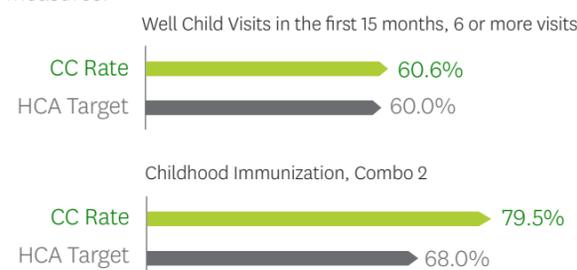


Quality Results

Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. Coordinated Care implements many initiatives for our members throughout the year to increase Healthcare Effectiveness Data and Information Set scores and to reach state (HCA) benchmarks and National Committee for Quality Assurance 75th Percentiles.

Well Visits (6 or more) First 15 months	Well Visits 3-6 years	Adolescent Well Care
CY 2013 43.1%	CY 2013 67.4%	CY 2013 38.2%
CY 2014 60.6%	CY 2014 66.8%	CY 2014 38.0%

Coordinated Care has exceeded HCA goals for the following HEDIS measures:



Coordinated Care met or exceeded the 75th percentile in the following NCQA reported measures during 2014:

- Childhood Immunization status- Combination 10
- Antidepressant Medication Management (Effective Continuation Phase treatment)
- Human Papillomavirus Vaccine for female adolescents
- CDC- HbA1c testing
- CDC-Nephropathy Screening
- CDC- Eye Exam (met NCQA 50th percentile)
- Medication Management for People with Asthma (75% Compliance Rate) (exceeded NCQA 50th percentile)
- Appropriate Treatment of Children with Upper Respiratory Infection
- Pharmacotherapy Management for COPD exacerbation (Systemic Corticosteroids)
- Use of Imaging for Low Back Pain

Success Story

Renewed Hope in the Midst of Tragedy



Cindy joined Coordinated Care under Medicaid expansion in January 2014. A few months earlier, Cindy lost her husband to ALS. This tragedy brought her into depression and added major stress to her life, which built up to Cindy having a heart attack.

She contacted the Coordinated Care team and was immediately referred to case management, Cenpatico and Nurtur. She was connected to a behavioral counselor who guided her through the depression and a health coach to create a realistic health plan to follow.

Cindy is grateful and thanks Coordinated Care for being so helpful during this rough time.

“I sincerely couldn’t be happier with a health insurance company. Thank you,” Cindy said.




coordinated care™

2015

REPORT CARD

Coordinated Care | Washington

Physician Summit Award Program

Coordinated Care recognized one physician as part of its annual Physician Summit Award program. The program acknowledges the extraordinary efforts these physicians make to provide quality care and clinical excellence to Coordinated Care members.

The Physician Summit Award honorees are Primary Care Physicians (PCP) who, compared to their peers, have demonstrated exemplary performance in the following areas: routine preventative and well-care services and establishing a medical home for new enrollees. They receive an engraved crystal award and a catered lunch for their office staff. In addition, they are recognized on Coordinated Care's website, as well as in provider newsletter and other materials.

Coordinated Care would like to congratulate the following 2015 Physician Summit Award Winner:
Mary Hoagland-Scher, M.D.

Member Services

AVERAGE CALLS PER MONTH

July 1, 2015 - July 31, 2015 | 10,497 Total Calls

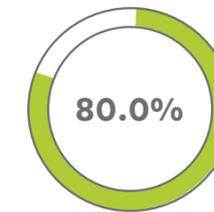
Timeliness of Calls Answered | 94.3%

80% of total monthly calls within 30 seconds or less

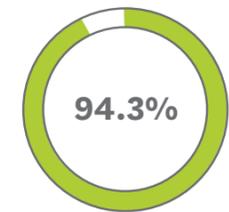
Calls Abandoned | 0.6%

Goal | Less than 3.0%

Call Statistics

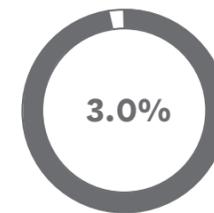


Timeliness Goal



Timeliness of Calls Answered

Abandonment Goal <3.0%



Calls Abandoned Goal



Calls Abandoned

Claims Payment

Clean Claims Paid in 30 Days (Electronic and Paper) | 98.9%
Goal | 95.0%

EDI Claims vs Paper Receipt | (EDI = 96.5%) (Paper = 3.3%)
(Web = 0.2%)

Claims Payment within 30 Days



Timeliness Goal



(Electronic and Paper)

At a Glance

Services Offered | TANF, CHIP, ABD (Non Duals), Foster Care, Medicaid Expansion, Health Insurance Marketplace

Number of Employees | 230

First Year of Operations | 2012

Number of Providers | 13,600

Number of Members | 210,000+

Number of Counties Served | 26 counties

Innovative Programs



TECHNOLOGY FOR BETTER HEALTHCARE

Coordinated Care uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.



PERSONAL MEMBER OUTREACH AND SUPPORT

Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.



HELPING MOTHERS AND THEIR BABIES

Start Smart for your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies — helping to lower the risks of premature births and admissions to neonatal intensive care units.



Main Office
1145 Broadway
Suite 300
Tacoma, WA 98402

Other Locations
Yakima
Seattle