

Hot Topics in Managed Care Compliance



HCCA Managed Care Conference

January 28, 2019

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Director of Compliance
Presbyterian Health Plan and Fluent Health

**Presbyterian
Health Plan** established in 1985



Lines of Business Medicare Advantage / Prescription Drug - PPO, HMO, D-SNP
Medicaid - Managed Care (since 1995)
Commercial - ASO, FEHB, HMO/PPO – group/individual

Business
625,000 Presbyterian Health Plan **MEMBERS**



19,000 **PROVIDERS** in the Presbyterian
Health Plan Network



MEDICA OVERVIEW

- **Ann Kinsella**
 - **VP, Compliance and Privacy Officer**
- Medical Health Plans
- Regional non-profit health plan based in Minnesota
- Quick Facts:
 - \$3.7 billion in annual revenue
 - More than 1 million members in 9 states
 - Provide coverage in the Medicare, Medicaid, Individual (ACA) and Commercial lines of business
 - 1,500 employees based in Minnetonka, Omaha, Fargo, Duluth, and St. Cloud

MEDICA OVERVIEW – Service Area

- **Individual** coverage in all 9 states except SD
 - Entered the Oklahoma and Missouri (Kansas City) markets in 2019
- **Commercial** coverage in MN, ND, WI, and SD
- **Medicare** coverage in MN, WI, ND, SD, IA, and NE
 - Launched Med. Supp. and Medicare Advantage plans in MN in 2018
 - Cost Plan markets in MN, ND, SD, WI, IA and NE
 - Entered the IA and NE with Cost plans in 2019
- **Medica** serves aged and disabled in MN eligible for Medicaid and Medicare



Anthem.

OVERVIEW & MEMBERSHIP

Ann Kinsella
Senior Vice President and Chief Compliance Officer

Sarah Lorraine is Senior Vice President and Chief Compliance Officer of Anthem, Inc. Ms. Lorraine and her team are accountable for implementing and monitoring Anthem's Ethics, Compliance and Privacy program for Anthem and its subsidiaries. Ms. Lorraine has over 20 years of experience within the healthcare industry, with a majority of her career focused on government programs. Before her current role as the Chief Compliance Officer, Ms. Lorraine held leadership positions at Anthem in Operations, Medicare and Internal Audit. She started her career as a tax accountant with Alcatel Network Systems, Inc., as well as US West, Inc. and Anthem. Ms. Lorraine serves on the Board of Directors of the National Alzheimer's Association, where she currently chairs the Audit Committee. Ms. Lorraine received a Bachelor of Business Administration degree in Accounting from the University of Iowa and is a Certified Public Accountant.

MEASURES & METRICS



ASSOCIATES, OUR VISION & CORPORATE SOCIAL RESPONSIBILITY

58,000 associates

advancing our vision to be the most **Innovative, Valuable** and **Inclusive Partner**.



about 76,000
employee volunteer hours through Anthem's Dollars for Doers Program in 2018

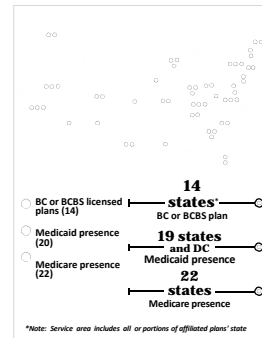


\$5 million
raised in 2018 through our employee engagement programs

1 in 8 Americans

nearly 40 million total medical members in affiliated health plans
over 73 million total lives served

Q3 2018 Data



SUBSIDIARIES



1/2019

2019 Hot Topics

- What's on the Priority List for Compliance Officers
- Program Strategies in a Time of Transformation in the Industry
- Sharing Best Practices and Lessons Learned