

Collaboration in Hawaii: Tool Kit for the States

September 16, 2008
Washington, DC



Healthways



- Global leader in health and care support, prevention and well-being enhancement
- Currently engage over 27 million lives and enjoy relationships with more than 1,000 U.S. employers
- 3,800 employees nationwide
- Dedicated to improving lives for over 25 years

www.healthways.com



Hawaii Medical Service Association (HMSA)



- Leading provider of health care coverage in Hawaii with over 700,000 members
- Dedicated to providing quality, affordable coverage, employee benefit services and worksite wellness programs
- Offers services and support to help improve the health and well-being of their members and their communities
- The Care Connection program strives to improve over 100,000 member lives through a coordinated and systematic approach to managing diseases

www.healthways.com

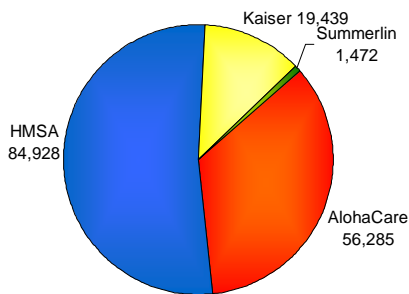


Hawaii Quest - Medicaid Program

- Implemented to provide universal health care coverage for the gap population not covered under the Pre-Paid Health Care Act of 1975
- Assuring quality care for the Hawaii population
- Efficient use of health care resources
- Stabilizing cost of health care
- Transforming the way health care is provided



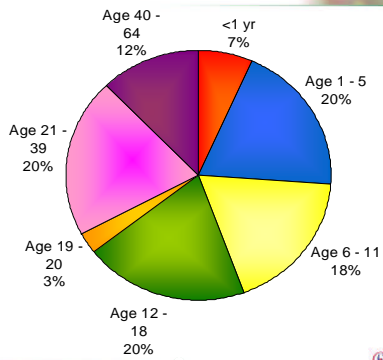
QUEST Health Plans



June 2008



HMSA QUEST Member Demographics



June 2008



Challenges Driving Innovation

- Dynamic member eligibility
- Very young and mobile population
- Stringent state requirements
- Coordination of care across multiple providers of care



HMSA and Healthways Collaborative Innovation

Creation of the Integrated Health Management Solution (IHMS)

- Supports the total population across the full health care continuum
- Member-centric approach to empower members to take control of their health status
- Guiding principles:
 - Improve the health outcomes of the HMSA member population
 - Improve the member, provider and employer experience
 - Mitigate medical cost trend while maintaining quality of care
 - Create additional value for HMSA and Healthways stakeholders
 - Position HMSA and Healthways as Market Leaders and Innovators



Embrace Platform

- Enables an integrated, whole health view for all HMSA QUEST members across the continuum of services
- Accessed and utilized by all providers of care
- Integrated platform designed for a high degree of personalization



Diabetes HEDIS Measures

QUEST	2001	2007	Percent Change
LDL screening	50.62%	71.48%	41.21%
LDL <70	5.34%	13.97%	161.52%
LDL<100	27.10%	44.10%	62.74%
A1C screening	70.98%	75.52%	6.40%
Good control A1C <7% (from 2002)	26.97%	35.82%	32.82%
Poor control A1C >9% (from 2002)	37.08%	27.66%	-25.40%



Coronary Artery Disease HEDIS Measures

QUEST	2001	2007	Percent Change
LDL screening	55.51%	75.28%	35.60%
LDL <70	6.38%	8.11%	27.03%
LDL<100	29.79%	46.62%	56.52%
Beta Blocker use after heart attack	85.71%	100.00%	16.67%
Persistence of Beta Blocker	0.00%	85.71%	N/A



Chronic Heart Failure (CHF) HEDIS Measures

QUEST	2001	2007	Percent Change
ACE inhibitor use	77.92%	78.26%	0.43%
Beta blocker use	45.83%	88.89%	93.94%



Chronic Obstructive Pulmonary Disease Quality Measures

QUEST	2001	2007	Percent Change
Flu Vaccination	12.22%	20.78%	70.01%
Spirometry Test	33.33%	13.67%	-58.99%

13 HEALTHWAYS

Chronic Kidney Disease Quality Measures

QUEST	2001	2007	Percent Change
Anemia Screening	62.16%	82.22%	32.27%
ACE/ARB use by Stage 3 and 4	47.06%	75.61%	60.67%

14 HEALTHWAYS

Asthma Quality Measures

QUEST	2001	2007	Percent Change
Use of Inhaled Corticosteroid	0.00%	55.88%	N/A
ED visits per 1,000 Members	68.40	31.60	-53.80%

15 HEALTHWAYS

Hospitalizations per 1,000 Members

Program	2001	2007	Percentage Improvement
Asthma	73	27	-64%
CAD	310	94	-70%
CHF	779	163	-79%
CKD	436	31	-93%
COPD	297	122	-59%
Diabetes	211	134	-36%



The Formula Is Simple...

- Keep the Healthy in Good Health
- Reduce or Eliminate Lifestyle Behavioral Risks
- Optimize Care for those with Conditions or Disease

... Execution and Delivery are Crucial!!



Mahalo