

## Quality Results

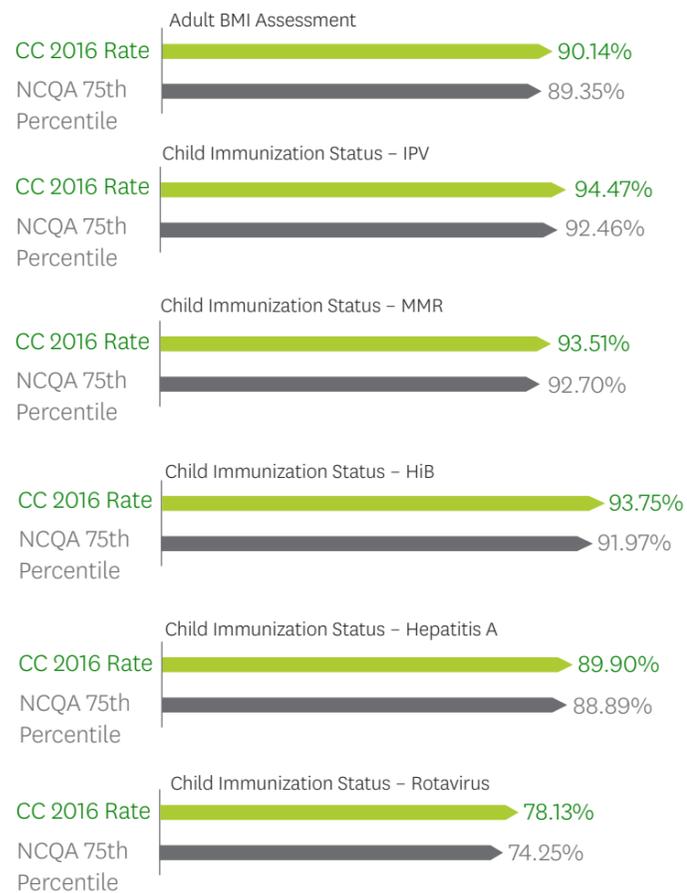
Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of the health. Coordinated Care implements initiatives for our members and measure well visits using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Well Visits First 15 months	Well Visits 3-6 years	Adolescent Well Visits
CY 2014   <b>60.58%</b>	CY 2014   <b>66.83%</b>	CY 2014   <b>37.98%</b>
CY 2015   <b>68.92%</b>	CY 2015   <b>64.42%</b>	CY 2015   <b>38.94%</b>
CY 2016   <b>58.17%</b>	CY 2016   <b>70.91%</b>	CY 2016   <b>44.47%</b>

Coordinated Care strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that Coordinated Care is exceeding performance in comparison to national benchmarks.

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

### Effectiveness of Care: Prevention & Screening



## Success Story

Coordinated Care's case management team started working with a 31 year-old pregnant female member during the fall of 2016. During the first initial call to determine her pregnancy risk factors, she shared that she had miscarried several times, and during her most recent pregnancy she had to have an emergency "C-Section" at only 24 weeks gestation, and her daughter lived for only one hour after delivery. Our member shared fear that she could not cope with losing another child; additionally, she wanted to quit smoking and needed to find a new place to live because her current apartment was full of mold. Our member agreed to begin Start Smart For Your Baby care management and Behavioral Health case management.

During the next six months of her pregnancy, our care management team administered weekly injections to prevent preterm labor. Our member participated in behavioral health counseling to deal with her grief and loss. She learned how to cope with each day and not to fear the "what ifs." Through our smoking cessation coaching she quit smoking within three months of that first phone call.

The Coordinated Care team connected the member to the city's code enforcement officials to help with her housing issues, she is now close to moving into a new apartment free from mold. On June 14, 2017 our member delivered a healthy baby girl, Stephanie, at 36 weeks gestation. Both mom and baby girl were amazing through delivery and are settling in nicely with family life.

Our member expressed many times along the way how grateful she was for her support team from Coordinated Care. She even took the time to come visit our Tacoma office to meet and thank more of her Care Team. Recently, our member declared that she plans to go back to school for her bachelor's degree in Social Work so she can open a counseling center for teenage girls or maybe even work at Coordinated Care someday!



  
coordinated care™

**2017**

REPORT CARD

# Coordinated Care | Washington



Main Office  
1145 Broadway  
Suite 300  
Tacoma, WA 98402

Other Locations  
Yakima  
Seattle  
Wenatchee



## At a Glance

Services Offered | Washington Apple Health (Medicaid), Washington Apple Health Core Connections (Foster Care), Ambetter (Health Benefit Exchange), Allwell Medicare Advantage (2018)

- Number of Employees | 360
- First Year of Operations | 2012
- Number of Providers | 24,000
- Number of Hospitals | 87
- Number of Members | 247,779
- Number of Counties Served | 39

## Innovative Programs



**TECHNOLOGY FOR BETTER HEALTHCARE**  
Centene Corporation, our parent company, 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. An off-shoot of this initiative is the KickStart Program. This is an Obstetrical and Behavioral Health CM program for Members with SUD/ High Risk Pregnancies. The purpose is to identify perinatal members with substance use issues, provide them with coordinated care involving both OB Case Management and Behavioral Health Case Management; and connect them as early as possible in their pregnancy with the appropriate providers to meet their medical and behavioral health needs.

## 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 2017 Physician Summit Award Winner:**

**Saul Valencia, MD, Chief Medical Officer**  
Tri-Cities Community Health

## Member Services

**AVERAGE CALLS PER MONTH**  
July 1, 2016 - June 30, 2017

**Medicaid**  
Average Number of calls per month: 10,625

Timeliness of Calls Answered | 89.0%  
Goal | 80.0%

Calls Abandoned | 0.8%  
Goal | Less than 3.0%

**Ambetter**  
Average Number of calls per month: 6,570

Timeliness of Calls Answered | 96.0%  
Goal | 80.0%

Calls Abandoned | 0.1%  
Goal | Less than 5.0%

**Foster Care**  
Average Number of calls per month: 1,015

Timeliness of Calls Answered | 89.0%  
Goal | 80.0%

Calls Abandoned | 1.2%  
Goal | Less than 3.0%

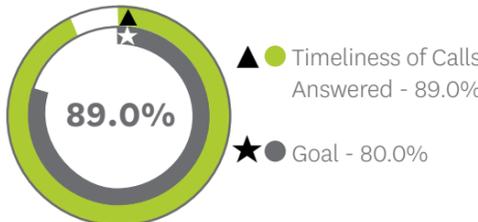
### Call Statistics - Medicaid



### Call Statistics - Ambetter



### Call Statistics - Foster Care



## Claims Payment

Claims Paid in 30 Days (Electronic and Paper) | 99.6%  
Goal | 95.0%

EDI Claims vs Paper Receipt | EDI = 97.3%, Paper = 2.7%

### Claims Payment within 30 Days

