

Introduction and Overview



Horizon Blue Cross Blue Shield of New Jersey



**Government Programs
Division Members**



150,000
Medicare



700,000
Medicaid



140,000 Aged, Blind, and Disabled /
Managed Long Term Services and Supports



Erhardt H.L. Preitauer, Chief Executive Officer

Erhardt brings significant national experience in managed Medicare and Medicaid, specializing in Dual Special Needs / Managed Long Term Services and Supports Programs. He held senior leadership roles at United, WellCare, and Aetna prior to joining Horizon. Erhardt sits on the boards of the Institute for Medicaid Innovation, Medicaid Health Plans of America, and the Association for Community Affiliated Plans.



Geri Boone RN BSN MSM, Director, MLTSS Program

Geri is responsible for the overall strategy and operations of Horizon's Managed Long Term Care Service and Support Services (MLTSS) Program and activities. This includes leading and directing the overall business strategies, development of organizational model, policies, and performance metrics for the MLTSS Program. Geri has also held leadership roles at United, ElderHealth, and Bravo Health.

The “Challenge”

**Bringing the Capabilities of a Health Plan,
the Mindset of a Social Agency, and
the Power of World Class Technology**

TO

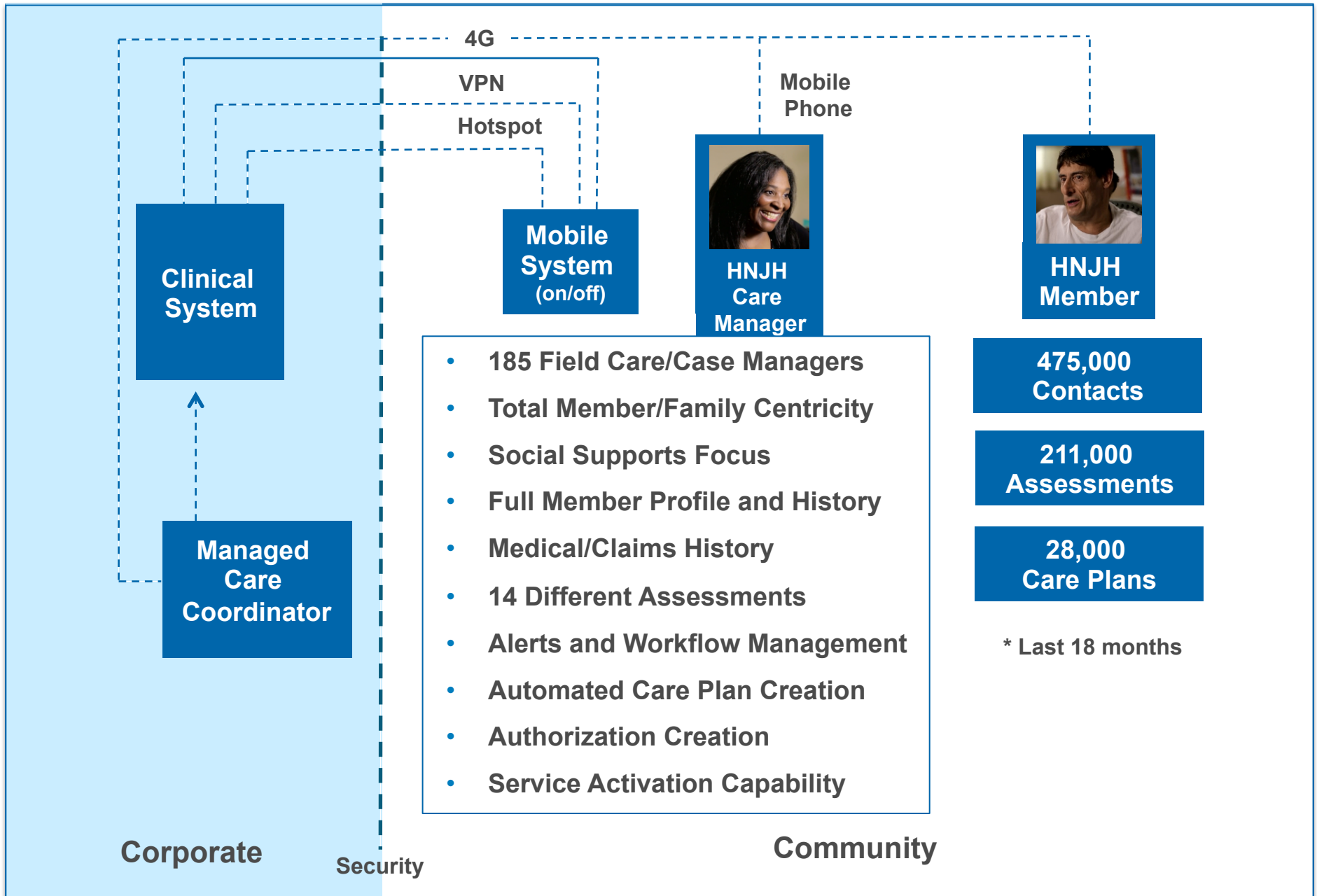
**The Most Complex and Highest Needs Members
of our Society...**



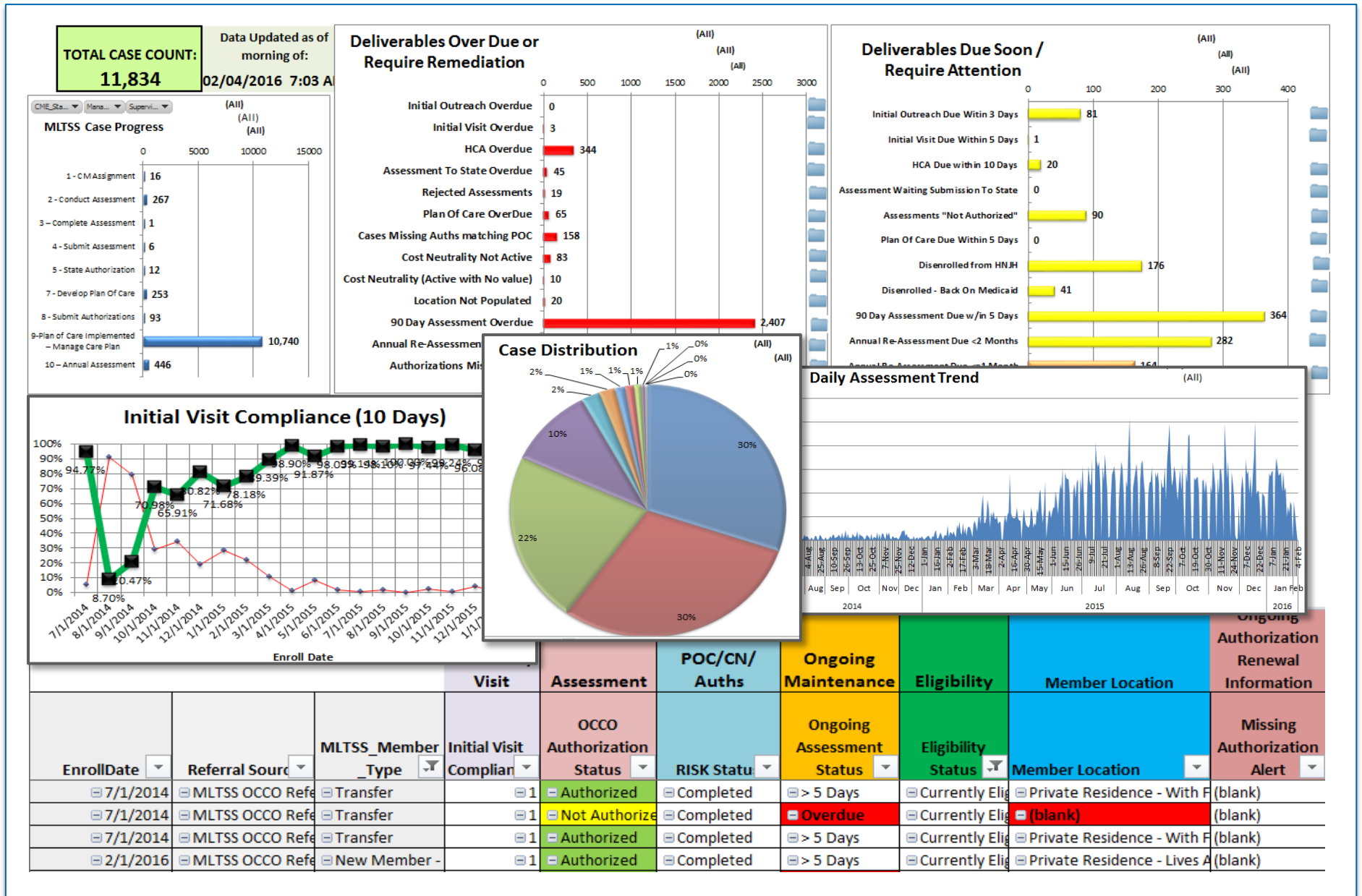
Innovation & Technology Awards

- **InformationWeek Elite 100**
- **Digital Edge25 Awards 2015**

The “How”: A Customized, Fully Mobile Solution



Managing Complexity: A Key to Successful Mobile Capability....



Innovation Highlight: Personal Care Services & Mobile Technology

Roster & Checking In

1

10:41 AM 100%

Thomas Park Help

Client Information

Thomas Park Male, Age 60
266-414-9538

Location

1204 Santa Anita Drive
Ewing, PA 08495

1 hour 32 minutes (102 miles)

Warning

Make sure you have arrived at the appointment location before checking in.

Estimated Distance 5.2 miles

Cancel Check In

Quality Incentives

2

10:41 AM 100%

Thomas Park Help

Client Information

Thomas Park Male, Age 60
266-414-9538

Client Care Offers

Primary Care Physician visit within the next 30 days
Not Accepted

Schedule blood test within the next 30 days
Accepted June 21, 2015

Appointment Time 1:13

Jun 12, 2015 10:00 AM - 11:30 AM

Check Out

Care Plan & Change in Condition

3

10:41 AM 100%

Check Out Next

Environmental Change

Has there been a change in the patient's environment?

Is there a lack of available food in the home?

Is the patient missing access to their medications?

Tap a question to edit

Physical Change

Has there been a change in the patient's physical condition?

YES NO

Checking Out / Validation

4

10:41 AM 100%

Verification Next

Instructions

Please request a signature from the client. Optionally, you can add a note to the appointment.

Signature Added ✓

Note Edit

The client was complaining of some pain in their leg, it appears swollen.



Putting It All Together: Care Management Drives Results

**Best In Class
Care
Management
Staffing Ratio**



**Best In Class
Systems
and
Processes**



**Best In Class
Medical
Expense**



Thank You!