

Member Workforce Readiness - *Molina MemberWorks program helps members find & keep employment*

Molina Job Coaches – Dedicated team members that live in communities throughout Ohio that provide hands-on assistance and training and will partner with community organizations and employers to facilitate job placement. Coaches will assist members with resume building, interpersonal skill development, job searches, interview skills and job placement and retention.

Flying HIGH, Inc. – Professional Development Center – Molina was proud to provide funding to build the Molina Workforce Training Facility in Youngstown. The Training Facility will expand training opportunities to those who need employment most, specifically those seeking to transition from recovery or incarceration to the workplace, and those who have become unemployed. The program offers accelerated training programs in fields of welding, state tested nurse assistant, chemical dependency counselor assistant, and a commercial driver license. The program helps individuals secure jobs by assisting them to obtain skill credentials, valid driver license, reliable transportation, clean drug screen and professionalism skills. The program will assist individuals find the right job through a career match assessment, pre-employment trainings, and direct access to employment opportunities through employer partners. The Training Facility is scheduled to open Spring 2023!

Molina My Healthy Home housing program – Understanding stable housing is essential to job retention, the program is comprised of Molina Housing Specialists who connect members to safe, stable, and affordable housing throughout Ohio. Housing Specialists are located in the community they serve and have experience working in shelter placement programs, waiver programs focused on transitions to independent living, as well as knowledge to link members with housing programs across Ohio. Molina team members will refer a member experiencing housing insecurity, which may include eviction notices, difficulty getting home safety repairs completed, accessibility issues, changes in income or rent making the current home unaffordable, to a Housing Specialist to assist members with property manager mediation resources, educate and connect members to appropriate housing resources, and connection to local, state, and federal housing resources. In 2022, this team has successfully resolved the housing needs of 74% of members referred to the program.

- ❖ **Spotlight Program** – Molina established protocols with the Community Shelter Board to send a notification when a Molina member is identified in the homeless shelter. This timely notification allows for a collaborative approach with Molina care coordinators and housing specialist to support homeless individuals secure stable housing.

Provider Workforce – *Committed to supporting priority provider workforce needs in Ohio*

Molina Dental Scholarship program - Molina is committed to find solutions to improve access to dental care in low-income and minority communities. Unmet dental needs have a profound impact on a person's health and their economic opportunity with research showing people in low-income communities are 100 times

more likely to experience difficulties doing their job because of oral health conditions. The Molina Foundation, a national nonprofit organization focused on reducing disparities in access to education and health, launched the Molina Dental Scholarship Program in 2021 to fund scholarships at two dental schools in the state of Ohio, The Ohio State University and Case Western Reserve University for dental students who have an awareness of the need to address health disparities in dental care and who have a demonstrated commitment to supporting diversity. The scholarships represent a \$1.4 million investment over four years. Recipients will practice dentistry upon graduation in a federally-designated Dental Professional Shortage Area in Ohio.

eFamilyCare – Understanding the importance of family caregivers to supporting health care needs and the ability for individuals to remain in the community safely and successfully, Molina has launched a new digital health partnership with eFamilyCare. The program will provide MyCare Ohio member caregivers with access to a dedicated clinical Care Advisor, which is a registered nurse or licensed social worker, to obtain expert coaching on health and wellness topics, navigation support to get connected to needed services and training to meet unique needs of the caregiver. This program launched in November 2022.

Molina Health Equity (HE) Badge Program – A program created to increase provider education on health disparities and impacted populations, equip providers with additional tools and resources to reduce disparities, recognize providers who are committed to advancing health equity, increase a sense of safety and trust between members and providers, and demonstrate Molina’s commitment and partnership to reduce disparities impacting our membership. The program consists of three tiers to provide multiple entry points for providers who may be at different points of activity in terms of health equity awareness and maturity. The tiers consist of ongoing education, robust training modules, identified disparities and/or populations of focus, and various activities to demonstrate a commitment of health equity in action. As providers complete programming, they will be awarded a Badge that is viewable by members as recognition of their commitment to health equity. This innovation was informed by community physicians and Advisory Board participants and set to launch in the first quarter of 2023.

Provider Partnerships – Building partnerships and programs to improve the provider experience and achieve high quality outcomes for those we serve

Cityblock – In 2022, Molina launched a new value based purchasing partnership with Cityblock to bring them to Ohio for the first time to serve MyCare Ohio and Medicaid members in a high touch, community-based care model. This collaboration will bring a deep focus on the complex needs for Molina members living in the Franklin and Hamilton County communities. The care model for each member is highly customized and will include services provided and coordinated by Cityblock to engage and improve health outcomes with a personalized care experience. Cityblock services include primary care, behavioral health, care coordination and social supports with the flexibility of service sites including mobile care and telehealth. As an embedded partner in the community, Cityblock works closely with health and social service organizations to build local relationships to improve health outcomes.

Palliative and Hospice Care – Molina partnered with Pure Healthcare, a consortium of Ohio based palliative care and hospice providers, to launch an enhanced advanced illness management program. Pure Healthcare coordinates home health and hospice services to offer comprehensive in-home supports and health care services for enrolled members. Early results show the high-touch model has achieved high family engagement rates to assist w/ end of life planning, improved control of symptoms and quality of life.

At Your Service – Member and Provider Concierge program – A program built upon listening to the voice of members and providers by collecting feedback and using that to inform how we design and enhance programs, processes and self-service tools, ultimately, improving quality of care. This program leverages data from all provider and member touch points, which is captured in actionable reports and dashboards to drive proactive outreach targeted to those who call most frequently. The outreach is customized based on their recent inbound inquiries to understand how we can improve programs, processes, benefits and self-service tools with the goal of ensuring they have all needed information moving forward. In 2022, some program success highlights of members/providers supported by the program include - 90% member retention rate, ER utilization is 15% less when compared to the overall Molina Medicaid membership, 12% reduction of inbound calls demonstrating proactive outreach and education has been effective to ensure members and providers have tools and information they need to independently use Molina programs and benefits.

Clinical Programs – *Continuously innovating clinical partners and programs to address unique needs of those we serve and to expand access to high quality healthcare*

Molina Care Connections – A team of 25 Ohio based and employed Nurse Practitioners (NPs) who serve as health care extenders to the member’s primary care provider and provide an additional access point to the healthcare system. In-home and telehealth services are available from 8 am to 7 pm, 6 days a week including Saturdays. The team provides Molina Welcome visits, which is provided to new members within the first 30 days of enrollment, and comprehensive wellness exams for existing members that identifies gaps in a member’s care and closes them while also helping to connect them to needed community resources to address social determinant of health. Visits may also include cancer screenings, diabetic services (A1C and retinal exam), post discharge care – including behavioral health follow-ups, postpartum care, and well child exams and immunizations. This team will complete approximately 27,000 visits to Molina Medicaid, Medicare and Marketplace members residing in Ohio in 2022.

- ❖ **Spotlight** – Molina Care Connections supports Molina’s Maternal Child Health Program by conducting in-home post partum exams. As shown below, these visits are helping to improve the post partum rates of Black moms by 7.6%.

Molina’s Maternal Child Health Program - Molina serves over 5,000 new moms each year and continuously innovates to improve and expand the programming we offer to help families have a healthy pregnancy. This includes Care Managers quickly identifying moms at risk for a high risk pregnancy to outreach and connect them to Molina resources such as a housing specialist, peer support specialist, dietitian, substance-use

disorder navigator, and external resources at the community level, such as WIC and Help Me Grow programs and along with collaborative programs to support moms and infants in the Ohio Equity Institute (OEI) communities. Examples of a few additional Molina programs designed to support pregnant families include:

- **Lucina** – A partner that specializes in advanced data analytics to assist Molina to shorten the time needed to identify high risk pregnancies. This allows Molina to quickly outreach and connect new moms to important prenatal services, invite mom to enroll in care management, and educate on other value added benefits and community programs to help families achieve a healthy pregnancy.
- **Progeny Health** – Molina partnered with Progeny as the leader in comprehensive, evidence-based NICU care management services that have established relationships with hospitals and providers throughout Ohio. The program is designed to enhance care management and health outcomes for premature and medically complex newborns with positive results showing high family engagement rates and reductions in hospital readmission rates showing evidence of successful discharge planning.
- **Pacify** – Offered as a value-added benefit for Molina Moms, this partner provides a digital health application offering 24/7 access to nurses and certified lactation consultants. Moms will receive live, virtual video support to help with breast feeding questions in addition to on-demand support from a nurse to help with a families newborn concerns and questions.
- **Transportation** – Molina Moms receive unlimited transportation during their pregnancy and for baby visits up to their first birthday to support prenatal, postpartum visits and well-child visits.

Supporting Social Connection - Area Office on Aging of Northwestern Ohio Partnership - Molina launched a friendly caller program aimed at connecting senior members who may be at risk for social isolation. Volunteers are trained and staffed through the Area Office on Aging of Northwestern Ohio to conduct outreach to over 500 Molina members. Since its inception in 2020, the volunteers and Molina members have built meaningful connections through regular phone calls, birthday cards and other special greetings to members engaged in the program. To date, the member feedback has been extremely positive - members truly appreciate the outreach of the volunteers in addition to ensuring they are connected to needed health care and Molina services.

Molina Behavioral and Physical Health Integration – *Opioid Use Disorder (OUD) Navigators* – Integrating physical and behavioral health is at the core of Molina’s Model of Care. The OUD Model of Care was implemented to focus on the unique needs of opioid addicted members with a goal of improving member care, reducing cost, improving internal capability, and improving external awareness. This year the program was expanded with moderate and high-risk members being assigned to an Substance Use Disorder (SUD) Navigator for outreach/enrollment in the SUD Navigation program. This program offers an extra layer of support to link members to housing, peer support or employment assistance. In 2022, 35% of members identified and contacted have been successfully enrolled in the program.

- ❖ **Success Story** – James graduated from the SUD Navigation program after meeting goals set. James completed a residential and partial hospitalization program and has secured a new job. His person goal now is to work toward becoming a case manager at a treatment facility to help other.

Molina Help Finder powered by FindHelp.org – Molina’s social care platform is powered by FindHelp.org and provides 24/7 access to community-based resources and services. Molina Help Finder offers a free online Community Resource Directory for Community Based Organizations (CBO) and Government Resources that is accessible to all Molina Employees, Members, and Providers. Made available via the Molina website, Member/Provider portals, and Molina Mobile application, members can access free or reduced cost nonprofit and social care resources in every zip code in the United States. Molina Employees and Providers can create closed-loop referrals for members to assist with a variety of social care needs including food, housing, care, transportation, clothing, and more. Over 600 searches are conducted each month with over 10% of searches resulting in a closed loop community referral.

Complex Care Management - Molina’s population assessment identified many members with very complex and often rare conditions, including HIV, Sickle Cell, Rheumatoid Arthritis, Crohn’s, Ulcerative Colitis, to name of few. To successfully meet the needs of these complex clinical situations, Molina partnered with AccordantCare Rare who has deep domain rare disease experience and expertise for over 19+ rare conditions. Molina collaborates with Accordant complex care managers to engage members and link them to appropriate care and services. Results are positive with improvement in member engagement rates, understanding of their conditions in accordance to longitudinal assessment data and reduced utilization and total cost of care.

Collaborative Approach to Public Goods Investments (CAPGI) – In partnership with UnitedWay Greater Cleveland and the Rose Center for Aging Well, a subsidiary of Benjamin Rose Institute on Aging, Molina refers diabetic members to this nutrition solution program. The program offers 10 home delivered meals per week designed to meet the individual’s medical and nutrition needs at not cost. Nutrition education is included with the meals and the member will receive wellness calls once per week to provide any assistance needed. Results of the program has shown an overall reduction in total cost of care of enrolled individuals to date.

Children Dental Services – Molina expanded access to care through its partnership with Ohio-based Smile MD, which brings anesthesia care and services directly to a child’s dental office. This eases access for children while fostering continuity of care with their dentist for services that would otherwise need to delivered at a higher cost setting such as hospital or surgery center. The value of this program to families is evidenced by utilization increasing over 15% from prior year.

Virtual Health Care – As a value added benefit for adult Medicaid members, Molina partnered with Teladoc to offer 24/7 access to a physician by telephone or video chat. This benefit is designed to offer convenient access to health care for urgent needs as an alternative to a higher cost urgent care or emergency room setting, when appropriate. Utilization of this benefit has increased each year since launched in 2019 with 89% of visits being on-demand and 67% of members reporting they would have gone to a higher cost urgent care or emergency room setting if this health care option was not available.

Mobile Health Care – Molina understands the value of bringing healthcare to the communities of those we serve. To support this effort, Molina provided funding for two community partners, Equitas Health and Make A Day, to launch new mobile units to serve individuals throughout Ohio with a focus on underserved and rural communities.