Making the Vision a Priority

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Molina Healthcare, Inc. and Prospera Housing Community Services – Health & Housing Pilot Project

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The Molina Healthcare Story

Taking care of kids, adults, seniors and families for over 35 years

Molina Healthcare was founded by emergency room physician Dr. C. David Molina in 1980. After having treated patients with everyday ailments in the ER because they had no primary care physicians, Dr. Molina opened a clinic especially for them. Today Molina Healthcare continues his mission, serving millions of people through Medicaid, Medicare and the Marketplace, as well as other government-sponsored programs for low-income families and individuals.

PROSPERA has been empowering families for over 25 years with a sustainable business model providing safe, high-quality, affordable housing with supportive resident services. Our housing provides “community” and a starting point for residents to stabilize their lives, pursue goals, fulfill dreams and build self-endurance – so they can “prosper”.

Visit us at www.Pro speraHCS.org
Health & Housing: The Observation

- Aligned missions, visions, values
- Focus on empowering members
- Molina’s Prospera members use ER less
- Improved outcomes at sites with full-time services managers

### Annual ER Visits/K Molina

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<th>Year</th>
<th>Molina Statewide</th>
<th>Molina-Prospera</th>
<th>Pilot Participants</th>
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### ER Visits/K Molina Members Across Prospera Properties

- **With No Service Manager**
- **With Full-Time Service Manager**

![Chart showing ER visits per thousand Molina members across Prospera properties with and without full-time service managers.](chart_image)
Health & Housing: The Opportunity

- Formal collaboration between Molina and Prospera
- Dedicated relationship between Molina Service Coordination and Prospera Service Manager
- Co-developed training materials
- Alert to change in conditions (with member consent)
- Demonstrate results: tracking overall cost of healthcare and key health indicators for members

Tracking overall cost of healthcare and key health indicators for members:

- ED utilization
- Inpatient hospitalizations
- IP readmissions,
- Selected HEDIS scores
- Member growth and retention rates
- Member satisfaction
Identifying Synergies & Eliminating Barriers

- Impact for the Member
- Value of Roles and Responsibilities
Making the Vision Happen - Action Oriented

- Building Relationships
- Establishing Buy-In
- Understanding Roles and Responsibilities
- Engaging the Team
Early Findings

- 45 participants
- Pilot member baseline data shows higher utilization than overall Prospera population
- 91% participation rate
Early Findings

- Economic Stability
- Education
- Social & Community
- Health
Next Steps

• Regular Reporting of Metrics
• Continued Engagement with Members
• Potential for Expansion