



# CONFERENCE PROGRAM

October 18-20

GAYLORD NATIONAL RESORT  
National Harbor, MD

**MHPA23**  
LEADING MEDICAID **FORWARD**



## WELCOME

Dear MHPA23 Attendee,

Welcome to National Harbor in Maryland and MHPA23. This year's conference combines the intimate nature of a small regional event with a dynamic program and renowned speaker lineup typical of an annual gathering. Last here in 2013, we look forward to showcasing how Medicaid managed care has evolved to provide vulnerable populations with access to quality, affordable health care.



We come together at a real transitional time for Medicaid. Every state is redetermining eligibility for their Medicaid populations following three years of a global pandemic. After massive preparation and outreach efforts by all parties, we all must pull together to Lead Medicaid Forward – the theme of this year's event.

Over the next few days, you'll hear from health plans and Medicaid managed care partners, all of whom stand ready to help people remain insured. Policymakers, providers, advocates, technology experts, and many more will also provide unique perspectives and insight to address challenges, successes, and areas for improvement so that Medicaid remains a strong, sustainable program. And new this year, MHPA and the National MLTSS Health Plan Association developed an educational track addressing the diverse and dynamic needs of the long-term services and supports community.

Between the exhibit hall and workshop sessions, you'll find that there is a lot to see and do at MHPA23, and we hope you have a memorable experience reconnecting with colleagues. Please do not hesitate to reach out to an MHPA staff member or myself with any questions during the conference. Your work is invaluable to the millions of individuals who rely on the nation's public health safety net. We appreciate your presence here, and thank you for all that you do.

Sincerely,

**Craig A. Kennedy, MPH**

President and CEO

Medicaid Health Plans of America

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# MHPA BOARD OF DIRECTORS

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## MHPA Board of Directors



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## Registration/Information Desk

Sponsored by: 

The Registration/Information Desk is located in the Woodrow Wilson Foyer of the Gaylord National Resort. The registration hours are as follows:

**Wednesday, October 18:**

12:00pm – 7:00pm

**Thursday, October 19:**

7:00am – 5:00pm

**Friday, October 20:**

7:00am – 2:00pm

Badges must be worn in the exhibit hall and conference sessions.

## Complimentary Conference Wi-Fi

Sponsored by:  **THOMSON REUTERS®**

Conference attendees will have complimentary Wi-Fi access in the MHPA meeting space. Thank you to Thomson Reuters for this generous sponsorship.

**Network:** MHPA23

**Username:** ThomsonReuters

**Password:** ThomsonReuters (case sensitive)

Instructions to connect to the conference Wi-Fi if you are not staying in the Gaylord National Resort:

- » Connect to the wireless network: MHPA23
- » Your web browser will redirect to the login page
- » Enter username: ThomsonReuters and password: ThomsonReuters
- » Accept the terms and conditions

**NOTE:** For attendees staying at the Gaylord National Resort, you have resort-wide Wi-Fi included with your sleeping room. For your convenience, you can sign into the Gaylord Resort network using your name and room number.

## MHPA Conference Mobile App

Sponsored by: 

The conference mobile app contains a variety of useful information, including the conference agenda, session descriptions, speaker bios and photos, exhibitor information, conference alerts, and more. To download the MHPA Conference Mobile App to your smartphone or tablet:

- » Go to the Google Play Store or the Apple App Store and install The Event App by EventsAIR.
- » The first time you open the app, you will need to enter the event code: MHPA23. Some app functions are available without logging in.
- » Log into the app using your MHPA registration email address and your personalized App PIN sent in your conference email. The App PIN is also printed on the back of your badge.

Logging into the app will unlock additional app features such as connecting with other conference attendees and sharing information. You must OPT-IN to attendee visibility to share contact details.

## Charging Stations

Sponsored by:



For your convenience, there are (3) charging stations located in the Exhibit Hall. Please do not leave your cell phone unattended.

## Discounted Self-Parking Coupon

MHPA attendees are being offered a discounted parking rate of \$20.00 plus tax to self-park at the Gaylord National Resort. Hotel guest attendees will automatically be charged the discounted rate on their room bill. Daily attendees needing the discounted parking rate can pick up a parking voucher at the MHPA Registration/Information Desk.

## Prize Drawings

Win a prize at MHPA23! Complete surveys, turn them in at the Registration/Information Desk and receive a raffle ticket for each completed survey. Drop off your raffle tickets at the MHPA Booth #239 in the exhibit hall. Your feedback is greatly appreciated and will help to improve future MHPA meetings.

# Schedule at a Glance

Wednesday, October 18, 2023				
12:00pm – 7:00pm	Registration/Information Desk Open <i>Woodrow Wilson Foyer</i> <b>Sponsored by Elevance Health</b>			
12:00pm – 1:00pm	MHPA Committee Meet & Greet <i>Baltimore 4</i>			
12:00pm – 4:00pm	Exhibitor Booth Set-up <i>Prince George's Exhibit Hall E</i>			
2:00pm – 5:00pm	MHPA Board of Directors Meeting <i>Azalea 3</i>			
5:30pm – 7:00pm	Welcome Reception <i>Prince George's Exhibit Hall E</i> <b>Sponsored by AmeriHealth Caritas</b>			
6:45pm – 9:00pm	MHPA Board of Directors Dinner (invitation only)			
Thursday, October 19, 2023				
7:00am – 5:00pm	Registration/Information Desk Open <i>Woodrow Wilson Foyer</i> <b>Sponsored by Elevance Health</b>			
7:30am – 8:30am	Networking Breakfast <i>Prince George's Exhibit Hall E</i> <b>Sponsored by Transdev</b>			
8:45am – 10:00am	Opening General Session: Leading Medicaid Forward <i>Woodrow Wilson A</i> <b>Sponsored by Horizon NJ Health</b> <b>Mission Moment: UnitedHealthcare</b>			
CONCURRENT WORKSHOPS 10:10am – 11:00am	Equity	SDOH	Policy	MLTSS
	How the Collaborative Care Model Reduces Health Inequities <b>Sponsored by FTI Consulting</b>	Leaving No Member Behind: Reliable Transportation Integral to Medicaid Member Access to Services	Policy and System Changes to Move the Needle on Maternal Health Outcomes	Coordinating Mental Health and Long-Term Services and Supports for Better Health Outcomes
	Annapolis 3/4	Baltimore 1/2	Baltimore 3/4/5	Annapolis 1/2
CONCURRENT WORKSHOPS 11:15am – 12:05pm	Equity	SDOH	Policy	MLTSS
	Moving the Needle on SDOH Needs Among High-Risk Populations	Leading the Way: How States and Plans Are Innovatively Addressing Nutrition-Related Needs	Workforce Development: An MCO Call to Innovate, Invest and Collaborate	MLTSS Care Management “The Middleman” – Being the Personal Connection Members Need in Health Care
	Annapolis 3/4	Baltimore 1/2	Baltimore 3/4/5	Annapolis 1/2
12:05pm – 1:30pm	Networking Lunch <i>Prince George's Exhibit Hall E</i> <b>Sponsored by SKYGEN</b>			
1:30pm – 2:00pm	Exhibit Only Time & Conference Raffle #1 <i>Prince George's Exhibit Hall E</i>			
2:10pm – 3:30pm	General Session: A Discussion with CMCS Director Daniel Tsai <i>Woodrow Wilson A</i> <b>Mission Moment: Aetna Medicaid</b>			

CONCURRENT WORKSHOPS 3:40pm – 4:30pm	Equity	SDOH	Policy	MLTSS
	Nourishing BIPOC Pregnancies: A Partnership Program to Address Maternal Health Disparities in Minnesota	Using Value-Based Contracting to Address Health-Related Social Needs: A Medical Respite Case Study <b>Sponsored by Waymark</b>	Looking Forward: A Conversation with CMCS ( <i>off the record, closed to press</i> ) <b>Sponsored by Highmark Wholecare</b>	GRACE Team Care – AlohaCare’s Implementation of the Model <b>Sponsored by AlohaCare</b>
	Annapolis 3/4	Baltimore 1/2	Baltimore 3/4/5	Annapolis 1/2
5:00pm – 6:00pm	Conference Reception Prince George’s Exhibit Hall E			
Friday, October 20, 2023				
7:00am – 2:00pm	Registration/Information Desk Open Woodrow Wilson Foyer <b>Sponsored by Elevance Health</b>			
7:30am – 8:30am	Networking Breakfast Prince George’s Exhibit Hall E <b>Sponsored by Transdev</b>			
8:45am – 10:00am	General Session: A Conversation with State Medicaid Directors Woodrow Wilson A <b>Mission Moment: Centene Corporation</b>			
CONCURRENT WORKSHOPS 10:10am – 11:00am	Equity	SDOH	Policy	MLTSS
	Driving Oral Health Equity: Helping People with Disabilities Achieve Equal Access to Oral and Physical Care	Using Dynamic SMS Messages to Overcome SDOH Barriers to MDD Medication Adherence	Medicaid Redeterminations and Unwinding: A Conversation with Maryland Medicaid and HealthChoice MCOs <b>Sponsored by Humana</b>	Aging with Options: A Partnership Between Volunteers of America and Humana to Improve Health in New Orleans
	Annapolis 3/4	Baltimore 1/2	Baltimore 3/4/5	Annapolis 1/2
CONCURRENT WORKSHOPS 11:10am – 12:00pm	Equity	SDOH	Policy	MLTSS
	Innovative Whole-Health Solutions Promote Equity for New Mexico Medicaid Members: A PHP/Magellan Case Study	Illuminating and Addressing SDOH with a Data-Driven Approach <b>Sponsored by HCIDI</b>	Views from the Hill: A Conversation with Congressional Staff ( <i>off the record, closed to press</i> )	Coopetition to Make a Successful Managed Long-Term Services and Supports Program
	Annapolis 3/4	Baltimore 1/2	Baltimore 3/4/5	Annapolis 1/2
12:00pm – 1:30pm	Networking Lunch Prince George’s Exhibit Hall E <b>Sponsored by SKYGEN</b>			
1:30pm – 2:00pm	Exhibit Only Time & Conference Raffle #2 Prince George’s Exhibit Hall E			
2:00pm	End of Conference			



# JOIN THE CONVERSATION

## #MHPA23

### Keynote Speaker

**Daniel Tsai, Deputy  
Administrator and Director of  
the Center for Medicaid and  
CHIP Services (CMCS)**

Friday, October 20, 2:10pm – 3:30pm

*Woodrow Wilson A*



Daniel Tsai is the Deputy Administrator and Director of the Center for Medicaid and CHIP Services (CMCS). Tsai comes from the Commonwealth of Massachusetts where he served as the Assistant Secretary for MassHealth and Medicaid Director. His tenure has focused on building a robust and sustainable Medicaid program that ensures equitable coverage and reshapes how health care is delivered for two million individuals and families in the state.

Tsai helped lead Massachusetts Medicaid through its most significant restructuring since the 1990s through its landmark 2016 Medicaid 1115 waiver. Under these reforms, MassHealth implemented one of the most at-scale shifts to value-based care in the nation. Through the waiver, MassHealth also launched a unique program committing significant investments for nutritional and housing supports to address the social determinants of health for high cost, at-risk individuals. In addition, during

his tenure, the agency has made critical investments in strengthening community health centers, behavioral health, and home and community-based services.

Having worked closely with organizations across almost every aspect of health care, including a diverse range of Medicaid programs and provider organizations, Tsai brings extensive experience across Medicaid, Medicare, and working with stakeholders to design and implement innovative models for health care coverage, delivery, and payment.

Tsai earned a Bachelor of Arts in Applied Mathematics and Economics from Harvard University, summa cum laude.





EXPERTISE, INSIGHTS,  
AND RESULTS

## Creating Lasting Medicaid Impact

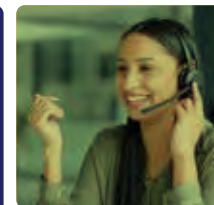
Sellers Dorsey is the nation's leading Medicaid consulting firm. When you need expert advice and capable doers to deliver real change, Sellers Dorsey has the ideas, talent, and perspective to deliver exceptional impact.



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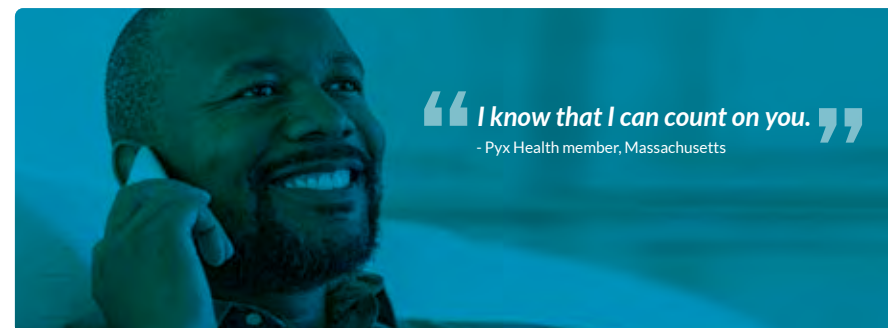
# Loneliness is the key to engagement



**Pyx Health's compassionate member engagement enables plans to:**

- ✓ *Identify and meet SDOH needs in real time*
- ✓ *Reduce unnecessary utilization on average 52%*
- ✓ *Keep members connected to your plan*

Pyx Health combines easy-to-use technology with a human 'hug' and science-based activities to deliver timely, meaningful intervention to reduce loneliness and improve mental, social, and physical health.



**Come see us at Booth #105 | [PyxHealth.com](https://PyxHealth.com)**

# Agenda

## Wednesday, October 18, 2023

12:00pm – 7:00pm

Registration/Information Desk Open  
Location: Woodrow Wilson Foyer

>>> Sponsored by:



12:00pm – 1:00pm

MHPA Committee Meet & Greet  
Location: Baltimore 4

12:00pm – 4:00pm

Exhibitor Set-up  
Location: Prince George's Exhibit Hall E

2:00pm – 5:00pm

MHPA Board of Directors Meeting  
Location: Azalea 3

5:30pm – 7:00pm

### Welcome Reception

Location: Prince George's Exhibit Hall E

>>> Sponsored by:



7:00pm – 9:30pm

MHPA Board of Directors Dinner  
(invitation only)

## Thursday October 19, 2023

7:00am – 5:00pm

Registration/Information Desk Open  
Location: Woodrow Wilson Foyer

>>> Sponsored by:



7:30am – 8:30am

### Networking Breakfast

Location: Prince George's Exhibit Hall E

>>> Sponsored by:



8:45am – 10:00am

### Opening General Session: Leading Medicaid Forward

Location: Woodrow Wilson A

>>> Sponsored by:



>>> Mission Moment:



Hear from MHPA's leadership and a current Medicaid beneficiary about the work being done to help millions of people get the care they need today and into the future.

#### Speakers:

Catherine Anderson, Senior Vice President, Health Equity Strategy, UnitedHealth Group

William Griffiths, LTSS patient

Craig Kennedy, MPH, President & CEO, Medicaid Health Plans of America

MC: Mildred Menos, Director, Medicaid Product Administration, Horizon NJ Health

### CONCURRENT WORKSHOPS

10:10am – 11:00am

### EQUITY TRACK

#### How the Collaborative Care Model Reduces Health Inequities

Location: Annapolis 3/4

>>> Sponsored by:



The Collaborative Care Model (CoCM) is an integrative treatment approach that has been demonstrated to reduce racial, ethnic, and socio-economic

status inequities. Wider coverage of CoCM by payers would improve access to evidence-based SUD care and reduce the costs associated with untreated SUD.

#### Speakers:

Cheryll Bowers-Stephens, MD, MBA, CMO, Healthy Blue Louisiana/Elevance Health

Kristen Pendergrass, MSW, Vice President, State Policy, Shatterproof

### SDOH TRACK

#### Leaving No Member Behind: Reliable Transportation Integral to Medicaid Member Access to Services

Location: Baltimore 1/2

This workshop will showcase how, through a partnership among two MCOs, the public transit association, and the public transportation provider, Medicaid member no-shows have been reduced to near zero.

#### Speakers:

Anita Bachmann, CEO, UnitedHealthcare Community & State, North Carolina

Neal Davis, Mobility Manager, Johnston County Area Transit System

Chris Paterson, CEO, Carolina Complete Health

David Rhew, Executive Director, North Carolina Public Transportation Association

Moderator: Scott Bogren, Executive Director, Community Transportation Association of America



**POLICY TRACK****Policy and System Changes to Move the Needle on Maternal Health Outcomes***Location: Baltimore 3/4/5*

This presentation will highlight recent policy trends related to maternal health, including postpartum coverage extensions and expansion of doula coverage and reimbursement. The session will highlight a recent initiative from Aetna Better Health of Florida to reduce unnecessary c-sections through provider education and providing doula coverage to members. The session will also highlight a partnership between The Doula Network and UnitedHealthcare Community & State that aims to improve access to doula care for individuals served by Medicaid. Finally, the session will include a discussion on important considerations for future policy development in maternal health.

**Speakers:***Miguel Fernandez, MD, Chief Medical Officer, Aetna Better Health**Elizabeth Simmons, Founder and CEO, The Doula Network**Nicole Truhe, Senior Director of Policy, Medicaid, UnitedHealthcare Community & State**Moderator: Andrea Bennett, PhD, MSW, Lead Policy Director, CVS Health***MLTSS TRACK****Coordinating Mental Health and Long-Term Services and Supports for Better Health Outcomes***Location: Annapolis 1/2*

Since 2021, UPMC's Behavioral Health Collaboration model has supported individuals with serious mental illness and long-term services and supports needs. Join leaders from UPMC Community HealthChoices and Community Care Behavioral Health to learn how our program provides true whole-person care and delivers improved outcomes and care coordination.

**Speakers:***Brendan Harris, Vice President Community HealthChoices, UPMC Health Plan**Michael Smith, Associate Vice President LTSS Clinical Operations, UPMC Health Plan***CONCURRENT WORKSHOPS****11:15am – 12:05pm****EQUITY TRACK****Moving the Needle on SDOH Needs Among High-Risk Populations***Location: Annapolis 3/4*

Join us to learn how solution partners and MCOs can use data and tailored solutions to collectively move the needle on social determinants of health needs among high-risk populations.

**Speakers:***Gary Jessee, Senior Vice President, Sellers Dorsey**Catherine Macpherson, MS, RDN, Vice President Product Strategy and Development Chief Nutrition Officer, Mom's Meals**Elizabeth Starr, LCSW, Product Director of Social Impact, Aetna**Trenor Williams, MD, CEO and Co-Founder, Socially Determined***SDOH TRACK****Leading the Way: How States and Plans Are Innovatively Addressing Nutrition-Related Needs***Location: Baltimore 1/2*

As state Medicaid programs and MCOs continue to explore addressing health-related social needs, food insecurity remains an important unmet need in the Medicaid population. This session will provide insight into the nutrition-related supports landscape, Medicaid's role in financing and offering these supports, and how MCOs can innovatively address nutrition-related needs.

**Speakers:***Blair Harrison, MPH, Policy Director of Community and Social Health, UnitedHealthcare Community and State**Parinda Khatri, PhD, Chief Executive Officer, Cherokee Health Systems**Amanda Van Vleet, MPH, Association Director, Innovation, North Carolina Department of Health & Human Services**Moderator: Nikhil Holla, MPH, Senior Policy Director, Healthspire***POLICY TRACK****Workforce Development: An MCO Call to Innovate, Invest, and Collaborate***Location: Baltimore 3/4/5*

Learn about the MLTSS Association's latest policy proposals for how MLTSS plans, providers, and states can equitably address the direct care workforce crisis in long-term services and supports with speakers from the National MLTSS Health Plan Association, Elevance, and CareBridge.

**Speakers:***Rachel Turner Chinetti, Staff Vice President, LTSS/IDD Organization, Elevance Health**Patti Killingsworth, Chief Strategy Officer, CareBridge Health**Christina Wu, Vice President Policy & Research, National MLTSS Health Plan Association***MLTSS TRACK****MLTSS Care Management "The Middleman" - Being the Personal Connection Members Need in Health Care***Location: Annapolis 1/2*

How Horizon NJ Medicaid Managed Long Term Services and Supports (MLTSS) program is ok with being the Middleman as they connect their members to services to meet their

Health Care Needs in the Community as well as in the Nursing Facilities.

#### Speakers:

*Carol Cianfrone, RN, BSN, Senior Director, Medicaid Managed Care Programs, Horizon NJ Health*

*Sharon Suk, Manager MLTSS for Clinical Operations, Horizon NJ Health*

12:05pm – 1:30pm

#### Networking Lunch

*Location: Prince George's Exhibit Hall E*

>>> Sponsored by:

**SKYGEN**

1:30pm – 2:00pm

**Exhibit Only Time & Conference Raffle #1**

*Location: Prince George's Exhibit Hall E*

2:10pm – 3:30pm

#### General Session: A Discussion with CMCS Director Daniel Tsai

*Location: Woodrow Wilson A*

>>> Sponsored by:

**aetna**

Daniel Tsai, Deputy Administrator and Director of Center for Medicaid and CHIP Services (CMCS) at the

Center for Medicare and Medicaid Services (CMS) will deliver a keynote address at MHPA23, followed by a moderated discussion outlining the Administration's progress on Medicaid priorities as well as addressing the challenges that remain and how MCOs can continue to closely partner with CMS and the states to ensure vulnerable populations have access to high quality health coverage and care.

#### Speakers:

*Joel Gray, CEO, Aetna Better Health of Virginia*

*Jerry Mammano, VP, Northeast Division President, Aetna Better Health*

*Daniel Tsai, Deputy Administrator and Director of the Center for Medicaid and CHIP Services (CMCS)*

*MC: Steven Johnson, Executive Director, Government Programs, HCSC*

#### CONCURRENT WORKSHOPS

3:40pm – 4:30pm

#### EQUITY TRACK

**Nourishing BIPOC Pregnancies: A Partnership Program to Address Maternal Health Disparities in Minnesota**

*Location: Annapolis 3/4*

NourishedRx and Blue Cross and Blue Shield of Minnesota and Blue Plus' Healthy Pregnancy Program provided nutritious foods, education, and

support to 100 BIPOC women enrolled in Medicaid plans. The program drove reductions in NICU admissions, low birth weight births, and food insecurity while capturing valuable program design insights.

#### Speakers:

*Amy Bloomquist, MPH, Director, Population Health Design, Blue Cross and Blue Shield of Minnesota*

*Lauren Driscoll, Founder & CEO, NourishedRx*

#### SDOH TRACK

**Using Value-Based Contracting to Address Health-Related Social Needs: A Medical Respite Case Study**

*Location: Baltimore 1/2*

>>> Sponsored by:

**Waymark**

By adapting value-based contracting approaches for use with community-based organizations, Medicaid managed care organizations can accelerate investments in health-related social needs. This session will highlight a groundbreaking arrangement, involving a MCO and CBO, to launch a medical respite program designed to be financially sustainable and ensure key outcomes are achieved.

#### Speakers:

*Linda Little, President and CEO,*

*Neighborhood Service Organization Heidi McGlinn, Associate Vice President, Growth & Community Engagement, Molina Healthcare of Michigan*

*Alison Rein, MS, Vice President, Health and Human Services, Quantified Ventures*

*Michelle Roberts, RN, BS, CCM, Vice President Healthcare Services, Molina Healthcare of Michigan*

#### POLICY TRACK

**Looking Forward: A Conversation with CMCS (off the record, closed to press)**

*Location: Baltimore 3/4/5*

>>> Sponsored by:

**HIGHMARK WHOLECARE**

Join us for a discussion with CMCS Deputy Director, Sara Vitolo, and Kate Paris, Vice President, Policy & Advocacy, UHC Community & State, and Chair of MHPA's Policy and Regulatory Committee. This conversation will focus on the merger of the divisions of managed care policy and operations at CMS, as well as key Medicaid issues for the remainder of 2023 and 2024. The session will be structured as an off-the-record Q&A session.

#### Speakers:

*Sara Vitolo, Deputy Director, Center for Medicaid & CHIP Services (CMCS)*

Moderator: Kate Paris, MPH, Vice President, Policy & Advocacy, United-Healthcare Community & State

## MLTSS TRACK

### GRACE Team Care – AlohaCare's Implementation of the Model

Location: Annapolis 1/2

>>> Sponsored by:



GRACE Team Care includes an in-home assessment performed by a nurse and social worker (GRACE support team) for high-risk seniors. This GRACE support team is responsible for coordinating ongoing care with the support of a multi-disciplinary team. The program objectives include improved health, decreased admissions, and reduced total costs.

#### Speakers:

Gary Okamoto, MD, Chief Medical Officer, AlohaCare

Nicole Woodson, MSW, LCSW, GRACE Health Coordinator, AlohaCare

5:00pm – 6:00pm

### Conference Reception

Location: Prince George's Exhibit Hall E

## FRIDAY, OCTOBER 20, 2023

7:00am – 2:00pm

### Registration/Information Desk Open

Location: Woodrow Wilson Foyer

>>> Sponsored by:



7:30am – 8:30am

### Networking Breakfast

Location: Prince George's Exhibit Hall E

>>> Sponsored by:



8:45am – 10:00am

### General Session: A Conversation with State Medicaid Directors

Location: Woodrow Wilson A

>>> Mission Moment:



Medicaid Directors have one of the most important and challenging jobs in state government and health care. With the program now covering more than 90 million low-income,

elderly and disabled individuals – 1 in 4 Americans – it is the single largest expenditure in most state budgets. Medicaid Directors from three states – Georgia, Maryland, and Oklahoma – and former Texas Medicaid Director, Gary Jessee from Sellers Dorsey will discuss how state Medicaid programs are tackling issues that improve health equity and access to services that address social determinants of health (SDOH) and managed long-term services and supports. They will also discuss how they and their governors are increasing the quality of care for our nation's underserved and vulnerable populations, while improving efficiency and sustainability. This roundtable conversation will be moderated by Gary Jessee, Senior Vice President, Sellers Dorsey.

#### Speakers:

Ryan Moran, Deputy Secretary, Health Care Financing & Medicaid Director, Maryland Department of Health

Traylor Rains, JD, State Medicaid Director, Oklahoma Health Care Authority

Lynnette Rhodes, Chief Health Policy Officer and Executive Director, Georgia Medicaid

Moderator: Gary Jessee, Senior Vice President, Sellers Dorsey

MC: John Lovelace, MS, MSIS, President, Government Programs, UPMC For You, Inc.

## CONCURRENT WORKSHOPS

10:10am – 11:00am

## EQUITY TRACK

### Driving Oral Health Equity: Helping People with Disabilities Achieve Equal Access to Oral and Physical Care

Location: Annapolis 3/4

People living with Intellectual and Developmental Disabilities face several challenges around healthcare access and required accommodations - the inability to obtain oral care is considered the most acute of those challenges. This panel will discuss practical approaches as well as broader policy considerations to help ameliorate the problem.

#### Speakers:

Nathan Fletcher, DDS, Dental Director, AmeriHealth Caritas DC

Mary Foley, MPH, Executive Director, Medicaid-Medicare-CHIP Services Dental Association

Steven Perlman, DDS, MScD, DHL (hon), President Project Accessible Oral Health; Clinical Professor of Pediatric Dentistry, Boston University (Goldman School of Dental Medicine)

Moderator: Larry Paul, DDS, Chief Dental Officer, SKYGEN



**SDOH TRACK****Using Dynamic SMS Messages to Overcome SDOH Barriers to MDD Medication Adherence***Location: Baltimore 1/2*

Medication adherence is a critical component in managing major depressive disorder (MDD). CBH and mPulse partnered to improve MDD medication adherence through innovative engagement strategies by 80% using SMS dialogues. Join us to discuss the approach and strategy that drove access and closed MDD medication adherence gaps for CBH beneficiaries.

**Speakers:**

*Oluwatoyin Fadeyibi, PharmD, MPH, Director of Pharmacy Initiatives, Community Behavioral Health*

*Greg Gould, Senior Solution Engineer, mPulse Mobile*

**POLICY TRACK****Medicaid Redeterminations and Unwinding: A Conversation with Maryland Medicaid and HealthChoice MCOs***Location: Baltimore 3/4/5***>>> Sponsored by:****Humana**

With more than six months into the unwinding, this session will

address how Medicaid in Maryland is changing in 2023, and the work the Maryland Department of Health and HealthChoice MCOs are doing to help individuals maintain their health coverage. The session will be structured as a “fireside chat” where panelists will discuss early learnings from the reimplementation of redeterminations and emerging best practices.

**Speaker Panel:**

*Angelo Edge, CEO, Aetna Better Health of Maryland*

*Darrell Gray, MD, MPH, President & CEO, Wellpoint Maryland (Elevance)*

*Ryan Moran, Deputy Secretary, Health Care Financing & Medicaid Director, Maryland Department of Health*

*Kathlyn Wee, CEO, UnitedHealthcare Community Plan of Maryland & DC*

*Moderator: Danielle Pavliv, Director of State Public Policy, Humana, and Chair of MHPA's State Affairs Committee*

**MLTSS TRACK****Aging with Options: A Partnership Between Volunteers of America and Humana to Improve Health in New Orleans***Location: Annapolis 1/2*

VOA's Aging with Options, in partnership with Humana, aims to achieve mutually desired outcomes for all residents at a housing community

in New Orleans. Coordinated on-site care can have a positive impact on older adults. The on-site team that supports residents to address their social and health-related needs.

**Speakers:**

*Cindy Cota, MSW, LICSW, Vice President, Community Health Innovation, Volunteers of America*

*Emily McGrath, MBA, Director, Health Equity Product Development, Humana*

**CONCURRENT WORKSHOPS****11:10am – 12:00pm****EQUITY TRACK****Innovative Whole-Health Solutions Promote Equity for New Mexico Medicaid Members: A PHP/Magellan Case Study***Location: Annapolis 3/4*

Presbyterian Health Plan (PHP) New Mexico and Magellan Health will present a case study highlighting the holistic, equity-driven strategies and digital health innovations that have increased access to culturally-sensitive treatment and community supports for Tribal members, pregnant women, and individuals with behavioral health diagnoses enrolled in New Mexico's Medicaid program.

**Speakers:**

*Jamie Hanna, MD, National Medical Director, Children's Behavioral Health, Magellan Healthcare*

*Elizabeth Lacouture, Vice President, Population Health & Quality, Presbyterian Health Plan*

**SDOH TRACK****Illuminating and Addressing SDOH With a Data-Driven Approach***Location: Baltimore 1/2***>>> Sponsored by:****HOE International**  
PROVIDING EXCELLENCE IN SERVICE

MCOs will learn how to advance their SDOH efforts by leveraging data and analytics to understand the SDOH needs of their members, design effective initiatives to address them, and maximize return on investments in social care programs and partnerships.

**Speakers:**

*Ashley Perry, MPH, Chief Strategy & Solutions Officer, Socially Determined*

*Elizabeth Starr, LCSW, Product Director of Social Impact, Aetna*

**POLICY TRACK****Views from the Hill: A Conversation with Congressional Staff (off the record, closed to press)***Location: Baltimore 3/4/5*

This panel features senior Capitol Hill staff from the Senate Finance and House Energy and Commerce Committees with expertise in Medicaid. The discussion will be structured as

an off-the-record Q&A session, where staff will answer questions on Medicaid and managed care-related federal legislative activity we can expect for the remainder of 2023 and into 2024.

**Speakers:**

*Seth Gold, Professional Staff Member, House Committee on Energy and Commerce*

*Marielle Kress, Senior Health Advisor, Senate Committee on Finance*

*Rick Van Buren, Senior Health Counsel, House Committee on Energy and Commerce*

*Moderator: Sean Garrity, Director, Federal Affairs, Medicaid Health Plans of America*

**MLTSS TRACK**

**Cooperation to Make a Successful Managed Long-Term Services and Supports Program**

*Location: Annapolis 1/2*

Through strategic partnerships and in compliance with anti-trust laws, Pennsylvania's Community HealthChoices MCOs worked together to improve processes and streamline activities. Join leadership from UPMC's Community HealthChoices to learn how "coopetition" has reduced administrative burden for the state and providers and improved care coordination and delivery.

**Speakers:**

*Brendan Harris, Vice President, Community HealthChoices, UPMC Health Plan*

*Anna Keith, Vice President, Long-Term Services & Supports, PA Health & Wellness (Centene)*

*John Koehn, Market President, AmeriHealth Caritas*

**12:00pm – 1:30pm**

**Networking Lunch**

*Location: Prince George's Exhibit Hall E*

**>> Sponsored by:**

**SKYGEN**

**1:30pm – 2:00pm**

**Exhibit Only Time & Conference Raffle #2**

*Location: Prince George's Exhibit Hall E*

**2:00pm**

**End of Conference**

# MHPA24

## SEE YOU NEXT YEAR

### Indianapolis, Indiana

Save the date



## SEPTEMBER 11-13, 2024



# BEST FOOT FORWARD

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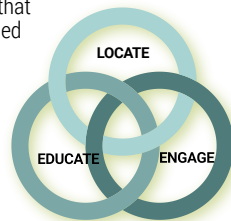
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### 50% OR BETTER ENGAGEMENT! | 100% AT-RISK PRICING!

Best Foot Forward provides integrated programs using insight-driven solutions that focus on delivering a clear process to connect, communicate, and assist managed care members and plan providers. Our three distinct, but closely interrelated services are LOCATE, EDUCATE AND ENGAGE.

Offering personalized solutions to help health plans improve the quality of their services by fostering an effective communication pathway to their members:

- Benefit Utilization
- Case Management
- New Member Engagement
- Member Redetermination
- Wellness & Health Promotion



To find out how BFF can put together a specially-designed program for you, contact us at (708) 401-5222 or at [info@bffone.com](mailto:info@bffone.com).

[bestfootforwardsales.com](http://bestfootforwardsales.com)



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Proven to improve HEDIS measures and reduce medical expenditure.



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THAT'S CONVENIENT, EASY & ACCESSIBLE

- Access to a doctor within 60 seconds
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- No broadband access needed
- Highest utilization, best practice member marketing
- 93% patient satisfaction



SEE US IN BOOTH 311

## Together, Transforming Care

Many of the nation's largest Medicaid plans capitalize on our single-specialty network solutions, utilizing our proprietary clinical model together with 20 years of value-based care expertise - making healthcare more accessible and more affordable.

Our full-risk networks:

- Guarantee medical cost savings without capital investment
- Maintain a 95% provider retention rate
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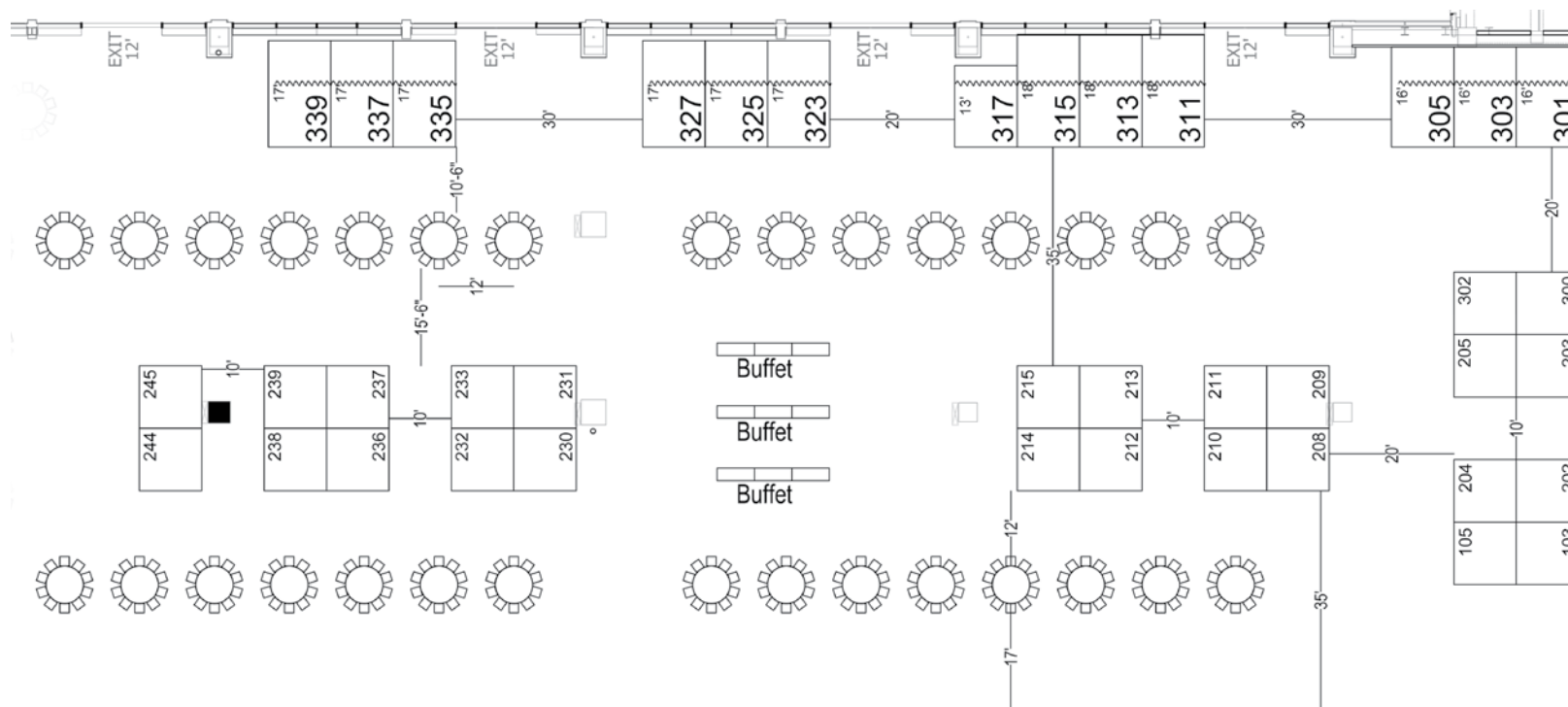
Let's transform healthcare together. Learn more at [www.healthnetworkone.com](http://www.healthnetworkone.com)



HEALTH NETWORK ONE



*All exhibit booths are located in Prince George's Exhibit Hall E.*



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## EXHIBITORS



### AbsoluteCare, Booth 232

AbsoluteCare is a value-based healthcare provider. We go beyond medicine™ to provide clinically integrated care to the most vulnerable populations, many of whom face behavioral, substance use, and SDoH challenges. We deliver this care in our Comprehensive Care Centers and in the communities we serve. For more than 20 years, AbsoluteCare has addressed medical and psychosocial issues along with life's hardships that exacerbate chronic health conditions and complicate access. AbsoluteCare currently operates in seven markets.



### Access2Care, Booth 245

Access2Care is one of the nation's largest managers of Non-Emergency Medical Transportation (NEMT) services. Our experience began in 1998, with a national ambulance management program under our parent company AMR. Currently, we provide NEMT and managed transportation services to Medicaid and Medicare members through government and managed care organization contracts, with customized programs for each client's unique service area and diverse population. Our solutions seamlessly integrate to help health plans provide better patient care and outcomes.



### Acumen/DCI, Booth 233

Acumen Fiscal Agent is one of the oldest fiscal employer agents in the country. We specialize in working with self-determined, self-directed populations and programs that utilize home care assistance in communities throughout the U.S. For more information contact us at (877) 211-3738



### AMC Health, Booth 323

At AMC Health, we practice advanced virtual caregiving. Using a whole-person care approach, we go beyond simply monitoring Medicaid members to enhancing all aspects of their care, including medical health, mental health, health literacy, and health equity. Our solution provides critical guidance at every step of the clinical care process — from enrollment to daily monitoring to timely interventions — to help Medicaid members heal in the comfort of their homes.



### Azara Healthcare, Booth 302

Azara Healthcare, the 2023 Best in KLAS provider of population health management solutions, is the leading provider of quality measurement, analytics, and reporting for the Community Health and physician practice market. Azara solutions empower more than 1,000 Community Health Centers, physician practices, Primary Care Associations, Health Center Controlled Networks, and

clinically integrated networks in 40 states to improve the quality and efficiency of care for more than 25 million Americans through actionable data.  
[www.azarahealthcare.com](http://www.azarahealthcare.com).

## BILLIONTO ONE

### Billiontoone, Booth 132

We're a precision diagnostics company that quantifies biology to create powerful molecular diagnostics. We work to improve disease detection by counting molecules with our proprietary molecular counting platform. We place patients at the forefront of everything we do. We are currently applying our proprietary technology to non-invasive prenatal screening and liquid biopsy.



### CaryHealth, Booth 231

CaryHealth is a digital pharmacy platform for health plans and their patients. The CaryHealth platform includes: CaryRx, OneDash, and Clair. CaryRx provides a highly rated mobile pharmacy experience for patients. OneDash enables real-time quality measures, an intervention engine and custom analytics. Clair is CaryHealth's proprietary AI copilot integrated with GPT-4. Clair powers our AI driven Med Rec & clinical reference tool found in OneDash. Stop by the booth to see our platform in action.



### Centauri Health Solutions, Booth 325

As a leading provider of technology-enabled analytics and services, Centauri Health Solutions helps health plans to manage their variable revenue linked to population health and eligibility factors. We help clients optimize revenue cycle management, while helping their members realize quality-of-life improvements. We possess specialized expertise in sophisticated hosted software solutions, data driven services, and data management capabilities. These efforts result directly in better-informed health care delivery, richer benefits, and reduced out-of-pocket healthcare costs.



### Chef2Home, Booth 305

Our mission at Chef2Home is to create delightfully delicious, medically-tailored meals and deliver them from our kitchen to yours. Every restaurant-inspired meal we make is frozen fresh.

Our award-winning chefs work closely with registered dietitians to ensure that each ingredient is appropriate based upon the health condition for which that meal is being made. Chef2Home uses comprehensive, proven, and innovative culinary methods that have been built and perfected over the past 30 years.



## Real-time Clinical Data Provides Significant Value



### VALUE IMPACT FOR HEALTH PLANS

Implementing i2i's CDI creates demonstrative value in quality, risk, and provider partnerships. Simply put, health plans gain access to critical clinical data, in real-time, to drive revenue capture.

- Leverage standard supplemental data files from provider EHR to the health plan
- Match health plan members with provider patient panels to identify members not seen in the clinic
- Integrate health plan data into provider workflow to close gaps in care & improve quality outcomes
- Incorporate CDI costs with Medical Loss Ratio calculations



[i2ipophealth.com/healthplans](https://i2ipophealth.com/healthplans)



## The Leading Healthcare Engagement Company

### Digital drives health action.

This year, we're a proud Silver sponsor of MHPA23.

### Stop by booth #214 to...

- Enter our giveaway
- RSVP to our networking reception at Harbor Social
- Learn how Icario is driving the next generation of healthcare

**Icario**



**Magellan**  
HEALTHCARE®

## Leading humanity to healthy, vibrant lives

### Proud supporter of MHPA2023

Check out our session:

"Innovative whole health solutions promote equity for New Mexico Medicaid members: A PHP/Magellan case study."

**Friday, Oct. 20 | Equity Track: 11:10 a.m. – 12:00 p.m. ET**

[MagellanHealthcare.com](https://MagellanHealthcare.com)

## Rebuilding Trust in Health Care



We partner with health plans to serve high-risk, members with complex conditions and social needs, directly in their homes:

Innovative multichannel outreach strategies successfully engage "hard-to-reach members"

Integrated care model with hands-on clinical care and wraparound social supports

Locally-based field staff support members on their health journey, navigating resources, reconnecting with health care system

- ✓ **Advance health equity**
- ✓ **Decrease total cost of care**
- ✓ **Improve member outcomes**

**> 40%** of referred health plan members are enrolled

**MED ZED**

Booth  
#203





#### **CirrusMD, Booth 311**

CirrusMD is a virtual care platform that instantly connects members to a live physician within 60 seconds, meeting the member in their moment of need, at their highest level of engagement. Whole-person primary care is delivered to all members, as they are evaluated by a physician who is superpowered with AI in a smart, chat-based environment.

It's the ultimate combination of human expertise and smart technology.



#### **Consistent Care Services, Booth 142**

A Medicaid case management company specializing in helping vulnerable high-cost patients with high emergency department and inpatient utilization to achieve health. Intensive case management programs for the most complex patients with mental health, substance use disorder, SDOH and acute medical needs to prevent repeat high-cost admissions. Serving patients with schizophrenia with a program to initiate and maintain them on long-acting injectable antipsychotics which prevent recurrent psychiatric admissions. A Hepatitis C treatment program finds and navigates patients into treatment. Founded and owned by an emergency physician.



#### **Coordinated Transportation Solutions, Inc., Booth 337**

Our organization offers non-emergency medical transportation services, transportation consulting, workers' compensation transportation, special education transportation, and mobility management services.



#### **CVS Health, Booth 335**

CVS Health Over the Counter Health Solutions (OTCHS) – Core Solution

OTC Health Solutions is a plan-funded supplemental program enabling convenient member access to benefits, such as over the counter (OTC) health and wellness products with no prescription required, healthy foods, transportation, incentives, etc. As of May 2023, there are 13 million members enrolled in the CVS Health OTCHS program.



#### **DentaQuest, Booth 138**

DentaQuest, part of Sun Life U.S., is a purpose-driven oral health care company dedicated to improving the oral health of all. We create accessible, effective systems for everyone and provide dental solutions for Medicaid/CHIP, Advantage businesses, and individuals nationwide. That's Dental Done Better. Learn more at DentaQuest.com.



#### **FarmboxRx, Booth 303**

FarmboxRx delivers customized food as engagement programs that break down barriers to health equity while supporting sustainable, long-lasting quality outcomes for health plans and members. Through health literacy and nutrition, FarmboxRx addresses accessibility, affordability, and education to inspire self-efficacy and sustainable behavioral changes.



#### **Finity, Booth 126**

Finity is a mission-focused health technology and services company. Our health intelligence engagement solutions are designed to empower members to make healthy choices. We serve millions of Medicaid, CHIP, Medicare, marketplace, and commercial members across the country. Our clients are CMS, state Medicaid agencies, health plans, hospital systems, and self-insured corporate health plans. Our mission is to reduce health care costs by engaging, educating, and empowering millions of people to improve their health and well-being.



#### **FinThrive, Booth 120**

FinThrive rethinks revenue management to advance the healthcare economy. We pave the way for a healthcare system that

ensures every transaction and patient experience is addressed holistically.

FinThrive creates integrated technology that adapts with healthcare professionals – freeing them from complexity and inefficiency – so they can focus on doing their best work. Our end-to-end revenue management platform provides financial teams and stakeholders with greater reliability and control to deliver better outcomes for everyone. That's healthcare finance done right.



#### **FTI Consulting, Booth 124**

Medicaid managed care organizations continue to develop innovative solutions to the challenges in today's evolving healthcare landscape. The complexity associated with Medicaid managed care present challenges that our payer team is uniquely positioned to address. Our payer experts bring comprehensive understanding of client goals and challenges in areas such as operations, program development, procurement support, regulatory compliance, audits, contracting, competition, market entry, actuarial services, value-based care and health equity, and transactional and due diligence support.



#### **HealthCare Dynamics International, Booth 136**

Healthcare Dynamics International (HCDI) is a health care quality firm dedicated



to improving the quality of health for all, especially vulnerable populations. Our niche is data-driven, member centered health equity strategies. For over 30 years, HCDI has created and implemented health equity initiatives for federal, state, and local governments and private industries, including Medicaid, Medicare, and Dual health plans, to provide cost-effective, high-quality services, and customizable solutions. HCDI's innovative and data-driven methodologies include the trademarked Parachute Model™ and human-centered design approach to solve its clients' biggest healthcare challenges, improve care, and reduce costs.

Cross-Cutting subject matter expertise offerings include: Health Equity Strategy and Data Analytics, Social Determinants of Health, Redeterminations Support, HEDIS® Gap Closures, Welcome Calls and Health Risk Assessments, Care Coordination, "Hard-to-Reach" Member Engagement, Provider/Practice Engagement, Value-Based Care, and Payment Models

For further information, references on the above, or other service offerings, please contact: Michelle Pascaran, CAO | 301.552.8803 | mpascaran@hcdi.com | www.HCDI.com



#### **i2i Population Health, Booth 104**

i2i is the nation's largest population health technology company serving the underserved, safety net market, through community health centers (FQHCs), critical access and community hospitals, primary care associations, and

managed care organizations. With over 23 years of experience spanning 39 states and 30 million lives, the i2i platform powers an advanced data integration and aggregation engine that publishes normalized clinical and administrative data through expansive quality management and care coordination applications.



#### **Icario, Booth 214**

Icario is the leading digital-first health action company driving the next generation of healthcare. Powering over 100 million connections with people, the company's health action platform unites whole-person data, behavioral science, and digital-first omnichannel pathways to personally connect everyone to health. Icario deeply understands people and delivers personalization at scale for the most trusted healthcare organizations in all 50 states, including 8 of the 10 largest health plans.



#### **IntellectAbility, Booth 213**

IntellectAbility is the developer and provider of the Health Risk Screening Tool (HRST), which has been used in multiple states and provider agencies across the U.S. for over 20 years. In addition to the HRST, IntellectAbility provides numerous health-related and person-centered thinking trainings for supporters of people with IDD. Visit ReplacingRisk.com to learn more.



#### **Liveops, Booth 339**

Liveops, a virtual contact center, solves customer experience challenges by offering an agile, skilled workforce to meet planned and unplanned CX needs. This VirtualFlex platform reimagines agent engagement and scheduling that attracts a better agent profile equipped to meet the fluctuations in contact volume at scale.

Our 20 years of expertise pioneering a virtual model is proven to deliver superior customer experiences, faster program readiness and increased revenue compared across verticals, including healthcare, insurance, and consumer services.



#### **Magellan Health, Booth 100**

For over 50 years, Magellan has offered evidence-based innovations for behavioral health (BH) and wellbeing, including substance use and complex MH conditions for children and adults. With nearly 30 years' experience managing Medicaid BH programs, Magellan applies a health equity lens to the social and healthcare needs of diverse special populations. We partner with health plans, employers, state, local governments, and federal government to generate strong member outcomes while judiciously managing healthcare costs.



#### **Maven Clinic, Booth 215**

Maven offers a digital health solution to engage members during pregnancy and postpartum periods. We enable health plans to engage members early in their pregnancies (75% before the 3rd trimester) and keep members engaged through 24/7 access to 30+ types of specialists, a dedicated care advocate, and personalized educational content and community forums. Our virtual care team includes OBs, doulas, lactation consultants, mental health specialists, high-risk pregnancy coaches, PTs, and NPs.

We complement existing high-risk case management programs and enable women and families to access care regardless of location or background. Given our high-touch model, we enable health plans to improve clinical outcomes including c-section, NICU, and mental health rates.



#### **MedCheck/SPSCS, Booth 237**

Brought to market in 2021, MedCheck has been able to stand out in the eligibility verification market. The revolutionary application allows plans and many different providers who serve Medicare and Medicaid populations to verify eligibility for entire patient census files in minutes. Our industry experience allowed us to create an application with logic to highlight and alert the users of any

coverage issues and upcoming renewals. Our objective is to work with plans and providers to constantly run eligibility verification batches only highlight the patients who will create billing issues, and to be able to identify an upcoming redetermination. We currently serve clients in NY and PA who bill Medicaid with our sights on expanding into more states in the coming months. MedCheck also currently serves Medicare plans and providers across the country.



#### SPS Community Solutions

Founded in 2012 to assist plans with member retention, we have grown to work with more than 100 plans and providers to obtain and maintain Medicaid eligibility for their patients and members. Increase enrollment and capitalize on more referrals by letting us take care of the Medicaid process. We'll handle the entire Medicaid process from initial referral through approval, ensuring short pending periods and a hassle-free process. SPS Community Solutions offers a full suite of Medicaid related services. Our extensive Medicaid experience is an invaluable resource to plans, patients, and providers and guarantee industry-leading success rate and positive member experience.



#### Medicaid Health Plans of America, Booth 239

Medicaid Health Plans of America (MHPA) represents the interests of the Medicaid

managed care industry through advocacy and research to support innovative policy solutions that enhance the delivery of comprehensive, cost-effective, and quality health care for Medicaid enrollees. MHPA works on behalf of its 130+ member health plans that serve more than 50 million Medicaid enrollees in 41 states, the District of Columbia, and Puerto Rico. MHPA's members include both for-profit and non-profit national, regional, and single-state health plans that compete in the Medicaid market.



#### MedImpact Healthcare Systems Inc., Booth 116

MedImpact currently provides Medicaid Pharmacy Benefit Management (PBM) services to 14 Medicaid programs serving more than 3 million lives across 11 states. We are striving to bring a new and creative way to manage your members and improve their experience. As Medicaid programs continue to evaluate their business models, our modular open-architecture solutions are MITA aligned and certification ready. MedImpact helps states deploy their next generation of public sector solutions. For more information please contact: Robert.Coppola@MedImpact.com.



#### MediSked, Booth 204

MediSked is the trusted partner to organizations across the country,

providing integrated electronic record systems, care coordination solutions, and business intelligence and reporting tools to improve quality and outcomes in LTSS delivery for state and county oversight, payers, managed care organizations, care coordination entities, and provider agencies. For over 20 years, MediSked has been committed to delivering innovative and holistic solutions that improve lives, drive efficiencies, and generate innovations for the human services organizations that support our communities.



#### MedZed, Booth 203

MedZed is an end-to-end integrated care provider, partnering with managed care plans to serve high-risk patients with chronic conditions and complex social needs, directly in their homes and communities. MedZed's locally based field teams successfully find, engage, and build trusting relationships with a large share of referred members, many of whom have never responded to traditional outreach. Our programs provide hands-on clinical care via facilitated telehealth integrated with social supports for this high-need population to drive down utilization and costs and advance health equity. Since 2014, MedZed has performed over 500K visits to more than 30K patients in nine states.



#### Modivcare, Booth 209

Modivcare is leading the transformation to better connect people with care, wherever they are. We serve the most underserved

by facilitating non-emergency medical transportation, remote patient monitoring, meal delivery, and personal and home care to enable greater access to care, reduce costs and improve outcomes.



#### Mom's Meals, Booth 102

Mom's Meals provides refrigerated, ready-to-heat-and-eat meals through Medicaid and Medicare Advantage health plan benefits as well as for direct purchase. By offering many nutritionally tailored options and delivering to homes nationwide, Mom's Meals fuels better health outcomes for all. Its long-term care, chronic care, and post-discharge care programs also allow clients to lead healthier lives while remaining independent at home. For more information, visit [www.momsmeals.com](http://www.momsmeals.com).



#### mPulse Mobile, Booth 236

mPulse Mobile is transforming digital engagement for healthcare's leading organizations through proven solutions that combine conversational AI with integrated streaming content.

Trusted by 200+ health organizations to personalize over 1 billion conversations annually, mPulse Mobile's innovative technology and engagement strategy deliver business efficiencies, improve health outcomes, and inspire a more equitable, healthier world, one person at a time.



We're  
There

**modivcare**

Modivcare is leading the transformation to better connect people with care, wherever they are. Whether it's on the go, in the home or in the community. Modivcare empowers access to solutions that move, nourish, engage and nurture those who need it most.

- Non-Emergency Medical Transportation
- Personal Care
- Remote Patient Monitoring
- Meals

Learn more at [modivcare.com](https://modivcare.com)

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**At Mom's Meals, we believe that better health begins with the very meals we eat.**

Our medically-tailored meal programs help ensure individuals have access to the nutrition they need, when they need it the most.

Stop by booth #102 to learn more.

844.280.2130 | [momsmeals.com](https://momsmeals.com)

mPulse

## Reimagining Health Engagement

Supporting Medicaid health plans with innovative digital engagement strategies for over 12 years.

mPulse Mobile's engagement solutions educate and empower your members with bi-directional conversations and powerful streaming content experiences across key health initiatives.

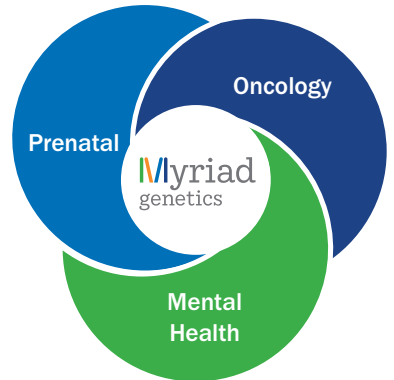


[info@mpulsemobile.com](mailto:info@mpulsemobile.com) | [mpulsemobile.com](https://mpulsemobile.com)

## Myriad Genetic Laboratories is a proud sponsor of MHPA

- Providing Medicaid members with genetic testing services for >20 years
- Guiding treatment decisions with genetic insights to improve patient care and lower healthcare costs

### 3 core areas of expertise



**Visit booth 108**



Visit [Myriad.com/managed-care/](https://Myriad.com/managed-care/)





#### **MTM, Inc., Booth 114**

MTM is a healthcare and transportation management company who partners with clients in developing innovative solutions for accessing healthcare, increasing independence, and connecting community resources in the most cost-effective manner. To achieve this, we leverage our core competencies in managing customer service operations and building provider networks.



#### **Myriad Genetics, Booth 108**

Myriad Genetics is a leading genetic testing and precision medicine company dedicated to advancing health and well-being for all. Myriad discovers and commercializes genetic tests that determine the risk of developing disease, assess the risk of disease progression, and guide treatment decisions across medical specialties where critical genetic insights can significantly improve patient care and lower healthcare costs. Fast Company named Myriad among the World's Most Innovative Companies for 2022. For more information, visit [www.myriad.com](http://www.myriad.com)



#### **National Equity Fund, Inc., Booth 315**

National Equity Fund, Inc. (NEF), is a leading non-profit, multi-family,

affordable, real estate investment manager with a mission to create and deliver innovative, collaborative financial solutions to expand the creation and preservation of affordable housing. Through its Low-Income Housing Tax Credit (LIHTC) syndication, lending, and investing platforms, NEF has invested over \$22.7 billion since 1987, representing 231,500 new affordable homes for individuals, families, and communities in need nationwide. Visit [www.nefinc.org](http://www.nefinc.org) to learn more.



#### **NationsBenefits, Booth 327**

NationsBenefits® is a leading member engagement, benefits administration, and healthcare company that partners with managed care organizations to provide innovative healthcare solutions aimed at driving growth, reducing costs, and delighting members. Through its comprehensive suite of innovative supplemental benefits, payments platform, and member engagement solutions, NationsBenefits helps health plans deliver high quality benefits to their members that help address social determinants of health and improve member health outcomes and satisfaction. The Company's compliance-focused infrastructure, proprietary technology systems, and premier service delivery model allow NationsBenefits' health plan partners to deliver high quality, value-based care to millions of members. To learn more, visit [NationsBenefits.com](http://NationsBenefits.com).



#### **Netsmart, Booth 130**

Netsmart is a leading technology vendor of Software as a Service (SaaS) solutions for payers. Netsmart solutions are used by over 25,000 provider organizations and impact over 126 million lives. Integrated, real-time data enables care coordination, population health management, and electronic visit verification to drive improved outcomes and lower costs.



#### **Nomi Health, Booth 317**

Nomi Health is a healthcare programs and payment company rebuilding healthcare at half the cost by eliminating complexity in how care is purchased, paid for, and delivered. They work with employers, governments, and their partners to slash healthcare expenses for everyone, so nobody is held back by the cost of care. Their platform delivers analytics, pharmacy management, an open network, healthcare financial services, and population care programs.

To date, Nomi Health has served more than 12 million individuals and has over 3,000 customers.



#### **NourishedRx, Booth 211**

NourishedRx provides members across the country with culturally relevant and personalized food, nutrition education,

and encouragement making lasting dietary behavior change possible. We focus on vulnerable health plan members dealing with pregnancy or diet-sensitive chronic disease such as Type 2 Diabetes and Hypertension. We are committed to addressing foundational challenges in health equity, bending the health care cost curve, and supporting health plans' efforts to address nutrition insecurity and building stronger communities.



#### **Ochsner Health, Booth 210**

Ochsner's Digital Medicine solution provides one-on-one, personalized care to manage a member's high blood pressure or Type 2 diabetes without having to make multiple trips to the doctor. Real-time data is shared with the member's personal Digital Medicine care team, who monitors their readings and results to help make treatment decisions. The inclusion of a licensed clinician to manage medications allows for true management of the member's condition rather than simply monitoring.



#### **Parachute Health, Booth 244**

Parachute Health is the leading post-acute software platform with a network of over 2,400 supplier locations and 160,000 eSigning clinicians across more than 54,000 facilities in all 50 states.

Parachute's modern DME ordering experience covering 19,000+ unique SKUs helps clinicians create clean digital orders in 3 minutes to get DME and supplies. The Parachute Platform integrates with EHRs to provide transparency into health plan requirements and a delightfully simple ordering experience.

## PointClickCare®

### PointClickCare, Booth 212

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at every stage of the patient healthcare journey. More than 27,000 long-term and post-acute care providers, over 3,100 hospitals and health systems, 2,200 ambulatory clinics, every major U.S. health plan across the U.S., and over 70 state and Government agencies use PointClickCare, enabling care collaboration and value-based care delivery for millions across North America.



### ProgenyHealth, Booth 202

ProgenyHealth empowers our health plan partners to change the trajectory of maternal and infant health across America. Our wholly integrated, tech-enabled maternal and infant care management solution provides uninterrupted support from prenatal health, through any resultant NICU stay, and all the way to one full year of life. By promoting predictable, equitable, and standardized high quality care journeys,

we ensure healthier outcomes—and lower costs—across an entire at-risk population.



### Pyx Health, Booth 105

Pyx Health is the first proven solution to improve the health and well-being of America's most vulnerable by treating loneliness and social isolation – the root of myriad physical and behavioral health problems. The platform combines technology with human connection to identify, engage, and support users in need. By reinforcing relationships with data-driven insights, Pyx Health's partners have dramatically reduced high-cost emergency and inpatient utilization while building long-term loyalty and trust. For more information, visit [pyxhealth.com](https://pyxhealth.com). Because no one gets better alone.



### Quest Analytics, Booth 208

Quest Analytics has been the industry leader in improving network management for more than 30 years. Our software platform and services are trusted by The Centers for Medicare and Medicaid Services under a recently renewed 5-year agreement and more than 425 health plans. We help these organizations measure, manage, and monitor health plan network performance across all lines of business as a way to deliver better member protections and improve Americans' access to quality healthcare.



### Reema, Booth 301

Reema uses technology to power human relationships with the goal of improving health outcomes for your hardest-to-reach members. Reema's breakthrough health platform uses proprietary technology and predictive data modeling to identify people with the highest level of unmet social needs, power Community Guides with the right information to engage them meaningfully, connect them with the most relevant resources, and improve their health and their lives. Learn more at [reemahealth.com](https://reemahealth.com)

## SafeRide Health

### SafeRide Health, Booth 118

SafeRide Health is a technology and services company dedicated to reducing barriers to care by improving the delivery of non-emergency medical transportation (NEMT) to people nationwide. SafeRide leverages proprietary technology and a nationwide network of vetted transportation providers to elevate human dimensions of care and close the gap between need and access for the nation's largest Medicare Advantage, Medicaid, and provider programs. SafeRide's scalable and intuitive platform gives payers and health systems a more intelligent way to deliver cost-effective, on-demand transportation.



### Scene Health, Booth 230

Our 360° model of care enhances the gold standard of medication adherence,

Directly Observed Therapy. Combining personalized video coaching, education, and motivational content, we make it fun for members to stay on top of their medications. Our approach helps members address any medication challenges and empowers them to improve their health by identifying and addressing barriers to adherence related to social determinants of health.



### Sellers Dorsey, Booth 103

For more than twenty years, Sellers Dorsey has supported transformational change in health care. Partnering with states, providers, health plans, and other stakeholders, we work to strengthen the critical safety-net system and achieve results that improve the communities our clients serve.

Our team of former federal policy officials, Medicaid directors, healthcare executives and other professionals offer a breadth of expertise, practical, and personalized knowledge to help our clients navigate the complexities of Medicaid.



### Socially Determined, Booth 110

Socially Determined is leading the integration of health and social care through social risk analytics. Its SocialScape® platform, social risk data solutions, and industry-leading expertise empower health systems, plans, and other risk-bearing organizations to manage risk, improve



outcomes, and advance equity – at scale. Headquartered in Washington, DC, Socially Determined has been named as one of the 15 most promising healthcare companies by Fierce Healthcare. For more information, follow Socially Determined on Twitter (@SocDetermined) or LinkedIn (www.linkedin.com/company/socially-determined), or visit www.SociallyDetermined.com.



#### **Solutran, Booth 134**

Solutran, a part of Optum, creates best-in-class, personalized, and accessible benefit programs tailored to health plan members' needs – all through the convenience of a single card and the S3® targeted spend platform. Our proprietary technology and immersive retail network were built organically, from the ground up, and are relied on by leading health plans to deliver some of the most complex benefit configurations with a seamless member experience.



#### **SpectraMedix, Booth 112**

SpectraMedix is the leader in Medicaid value-based care analytics. Serving payer and provider customers in over 25 geographies and having analyzed over 300 value-based contracts, we provide a modular approach for enabling providers to be successful in value-based care. Our core products include VBP Contract Modeler, Analytics Suite, Provider Portal, and Financial Reconciliation.



#### **Ushur, Booth 106**

Ushur's HIPAA secure, no-code Customer Experience Automation™ platform allows Medicaid plans to more effectively reach, support and influence members – for redetermination, member service, Quality, community supports/SDOH and more – with AI-powered, omni-channel, digital self-service. Augment live interactions and journeys with intelligent digital ones - quickly - with little to no IT support needed. Learn more at www.ushur.com.



#### **Verida, Booth 122**

Verida is a minority-owned, non-emergency medical transportation (NEMT) management company based in Villa Rica, Georgia (30 miles west of Atlanta). Specializing in the unique challenges of NEMT programs for state Medicaid and managed care organizations across the U.S., we provide comprehensive NEMT administrative services. This includes call center services; eligibility verification using proven gatekeeping processes; claims management; transportation provider credentialing and monitoring; utilization review; fraud, waste, and abuse mitigation; and quality management.



#### **Vheda Health, Booth 144**

Vheda Health is the leader in virtual health engagement for health plans serving underserved populations. With more than 10 years of experience, our turnkey chronic care programs accelerate health equity for everyone by providing simple access to care from anywhere. The result is an 84% monthly engagement rate and 20% same-year medical savings.

Vheda Health is a nationally certified minority business. For more information, please visit us on the web: <https://www.vheda.com/>



#### **VSP Vision Care, Booth 205**

At VSP®, your members' well-being is at the heart of everything we do. As the only national not-for-profit vision company, VSP offers high-quality care, the lowest out-of-pocket costs, and a broad choice of providers. Together with iCare Health Solutions, a VSP Vision company, you get a partner experienced with health plans and government programs. Our single-source solution provides better vision benefits that improve HEDIS Scores and Star Ratings. Learn more: [visionpartners.vsp.com/](http://visionpartners.vsp.com/)



#### **Wayspring, Booth 238**

Wayspring is a value-based healthcare organization that provides medical, behavioral health, and social support services to people with complex needs. With a focus on people living with substance use disorder, Wayspring utilizes a comprehensive and longitudinal model that incorporates targeted member outreach, strategic provider partnerships, community-based peer support, and delivery of clinical services. Through this unique approach, Wayspring produces increased adherence to evidence-based medicine, more efficient treatment and care, and improved health outcomes. For more information, please visit [wayspring.com](http://wayspring.com).



#### **Wider Circle, Booth 313**

Wider Circle helps solve the last mile of healthcare by building neighborhood groups that empower members to motivate and support each other to get the care they need, when they need it, where they need it. Through technology and peer-to-peer engagement rooted in trust, Wider Circle restores the community support network essential to managing better health, improving social determinants of health, and providing a better member experience with lower healthcare costs.



### ZOLL Data Systems, Booth 300

ZOLL® AR Boost® is the interoperable RCM optimization solution that automatically finds, corrects, and verifies patient and payer information to capture more revenue, reduce administrative burden, and improve the patient's financial experience. ZOLL Data Systems develops data solutions to help providers and RCM teams across the healthcare ecosystem improve financial and operational performance.



### At every step of a maternity journey, individualized support delivers the best outcomes

Only ProgenyHealth brings personalized maternity case management, NICU utilization and case management, and NICU payment integrity – *all under one roof*.



**Maternity Case Management**



**NICU Utilization & Case Management**



**NICU Payment Validation & Assurance**

Our wholly integrated, tech-enabled solution builds a network of support with plans, physicians, and families for an uninterrupted continuum of care from prenatal health, through any resultant NICU stay, and all the way to one full year of life.

In so doing, we help overcome systemic barriers to support healthier pregnancies and healthier starts to life for babies, *one family at a time*.

For more information, visit [progenyhealth.com](https://progenyhealth.com)



SEE US AT  
**BOOTH  
#208**

## REVOLUTIONIZING PROVIDER NETWORK MANAGEMENT

**Stay ahead of the competition with Quest Analytics™** – presenting the first and singular platform that measures adequacy and accuracy, both at network and directory levels, where it matters the most. Our platform is your shield during audits, assuring reliability and groundbreaking insights. Embrace the revolution in provider network management and steer your business to uncharted territories of success with Quest Analytics.

Reema is transforming  
how people navigate the  
gaps between health care  
and social care

Visit us at booth #301

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Eliminate avoidable ER visits from EMS, by taking ER physician triage into the home.

Virtual.  
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## Are your medication management initiatives failing?

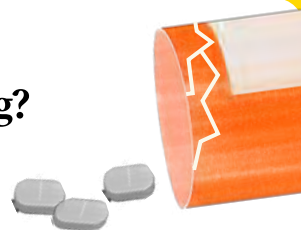
It's costing you more than you think.

Morbidity and mortality associated with poor medication adherence costs \$500B +/year.



Visit us at Booth #230

Connect with us to learn more.  
[scene.health/for-health-plans](https://scene.health/for-health-plans)



What can Scene Health's 360° MedEngagement program do?



98% adherence (PDC)



\$1,700 - \$3,500 saved per member



94% satisfaction rate

TOP RESULTS ACROSS ALL HEALTH PLAN PROGRAMS

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Get full visibility into SDOH to understand how it affects you & those you serve, why it matters, & what to do about it. We help guide your SDOH journey & accelerate action to drive impact at scale.

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Contact us today!

Visit [www.sociallydetermined.com](http://www.sociallydetermined.com).



## Reach, Support and Influence Your Members

Reach and engage members with Ushur's **HIPAA-secure Customer Experience Automation™ platform**. With our no-code, drag-and-drop workflow builder and pre-built Medicaid use cases, Medicaid plans can achieve time-to-value in weeks.

Augment live interactions with intelligent, two-way digital experiences:

- Redetermination
- Member Service
- Quality
- Community Support & SDOH
- And more



Visit us at Booth #106

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Make your work flow™



## Connecting Neighbors for Better Health



Wider Circle is a peer-based community health solution that helps close the last mile of healthcare for members. Creating groups of neighbors in a culturally competent manner, we restore the community support network critical for tackling the challenges in your members' lives.



**\$114** PEMPM overall savings



**50%** lower disenrollment rate



**14 fewer** emergency department visits¹

¹Per 1,000 Wider Circle members versus general population



See us at booth 313

## Medicaid Redetermination *Made Easy*

Find and correct demographic  
information in real time to help  
determine eligibility



Visit  
Booth #300



Learn more at  
[www.zolldata.com/medicaid](http://www.zolldata.com/medicaid)

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# HOTEL MAP

## MHPA23 Meeting Rooms

*Ballroom Level*



## MHPA23 Exhibit Hall E

*Lower Atrium Level*







[info@mhp.org](mailto:info@mhp.org)  
[medicaidplans.org](http://medicaidplans.org)