



Well Sense Health Plan

Lisabritt Solsky, Executive Director

Governor and Executive Council Presentation

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Well Sense is NH's only not-for-profit MCO and part of a health system that has always been committed to serving vulnerable populations

Est.
1855



- Largest **safety net** hospital in New England
- Founded with a **mission to serve poor**, underserved populations
- **Commitment to vulnerable populations** that supports Well Sense's core mission
- Leader in **Addiction Medicine**



Est.
1997



- One of the first Medicaid **managed care plans** in MA
- Currently serve **323,000** members

Est.
2012



- A **partner to the state** since launch of the Medicaid Care Management Program
- Among the **first managed care organizations** to serve New Hampshire
- Currently **serve 94,000** members:
 - ~ 73K Standard Medicaid members
 - ~ 21K Granite Advantage members



Well Sense is local, experienced, and a proven partner to New Hampshire

5 years
on-the-ground
experience

- **Locally based and operated**
- Active presence in **every State region**
- **Top-rated Medicaid Plan in NH** and one of the top rated Medicaid Plans in the country with a rating of **4.5 out of 5.0** in NCQA's Medicaid Ratings, 2018-2019
- **Endorsed by** the NH Behavioral Health Association
- Named "**Best Company to Work For**" by *Business NH Magazine*, 2018 & 2019

Strong clinical
and **community
collaborations**

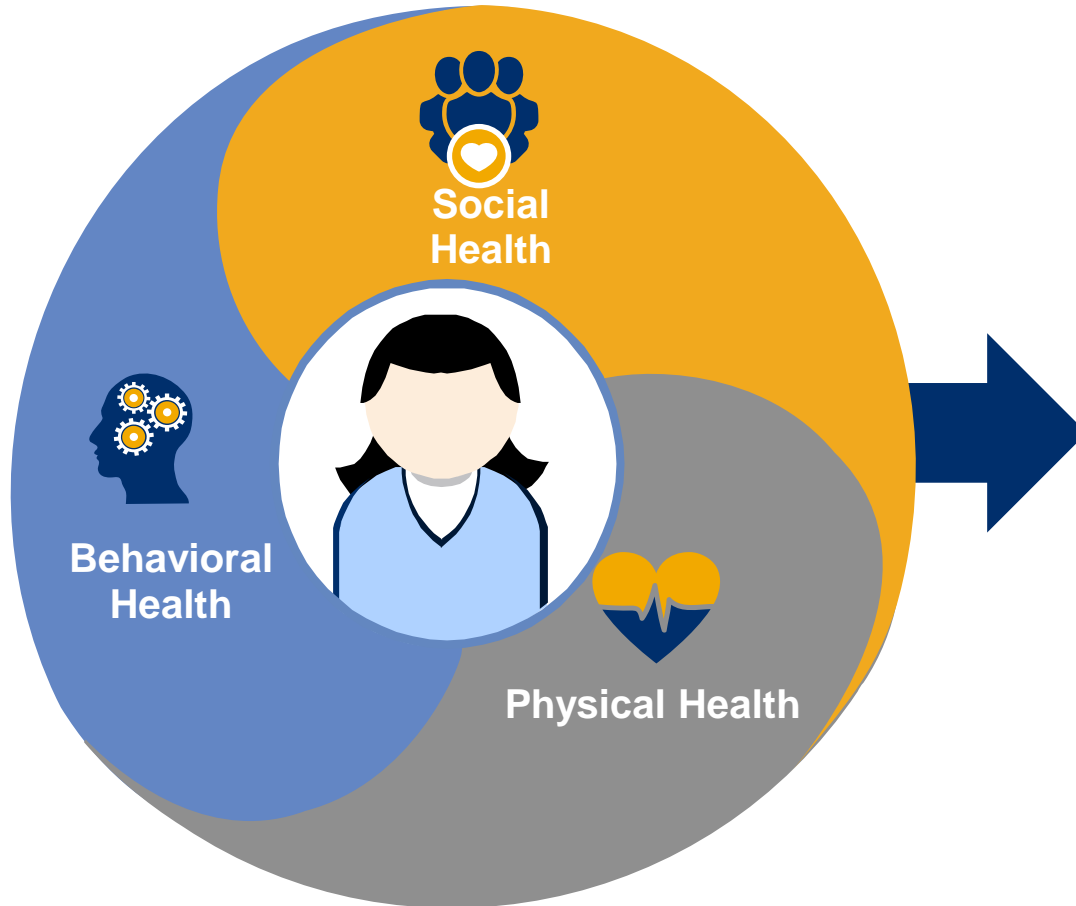
- Closely collaborate with **community organizations, state agencies, advocacy organizations, and trade associations**
- Strong **clinical relationships** and comprehensive **statewide network**
- The **only MCO partnering with Community Mental Health Centers** to provide local, whole-person care management
- **Active volunteerism** in the community

Reliable
NH partner

- Together with DHHS, met ambitious **Bridge Program** schedule, including launching the State's first SUD benefit
- Providing **grants to two major hospitals** aimed at reducing opioid prescribing
- Actively **support other non-profit organizations** that serve our members



Our whole-person approach drives higher quality and lower costs



A team of care managers who specialize in physical, behavioral and social health, **work with members** to prioritize their needs and determine individual goals.

We have strong partnerships, a critical component to meeting the complex needs of NH's Medicaid members

We have developed **innovative partnerships** with Community Mental Health Centers, a key factor in effective local care management.

*“Our willingness to pursue such an arrangement with Well Sense is reflective of our **five years of positive working relationship** and the trust and credibility that has developed during that time. Such a model would be unthinkable without the basic framework we have established...”*

*- Roland P. Lamy
Executive Director
NH Community Behavioral Health Association*



Well Sense has partnered with the State in addressing mental health and substance use disorders

Expertise in complex behavioral health

- Pioneered **alternative payment models** for behavioral health in New Hampshire
- Committed to working with the state to **successfully implement** the 10-year mental health plan
- Active participant in the **ER boarding workgroup** with deep knowledge of evidence-based solutions
- Developed **innovative partnerships** with Community Mental Health Centers to serve members locally going forward

Combatting the opioid crisis

- Our program is **developed specifically** to meet the needs of members with OUD/SUD
- Our comprehensive opioid strategy focuses on **prevention, diversion and treatment**
- As part of the BMC health system, we leverage expertise from The Grayken Center for Addiction, a **state of the art addiction center**
- Leverage the **Hub & Spoke systems** to increase access to treatment



Meet our member “Julia”

Julia was airlifted to a Boston hospital after becoming the victim of a violent incident, which left her with severe physical and behavioral disabilities. She spent another several months in a New Hampshire rehabilitation facility before being discharged to a loving family member. Despite being safe, Julia and her family were extremely overwhelmed, as they faced numerous social, medical and behavioral health barriers.

Julia, now reliant on a wheelchair, had severe and complex needs, including limited ability to speak. She required intervention and integrated care coordination by Well Sense’s care management team:

Care managers worked with her family to obtain the services and supports Julia needed, including:

- ✓ Coordination of all physical, behavioral and social health care needs
- ✓ Intervention and integrated care coordination by Well Sense care managers
- ✓ Physical therapy and Occupational therapy services
- ✓ Home health aid services
- ✓ Medical equipment
- ✓ Working stroller and repaired wheelchair
- ✓ Worked with community to have a ramp built by local volunteers



A stylized sunburst graphic composed of seven teardrop-shaped rays radiating from a central point, positioned above a horizontal line with two rounded ends. The entire graphic is rendered in a solid blue color.

Q & A