

Molina Healthcare of Washington: Supporting quality care for our members for over 20 years



Medicaid Managed Care is a health care administrative system that most states utilize to contract with managed care organizations (MCOs, or health plans) to improve health, increase access to care and achieve cost savings. Molina engages and supports **nearly 1 million** Medicaid beneficiaries ('members') and over **80,000 health care providers** across Washington as we embody our mission to improve the health and lives of our members by ensuring the delivery of high-quality and equitable health care.

Medicaid Managed Care saves Washington money

- Medicaid Managed Care costs are 4% lower per capita compared to the national rate¹
- 2017 estimated Medicaid Managed Care savings equaled approximately \$183 million¹
- Medicaid Managed Care Organizations (MCOs) reinvest in and support local communities



Our members are at the center of everything we do

Molina serves:

993,000

Medicaid members **statewide**, including nearly 460,000 children

55,000

members through the Health Benefit Exchange in **18 counties**

12,700

Medicare dual-eligible members in **19 counties**

51%

of Washington Medicaid members **voluntarily choose** Molina

Molina employs over **800** people in Washington with well paying, year-round jobs and full benefits. **Over half** serve in clinical roles living and working in the community and supporting Molina members in every county.

"...I've never had anyone care about me the way Molina does. No insurance company has ever been concerned about me the way you do. I appreciate your calls more than you know."

- Molina Healthcare of Washington member

Molina provides quality service for members and providers

- Molina is currently accredited by the National Committee for Quality Assurance (NCQA) for the Health Benefit Exchange and received a 4-Star rating* in 2021 for Medicaid – this means Molina is one of the top-rated Medicaid plans in the nation and state.
- Molina earned NCQA's Multicultural Health Care Distinction for Medicaid and Marketplace for providing culturally and linguistically appropriate services and working to reduce disparities in health care.
- Over 80% of Molina's Medicaid members are covered under Value Based Care (VBC) contracts, where we pay providers for quality, outcomes, access and cost savings, not for volume.



¹ The Menges Group - "A Look at the Numbers in Washington"

* Rating based on quality (HEDIS®) and member experience (CAHPS®) scores

- Molina is a **leader in value based care** contracting in the state.

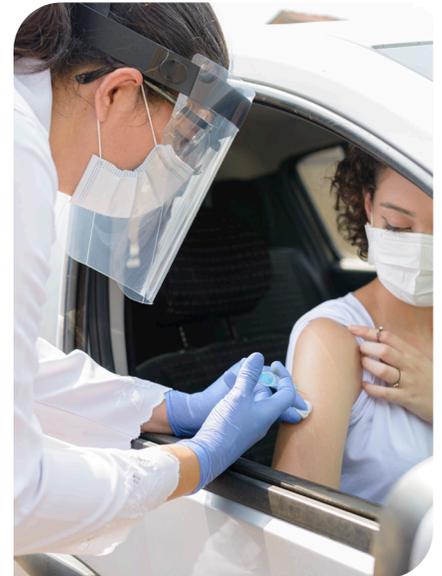
“Kudos to the Molina team, I was in an executive meeting just this morning and our Chief Medical Officer praised Molina’s reporting package as “some of the best utilization data he has ever seen from a payer”

- Quote from a Molina VBC provider in reference to Molina’s VBC monthly reports.

- Molina is consistently a leader in provider satisfaction. In annual third-party surveys² we continue to outperform competitors on overall provider satisfaction scoring 9 points above the highest scoring competitor.

Molina works to support COVID-19 relief and vaccinations

- **\$20 million in direct payments** to primary care and substance use disorder providers to alleviate financial impacts of the pandemic and ensure access to care for our members.
- **Provided \$1 million in COVID-19 support in 2020 and 2021 for 400+** community-based organizations, including financial and supply donations to local food banks, community-based organizations and providers.
- **Advanced payments totaling \$8 million** to support behavioral health providers.
- **Working to improve vaccination rates** with over 1 million touches through member communications and direct care team outreach.
- **Keeping kids in school safely** through a \$25,000 MolinaCares grant to support twelve school-based vaccination and testing events in partnership with Peninsula Community Health Services and a \$10,000 sponsorship of Washington Chapter of the American Academy of Pediatrics (WCAAP) *School Partnerships* in 2022 to promote family confidence in the COVID-19 vaccination and provide safe return to school support.



Molina works to address issues affecting Washington

- **Addressing behavioral health accessibility, workforce capacity, and integrated care delivery**
 - MolinaCares launched the *Behavioral Health Initiative* with an investment of nearly \$720,000 dedicated to improving Washington state’s behavioral health resources. This initiative includes funding for mental health curriculum, community redevelopment, youth peer counseling, and behavioral health workforce training.
- **Rural health equity**
 - MolinaCares granted \$25,000 to The Rural Collaborative in support of the organization’s Quality Initiative leading to stronger health systems in rural communities supporting improved health equity.
- **At-risk moms**
 - Molina partnered with Family Education & Support Services to support at-risk moms and their families.
- **Opioid crisis**
 - Molina partnered with Bright Heart Health to launch a statewide first-of-its-kind virtual care-based medication-assisted treatment program for adult members with opioid use disorder.



² 2021 Provider Satisfaction Survey by Symphony Performance Health (SPH)