4 2013 was **63.5%**, which is higher than the AHH Book of Business participation rate of **49.9%**

Diabetes had the highest level of participation at **77.4%**

CHF had the lowest level of participation at **14.3%**

- The **Hypertensive** group had the highest level of compliance at **78.0%**²
- The **Hyperlipidemic** group had the lowest level of compliance at **58.0%**

¹Based on successfully contacted members

²Based on conditions with 10 or more actively engaged members

Disease Management

Program Summary All Conditions: as of December 31, 2013

	# Members Enrolled, but not yet Engaged	# of Actively Engaged Members
Asthma	0	15
CAD	0	9
CHF	0	1
Chronic Pain	0	27
CKD	0	0
COPD	0	2
Diabetes	0	1,563
Hypertension	1	165
Hyperlipidemia	0	46
Total	1	1,828

Enrolled: member has taken initial PAM, but has not yet completed an initial health assessment

Actively Engaged: member is assigned to a Nurse Health Coach, at least one health assessment has been completed, and the case was still open at the end of the quarter

Disease Management

Program Summary All Conditions

	Q3 2013	Q4 2013
Prevalence Rate	1.5%	1.6%
Contact Rate	84.4%	84.0%
Participation Rate ¹	68.9%	63.5%
Non-Participation Rate	31.1%	36.5%

¹ Based on successfully contacted members

Disease Management

Case Summary

Case	Challenges	Our Interventions	Results
65 year old male	• First engaged August 2012 • Diagnosed with Diabetes, Hypertension, and Hyperlipidemia • High HbA1c level of 9.2 • Does not take medication as prescribed • Does not discuss symptoms with physician • Does not follow prescribed diet	• Educated patient on importance of medication compliance • Coached extensively on how and what to discuss with physician • Provided educational material on using diet to control diabetes • Discussed affects of exercise on diabetes	• Member began recording daily blood sugar levels along with tracking food and exercise levels to discuss with his physician, which led to a change in medication • Member indicates he has begun taking his medication as prescribed • Member's HbA1c level dropped to 6.1

Medical Management Summary

Maternal Newborn



 **American Health**
American Health Holding Inc.

Maternity Management

Activity Summary

Case Activity	Q4 2013	YTD 2013
Beginning	272	242
Opened	161	640
Closed	179	628
Ending Open Cases	254	254

There were 192 actively enrolled participants in the program as of 12/31/13:

- 130 participants were considered **low** risk
- 62 participants were considered **high** risk

Maternal Newborn

Case Closure Disposition Summary

628 cases were closed during the period 1/1/2013 – 12/31/2013:

- ✓ **427 members successfully completed the program**
- ✓ **56** cases were closed because the member was not responsive to further contact or calls
- ✓ **55** cases were closed due to unable to contact member
- ✓ **24** cases were switched to large case management  *Indicates the MNB program is working effectively to steer high risk members into Case Management*
- ✓ **21** cases were closed as goals were met, or no further cost containment available
- ✓ **14** cases were closed due to miscarriage
- ✓ **13** cases were closed for other reasons
- ✓ **10** cases were closed due to benefits termination
- ✓ **4** cases were closed because the member was unwilling to participate
- ✓ **2** cases were closed due to family/patient request
- ✓ **2** cases were closed due to patient condition stabilized

Data as of January 3, 2014

Medical Management Summary Nurse Line

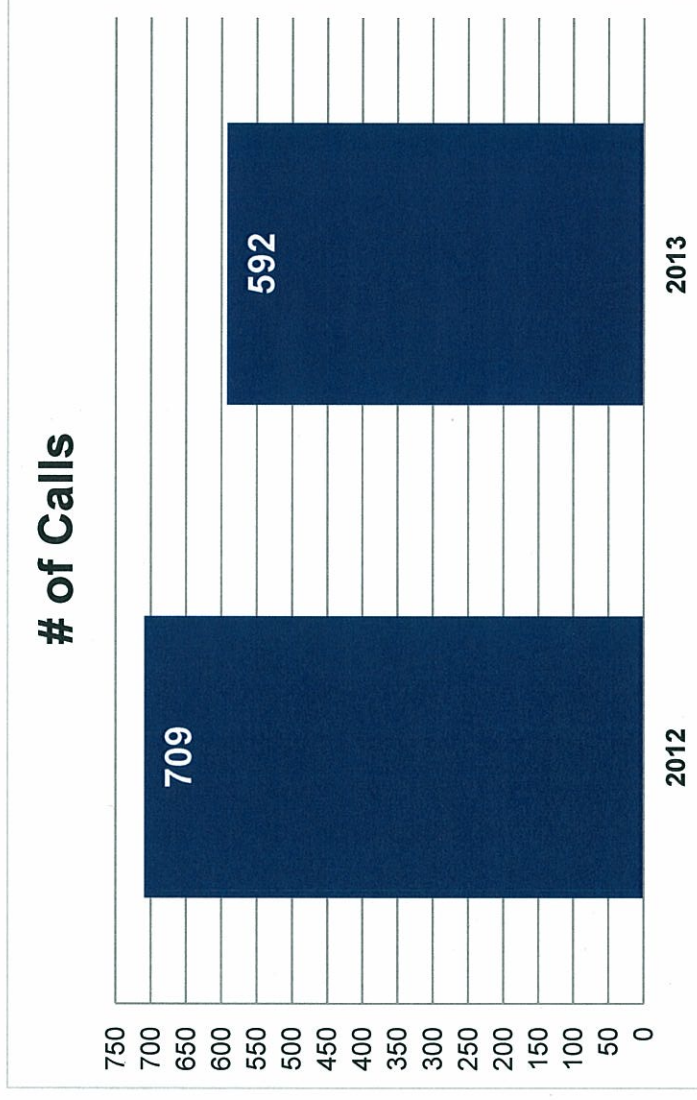


 **American Health**
AMERICAN HEALTH HOLDING, INC.

24/7 Nurse Line

Activity Summary

	Q1 – Q3 2013	Q4 2013	Total 2013
Number of Calls	420	172	592



Nurse Line

Disposition Summary – Triage Impact – Selected 2013 Highlights

Original Inclination of Member	Call Disposition	# Calls – 2013	SoA Value
Go to ER	See Provider within 1 to 3 Days	7	Prevented unnecessary ER visits
	See Provider within 4 hrs	4	
See Healthcare Provider or Clinic	Go to ER Immediately	65	Averted medical complications
	Call 911	14	
	Call Poison Center Immediately	5	Avoided unnecessary usage of services
	Provide Home Care	64	
Provide Home Care	See Provider Immediately or within 4 hrs	13	Averted medical complications
	Go to ER Immediately	6	
	Call 911	1	

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