Hot Topics in Managed Care Compliance

HCCA Managed Care Conference

January 28, 2019

Ann Greenberg, CHC, CCEP
Director of Compliance
Presbyterian Health Plan and Fluent Health

Presbyterian Health Plan established in 1985

<table>
<thead>
<tr>
<th>Lines of Business</th>
<th>Medicare Advantage / Prescription Drug - PPO, HMO, D-SNP</th>
<th>Medicaid - Managed Care (since 1995)</th>
<th>Commercial - ASO, FEHB, HMO/PPO – group/individual</th>
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<tr>
<th>Business</th>
<th>625,000</th>
<th>Presbyterian Health Plan MEMBERS</th>
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| PROVIDERS in the Presbyterian Health Plan Network | 19,000 |
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

- Sarah Lorance is Senior Vice President and Chief Compliance Officer of Anthem, Inc. Ms. Lorance and her team are accountable for implementing and enforcing Anthem’s Ethics, Compliance and Privacy program for Anthem and its subsidiaries. Ms. Lorance has over 30 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. Lorance held leadership positions at Anthem in Operations, Medicare and Internal Audit. She started her career as a tax auditor for KPMG. Ms. Lorance is a member of the Board of Directors of the National Association of Health Plans (NAHP), and a member of the Board of Directors of the National Athletics Association, where she currently chairs the Audit Committee. Ms. Lorance received a Bachelor of Business Administration degree in Accounting from the University of Iowa and is a Certified Public Accountant.

MEASURES & METRICS

- 264.6 billion members paid
- 51 million service calls
- 749.3 million claims processed
- 889.1 billion total operating revenue

ASSOCIATES, OUR VISION & CORPORATE SOCIAL RESPONSIBILITY

- 58,000 associates
- advancing our vision to be the most Innovative, Valuable and Inclusive Partner.

- $41.2 million
  - current community grants across the country
- about 76,000
  - employee volunteer teams through Anthem’s Dollars for Scholars Program in 2018
- $85 million
  - total in 2019
  - 85 million
  - through our employee engagement programs

1 in 8 Americans

- nearly 40 million
  - total medical members in affiliated health plans
- over 75 million
  - total lives served

Subsidiaries

- CareMore
- Simply Health
- Exness
- UniCare
- Amerigroup
- HealthCare
- Aspire Health
- A&M
- Healthspan
- American's First Choice
- CareAll
- DeCare
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