

TAKING CARE *of your* MANAGED CARE

-a financial perspective-



HISTORY: by the 7's

1917- Western Clinic Tacoma , WA provides prepaid physician services

1970-Term HMO coined to show importance for illness prevention

1973-HMO Act of 1973 signed by President Nixon

1987-Arizona introduces MLTSS

7/2012-Most Florida Medicaid recipients moved to Managed Medicaid Plans

7/1/14-FIDA Rollout Begins in NY

TODAY AND BEYOND....



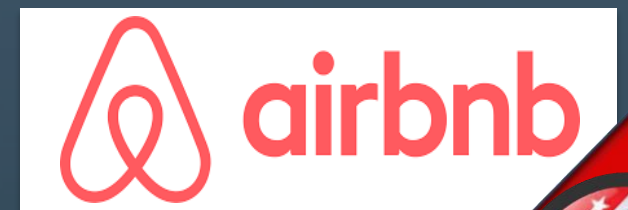
53 Million Members



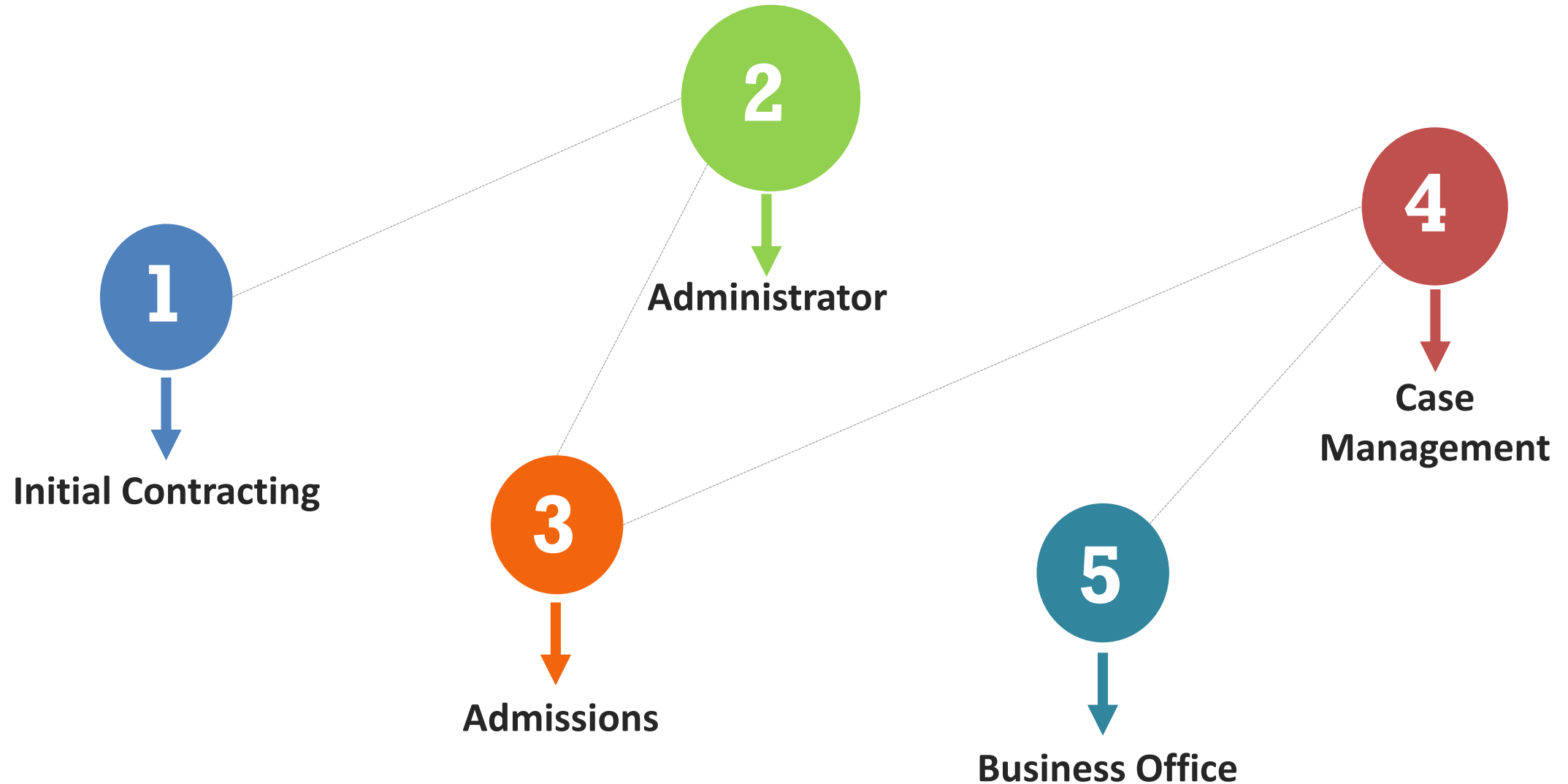
46 Million Members



33 Million Members



What you should know, NOW.



Top Ten List Excuses:

Why we can't pay

1. Did not receive
2. Claim not legible
3. Need to allow 30-60 days to process
4. Rev codes incorrect, billed amount incorrect
5. Sent to wrong address



6. Our systems are down
7. We are closed for training
8. I am the supervisor
9. We'll have someone call you back
10. Please hold....

TAKING CARE *of your* MANAGED CARE

Know you are representing their members, who are paying customers.

01

02

When Contracting Knowledge is key, communication is vital.

Stay on top of Market changes

04

03

Make sure staff are aware of what they can do to improve outcomes with insurers