

# Health and Wellness Program for Missouri Medicaid Recipients

Improving Health Outcomes, Reducing Costs

*“Working with APS provides a team approach to healthcare. In all of my research and experience, I know that my patients only hear a fraction of what I tell them about their disease. APS staff help to reinforce what I have told them. I like the education and the social support the program provides my patients which will improve compliance. In the long run, I know that it will reduce healthcare costs and ultimately [improve] the patient’s health.”*

— Michael Ball, M.D.  
Family Practitioner  
Missouri



## Program Overview

Provides health and wellness services for all program participants, and coordinates care management services for those with severe illness or chronic disease

Improves quality of care, promotes behavior that leads to better health outcomes, and optimizes the state’s Medicaid expenditures

Currently serves 300,000 Medicaid fee-for-service recipients statewide (non-MC+ participants), including families and the elderly, blind and disabled

## Cost Savings Already Delivered

As the program helps participants improve their health and well-being, the State realizes healthcare cost savings, including (as of June 2008):

- **\$136.5 million (or 7.7%) reduction in total annual costs** for Medicaid recipients with chronic conditions
- 30% reduction in ER utilization / **\$9.6 million reduction in ER costs**
- **\$61.1 million reduction in inpatient costs** / 50% reduction in inpatient hospital utilization
- **\$321 per participant/per month in overall cost savings** versus non-participants

## Provider Benefits

The program’s collaborative care model leverages provider partnerships to close gaps in needed care/services and eliminate barriers, and monitor patient progress and health outcomes.

### Key results (as of Q4-2008) include:

- **50% reduction in participant no-show rate at first Federally Qualified Health Center to participate** in the program (Columbia Family Health Center)
- 77% of program participants have a Medical Home

## Participant Outcomes

APS’ program helps Medicaid recipients access quality healthcare, change unhealthy behaviors and make healthy decisions, improving health outcomes and reducing costs for the State.

- Treatment compliance rates for participants with chronic conditions are 150-200% higher than those of non-participants
- Participants with congestive heart failure are twice as likely to receive treatment with recommended cardiac medications
- Nearly 66% of participants with emphysema received treatment with bronchodilator medications, compared to 41% of non-participants