



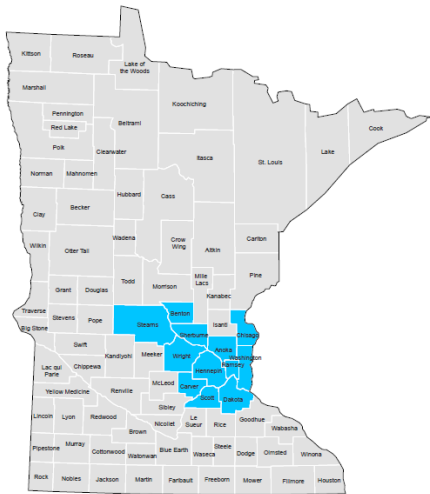
MSHO 2020 Supplemental Benefits

Susan McGeehan, MGS, LSW

HealthPartners MSHO & MSC+

April enrollment: 5,957

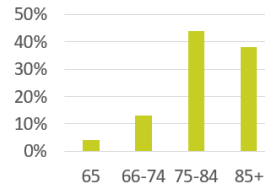
12 County Service Area



HEALTHPARTNERS OVERLAP OF COVERAGE & CARE



AGE DISTRIBUTION OF CURRENT SENIORS MEMBERSHIP



Dually Eligible (Medicaid + Medicare) Membership: MSHO 100%, MSC+ 83%



HealthPartners Care System

More than 1.2 million medical & dental patients

Care Group
55+ Medical Clinics
1,800 physicians
900 clinicians
55 specialties

Dental Group
25 Dental Clinics
77 dentists

8 Hospitals
Twin Cities
Western Wisconsin



Only MSHO plan in Minnesota to get 4.5 stars consistently

Eight years in a row!



HealthPartners Seniors Medicaid Programs Membership

Top Languages Spoken: English, Vietnamese, Hmong, Spanish, Cambodian, Somali, Oromo, Korean, Laotian, Amharic, Cantonese, Mandarin, Russian, Arabic

Race/Ethnicity



- White
- Asian or Pacific Islander
- Black or African American
- Hispanic or Latino
- American Indian or Alaskan Native

Country of Origin



Almost 70 languages spoken by our MSHO & MSC+ members!

Supplemental Benefits at a Glance

Benefits only available to MSHO members as a Supplemental Benefit

- iPads
- FitBit
- Pedeler
- **Animatronic Cat**
- Light Therapy lamp
- Glasses tints & coatings
- Electronic Toothbrushes
- Juniper Healthy Aging Classes
- Silver & Fit exercise programs
- **Independent Living Skills (ILS)**
- **Psychotherapy for Caregivers**
- Readmission Prevention Benefit
- Motion Sensor Detector Night Light
- HealthPartners PowerUp Cooking Classes
- **Transportation for Caregivers to/from Supplemental Benefit Caregiver Support services**
- Dental: Crown Coverage
- Foot Care Visits
- WeightWatchers

Supplemental Benefits that extend existing benefit coverage available to MSHO members

- **Adult Day Services**
- Dental: Adult Fluoride
- Dental: Periodic Exams
- Dental: Scaling & Root Planing
- Dental: Periodontal Maintenance
- Dental: Root Canals & Molars
- **Caregiver Supports Services (3 available via Elderly Waiver)**
- Meals on Wheels
- In-home bathroom safety devices and installation
- Lifeline
- **Respite Services**
- Transportation for members to/from Supplemental Benefit-covered services if needed

Dementia Care Model Supplemental Benefits

HP MSHO
Supplemental Benefit
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2020

Caregiver Focus

Psychotherapy for Caregivers
Caregiver Training & Education
Caregiver Coaching & Counseling
Family Memory Care
Transportation for Caregivers
to/from any of the benefits listed
above

Community Based Supports

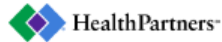
Adult Day Care & transportation
Respite Care
Independent Living Services (ILS)
Meals on wheels
In-home bathroom safety devices +
installation

Technology

iPads
Animatronic Cat
Lifeline

HealthPartners as an Innovator





How to welcome your new MSHO cat

Congrats on your new pet!

HealthPartners is excited to offer an animatronic cat as one of our Minnesota Senior Health Options (MSHO) (HMO SNP) program extra benefits for our members with dementia and/or major depression. Customer reviews comment on the cat's unique ability to engage, delight, calm, boost meaningful connections, provide companionship and, most importantly, promote happiness. We hope you have a similar experience.

Welcome your cat into your home

It can be helpful to name your cat so friends and family know who your new cat is. If you have other pets, we suggest first having your cat in the OFF setting. Then, slowly expose your pets to the MUTE setting and then the ON setting (settings are found on the belly by pulling the fur where the tag is visible). This can help as they may not realize your new cat isn't real.

Tips for caregivers of members with moderate to advanced dementia

Gradually introduce the cat!

- Introduce the cat by name while holding it at eye level for the new owner
- Point at the cat as you say its name
- Use short simple phrases and repeat these as needed in a gentle tone
- Be patient while the new cat owner processes what the cat is when it moves or when it purrs (MUTE setting) or meows (ON setting)

Tips on cleaning

If your new cat needs cleaning, we suggest using a damp cloth to wipe off dirt. You can also spray the fur with a nontoxic toy cleaner, then gently wipe the fur with a towel, avoiding the area around the eyes and nose. Or use a disinfecting wipe on the fur and let it dry before brushing it out.

Situations when the cat can provide comfort and calm

- When the caregiver needs to multitask
- When there are changes in caregiver and/or environment
- When there's increased confusion and restlessness in the evening
- When the person is bathing or receiving personal care
- When the person feels uncomfortable, confused or scared

We'd love to hear about your MSHO cat!

We'll be doing a study to understand how useful the MSHO cat is for you. You may get a letter from HealthPartners asking about your experience. Thank you in advance for any feedback you give to help us keep offering benefits that make a meaningful difference in our MSHO members' lives.

Welcoming your new roommate home!

HealthPartners Center for Memory and Aging Animatronic Cat research project:

- ✓ Focus on benefit to Caregivers
- ✓ Recommendations of how to use the cat as a tool to support improved caregiving experiences:
 - Change of caregiver
 - During times of confusion or restlessness
 - During personal cares or bathing
 - When the member feels uncomfortable, confused or scared



HealthPartners MSHO iPads

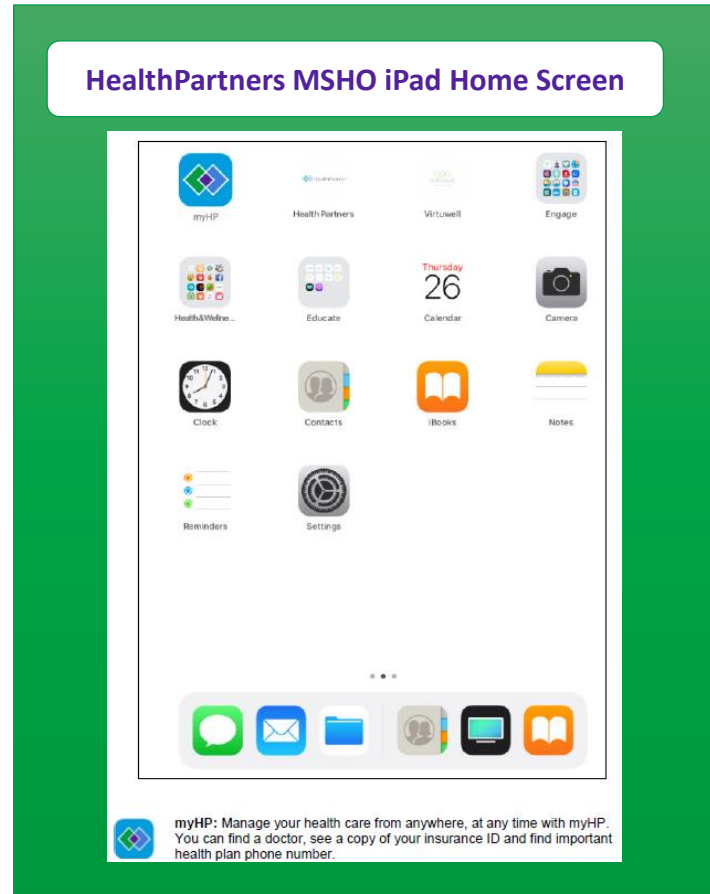
Offered for the first time in 2017 for depression, diabetes and heart disease.

Added Dementia as a qualifying diagnosis in 2019.

Benefit includes 24/7 telephonic support.

Started offering MSHO iPad owner user classes in 2019.

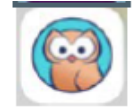
iPads are delivered preloaded with Health Education, Health Engagement and Health & Wellness libraries.



MSHO iPad Supplemental Benefit Dementia Care Model Supports



Caring Bridge: Support of friends and family when it's needed most.



Care Zone: Connect support team, provides daily reminders for medications
Wi-Fi connection allows use of additional app features.



Caring Village: Connect your family of caregivers with a command center for improved coordination of communication for all your caregiving activities. Care plan documentation, wellness journal, notifications, medication list and assign care tasks.



Cogmed: Keep cognitive thinking skills sharp with evidenced-based training.
Wifi connection required.



Lumosity: Brain games to challenge 5 core cognitive abilities.



House of Memories: Pictures of objects from across the decades, which are brought to life with sound, music and descriptions, and provide an easy-to-use way to help people living with dementia explore things that resonate with them. Tool for caregiver engagement. Wifi connection required.

Depression Focused Supplemental Benefit Supports

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Supplemental Benefit
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2020

Socialization opportunities via health
education classes

Silver & Fit classes at local
gyms/exercise programs

Light Therapy
Lamp

iPad loaded with
educational apps and
socialization tools

Animatronic Cat

Transportation
to/from Supplemental
Benefit activities

MSHO iPad Supplemental Benefit Depression Health Engagement



Make it Okay: Web link to depression education and supports. Wifi connection required.



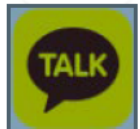
***Beating the Blues:** Web link to depression and anxiety education. Wifi connection required.



T2 Mood Tracker: Users monitor their moods on six pre-loaded scales (anxiety, stress, depression, brain injury, post-traumatic stress and general well-being).



Nami: Web link to the National Alliance on Mental illness, which provides information on depression education and supports. Wifi connection required.

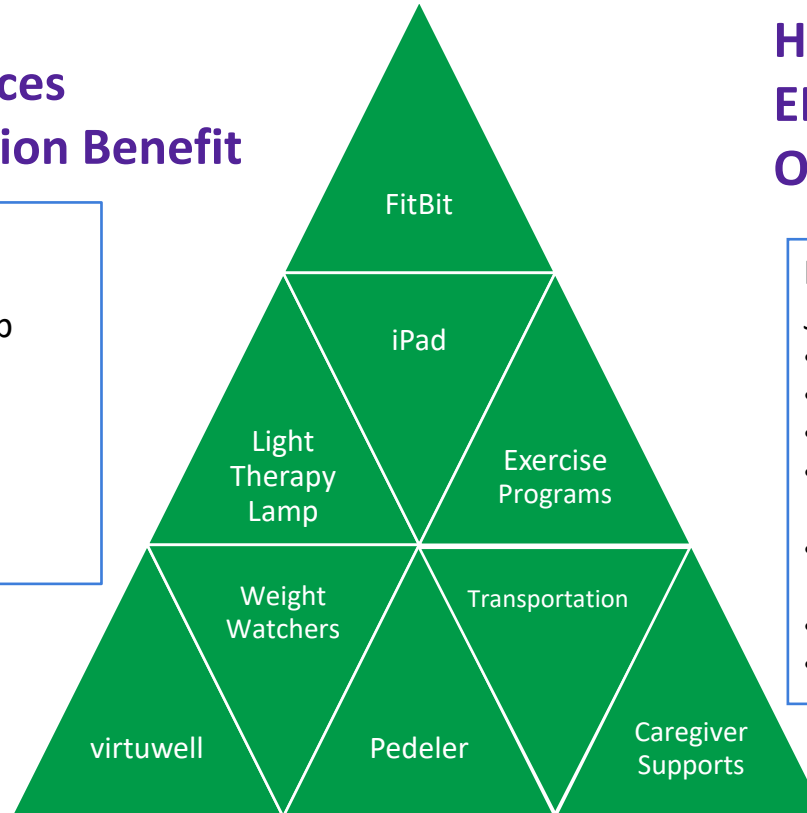


Kakao Talk: Stay connected with family, friends and support systems. Available in multiple language. Wifi connection required

Health & Wellness Focus

Lutheran Social Services Readmission Prevention Benefit

- * Community Health Worker visits
- * Support setting up follow up doctor appointments
- * Medication Review
- * Phone check ins
- * Coordination with MSHO Care Coordinators



HEALTH EDUCATION OPPORTUNITIES

- HealthPartners Cooking Classes
Juniper Healthy Aging Classes:
- Tai Ji Quan Classes
 - Stepping On
 - A Matter of Balance
 - Arthritis Foundation Exercise Program
 - Stay Active and Independent for Life (SAIL)
 - Diabetes Prevention Program
 - Living Well Class Series

MSHO iPad Supplemental Benefit

Diabetes Health Engagement



HealthWise: Web link to interactive tools, health topics and learning center. Wifi connection required.



Glooko: Syncs insulin data from meter and pumps. Requires additional in app purchase and wifi connection.



Health2Sync: Track the reasons that influence your blood sugar level. Monitor the changes and share your data.



Glucose Buddy+: Track the reasons that influence your blood sugar level. Monitor the changes and share your data.



Blue Loop: Connect with caregivers on diabetes information in real time.



American Diabetes Association: Web link to diabetes education and supports. Wifi connection required.

MSHO iPad Supplemental Benefit

Heart Disease Health Engagement



Silver & Fit: Web link to Silver & Fit, the fitness benefit vendor. Wifi connection required.



yumPower: Web link to health recipes and cooking tips. Wifi connection required.



TV: App to view healthy cooking videos.



American Heart Association: Web link to heart disease education and supports. Wifi connection required.



BP Companion: Track blood pressure, heart rate and weight. Monitor with words, charts and graphs.



Omron Connect: Connect with blood pressure device.

Safety & Prevention + Ancillary Services

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Ancillary Services

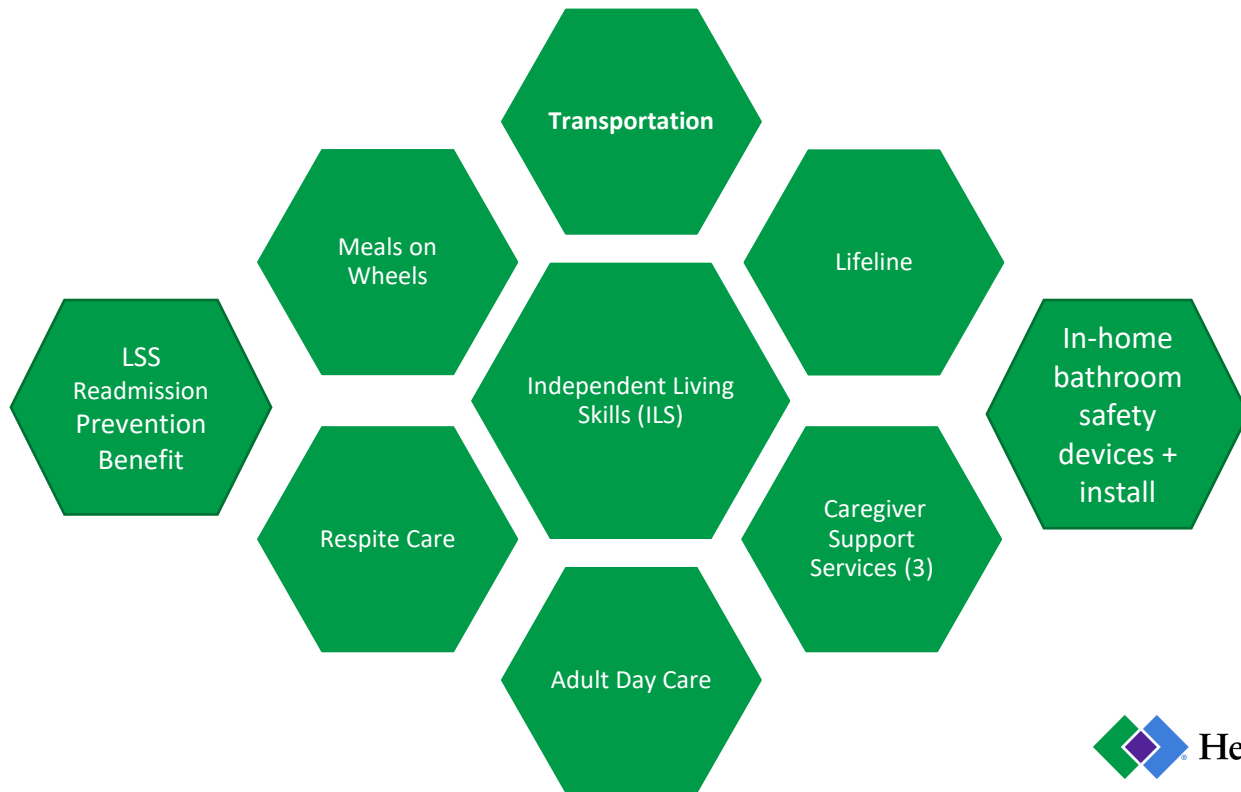
- Dental package
 - Fluoride treatments
 - Additional exams & periodontal care
 - Scaling & root planing
 - Crown coverage
 - Additional root canal & molar coverage
- Eyeglasses tints & coatings
- Foot care
- Electronic toothbrushes

Safety & Prevention

- Motion sensor night light
- Lifeline services
- Pedeler
- Falls prevention classes
- Silver & Fit exercise programs
- Readmission Prevention benefit
- In-home bathroom safety devices and installation
- iPad

Home & Community Based Supplemental Benefit Supports

HP MSHO
Supplemental Benefit
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2020



Supplemental Benefit Planning

Member utilization & feedback

Supporting Quality Performance

State benefit gaps

Actuarial analysis

Care Coordinators &
Member Services

Operational lift