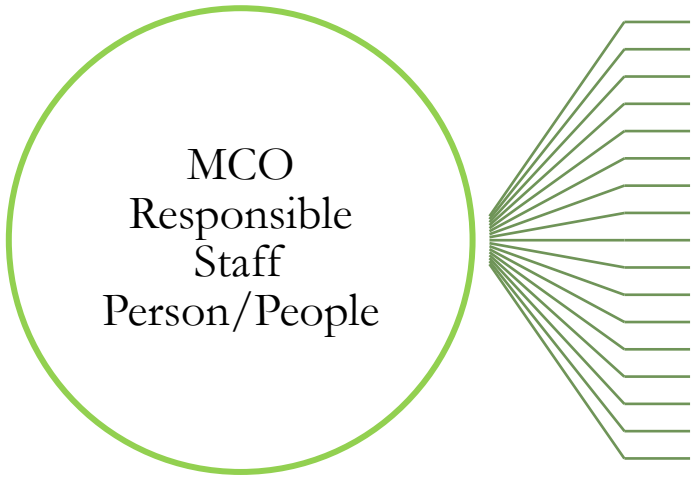


Please note total engagement types are listed in ALL areas impacted.

Quality Improvement Activity

<p>Activity Name</p> <p>Educational Opportunities and Outreach</p>	<p>Objective</p> <p>Identify and implement educational opportunities for current membership and advocates.</p>	<p>Goals</p> <p>Maintain education programs developed by Passport Health Plan. Hold four monthly member education sessions per representative. Conduct eight general public outreaches per month per representative. Hold Staff and Learns with organizations and offices four per month per representative in all regions. Work with Provider Network managers to education providers' office staff to participate in a plan to access current members and encourage attendance to member education sessions on 3e per quarter.</p>	<p>Barriers</p> <p>The postponement of the 1115 Waiver Kentucky HEALTH until further notice. Getting members to attend the member education and outreach sessions.</p>	<p>Monitoring</p> <p>Member and Advocate surveys are distributed and tracked. Monthly analysis performed. Representatives must enter daily activities in the Marketing Outreach Application which is reviewed by managers weekly. All Events, Member Education and General Public Outreach sessions are logged into the Events Database and reported monthly.</p>
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- Zach Sturgill
- Karastin Hancock
- Marji Pilato
- Scott Vance
- Joy Wickens
- Millie Dee Stevens
- Leesa Mitchell
- Stacy Crum
- Leslie Salisbury
- Ralph Fugate
- Sandra Duverge
- Lisa Bellafato
- Paul Delaney
- Priscilla Schwartz
- Diane Corsey
- Carolina Rodriguez

Quarterly Activity Summary

1st Quarter	<p>Passport Health Plan participated in educational opportunities providing health and benefit information throughout Kentucky, categories listed below:</p> <ul style="list-style-type: none"> • One on One Meetings 576 <ul style="list-style-type: none"> - Assisters 32 - Advocates 344 - Providers/Staff 103 - Brokers 1 - Business' 151 - Pharmacy 9 • Formal Presentations 28 • Staff & Learn 73 • Member Outreach 248 <p>The Community Engagement Representatives also held 138 Member Education sessions in several counties including Jefferson, Hardin and Jessamine.</p>
2nd Quarter	<p>Passport Health Plan participated in educational opportunities providing health and benefit information throughout Kentucky, categories listed below:</p> <ul style="list-style-type: none"> • One on One Meetings 569 <ul style="list-style-type: none"> - Assisters 41 - Advocates 308 - Providers/Staff 113 - Brokers 2 - Business' 138 - Pharmacy 4 • Formal Presentations 54 • Staff & Learn 41 • Member Outreach 266 <p>The Community Engagement Representatives also held 148 Member Education sessions in several counties including Jefferson, Warren, Kenton, Campbell, Graves and Butler.</p>
3rd Quarter	<p>Passport Health Plan participated in educational opportunities providing health and benefit information throughout Kentucky, categories listed below:</p> <ul style="list-style-type: none"> • One on One Meetings 438 <ul style="list-style-type: none"> - Assisters 31 - Advocates 263 - Providers/Staff 65 - Business 147 - Pharmacy 10 • Formal Presentations 58 • Staff & Learn 23 • Member Outreach 222 <p>The Community Engagement Representatives also held 120 Member Education sessions in over 43 counties including Jefferson, Johnson, Floyd, Kenton, McCracken, and Letcher.</p>
4th Quarter	<p>Passport Health Plan participated in educational opportunities providing health and benefit information throughout Kentucky, categories listed below:</p> <ul style="list-style-type: none"> • One on One Meetings 329 <ul style="list-style-type: none"> - Assisters 46 - Advocates 197 - Providers/Staff 88 - Brokers 3 - Business' 101 - Pharmacy 3 • Formal Presentations 72 • Staff & Learn 12

- **Member Outreach** 141

The Community Engagement Representatives also held **86 Member Education** sessions in several counties including Jefferson,

Highlights

1st Quarter Highlights:

- In 2019 the Community Engagement Department continued a strategy it meet our members on a local level to educate them on the requirements needed to stay compliant and keep their insurance. Each of our 13 embedded CE Reps can drill down to the street level in the neighborhoods where our members live, in order to meet face to face.
- Passport team conducted 138 Member Education Sessions.
- Passport Representatives held 73 Staff and Learn.
- Passport team held 248 Member Outreaches- A session held on a regular basis at a location such as clothes closets, food pantries, homeless shelters etc. can be promoted with Robo Calls and/or posters. Objective to engage as many members as possible and not to exclude other Medicaid population.
- Community Forums in Northern Kentucky continue education and discussion about Medicaid issues while addressing questions from the partner agencies. Feedback included more specialty providers needed that are local, medical transportation, substance abuse treatment, and expanded dental services. Tentative plans for follow-up forums in the fall during open enrollment, and discussing the benefits of Medicaid, while addressing concerns.
- During our quarterly meeting we worked with Floyd County Health Department to educate community and updates on HEART program. We were informed of confirmed grant money for substance abuse education, and working toward a September educational community event.

2nd Quarter Highlights

- Our Community Engagements continue to assist our members one-on-one such as one of our Eastern KY Community Engagement representatives secured durable medical equipment though one of her resources for one of our members. The member had been unsuccessful in several attempts to secure the shower chair needed.
- Our Community Engagement representatives continue to engage and educate children throughout the Commonwealth, such as Fulton County summer camps.
- Passport Health Plan representative working with the Taylor County Wellness Coalition which received a SAMHSA grant for needle exchange and case management; this will include also include portion of Campbellsville.

3rd Quarter Highlights

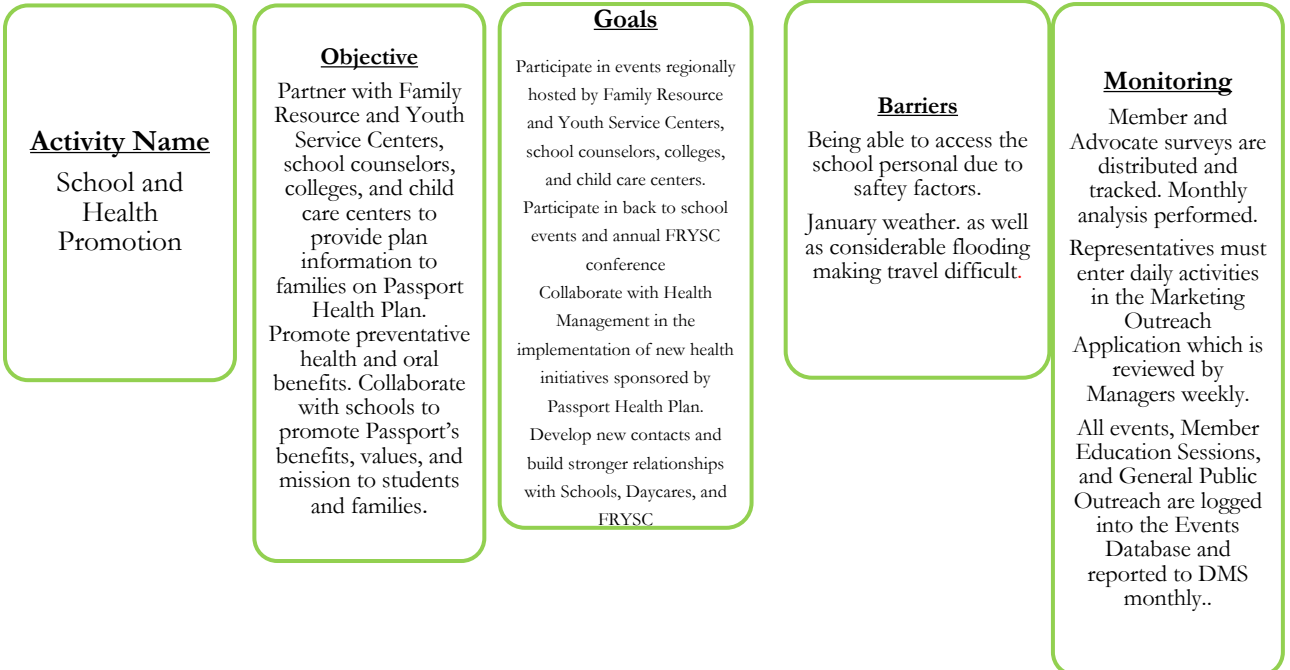
- Our Community Engagements continue to assist our members one-on-one such as one of our Eastern KY Community Engagement representatives secured resources for individual who was living in his car which resulted in stable housing for him and his family.
- Our Community Engagement representatives continue to actively collaborate with Migrant Education Program statewide, a federal entitlement program designed to provide supplementary education and human resources services to highly mobile children up to and through age 21. A large number of these English Learners families face numerous barriers while seasonally working in agriculture or commercial fishing activities.

- Our Community Engagement team continuous to impact individual’s lives through partnerships such as in Northern Kentucky with Family Nurturing Center on their Stewards of Children training, a free educational training to members.

4th Quarter Highlights

- Passport Health Plan consistently performs outreach activities with the purpose to increase awareness and disseminate general health information for instance EACM hosted a holiday celebration inviting community partners to table the gathering sharing topics, including importance of the Census. A representative from the Census detailed about the dates, logistics and how to avoid scams. Our Community Engagements continue to assist our members one-on-one such as one of our Eastern KY Community Engagement representatives secured resources for individual who was living in his car which resulted in stable housing for him and his family.
- As a result of our Community Engagement representatives’ Member Education and Outreach sessions throughout Kentucky, members are assisted with much-needed resources to improve their health. Such examples include our Representative securing dentures and glasses for one of our members. This is one of many successful outcomes which our team obtains for our members on any given day.
- The Region 4 PHP Community Engagement Representative collaborates several times monthly with the KY- MOMS program through Lifeskills Regional prevention Center in the BRADD area. The KY-MOMS MATR improves Kentucky birth outcomes by helping pregnant women recover from substance use disorders. By engaging high-risk pregnant women in prevention education, intensive case management, substance use treatment and other needed services, moms are able to provide their babies with a healthier, safer start in life. A Passport Health Plan representative was available to answer questions and provide information at outreach and host a member education after the KY-MOMS session.
- Passport Health Plan Community Engagement Team assists members in countless issues, such as those who are removed from the Medicaid system due to change of address form not completed. We work closely with our Member Services team to assist members with such issues.

Quality Improvement Activity



MCO
Responsible
Staff
Person/People

- Zach Sturgill
- Karastin Hancock

- Marji Pilato
- Scott Vance
- Joy Wickens
- Millie Dee Stevens
- Leesa Mitchell
- Stacy Crum
- Leslie Salisbury
- Ralph Fugate
- Sandra Duverge
- Lisa Bellafato
- Paul Delaney
- Priscilla Schwartz
- Diane Corsey

Quarterly Activity Summary

1st Quarter

Passport Health Plan provided outreach and education through venues for School/FRSYC/Childcare facilities including teen initiatives.

- One on One Meetings 576
- Group Meetings 241
- Formal Presentations 28
- Events 66
- Staff & Learn 73

Community Engagement provided outreach and education in 97 counties.

Health Education Manager and Health Educator or provided outreach and education in 13 counties by participating in 119 health education events and coalition and community partnership meetings targeted to the following:

- American Heart Association
- National Kidney Foundation
- Power to Exhale
- Healthy Hoops Kentucky
- Volunteers of America
- New Directions Housing Corp
- Save the Food Campaign
- Catholic Charities
- Kentucky Refugee Ministries
- American Lung Association
- Bold Gold Louisville Health Advisory Board Lung Health Committee
- Floyd Fitness and Nutrition Coalition
- Big Sandy Diabetes Coalition
- Floyd Tobacco Work Group
- KY ASAP
- Pike Early Childhood Coalition
- Morehead Reentry Council
- Letcher County Interagency group
- KADA
- Martin County Middle School
- Magoffin Teen Coalition
- Floyd Early Childhood Council
- Roy F. Collier Community Center
- Martin County Extension Office
- Johnson County Health Coalition
- Perry Cancer Coalition
- Primary Care Centers of eastern Ky
- Martin County Library
- Eden Elementary FRYSC
- Water into wine Food Pantry
- Sheldon Clark High FRYSC
- Wolfe County High FRYSC
- Adams Middle FRYSC
- Johnson County High School FRYSC
- R.W. Combs Elementary FRYSC

2nd Quarter

Passport Health Plan provided outreach and education through venues for School/FRSYC/Childcare facilities including teen initiatives.

- One on One Meetings 569
- Group Meetings 225
- Formal Presentations 56
- Events 89
- Staff & Learn 41

Community Engagement provided outreach and education in 96 counties.

Health Education Manager and Health Educator provided outreach and education in 11 counties by participating in 137 health education events and coalition and community partnership meetings targeted to the following:

- American Heart Association
 - Have Faith in Heart
 - Simple Cooking with Heart
- Progressive Agriculture Safety Day in Nicholas county
- YMCA
- Jefferson Community & Technical College
- Volunteers of America
- New Directions Housing Corporation
- Bold Gold Louisville Health Advisory Board Lung Health
- American Lung Association
- Fan Fair: Fan Giveaway
- Power to Exhale
- Save the Food Campaign
- Kentucky Refugee Ministries
- Floyd Fitness and Nutrition Coalition
- KY ASAP
- Morehead Reentry Council
- Martin County Extension Office
- Martin County Library
- Sheldon Clark High FRYSC
- Wolfe County FRYSC
- Johnson County High School FRYSC
- Mountain Comprehensive Care
- Martin County Health Department
- Floyd County Public Library
- Greenup County Health Department
- Floyd County Reentry Council
- Foundation For A Healthy KY
- Johnson County Senior Center
- Knott County School System
- Johnson County Health Coalition
- Duff Allen Elementary FRYSC
- Martin County Rural Health Clinic
- Big Sandy Health Care
- Inez Church of the Nazarene
- Hazard Disability Resource Center

	<ul style="list-style-type: none"> • Inez Elementary FRYSC • Sure Foundation Christian Academy • General Public • 137 total encounters
<p>3rd Quarter</p>	<p>Passport Health Plan provided outreach and education through venues for School/FRSYC/Childcare facilities including teen initiatives.</p> <ul style="list-style-type: none"> • One on One Meetings 437 • Group Meetings 170 • Formal Presentations 58 • Events 127 • Staff & Learn 23 <p>Community Engagement provided outreach and education in 44 counties.</p> <p>Health Education Manager and Health Educator provided outreach and education in 18 counties by participating in 91 health education events and 62 coalition and community partnership meetings targeted to the following:</p> <ul style="list-style-type: none"> • American Heart Association <ul style="list-style-type: none"> ○ Have Faith in Heart ○ Simple Cooking with Heart • Back to School Event at Valley High School • TJ Samson Health Pavilion • Jefferson Community & Technical College • Volunteers of America • New Directions Housing Corporation • Bold Gold Louisville Health Advisory Board Lung Health • American Lung Association • CHEST Foundation’s Lung Health Experience • Power to Exhale • Dare to Care Cooking Matters • Kentucky Refugee Ministries • QPR Suicide Prevention Training • Catholic Charities • Norton Health • Corinthian Baptist Church • California Community Center • Community Farm Alliance & Kentucky Double Dollars • Pike County Health Department & Public Library • Morehead Reentry Council • Hoping Hands For The Homeless • Floyd County Fitness Coalition • Floyd County Public Library • CADA • Adams Middle School • Big Sandy Community Action • Laurence County Schools • Martin County Schools • Johnson County Schools and Johnson County Health Coalition • Grace Health Clinic • Inez Elementary

	<ul style="list-style-type: none"> • Magoffin County Teen Coalition • Kentucky Farmers Markets • Floyd County Reentry Council • Martin County Health Care Facility & Public Library • Come-Unity Cooperative Care • Pulaski Public Library • The Drop • Laurence County Interagency • Central Elementary • Ky Department Of Public Health • Sure Foundation Christian Academy • Jackson County Health Department & Public Library • Mckee Medical Clinic • Floyd NAS Coalition • Hazard Disability Resource Center • Powell County Health Department & Public Library • Powell County Uk Extension Office • Powell County Skills U • Stanton Elementary • Wolfe County Health Department & Public Library • Wolfe County Sapling Center • Wolfe County Uk Extension Office • Big Sandy Health Care
<p>4th Quarter</p>	<p>Passport Health Plan provided outreach and education through venues for School/FRSYC/Childcare facilities including teen initiatives.</p> <ul style="list-style-type: none"> • One on One Meetings 329 • Group Meetings 155 • Formal Presentations 72 • Events 80 • Staff & Learn 12 <p>Community Engagement provided outreach and education in 88 counties.</p> <p>Health Education Team provided 131 total encounters throughout Kentucky during 4th quarter as listed below:</p> <p>Health Education Manager provided outreach and education in six counties by participating in 27 health education events and 22 coalition and community partnership meetings targeted to the following:</p> <ul style="list-style-type: none"> • American Heart Association • BesideU for Life Pregnancy Center • Caldwell County Health Department • Dare to Care Cooking Matters • Dr. Beverly Gaines Office • Harbor House • Jefferson County Technical College • Kentucky Double Dollars • QPR • Transgender Wellness Summit • Volunteers of America

- **49 total encounters by Health Education Manager**

Health Educator provided outreach and education in 13 counties by participating in 56 health education events and 26 coalition and community partnership meetings targeted to the following:

- Martin county drop in
- FRYSC
- Laurel county health department
- Chi St. Josephs Health
- Martin county public Library
- Powell County public library
- Magoffin Teen Coalition
- Letcher county public library
- HEART
- Johnson central high school
- Martin county middle school
- Paul B. Hall medical center
- Floyd County Fitness and nutrition Coalition
- Highlands ARH
- Floyd county health department
- Floyd County Public Library
- Floyd County Tobacco work group
- Jackson county public library
- Magoffin county high school
- Mountain Comp
- Kentucky Primary Care Center
- Pike county health department
- Lawrence county public library
- Eden Elementary school
- Bath county extension office
- Bath county health department
- Bath county public library
- Central Elementary
- Safe harbor
- General Public
- **82 total encounters by Health Educator**

Highlights

1st Quarter Highlights:

- March 2019 Zach Osborn Passport’s Health Educator and Stacy Crum CE Rep attended the Martin County Middle School Career Fair where they were able to educate students about the dangers of vaping and smoking. The students thought they were just using a form of water vapor and that wasn’t harmful until Zach and Stacy shared the fact every Juul pod contains nicotine, even when the packaging says it doesn’t.
- March 2019 Neonatal Abstinence Syndrome (NAS) Coalition of Big Sandy Area which was formed by Stacy Crum CE Rep and other community stakeholders in 2017 to educate the community on dangers of opioid addicted babies received a grant of total \$5000 to fund the conference venue location and food. The group plans on inviting Gary Walls with the Kentucky Perinatal Association. As result of Stacy’s efforts with the grant Danielle Franklin-Harmon with Highlands Regional Medical Center is receiving \$10,000 for a Safe Sleep campaign for newborns born at Highlands who aren’t going home to a separate crib for safe sleeping

practices. The funds will to purchase Pack –N- Plays for the babies to use at home free of charge.

- A significant educational accomplishment is the Markethouse Theater Plays in which the message of mental health and self-awareness was able to be presented to hundreds of kindergarten students in McCracken County. This combats depression at an early age and with studies showing that this comes up earlier and earlier. Passport not only sponsored the plays, but it was our idea to put them on. This shows that Passport is leading the way in creatively problem solving significant issues for our young Kentuckians. These plays will be presented in multiple schools throughout the Western counties or Fulton, McCracken, and Graves.
- Health Fairs throughout the State, such as Passport’s third year participating with Thomas More College students and staff to promote healthy lifestyles utilizing campus health services and community resources. Partnering with local nursing students provides health screenings such as blood pressure and diabetes screenings. This is the third year Passport participated.
- Volunteers of America (VOA) Women’s Empowerment Series--Health Education Manager and 2 VOA Board Members are offering participants of Freedom House Women’s Addiction Recovery Program a once a month empowerment workshop to help program participants strengthen their self-esteem and resilience. Freedom House provides a residential treatment program for alcohol and/or drug dependent pregnant women and women with young children. This holistic and comprehensive program is designed to treat the women’s chemical dependency, to break the cycle of addiction in families, to reunite families broken apart by addiction, and to promote the birth of healthy, drug-free babies. Through the Women’s Empowerment Series, we are forging relationships with the women and providing them access to interact with professional women from different industries to help the participants learn new skills, build confidence, and learn how to give support to other women. We offer this series at both Freedom House locations and have about 20 women at each meeting.
- New Directions Housing Corporation Wellness Workshops. New Directions Housing Corporation is a not-for-profit community development corporation. Its mission is to develop and maintain affordable housing and vital communities in partnership with neighborhoods and other stakeholders across Kentuckiana. Health Education Manager has been invited to offer a series of workshops from the LIFE! Program (Lifestyle Improvements for Everyone!) to members of the community. The workshops are designed to help educate and empower people to be more active participants in their health and well-being. Through interactive engagement, participants learn concrete tips for better health choices and how to address social determinant factors like access to food.
- Health educator had multiple opportunities to do presentations on vaping, bullying, and nutrition to multiple groups of students of various age groups.
- Health educator had the opportunity to attend the resiliency conference in Floyd County. At this conference, the health educator was able to learn about how life events can affect children in ways that can destroy their lives before they are old enough to make their own decisions. Educator also learned how these life events cannot only affect their mental and social health, but also their physical health as well. With proper intervention, many lives can be drastically improved.
- Health educator met with the programs coordinator at the Roy F. Collier Community Center to discuss working together on a wellness themed day camp. They plan to do some day camps this summer and the health educator suggested a wellness theme. They seemed open to the idea and if they decide to put it into place, the health educator will do a wellness presentation as well as help come up with physical activities and games for the kids to do at the camp. Future meetings will be held further discuss the idea.

2nd Quarter Highlights:

- Fan Fair Event sponsored by KIPDA and Office of Aging and Disability. Health Education Manager participated in the event in Louisville that distributed fans to eligible people over 60 and people with disabilities to help ensure that they would have the means to fight the summer heat. Health Education Manager spearheaded a fan drive at Passport Health Plan. Associates generously donated \$520 for KIPDA to purchase fans.
- Health educator got a chance speak to a group of special needs students about Health and nutrition. He showed them various health manipulatives to help them visualize the impact of things like sugar and smoking.
- Health educator spoke to a teen group at a public library about health and nutrition. He showed them health manipulatives and talked about things like, effects of sugar and smoking. The health educator brought packets of sugar for an activity where teens would guess the sugar contents of various Drinks then, use the packets to figure out exactly how much is in each beverage.

3rd Quarter Highlights 2019

- The Health Education Manager and several other trainers provided QPR (Question, Persuade, Refer) Suicide Prevention training to staff at Family Health Centers in Louisville. QPR teaches specific skills to notice the signs that someone may be thinking about suicide and then how to reach out to that person and get them the professional help they need. The day after we completed training, one of the all center staff who participated in the training had to use the QPR skills with a patient who called Family Health Centers. The call center staff was successfully able to direct the patient to the help she needed.
- The Health Education Manager worked with the Louisville Health Advisory Board's Respiratory Health Committee and the CHEST Foundation to bring the CHEST Foundation's Lung Health Experience to the Kentucky State Fair. In an effort to reach the public and continue to bridge the gap between patient and clinician, the CHEST foundation has expanded its COPD campaign to include the Lung Health Experience. This lung health expo brings local respiratory therapists and leading lung health experts to the public in a fun and inviting, carnival-like atmosphere. This event allows members of the community to connect with their local lung health champions so that they can begin the conversation about their lung health outside of the clinical setting, get their lungs screened by a respiratory therapist or pulmonologist, learn about different disease states, and gain empathy for those who have lung conditions like asthma or COPD. We screened almost 200 people at the one day event.
- The Health Educator was able to do multiple presentations on the dangers of vaping to students. One interaction resulted in the health educator being able to correct the misinformation of a student who was told by an adult that ecigs could be modified to produce just water vapor.
- The Health Educator has been trained to facilitate chronic disease self-management classes. This is a class for people who suffer from a chronic disease, are a caretaker for someone with a chronic disease, or have a loved one with a chronic disease. In the classes we go over different methods to deal with these issues using techniques like action planning, communication, distraction techniques, diet, and exercise.
- Both the Health Education Manager and Health Educator were able to participate in National Farmers Market Week press conferences in Louisville, Lexington, and Whitesville. The press conferences were organized by Community Farm Alliance, and the health education team spoke about why Passport supports the Kentucky Double Dollar program.

- PHP focus on working with the Childhood Obesity Prevention Action Team in western Kentucky with the Healthy Kids Summit held this quarter. This educational conference educated community members, teachers, and the general public on preventing childhood obesity. The action team, COPAT, worked with data collected across the counties of western Kentucky to show the progression of obesity in our children. The data can be found on purchasehealthconnections.com/copat website in the toolkit.
- PHP Community Engagement representatives participated in 100+ Back To School events across the Commonwealth. Onsite education and promo items to prepare students/parents for 2019/2020 school year.

4th Quarter Highlights 2019

- Passport Health Plan participated in the kickoff event for Welcoming Schools in Louisville. Certified Welcoming is an innovative program that assesses city and county governments on their efforts to include and welcome immigrants. Communities that meet the Welcoming Standard earn the title of Certified Welcoming. The Welcoming Standard provides a comprehensive roadmap for places building more cohesive and equitable communities and fostering connections between newer immigrants and longtime residents. Welcoming Standard outlines the core of what it means for a community to be welcoming and set out the smart local policies, programs, and partnerships that give communities the welcoming edge.
- Our Community Engagement Team has strong relationships with schools throughout Kentucky to continue outreach and education to families and students, as well as identifying resources within their communities for those families in need.
- The Health Education Manager has partnered with Dare to Care's Cooking Matter program to become one of their Nutritional Volunteers for the cooking classes. Dare to Care, with the help of community partners, offers a six week Cooking Matter course that teaches hands-on skills. Participants will learn to shop smarter and to stretch their food budget, use nutrition information to make healthier choices, and cook delicious, affordable meals. Each participant is given a Cooking Matters book that continues all of the recipes and nutritional and food prep educational information. It is a great resource guide. Cooking Matters can help families maximize the benefits they receive through federal nutrition programs like SNAP. Each class is team-taught by a volunteer chef and nutrition educator, and participants take home a bag of groceries at the end of each class. The Health Education Manager taught the nutrition component of the program to seniors at Sacred Heart Mercy Housing in Louisville. The women loved the course, and the engagement and graduation rate was high. The women were given a challenge each week to prepare the recipe we did in class. They were given the groceries needed to prepare the recipe. It was great to hear their stories about what worked for them and what they liked or didn't like.
- Through our partnership with American Heart Association, Passport sponsored several Simple Cooking with Heart series. Simple Cooking with Heart is an instructional program from American Heart Association where each week, a chef will demonstrate how to make heart-healthy and delicious recipes while sharing tips on budgeting, nutrition, food safety, and cooking skills. The series is either a 4 or 5 week session. The curriculum is geared to help get people to feel more comfortable cooking at home so they can eat healthier and save money. Participants get to sample the recipe that is prepared and are given recipe cards and handouts to help them recreate meal at home. The Health Education Manager

participated in Simple Cooking with Heart series at Catholic Enrichment Center in Louisville, St. Stephen's Baptist Church in Hardin county, and William Wells Brown Community Center in Lexington. The Health Education Manager was able to participate in the educational portion of the classes and used the visual nutritional educational tools to help visually illustrate the importance of good nutrition.

- Health Educator had a table of health and nutrition information set up in the library. He overheard a woman asking the librarian about information on a heart healthy diet. The health educator was able to talk to her and give her some information about what could help her. The health educator showed her visual aids and websites to help her.
- Passport is very engaged with our communities in their efforts to address vaping issues. As an example, our Health Educator spoke to three groups of students about vaping at a youth conference. He went over the dangers of vaping including the harmful chemicals, amount of nicotine, and the harm they can do to the body. This is the second year in a row the health educator has done this event and he plans to do it again in the future.
- Health Educator was able to speak to HEART (healing empowering actively recovering together) to a group of recovering parents and grandparents about vaping. This program works with parents and grandparents in recovery. The program not only helps with the recovery process, but also teaches life skills like changing tires or budgeting for example. They also provide various types of education and helps people get custody of their kids back. They can bring their children as well. The health educator plans to do more education for this group in the future.
- Health Educator spoke to multiple groups of students about various health related topics. He worked with various school systems for different ages ranging from elementary to high school. The health educator will continue to work with the states youth to help to improve the health of our states future.
- Passport Health Plan Community Engagement Team's participation in the statewide FRYSC conference provided additional opportunities for community outreach, including schools, to provide education and assistance to our members.
- Passport Health Plan's participation in school career days provides education and information for those interested in health care careers.

Quality Improvement Activity

<p><u>Activity Name</u></p> <p>Community and Health Fair Events</p>	<p><u>Objective</u></p> <p>Participate in local and regional community events and provide general health information based on needs of the community and promote the benefits and services offered by Plan</p>	<p><u>Goals</u></p> <p>Work with Health Management and Health Educator to develop health information to provide at community and health fair events.</p>	<p><u>Barriers</u></p> <p>Continuing to focus on Staff and Learns, Member Education and General Public Outreach vs Health Fairs</p>	<p><u>Monitoring</u></p> <p>Representatives must enter daily activities in the Marketing Outreach Application which is reviewed by Managers weekly. All events, Member Education and General Public Outreach are logged into the Events Database and reported monthly</p>
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Quarterly Activity Summary	
1st Quarter	Passport Health Plan participated in health fairs and community events in 96 counties across Kentucky: Community Events & Health Fairs 66
2nd Quarter	Passport Health Plan participated in health fairs and community events in 96 counties across Kentucky: Community Events & Health Fairs 89
3rd Quarter	Passport Health Plan participated in health fairs and community events in counties across Kentucky: Community Events & Health Fairs 127
4th Quarter	Passport Health Plan participated in health fairs and community events in 88 counties across Kentucky: Community Events & Health Fairs 80
Highlights	<p>1st Quarter Highlights:</p> <ul style="list-style-type: none"> March 2019 Community Baby Shower: Leslie Salisbury CE Rep Northern Kentucky planned and hosted this event in collaboration with NorthKey Community Care, a mental health, substance use and developmental disabilities facility serving eight county area in Northern KY. A total of 100+ people attended. 53 were identified to be new moms or expecting moms on Medicaid. Two speakers one from the NKY Health Dept. on

Immunizations, and one on Car Seat Safety by Cincinnati Children's Hospital. Because of the generous donations by community members and advocates EACH mom was able to receive a door prize. Attendees were able to visit 22 different vendors providing pre and post-natal information. Families were also able to have photos taken with their newborns thanks to Queen City Photography. The Kenton County Library was generous enough to cover this cost.

- Passport was able to Sponsor and participate in the TJ Sampson Women's conference in Glasgow enabling CE Representatives to present educational information and instruction on healthy eating habits and methods to over 400 individuals. They were able to work with the providers that were in attendance to discuss how member education sessions as well a group outreach would serve to improve the health and wellbeing of their patients and would encourage use of preventative services. They were also able to work in conjunction with the Provider Representative in the area to reach out to new providers.

3rd Quarter Highlights:

- Norton Healthcare Prevention and Wellness, Hispanic Latino Coalition of Louisville, Passport Health Plan and Companero Mission Ministry of Saint Bartholomew church in a collaborative effort organized the 15th Hispanic Health Fair that offered free health Screenings: Blood pressure, Blood sugar, Dental Screenings Hearing Test Vision Screenings Skin Scope, HIV, Colon cancer and Hepatitis C. Back to school supplies give-away, children's activities. Education and Community Resources with over a thousand headcount attendance in Louisville. PHP participated in Men's health fair at Joshua Tabernacle Baptist Church, community partners in Louisville provided with education about preventive care, nutrition, and self-care to people in the community. The focus was health screenings such as cholesterol testing and blood pressure screenings.
- Passport Health Plan representatives participated with Dare to Care to partner with Kroger mobile grocery. This provided availability of healthy food options onsite at various housing communities. Passport representatives onsite to provide health education materials and outreach during the mobile grocery hours.

4th Quarter Highlights:

- The KIPDA IPA Team hosted an Open Enrollment Fair at the Americana Community Center. Resources and staff onsite for questions about eligibility requirements and documentation. The KIPDA Assistants team helped community members with general questions and provided assistance enrolling in healthcare plans. Passport's interaction and engagement with Arabic, Spanish and Swahili audiences in attendance is most effective to educate and assist individuals. Passport continues to actively collaborate with organizations focusing on health promotion and prevention engaging with families in their preferred language(s), such as the Wellness Night at Consolidate Baptist Church.
- The following statement from one of our Community Engagement Representatives confirms Passport's value to be onsite and available during community events, "During an open enrollment event I was able to assist a member who had just recently signed up for Passport who needed assistance in making an appointment with her doctor regarding several health issues. She did not previously have insurance and had been suffering with several issues, we were also able to discuss preventive care exams that she needed to have done."

Quality Improvement Activity

<p><u>Activity Name</u></p> <p>Civic, Business, and Chamber of Commerce Involvement</p>	<p><u>Objective</u></p> <p>Identify and address the needs to educate small businesses, employer groups and chamber of commerce organizations as it relates to services and benefits offered by PHP for current and potential members</p>	<p><u>Goals</u></p> <p>Seek opportunities to serve on regional and state coalitions, committees, and associations.</p> <p>Collaborate with local and regional civic organizations that provide assistance to children and families.</p> <p>Provide Plan information to employer groups that may have Medicaid Eligible Employees.</p>	<p><u>Barriers</u></p> <p>Representatives had to develop relationships in communities not previously served by the Plan.</p> <p>Reducing the number of Chamber memberships due to budget cuts.</p>	<p><u>Monitoring</u></p> <p>Records are kept of the numbers of Chambers and Civic involvements of each team member.</p> <p>Representatives must enter daily activities in the Marketing Outreach Application which is reviewed by Managers weekly.</p>
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Quarterly Activity Summary	
1st Quarter	<p>The Community Engagement Department provided information to civic, chambers of commerce, and business entities. The breakout by category is listed below:</p> <ul style="list-style-type: none"> • Interagencies 160 • Chamber of Commerce 10 • Committees 13 • Advisory Councils 22 • Boards 4
2nd Quarter	<p>The Community Engagement Department provided information to civic, chambers of commerce, and business entities. The breakout by category is listed below:</p> <ul style="list-style-type: none"> • Interagencies 155 • Chamber of Commerce 7 • Committees 13 • Advisory Councils 16 • Boards 3

<p>3rd Quarter</p>	<p>The Community Engagement Department provided information to civic, chambers of commerce, and business entities. The breakout by category is listed below:</p> <ul style="list-style-type: none"> • Interagencies 105 • Chamber of Commerce 4 • Committees 13 • Advisory Councils 11 • Boards 1
<p>4th Quarter</p>	<p>The Community Engagement Department provided information to civic, chambers of commerce, and business entities. The breakout by category is listed below:</p> <ul style="list-style-type: none"> • Interagencies 74 • Chamber of Commerce 3 • Committees 20 • Advisory Councils 12 • Boards 3
<p>Highlights</p>	<p>1st Quarter Highlights:</p> <ul style="list-style-type: none"> • February 2019 CE Rep Ralph Fugate was able to meet with Andrea Miller, Lincoln County Chamber Director whose husband owns 3 Bluegrass Medical Clinics. Andrea drove him around to all three clinics and introduced him to office staff. This intro has allow Ralph to conduct several Member Educations with the help of office staff to encourage PHP members to attend which has increased attendance. • Through our business partnership with Good Will we have been able to secure regular monthly visits with the homeless and incarcerated population servicing approximately 175 to 200 individuals each month in an effort to assist them with register their change of address, learn about the preventative services offered by Passport, setting appointments to meet them individually to fill out their HRAs and if necessary connecting them with an assister that will get them enrolled in an MCO. Although exact numbers of those newly enrolled are not known, over half of them have returned to say they met with the assister and are now enrolled. • Passport Health Plan Community Engagement representative serves as Co-chair for the Letcher County Interagency Council leading efforts to created Housing Coalition for the community after conducting survey to identify the greatest needs. <p>2nd Quarter Highlights:</p> <ul style="list-style-type: none"> • Passport Health Plan representative worked with communities to kick-off the new Kentucky Access to Recovery. KATR will bridge gaps in the recovery process to assist in efforts in tackling the drug epidemic. <p>3rd Quarter Highlights:</p> <ul style="list-style-type: none"> • Community Engagement Team conducts Staff and Learn sessions across the Commonwealth such as with Society of St Vincent de Paul in Northern Kentucky. During this particular presentation, participants learned more about our services. The team of Society of St Vincent de Paul Northern Kentucky hosts member outreach and member education sessions for their communities. Planning stages for the NKY Warm Winter Gear giveaway event are underway. • PHP builds upon and fosters relationships in all business communities, including Amigos a network group of leaders and business from the Hispanic community to connect the available resources with existing needs in Bowling Green.

4th Quarter Highlights:

- Passport participates in the Community Partnership for Immigrant & Refugee Families in Bowling Green. The goal of the meeting is to strength community building capacity to better serve the immigrant and refugee communities. The meeting provides with a round table discussion starting with introductions and the opportunity to learn more about the services provided by other organizations, current ares of focus, and challenges.
- DCBS held its first Resource Fair which was well attended by both employees and the general public. Passport Community Engagement Representative assisted attendees during the event.
- Passport Health Plan Community Engagement Team's service on boards, committees, and advisory panels for local Chambers, as well as civic and business organizations provides partnerships to assist efforts for the benefit of those communities where our members live and work.
- The Region 4 Passport Health Plan Community Engagement Representative's continued volunteer work with CASA to help towards a grant writing project for the center. Court Appointed Special Advocates (CASA) of South Central KY, Inc. is a non-profit agency dedicated to preventing and eliminating further trauma to children. Specifically, CASA works to prevent child victims of abuse, neglect and dependency from being abused both in and out of their family of origin. The CASA concept is based on the commitment that every child has the right to a safe, permanent home as soon as possible.
- Passport Health Plan Community Engagement Representative was selected to be part of the Big Sandy Area HPV Prevention and Screening committee which focuses on educating and encouraging communities to vaccinate their children for HPV. This group is directed by UK Cancer Program and American Cancer Society to explore options to reach more people in understanding the link between HPV and various cancers such as head/neck cancers that can be prevented with this vaccine.
- Passport Health Plan working with the Johnson County Health Department and McCracken County ASAP to assess opioid's impact on our communities and options to combat this problem. As part of this effort, targeting youth initiatives such as exploring sponsoring drug free awareness clubs in schools.

Quality Improvement Activity

<p><u>Activity Name</u></p> <p>Cultural and Linguistic Services</p>	<p><u>Objective</u></p> <p>The Health Equity Program promotes and fosters Passport Health Plan’s mission, vision, and values (both internally and externally) by identifying opportunities that improve health disparities of marginalized groups, members with communication needs, and the disabled. We are responsible for assuring that associates working for Passport are informed on Title VI of the Civil Rights Act of 1964, the Enhanced Culturally and Linguistically Appropriate Standards (CLAS), the Americans with Disabilities Act, and Section 1557 of the Affordable Care Act (ACA). The team supports and spearheads cultural awareness and diversity initiatives at the Medicaid Center of Excellence (MCOE).</p>	<p><u>Goals</u></p> <p>Reconvene the CLAS committee to guide the work in addressing disparities for Passport Health Plan and Advantage Members.</p> <p>NCQA NET1A: Assess the cultural needs and characteristics of members and determine whether the contracted provider network adequately meets those needs.</p> <p>Address Health Disparity in the Passport Advantage Membership.</p> <p>Develop and Execute EPSDT Strategies for Children with Language Access need.</p>	<p><u>Barriers</u></p> <p>Limited member’s Race, Language and Ethnicity from DMS report to be able to target specific members.</p>	<p><u>Monitoring</u></p> <p>The Health Equity Program holds a training license from the Cross Cultural Health Care Program</p>
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Quarterly Activity Summary

1st Quarter	<p>In the 1st Quarter Passport Health Plan Health Equity Program participated in activities that spanned 96 counties in KY.</p> <ul style="list-style-type: none"> • One on One Meetings 576 • Group Meetings 241 • Formal Presentations 28 • Events 66
2nd Quarter	<p>In the 2nd Quarter Passport Health Plan Health Equity Program participated in activities that spanned 96 counties in KY.</p> <ul style="list-style-type: none"> • One on One Meetings 569 • Group Meetings 225 • Formal Presentations 54 • Events 89
3rd Quarter	<p>In the 3rd Quarter Passport Health Plan Health Equity Program participated in activities that spanned 44 counties in KY.</p> <ul style="list-style-type: none"> • One on One Meetings 437 • Group Meetings 170 • Formal Presentations 58 • Events 127
4th Quarter	<p>In the 4th Quarter Passport Health Plan Health Equity Program participated in activities that spanned 88 counties throughout KY.</p> <ul style="list-style-type: none"> • One on One Meetings 329 • Group Meetings 155 • Formal Presentations 72 • Events 80
Highlights	<p>2nd Quarter Highlights 2019:</p> <ul style="list-style-type: none"> • Passport Health Plan participated in the Refugee Health Summit, the first of its kind held in Bowling Green, KY. It served as a community outreach effort to promote refugee health organized by WKU Department of Public Health in partnership with the International Center of Kentucky. • LaCasita Center and Passport Health Plan in a collaborative effort hosted a Member Education Session targeting families whose children have special needs and learning differences. LaCasita was instrumental in the organization of the class, offering the space and assisting with the promotion of this education session as well as providing childcare. The group was composed of women, all Spanish speakers, but also some speak K'iche (a native language of Guatemala). The participants had general inquiries about the health plan and how best to communicate with DCBS. • Louisville Metro Government continues to face significant budget challenges. This has a direct impact on the monthly outreach events at some of these agencies. The Bilingual Rep continues to contact community partners in these communities in an effort to be available to the immigrant and refugee communities. <p>3rd Quarter Highlights 2019:</p> <ul style="list-style-type: none"> • Passport consistently works with Family Resource and Youth Services Centers thru the year. During Back to School Sessions, Passport identified key events to closely collaborate with schools that offer ESL programs and zones where ethnic diverse populations of our membership reside. Passport collaborates with Community Centers and Faith Base

organizations across the State holding information sessions, member education sessions, member outreach, and participate in community events; some of these partners include La Casita Center, Americana Community Center, Community Action Commission, Esperanza Latino Center, Centro de Amistad, Gainesway Community Center, Bhutanese Society of Kentucky, and more.

- Passport, in collaboration with Kentucky One Health and Americana Community Center, will offer classes for non-English speaking parents “Management of Difficult Childhood Behaviors in 2019”. The parents will learn how to face challenging issues with children and adolescents, as well as strategies to avoid incidents of challenging behaviors at home and other settings. The class will be led by a behavioral health specialist using interpreters in order to ensure effective communication and to assure Cultural and Linguistic appropriate effectiveness. The classes are free and open to the public in Jefferson County area.

4th Quarter Highlights:

- Passport Health Plan team is very engaged with civic, business and local Chambers, such as the Community Partnership for Immigrant & Refugee Families in Bowling Green. The goal of the meeting is to strength community building capacity to better serve the immigrant and refugee communities.
- KentuckyOne Health, Americana Community Center and Passport Health Plan in collaboration offered a class intended for parents to provide with information about Management of Difficult Childhood Behaviors. The class was suited to learn more about how to face challenging issues with children and adolescents as well achieve Cultural and Linguistic Competence and Inclusion. The class was led by a behavioral health specialist and in order to ensure effective communication, interpretation was provided in Burmese, Somali, Swahili, Spanish and Arabic. The workshop was offered to the public to assist in reducing incidents of challenging behaviors at home and other settings. Possible motives were examined to assist caregivers in determining the most effective interventions. The audience participated with questions and shared their concern of how Behavioral Disorders involve a pattern of disruptive behaviors in children causing problems in school, at home and in social situations.
- The following statement from one of our Community Engagement Representatives confirms Passport’s value to be onsite and available for various culture and providing specialized services, “During a member education session at a residential re entry facility I was able to assist several members in updating their address to ensure they did not miss any critical information. I was also able to assist a member who had lost their insurance due to being locked up get her plan active again. I also was able to assist a couple of members in setting up transportation for their medical appointments as they were not aware this was a benefit. One guy was not able to read well so he typically didn't read any information we sent, they were both thankful for the help and the benefits so they can make and keep their appointments.”
- Passport Health Plan’s commitment to assist cultural audiences carries throughout the Commonwealth. One example in Bowling Green highlights the Winter Fiesta on hosted by the City of Bowling Green and Bowling Green School District. Individuals from the refugee or immigrant community are targeted for this event. The goal was to help bridge them to the resources in the community including health care, Census 2020, Public Library, etc. Two Passport Health Plan representatives were onsite to answer questions and provide information (one who is fluent in Spanish).

Quality Improvement Activity

<p style="text-align: center;"><u>Activity Name</u></p> <p style="text-align: center;">Special Populations Outreach</p>	<p style="text-align: center;"><u>Objective</u></p> <p>Identify and address the needs of special populations including grandparents raising grandchildren, homeless, dual eligible members, Individuals with Special Health Care Needs, and behavioral health.</p>	<p style="text-align: center;"><u>Goals</u></p> <p>To reach out to the Special Population groups to provide additional education and training.</p> <p>To be a resource for this segment of population connecting them with other organizations offering specialized training, treatment, and aid</p>	<p style="text-align: center;"><u>Barriers</u></p> <p>Gaining access to the homeless population</p> <p>Incorrect addresses</p> <p>Inaccurate counts on Homeless due to double up living conditions?</p> <p>Not easy to access Domestic Violence shelters as many are unlisted.</p> <p>Some faith based organizations are overly cautious about getting help from outside organizations.</p> <p>Referrals are still a major barrier causing members to switch to MCO without referrals</p> <p>Limited housing for the homeless especially for families and women.</p>	<p style="text-align: center;"><u>Monitoring</u></p> <p>Activities and materials are approved approved by DMS prior to distribution.</p> <p>Representatives must enter daily activities in the Marketing Outreach Application which is reviewed by Managers weekly.</p>
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Quarterly Activity Summary

1st Quarter	<p>The Community Engagement Department participated in 1,434 events, meetings, education sessions, etc hosted by and/or partnering with special population groups to provide information about Passport Health Plan.</p> <ul style="list-style-type: none"> • Homeless 78 • Grandparents 9 • Faith Based 13 • Special Needs 3 • Domestic Violence 10
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<p>2nd Quarter</p>	<p>The Community Engagement Department participated in 1,443 events, meetings, education sessions, etc hosted by and/or partnering with special population groups to provide information about Passport Health Plan.</p> <ul style="list-style-type: none"> • Homeless 78 • Grandparents 4 • Faith Based 19 • Special Needs 11 • Domestic Violence 19
<p>3rd Quarter</p>	<p>The Community Engagement Department participated in events, meetings, education sessions, etc hosted by and/or partnering with special population groups to provide information about Passport Health Plan.</p> <ul style="list-style-type: none"> • Homeless 47 • Grandparents 1 • Faith Based 6 • Special Needs 4 • Domestic Violence 3 • Incarcerated Re-Entry 26 • LEP 44 • Refugee Community 6 • Teen Initiatives 16 • Women’s Wellness 4 • n/a 1,061
<p>4th Quarter</p>	<p>The Community Engagement Department participated in events, meetings, education sessions, etc hosted by and/or partnering with special population groups to provide information about Passport Health Plan.</p> <ul style="list-style-type: none"> • Homeless 39 • Teen Initiatives 43 • LEP 40 • Incarcerated Re-Entry 22 • Women’s Wellness 9 • Refugee Community 4 • Grandparents 1 • Faith Based 9 • Special Needs 3 • Domestic Violence 2
<p>Highlights</p>	<p>1st Quarter Highlights:</p> <p><u>Community Engagement</u></p> <ul style="list-style-type: none"> • Passport representative were able to participate in two large outreach sessions with the inmates at the Luther Lucket prison in Lagrange. They were able to discuss how those to be released soon would be able to Segway into the main stream with insurance coverage without lapse. They were instructed on how to be sure their addresses were updates and made aware of the benefits available for participating in preventative services. • Through the partnership with St. James Homeless Shelter for Men we have been able to reach over 110 homeless males in the Jefferson County area. We were able to assist these gentlemen in securing their insurance, providing them with Change of Address forms, completing call with member services for those not knowing where to turn for health issues.

- Passport representative were able to participate in two large outreach sessions with the inmates at the Luther Lucket prison in Lagrange. They were able to discuss how those to be released soon would be able to Segway into the main stream with insurance coverage without lapse. They were instructed on how to be sure their addresses were updates and made aware of the benefits available for participating in preventative services.
- Through the partnership with St. James Homeless Shelter for Men we have been able to reach over 110 homeless males in the Jefferson County area. We were able to assist these gentlemen in securing their insurance, providing them with Change of Address forms, completing call with member services for those not knowing where to turn for health issues.
- Through the efforts of our Community Engagement representative in Jefferson County, released in-mate secured insurance and resources to transition back into society. Our representative continues this type work daily.

Care Coordination

Care Coordination provided telephonic and mail outreach to members for 1st quarter for the following programs:

EPSDT	22,399
Mommy Steps	1,283
Care Management	9,533
Diabetes	1,140
Chronic Respiratory	1,591
Congestive Heart Failure	125
Coronary Artery Disease	689
Breast Cancer Screening	148
Cervical Cancer Screening	219

1st Quarter Care/Care Coordination Outreach

Special Needs Care Management

Catastrophic Care:

- Catastrophic Care program population increased from 52 in 4th Quarter 2018 to 112 in 1st Quarter 2019. There was an increase of 115% in member engagement from 4th Quarter 2018 to 1st Quarter 2019. The opt out rate is 5%.
- During 1st Quarter 2019, 105 depression screenings were completed for the 112 engaged members in Catastrophic Care, for a penetration rate of over 98%. This was a marginal improvement from 4th Quarter 2018.
- There were a total of 25 Behavioral Health (BH) referrals in 1st Quarter 2019, which is a 92% increase over the 13 referrals in the 4th Quarter 2018.
- Less than one percent (<1%) of Catastrophic Care members outreached were closed as ‘unable to reach’ and ‘incorrect demographics’. This is a >98% decrease from the 4th Quarter 2018.

Complex Care:

- Complex Care and Pediatric program population increased from 415 in 4th Quarter 2018 to 537 in 1st Quarter 2019. There was an increase of 29% in Complex Care member engagement from 4th Quarter 2018 to 1st Quarter 2019. The opt out rate is 6% of members outreached.
- During 1st Quarter 2019, 502 depression screenings were completed for the 537 engaged members in Complex Care, for a penetration rate of 93.5%. This was an increase from 88.7% in 4th Quarter 2018.
- There were a total of 151 BH referrals in 1st Quarter 2019, which is a 12% increase over the 135 referrals in 4th Quarter 2018. During 1st Quarter 2019, two (2) Pediatric Symptom Checklist (PSC-17) screenings were completed.

2nd Quarter Highlights:

- Passport Health Plan continues work with the Re-Entry Council and focus this quarter for the Warren County inmates.
- Passport Health Plan Community Engagement representatives continue assisting homeless population secure health care and services, such as enrolling a homeless pregnant mother in Passport Health Plan’s Mommy program which will have a positive impact for both her and her baby.
- Passport Health Plan Community Engagement working with Bullitt County Health Department to create and host first community wide baby shower to include open panel of physicians, pharmacists and other providers.

Care Coordination

Care Coordination provided telephonic and mail outreach to members for 1st quarter for the following programs:

EPSDT	28,763
Mommy Steps	2,620
Care Management	12,451
Diabetes	2,186
Chronic Respiratory	2,078
Congestive Heart Failure	135
Coronary Artery Disease	799
Breast Cancer Screening	117
Cervical Cancer Screening	145

2nd Quarter Care/Care Coordination Outreach

Special Needs Care Management

Catastrophic Care:

- Catastrophic Care program engaged membership decreased from 112 in 1st Quarter 2019 to 67 in 2nd Quarter 2019; a decrease of 40% in member engagement. This was a marginal decrease from 1st Quarter 2019. The major contributing factor to this decline is staff vacancy, 1 of two assigned roles was vacant for the first part

of Q2 and train-up followed for the remainder of the Quarter. The opt out rate is 6%.

- During 2nd Quarter 2019, 66 depression screenings were completed for the 67 engaged members in Catastrophic Care, for a penetration rate of over 91%.
- There were a total of 15 Behavioral Health (BH) referrals in 2nd Quarter 2019, which is a 40% decrease from the 25 referrals in the 1st Quarter 2019.
- Less than three percent (<3%) of Catastrophic Care members outreached were closed as unable to reach. This is a 2% increase from the 1st Quarter 2019.

Complex Care:

- Complex Care and Pediatric program engaged membership increased from 537 in 1st Quarter 2019 to 772 in 2nd Quarter 2019; which is a total increase of 44% in member engagement. The opt out rate was 9%.
- During 2nd Quarter 2019, 689 depression screenings were completed for the 772 engaged members in Complex Care, for a penetration rate of 89.2%. This was a decrease from 93.5% in 1st Quarter 2019.
- There were a total of 277 BH referrals in 2nd Quarter 2019, a 83% increase over the 151 referrals in 1st Quarter 2019. During 2nd Quarter 2019, no Pediatric Symptom Checklist (PSC-17) screenings were completed.
- Twenty-four percent (24%) of Complex Care and Pediatric members outreached were closed as unable to reach. This is an 8% increase from 1st Quarter 2019.

3rd Quarter Highlights 2019:

- Passport participates in the Domestic Violence Working Group interagency which focuses on the refugee and immigrant community by equipping the community thru partnerships within Louisville.
- Passport participated in the 15th Hispanic Health Fair. This was a collaborative event hosted by Norton Healthcare Prevention and Wellness, Hispanic Latino Coalition of Louisville, Passport Health Plan, Compañero Mission Ministry and Saint Bartholomew church. Free health screenings which were provided to 1,000+ attendees included blood pressure, blood sugar, dental screenings hearing test, vision screenings, skin scope, HIV, colon cancer and Hepatitis C. Back to school supplies were provided for the children and youth. Offered health education and Community Resources with over a thousand-headcount attendance.
- Passport is inclusive in outreach to all members; for example collaborating in the Men's health fair at Joshua Tabernacle Baptist Church. The community partners provided education about preventive care, nutrition, and self-care. Various health screenings were provided, such as cholesterol testing and blood pressure screenings.
- Passport's Equity, Diversity and Inclusion team continue to reach our members in various languages; for example, International Fair Central Regional Library making information available in a variety of languages in a

free and open to the public festive event with music dance, performances, crafts, activities, discussions from all around the globe

- Passport is working with Providers from the Deaf Community to plan a statewide Family day for families of Deaf and Hard of hearing Hispanic persons.
- Passport’s Equity, Diversity and Inclusion Manager and Representative continue working with VOA Fit, LGBTQ Center at UofL, community members and Louisville Pride on the 3rd Annual Transgender Wellness Summit.

Care Coordination

Care Coordination provided telephonic and mail outreach to members for 3rd quarter for the following programs:

EDSDT	50,399
Mommy Steps	3,673
Care Management	14,640
Diabetes	1,174
Chronic Respiratory	1,663
Congestive Heart Failure	30
Coronary Artery Disease	753
Breast Cancer Screening	136
Cervical Cancer Screening	184

3rd Quarter Care Management Outreach

Special Needs Care Management

Catastrophic Care:

- Catastrophic Care program engaged membership increased from 67 in 2nd Quarter 2019 to 107 in 3rd Quarter 2019; an increase of 60% in member engagement. The opt out rate remains the same at 6%.
- During 3rd Quarter 2019, 94 depression screenings were completed for the 107 engaged members in Catastrophic Care, for a penetration rate of over 88%.
- There were a total of 34 Behavioral Health (BH) referrals in 3rd Quarter 2019, which is a 127% increase from the 15 referrals in the 2nd Quarter 2019.
- Thirty-two percent (32%) of Catastrophic Care members outreached were closed as unable to reach. This is a 1% increase from 2nd Quarter 2019.

Complex Care:

- Complex Care and Pediatric program engaged membership increased from 772 in 2nd Quarter 2019 to 789 in 3rd Quarter 2019; which is an increase of 9% in member engagement. The opt out rate was 11%.

- During 3rd Quarter 2019, 820 depression screenings were completed for the 789 engaged members in Complex Care, for a penetration rate of 104%. This was an increase of 119% in 3rd Quarter 2019.
- There were a total of 214 BH referrals in 3rd Quarter 2019, a 23% decrease over the 277 referrals in 2nd Quarter 2019. During 3rd Quarter 2019, one (1) Pediatric Symptom Checklist (PSC-17) screening was completed, which had a positive score.
- Twenty-three percent (23%) of Complex Care and Pediatric members outreached were closed as unable to reach. This is a 1% decrease from 2nd Quarter 2019.

4th Quarter Highlights 2019:

- Passport Health Plan is part of the organizing committee of the Transgender Wellness Summit. LGBTQ individuals face health disparities linked to societal stigma and discrimination. The objective is to educate and empower trans-individuals on issues of health and well-being; educate and inform allies and health service providers; facilitate networking, community-building, and systemic change. The goal is to create an accessible and respectful environment that is inclusive of diverse gender identities and expressions, as well as inclusive of diverse opinions and ideas. Since 2006, the University of Louisville Health Sciences Center Office of Diversity and Inclusion has provided a symposium centered on diversity, cultural competency, and equity in healthcare. Passport Health Plan collaborated in the creation and organization of the symposium that includes approximately 700 students from the University of Louisville Schools of Dentistry, Medicine, Nursing, Public Health and Information Sciences and Social Work, Sullivan University College of Pharmacy, and this year will include their Physician Assistant program. Passport Health Plan team participates as facilitators during these programs. Students work in inter-professional teams to coordinate care and identify solutions to promote health equity, as well as recognizing/assessing health care disparities in specific populations.
- Passport Health Plan is part of the organizing committee of the Transgender Wellness Summit. LGBTQ individuals face health disparities linked to societal stigma and discrimination. The objective is to educate and empower trans-individuals on issues of health and well-being; educate and inform allies and health service providers; facilitate networking, community-building, and systemic change. The goal is to create an accessible and respectful environment that is inclusive of diverse gender identities and expressions, as well as inclusive of diverse opinions and ideas. Since 2006, the University of Louisville Health Sciences Center Office of Diversity and Inclusion has provided a symposium centered on diversity, cultural competency, and equity in healthcare. Passport Health Plan collaborated in the creation and organization of the symposium that includes approximately 700 students from the University of Louisville Schools of Dentistry, Medicine, Nursing, Public Health and Information Sciences and Social Work, Sullivan University College of Pharmacy, and this year will include their Physician Assistant program. Passport Health Plan team participates as facilitators during these programs. Students work in inter-professional teams to coordinate care and identify solutions to promote health equity, as well as recognizing/assessing health care disparities in specific populations.
- Events for children/youth in Foster Care hosted by Cabinet for Families and Children at Warren County DCBS continue to improve relationships and collaborative efforts among community partners and Passport to help meet the youth's needs.

Care Coordination

Care Coordination provided telephonic and mail outreach to members for 4th quarter for the following programs:

EDSDT	45,670
Mommy Steps	898
Care Management	11,632
Diabetes	598
Chronic Respiratory	1,263

Congestive Heart Failure	37
Coronary Artery Disease	679
Breast Cancer Screening	182
Cervical Cancer Screening	223

4th Quarter Care Management Outreach

Special Needs Care Management

Catastrophic Care:

Catastrophic Care program engaged membership decreased from 107 in 3rd Quarter 2019 to 45 in 4th Quarter 2019; a decrease of 58% in member engagement. The opt out rate increased from 6% in 3rd Quarter 2019 to 13% in 4th Quarter 2019.

During 4th Quarter 2019, 50 depression screenings were completed for the 45 engaged members in Catastrophic Care, for a penetration rate of over 111%.

There were a total of 6 Behavioral Health (BH) referrals in 4th Quarter 2019, which is an 82% decrease from the 34 referrals in the 3rd Quarter 2019.

Twenty-nine percent (29%) of Catastrophic Care members outreached were closed as unable to reach. This is a 3% decrease from 3rd Quarter 2019.

Complex Care:

Complex Care and Pediatric program engaged membership decreased from 789 in 3rd Quarter 2019 to 631 in 4th Quarter 2019; which is a decrease of 20% in member engagement. The opt out rate decreased from 11% in 3rd Quarter 2019 to 9% in 4th Quarter 2019.

During 4th Quarter 2019, 670 depression screenings were completed for the 631 engaged members in Complex Care, for a penetration rate of 106%.

There were a total of 117 BH referrals in 4th Quarter 2019, a 45% decrease over the 214 referrals in 3rd Quarter 2019. During 4th Quarter 2019, one (1) Pediatric Symptom Checklist (PSC-17) screening was completed, which had a negative score.

Thirty-eight percent (38%) of Complex Care and Pediatric members outreached were closed as unable to reach. This is a 15% increase from 3rd Quarter 2019.

revised 1.20.20