



Building a Healthier UP Through Community Collaboration

Presented by Melissa Holmquist, Chief Executive Officer

Today's Presentation Outline

- What is Managed Care?
- Upper Peninsula Health Plan (UPHP): Who We Are & What We Do
 - Organizational History & Mission
 - Our Membership
 - Our Core Programs and Services
- How we Advance the Health and Well-Being of Communities We Serve
 - Connected Communities for Health (CC4H) Program
 - Community Resource Fair Events



What is Managed Care?

Medicaid Managed Care

- In 1997, Michigan began using managed care (health plans) to provide health care to its Medicaid population
 - Managed care under the Medicaid program is health care provided through Michigan Health Maintenance Organizations (HMOs), also referred to as Medicaid health plans.
 - An HMO is an organization that arranges for a wide range of health-related services.
 - Plans receive a fixed monthly fee (capitation payment), adjusted for the member's age, gender, residence, and other factors.
- Michigan currently has nine (9) different health plans managing the care of more than 2.2 million Medicaid beneficiaries
 - Plans vary greatly in size
 - Plans may operate in one or more regions throughout the State
 - Number of plans vary by region
 - Low of 1 plan (UP counties); high of 8 plans (Wayne, Oakland and Macomb counties)

Medicaid Managed Care – cont.

- The Michigan Department of Health and Human Services (MDHHS) awarded contracts for the Comprehensive Health Care Program (Medicaid and Healthy Michigan Plan) in April 2024.
- Effective October 1, 2024 for up to 8 years.
- Contracts awarded based on Michigan's 10 Prosperity Regions. ►



Why Managed Care?

- By contracting with multiple health plans, Michigan improves access to medical services available to Medicaid beneficiaries and enhances the quality of care they receive.
- Medicaid Health Plans must have a provider network that includes:
 - Specialists
 - Primary Care Physicians (including pediatricians and obstetricians)
 - Hospitals
 - Long term care facilities
 - Home health care
 - Medical suppliers
 - Pharmacy
 - Dentists (adult population)
 - Other services (doula services, chiropractic)



Why Managed Care? – cont.

Some of the Benefits of Managed Care:

- All members are assigned a Primary Care Provider (PCP).
 - The PCP helps coordinate care between specialists and other providers for the member.
- Access to all health plan covered services
- Non-Emergent Medical Transportation Assistance
- Case management and care coordination services
- Social Determinants of Health (SDoH) screening and resource connection
- Health education and support to manage chronic disease / risk

To ensure Medicaid beneficiaries receive quality services health plan performance is monitored by the Michigan Department of Health and Human Services (MDHHS). To accomplish this, MDHHS:

- Conducts on-site reviews of health plans;
- Conducts rigorous annual compliance reviews;
- Conducts consumer surveys;
- Measures performance;
- Conducts external quality reviews;
- Produces and publishes a beneficiary consumer guide; and
- Maintains a toll-free telephone helpline to assist beneficiaries.



Who We Are & What We Do

About UPHP

MISSION

Advancing the health and well-being of the communities we serve.

VISION

A healthy Upper Peninsula with people living their best lives.



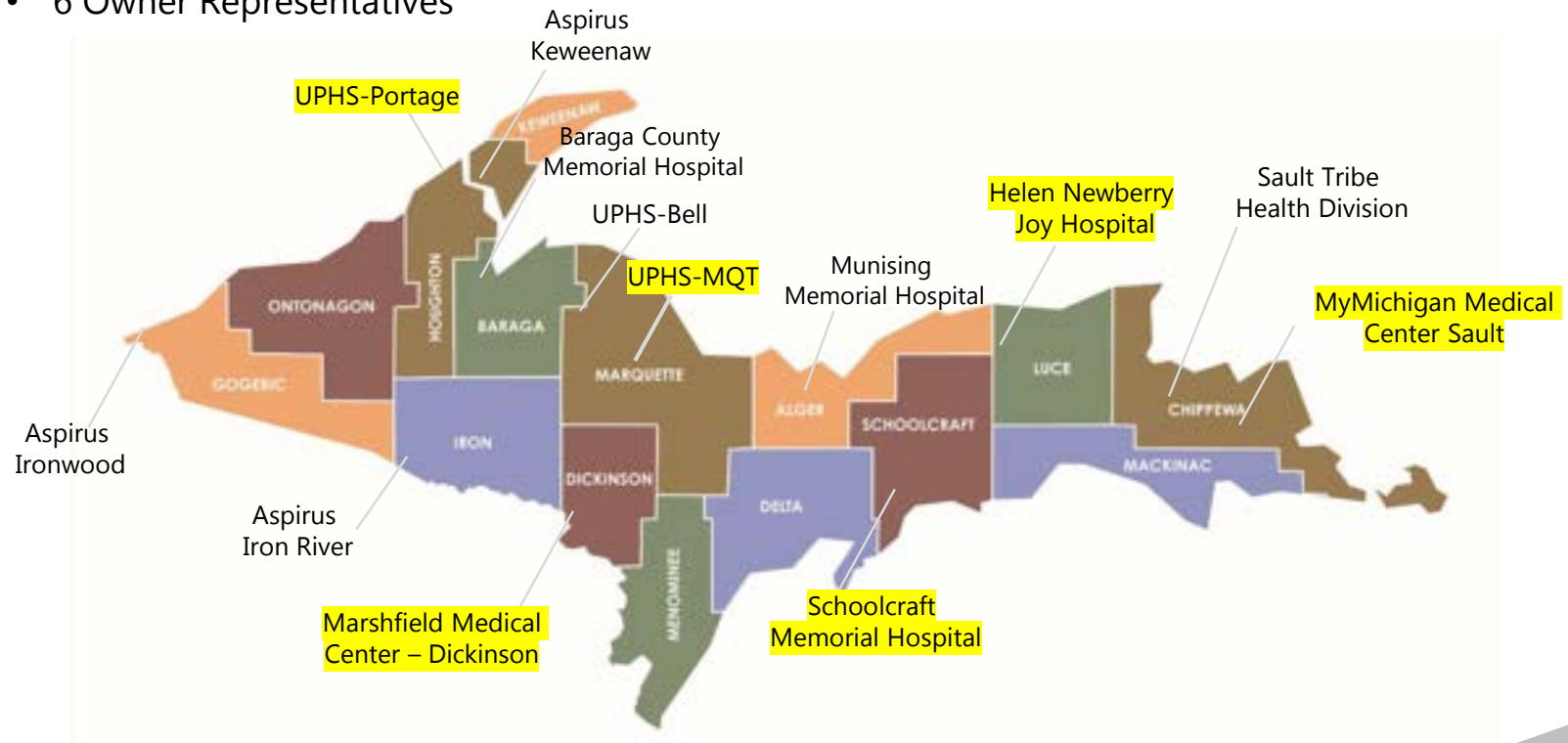
About UPHP – cont.

- August 1, 1998 UPHP became a health plan for Upper Peninsula residents
 - Celebrated 25 years of operation in 2023!
- Headquartered in Marquette, serving the entire UP region with over 180 employees
- Began by serving Medicaid beneficiaries; population expansion followed
 - UP often a pilot site for new populations entering managed care (e.g. pregnant women, CSHCS children, foster care children)
- CMS approved “rural health waiver for Medicaid managed care” for the Upper Peninsula region in 2002.
 - Resulted in UPHP being awarded sole Medicaid managed care contract in the UP
- Began operating as an Integrated Care Organization (ICO) administering the MI Health Link Medicare-Medicaid Plan (MMP) in March 2015

About UPHP – cont.

UPHP Ownership Structure

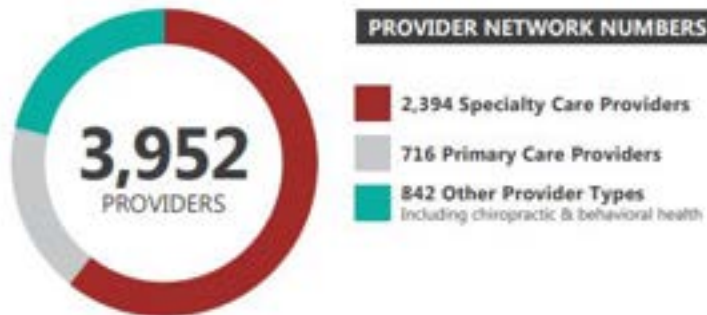
- UPHP is owned by 12 UP hospitals and 1 tribal health center
- The UPHP is governed by a 9-member Management Committee:
 - 3 UPHP Consumer members
 - 6 Owner Representatives



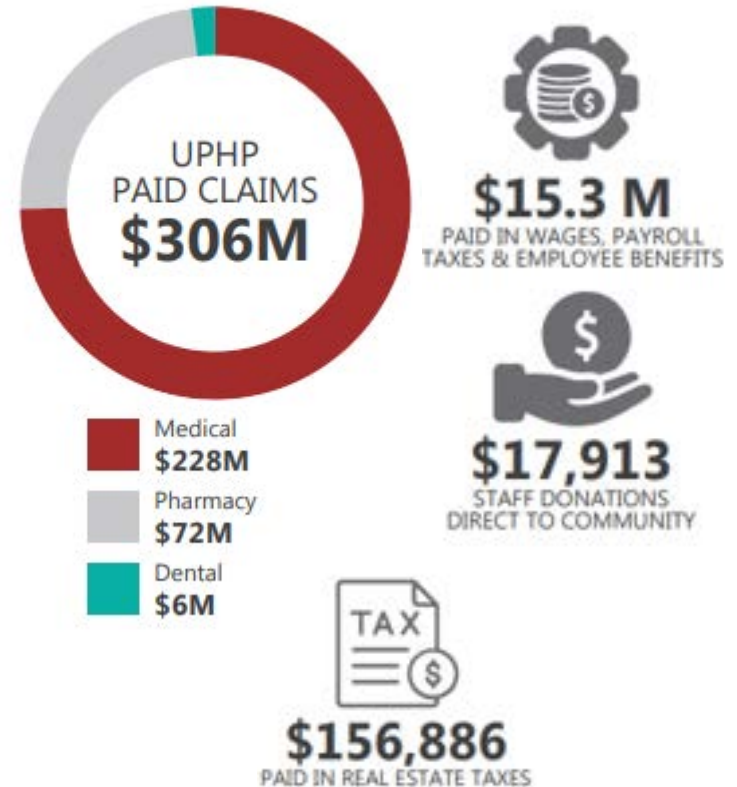
About UPHP – cont.

Our Provider Network

- UPHP has more than 3,900 providers within our network
 - 90 facilities (hospitals, home health / hospice agencies, ambulatory surgical centers, skilled nursing facilities) spanning Michigan and Wisconsin
 - All hospitals and nearly all practitioners in the UP participate with UPHP



Our Community Economic Impact (2023)



UPHP Honors

UPHP is the Top Rated Medicaid Health Plan in Michigan for 2024

UPHP achieved an overall health plan rating of 4.5 out of 5 stars by National Committee for Quality Assurance (NCQA) and is the top-rated Medicaid health plan in Michigan once again this year. UPHP ranks within the top 14 of the 201 HMOs rated across the nation for 2024.

UPHP Earns Top Apples Rating for Michigan Medicaid Consumer Information Guide for 2024

The Consumer Guide provides potential and enrolled Medicaid members with an easy-to-read “picture” of quality performance across MHPs and presents data in a manner that emphasizes meaningful differences between MHPs.

2024 Michigan Consumer Guide Reporting Category Results

Plan	Overall Rating	Doctors' Communication and Service	Getting Care	Keeping Kids Healthy	Living With Illness	Taking Care of Women
Upper Peninsula Health Plan	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★

UPHP Honors – cont.

Michigan Association of Health Plans Foundation Pinnacle Awardee

UPHP has been awarded 5 Pinnacle Awards by the Michigan Association of Health Plans Foundation, which recognizes Michigan Medicaid and commercial health plans for innovative programs that improve patient healthcare, lower costs, and increases services to Michigan residents.

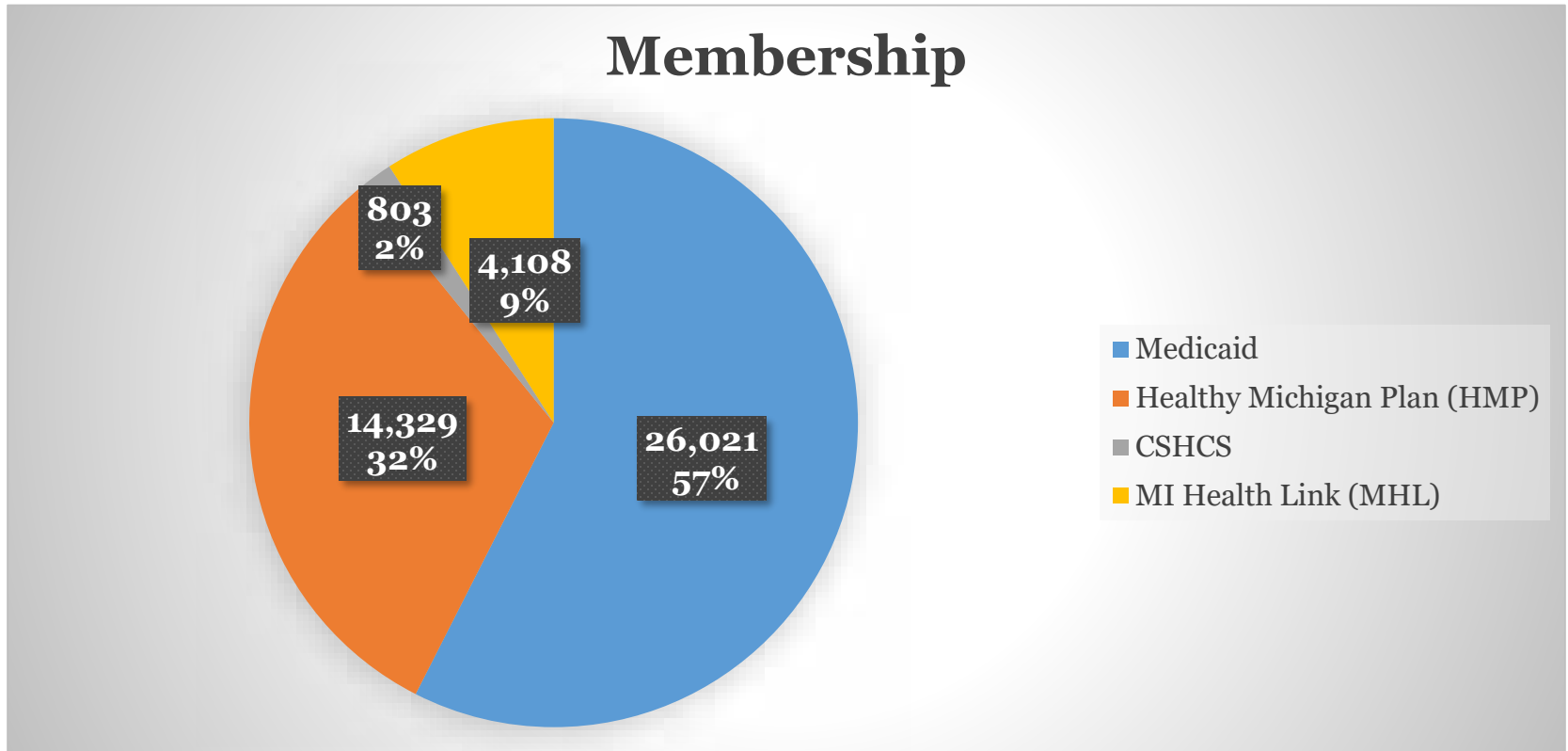
Top Scoring Medicare – Medicaid Plan based on Consumer Satisfaction

Since 2022, UPHP has achieved the top score within the nationwide annual report ranking “Top Scoring Medicare – Medicaid Plans on Overall Rating of Health Plan” based on Consumer Assessment of Healthcare Providers and System (CAHPS).



UPHP recently received a Pinnacle Award for its UP Maternal Opioid Misuse (UP MOM) initiative aimed to improve maternal – infant health outcomes across the UP.

UPHP Membership – October 2024



Total Membership: 45,261 (15% of total UP population)

Medicaid Subpopulations

Traditional Medicaid

- October 2024 Enrollment = 26,021 members
- Includes children, disabled adults, pregnant women, foster care children

HMP

- October 2024 Enrollment = 14,329 members
- Michigan's Medicaid expansion program – implemented as a result of the Affordable Care Act in April 2014
- Includes persons aged 19-64 years, income below 133% of FPL and are not enrolled in Medicare or traditional Medicaid

CSHCS

- October 2024 Enrollment = 803 members
- Program within MDHHS for children under the age of 26 and some adults with chronic health problems (there are 2700 qualifying medical conditions).
- Enrollment is not based on income.
- Individuals have CSHCS coverage in addition to Medicaid/HMP.

Health Plan Services

Core Member Services

- In-house, local customer service: assisting members with questions regarding benefits, policies, eligibility, formulary, provider information and getting care.
- Non-emergent Medical Transportation Services: providing member reimbursement, volunteer drivers, buses, taxis, specialty transportation (i.e. wheelchair vans), lodging, and meal arrangements.
- Clinical management: assisting members with coordination of care between providers, establishing care plans to achieve health related goals, helping members solve short-term care needs (finding a new provider, medication refills) and emergent care needs (housing).
- Case Management services
 - CSHCS members and foster children have dedicated case managers
- No co-payments for services

Provider Services

- In-house claims processing & payment
- Physician incentives to align quality improvement efforts and promote health equity
- Health education materials, provider toolkits
- Integrated Care Teams – monthly forums to support providers caring for mutually served members (Community Mental Health, NorthCare Network, primary care providers, nursing facilities, and / or UPHP care management)

Behavioral Health Services Partnership

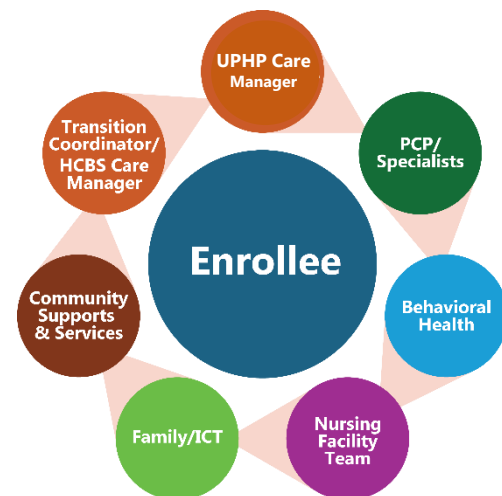
Behavioral Health Services Delivery

UPHP maintains several care management and care coordination processes with NorthCare Network, the Pre-paid Inpatient Health Plan, and the 4 Community Mental Health (CMH) Agencies serving the UP to support treatment for:

- children and adults with moderate to severe behavioral health needs,
- individuals with intellectual and developmental disabilities, and
- individuals with substance use disorder.

Integrated Care Team (ICT) Model

- Professionals from UPHP, NorthCare Network, CMH, nursing facilities, UPCAP, and / or PCPs work together to provide seamless, coordinated care for individuals with complex health needs ▶
- UPHP and NorthCare Network have an established, monthly meeting focused on mutually served adults and children in foster care. ICT strategies include:
 - Coordination of care with community mental health staff and medical providers,
 - Assistance with finding in-network primary and specialty care provider,
 - Coordination of transition of care services during and after hospitalizations,
 - Assistance with authorizations for medications & medical procedures,
 - Transportation assistance to appointments with providers, and
 - Support during times of crisis.



MI Health Link (MHL)

MHL

- A demonstration program that joins Medicare and Medicaid benefits , rules and payments into **one coordinated delivery system**
- Began operating March 1, 2015
- Integrated Care Organizations (ICOs) and current Michigan Pre-paid Inpatient Health Plans (PIHPs) provide covered services
- MI Health Link program operates in 4 separate regions
 - Region 1 = All 15 counties in the Upper Peninsula
 - Region 1 ICO = Upper Peninsula Health Plan
- October 2024 Enrollment = 4,108 members

Eligibility Criteria

- Live in one of the four demonstration regions
- Age 21 or older
- Eligible for full Medicare and Medicaid benefits

Note: MHL Program is transitioning to a highly integrated Dual eligible Special Needs Plan (HIDE-SNP) model effective 1/1/2026.



MI Health Link (MHL) – cont.

Core Member Services

- One plan to cover all Medicare and Medicaid benefits
 - All health care services currently covered by Medicare and Medicaid
 - Hospital care, physician services, skilled nursing, home health, therapy, etc.
 - Long Term Supports and Services (LTSS)
 - Behavioral Health Services (provided in conjunction with local PIHP-NorthCare)
 - Personal Care Services (i.e. Home Help Services)
- No copays or deductibles for services, including medications
 - Nursing home patient pay amounts still apply
- One ID card to access all MI Health Link services
- Every member has a Care Coordinator (Registered Nurse or Social Worker)
 - Works with the enrollee 1:1 to assess strengths and health related needs to develop a care plan
 - Coordinates all enrollee care, ensures they get all services they qualify for
 - Acts as member advocate and ensures culturally competent, person-centered care that is centered around enrollee choice

Long-term Service and Supports Partnership

Long-term Services and Supports (LTSS) Delivery

LTSS help individuals who have complex health needs due to age, chronic illness and / or a disability.

- These individuals require assistance with activities of daily living (such as eating, dressing and bathing) and / or instrumental activities of daily living (such as financial management and housekeeping).

UPHP has partnered with the regional Area Agency on Aging (AAA), UPCAP, for LTSS coordination and Home and Community Based (HCBS) Waiver services. UCAP and UPHP work together to offer members a wide array of Long-Term Services and Supports, including:

- Community living supports: meal preparation, laundry, routine / seasonal maintenance such as snow plowing, shopping for food)
- Assistive technology
- Adaptive medical equipment and supplies
- Environmental modifications (i.e. wheelchair ramp construction, accessible bathroom renovations)
- Home delivered meals
- Personal emergency response system (PERS unit)
- Preventive nursing services
- Private duty nursing
- Respite care
- Self determined services and supports, for members wishing to exercise more control over their individual budget for services and / or employ & manage their own personal care worker



Advancing the Health and Well-Being
of the Communities We Serve

Social Determinants of Health (SDoH)

Social Determinants of Health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work, and age that can influence a person's health and quality-of-life outcomes.

Examples of social determinants:

- Availability of resources to meet daily needs (e.g., safe housing and access to healthy food)
- Access to educational, economic, and job opportunities
- Access to health care services
- Quality of education and job training
- Transportation options
- Public safety
- Social support and community engagement
- Exposure to crime, violence, and social disorder
- Socioeconomic conditions (e.g., concentrated poverty and the stressful conditions that accompany it)
- Access to mass media and emerging technologies (e.g., cell phones, the Internet, and social media)

Meeting Members' SDoH Needs

Connected Communities for Health (CC4H) is UPHP's SDoH navigation program that links members with resources in their community

CC4H system includes localized resources provided by community-based organizations (CBOs), state-based programs, and faith-based entities in the following categories:

- Food
- Housing
- Transportation
- Child care
- Education
- Employment assistance
- Utility assistance

UPHP's CHW team that powers the CC4H program. ►



Meeting Members' SDoH Needs – cont.

CC4H referrals are generated by providers, self-referral, UPHP customer service, transportation, and clinical team members.

- UPHP Community Health Workers (CHWs) also outreach to populations with increased risk for social disparities (i.e. member/households experiencing homelessness, members with claims related to SUD in the ED, new CSHCS members to Plan).
- UPHP has an embedded a SDoH screening protocol into other population health outreach initiatives, like outreach to newly pregnant members to ensure social needs are being met and there are not any barrier(s) which exist that may hinder their ability to get prenatal care.
- UPHP CHWs are also trained in the SSI/SSDI Outreach, Access, and Recovery (SOAR) program, to help increase access to Social Security disability benefits, and has been able to assist several enrollees with this process to obtain the benefit and in some cases, substantial back payment which has enabled them to find stable housing.

Last year:

- **27,959** interactions with CC4H were captured, indicating a user clicked to learn more about a resource;
- **15,125** connections were made, meaning a user contacted a resource, and
- **6,849** referrals were made, indicating a screening or appointment was made using the platform

UP Food as Medicine Partnership led by UPCAP

UP Food as Medicine (FAM) Program

- Providing produce prescriptions for low-income, food insecure UP residents that have, or are at-risk of, certain diet related health conditions (i.e. pre-diabetes, diabetes, high blood pressure).
- Offers weekly voucher to purchase fruit and vegetables from participating local farmers markets across the UP and virtual nutrition education.
- UPHP is the top referral partner who identifies and refers potential enrollees for vouchers along with other health care providers.
- 533 individuals have been enrolled in the program since 2021; **85% of participants said the program helped increase their access to healthy food.**
- FAM offers an important community engagement and socialization aspect; **FAM enrollees have provided feedback to UPHP Care Coordinators that adding the weekly community farmers market to their calendar provides a meaningful activity to look forward to.**

Bringing Together Resources in the Community

Feeding America West Michigan

UPHP has partnered with Feeding America West Michigan by directly funding mobile food pantries across the UP, since 2019.

- Mobile food pantries provide supplemental groceries - including produce, protein, dairy, grains, and more - to anyone in need at no charge.
- The food distribution events are coordinated with local agencies for logistics and event promotion.
- **A total of 34 mobile food pantry events sponsored by UPHP took place in 2023; a total of 10,622 households were served.**
- UPHP CHWs also regularly offer SDoH screening and referrals and Medicaid redetermination assistance for individuals in pantry waiting line



Bringing Together Resources in the Community – cont.

Resource Connection Events

- We believe it is critical to provide members practical opportunities to connect to social resources available within their communities.
- We frequently collaborate to organize and sponsor resource fairs and events in centrally located areas within communities; from vacant ice arenas, elementary schools, to community centers (**UPHP coordinated or attended 20+ fairs / events across the UP so far in 2024**).
- Events provide members their family members and care givers, and community the opportunity to get connected to resources related to socialization, transportation, food access, and health and wellness in their own neighborhood.



Bringing Together Resources in the Community – cont.

Community Partnership

- We are eager to collaborate with community hospitals and / or local organizations to organize a no-cost, event!
 - Feature local CBO booths, enticing raffle give aways, vaccinations (COVID 19, RSV and influenza), haircuts, health screenings (i.e. fall risk assessments, and blood pressure checks), and community meal
 - Recently partnered with Visit Health to do a week-long series of influenza and COVID vaccine events at the Marquette, Gwinn, Ishpeming and Negaunee Senior Centers – 124 vaccines provided, UPPCO, Veterans Administration, home health agencies, free legal service, & local health care organizations participated
 - KI Sawyer Youth Fun Day on Saturday, October 5
 - Youth clubs
 - Mental health resources
 - Boxed Jimmy Johns lunches, free bikes, and raffle prizes
 - Bounce house and axe throwing

Bringing Together Resources in the Community – cont.

UPHP's largest annual resource connection event is the Marquette Community Resource Fair every June.

The 2024 event at the Superior Dome:

- Featured 90+ CBO participant booths
- 1,000+ community attendees
- Offered free dental exams, blood pressure checks, voter registration, massage and haircuts
- Feeding America mobile food pantry that supplied 400+ households



Contact Information

- Please contact us with any questions!
- Call Customer Service at **1-800-835-2556**
 - Programs, Services and Benefit questions
 - Case Management Services
 - Non-Emergent Medical Transportation
 - CC4H Help Desk
 - Medicaid Redetermination Assistance
- Visit the UPHP website at www.uphp.com
 - Separate sections for each program (Medicaid, HMP, CSHCS, MHL)
 - Online Non-Emergent Medical Transportation Request Form
 - Provider Directory
 - Events Calendar
 - Health Education
 - Links and Resources



Questions?

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