



life is why™

Central Kentucky
354 Waller Avenue, Ste. 110 | Lexington, KY 40504
www.heart.org

January 15, 2020

Re: United Healthcare and American Heart Association -Central Kentucky Division

To Whom it May Concern:

I am pleased to provide you with a brief description of the strong relationship that exists between the American Heart Association and United Healthcare as it pertains to Central Kentucky and the surrounding counties.

United Healthcare is a year-round sponsor of the AHA's "Healthy for Good" campaign and our local Heart Walk. As such, United is co-branded on healthy lifestyle educational materials that our local staff distributes to corporations, community groups, and individuals, encouraging them to eat better and move more. The campaign also encourages stress reduction where possible.

United also has chosen to activate their sponsorship in a unique way – trying to find the root cause – reasons why, if you will – that Medicaid patients do not attend their initial wellness screening. Jointly, AHA and United Healthcare, has held local stakeholder meetings to explore these causes with members of the business, social services, and faith-based communities. Our most recent efforts were in Powell and Clark counties, resulting in conversations between prominent members of the communities where such conversations – in many cases – have never occurred.

Both of our organizations have a strong interest in being the catalyst for bringing people together. We are doing so now and hope to do so more in the future.

United Healthcare is a very valuable partner of the American Heart Association in Central Kentucky and we are grateful for their support.

A handwritten signature in black ink, appearing to read "Joey Maggard".

Joey Maggard
Executive Director, Central Kentucky Division

*"Building healthier lives,
free of cardiovascular
diseases and stroke."*

life is why™ es por la vida™ 全為生命™

Please refer to the American Heart Association's logo and



BOYS & GIRLS CLUB
of Glasgow-Barren County

GREAT FUTURES START HERE.

Monday, June 10, 2019

Dear **Ms. Amy Little Johnston,**

I am writing to recommend **UnitedHealthCare obtain a Medicaid Contract.**

The mission of the Boys & Girls Club of Glasgow-Barren County is to inspire and enable all young people, especially those who need us the most to realize their full potential as caring, productive and responsible citizens. By partnering with UnitedHealthCare on several projects they have been a great asset in fulfilling our mission. They have shown a great commitment to serving our community families and youth.

UnitedHealthcare and Boys & Girls Club have collaborated in some programs that will make a positive change our community. In fact, with the help of UnitedHealthCare we are on our way to having one central hub in our community for families to receive true wrap around services, Bridge Kentucky. Bridge Kentucky will result in healthier families' along with a significant decrease in the amount of youth in our foster care system. Due to the high number of trusted and quality foster care homes in our county, we receive foster youth from around the state therefore Kentucky will also see a decrease in foster youth. This would not have been possible without the support from UnitedHealthCare!

We are also partnering to ensure our youth at the Boys & Girls Club receive the mental health services needed and access to technology giving them a head start on educational opportunities.

Based on our experience together, I can confidently recommend **UnitedHealthCare** obtain a state contract in Kentucky.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mary Lee England".

Mary Lee England, Executive Director

Mailing: PO Box 1935, Glasgow, KY 42142
Physical: 100 Cheatham Street, Glasgow, KY 42141
270-629-3871



15 Redwing Drive | Winchester, KY 40391 | 859.744.0817 | www.calvarychristian.net

As a Pastor in the community, I see the negative impact of substance use disorder in almost every part of our community fabric. It destroys marriages. It affects people's desire for gainful employment. It removes parents from the home, leaving children abandoned to be raised by others. In fact, Kentucky is the leading state for grandparents raising grandchildren, and 1 out of every 10 kids in Clark County is being raised by guardians who are not their biological parents. According to the 2019 County Health Rankings for the state of Kentucky, Clark County ranked 48 out of 120 in Health Outcomes. Included in these health outcomes were 39 drug overdose deaths per year.

While these statistics are staggering, I have found that Hope is available. Several churches in our county have recovery programs that are transforming lives and providing restoration for the hurts, habits, and hangups that lie under the surface of addiction. At our church, we are working to remove barriers for people to access this type of recovery and hope. One barrier is transportation. Each week we pick up people who would otherwise be unable to get to their recovery meetings. In addition to the physical ride, participants are able to have a meaningful conversation with caring drivers and peer supports. The challenge we face is having enough financial margin to sustain this valuable mission.

United Health Care has demonstrated a genuine desire to find innovative solutions driven by compassion for the underserved in our community. By partnering with churches who care about the community and have church vans for transportation, United Health Care has initiated creative use of community assets (church vans, community Recovery groups, and community care coordinators) to improve the overall health of the community.

With much gratitude,

Mike McCormick

Lead Pastor | Calvary Christian Church

mike.mccormick@calvarychristian.net

Helping people fully become who God created them to be.



1/17/2020

Kentucky Cabinet for Health and Family Services
Department of Medicaid Services
275 East Main Street, 6W-C
Frankfort, KY 40621

To Whom it May Concern:

The Children's Alliance is pleased to offer this letter of support for United Healthcare's application for the Medicaid Managed Care Organization (MCO) and SKY program contracts in Kentucky. I had the privilege to meet Amy Swanson, a United Healthcare representative, two years ago at the National Organization for State Associations for Children (NOSAC) meeting in California. At that time, I learned how United Healthcare was partnering with a fellow NOSAC organization in Ohio, like the Children's Alliance, to offer innovative services to improve the lives of foster children.

Not long after I learned about this partnership, I met Keith Mason, a United Healthcare representative in Kentucky. Keith had been spending time in Kentucky learning about the needs of our children and families across the Commonwealth and reached out to the Children's Alliance. Both Keith and his colleague, Sara Goscha, attended the Child Welfare Summit in Louisville, where they specifically asked to meet with members of the Children's Alliance Independent Provider Association (CA-IPA) to talk about how, together, we could improve care and services in Kentucky.

The CA-IPA members met with Keith and Sara on March 21, 2019 to talk about innovative ways to meet the needs of at-risk children and families in Kentucky and work to ensure we address their trauma and behavioral health needs within the community and prevent children from being removed from their homes. We discussed working together to develop and implement a high intensity community-based wraparound program that would focus on outcomes and keep children and families together in their homes and communities.

In addition to meeting with Keith and Sara, the Children's Alliance staff also met several times with Dan Ohler, an Optum Behavioral Health representative, to talk about the needs of Kentucky's foster children and how we could work together to better meet the needs of this unique population. Also, this summer, I had the privilege to partner with United Healthcare, to participate in two television segments on Good Day Kentucky, WTVQ in Lexington to raise awareness for foster care and the need for additional foster parents.

United Healthcare has exhibited an extraordinary passion for our foster children in Kentucky. Both Keith and Sara have shared their personal stories and experiences in foster care with us and we believe, based on their performance in other states and their personal drive to help foster children, they would be an asset to Kentucky.

The CA-IPA is eager to implement expanded in-home services and work in partnership with UnitedHealthcare to improve services for Kentucky's children and families.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle M. Sanborn".

Michelle M. Sanborn, MSW
President



January 28, 2020

To whom it may concern,

As the Executive Director of Community Action Kentucky, I am pleased to offer our support for UnitedHealthcare's submission to Kentucky's Medicaid RFP.

Community Action Kentucky's network of 23 Community Action Agencies serve hundreds of thousands of clients annually, removing barriers to employment, education, and health. We have found the team at UnitedHealthcare to be eager to create innovative approaches that will improve health outcomes for the citizens of the Kentucky.

As an organization who works daily to address the social determinants of health throughout the Commonwealth, CAK looks forward to working with UnitedHealthcare and wish them success in their bid for this opportunity.

Sincerely,

Roger McCann
Executive Director

January 21, 2020

RE: Letter of Support for UnitedHealthcare Community & State

To Whom It May Concern:

Goodwill Industries of Kentucky, Inc., a non-profit focused on getting Kentuckians out of poverty through the power of work, is pleased to offer this letter of support for UnitedHealthcare as they submit their RFP bid in the Commonwealth of Kentucky. As an integral part of our mission Goodwill assists individuals in need of a second chance and individuals reentering society acclimate to society, address barriers, obtain employment and advance on a career pathway. In doing this work we have found UnitedHealthcare to be an integral and dedicated partner.

We currently collaborate with UnitedHealthcare regarding RISE – Louisville. RISE is a job readiness training that assists Medicaid eligible individuals in obtaining the skills and addressing barriers they encounter on their journey to a successful career. United provided a generous grant to make this class feasible and provides needed support and assistance for same. Additionally, United has provided a grant which enabled Goodwill to hold numerous events throughout the 2019 calendar year for reentering citizens and individuals with barriers. These events include expungement clinics, second chance job fairs and reintegration-literacy nights. United incorporates a holistic approach to healthcare that is innovative and progressive and focuses on getting individuals back on their feet, off Medicaid, improving health conditions and overall reducing the per capita cost of healthcare in the state. This makes for a perfect collaboration and a harmonious partnership.

United and Goodwill wish to expand services like the ones described in the paragraph above across the Commonwealth of Kentucky, giving access to much needed support and services for the population that is most in need.

Goodwill Industries of Kentucky helps people with disabilities or other disadvantages achieve and maintain employment to gain a better quality of life.

An Equal Opportunity Employer: Minorities/Females/Veterans/Individuals with Disabilities/Sexual Orientation/Gender Identity

We believe we are truly making a difference and partnerships, such as the one we have with UnitedHealthcare are invaluable. We look forward to continued collaboration with United in the future and wholeheartedly support them in all their endeavors in Kentucky. Please do not hesitate to reach out to us to answer any questions that you may have.

Sincerely,



Marsha Berry
Vice President of Career Services
Goodwill Industries of Kentucky, Inc.



651 Comanche Trail | P.O. Box 751
Frankfort, KY 40601
P: (502) 227-4379
F: (502) 223-7654
www.kpca.net

To whom it may concern:

The Kentucky Primary Care Association was founded in 1976 as a not-for-profit 501(c)(3) corporation of community health centers, rural health clinics, primary care centers and all other organizations and individuals concerned about access to health care services for the state's under-served rural and urban populations.

KPCA is charged with promoting the mutual interests of our members, with a mission to promote access to comprehensive, community-oriented primary health care services for the underserved.

Association members are providers of primary care – first contact, broadly trained physicians, physician assistants, nurse practitioners, behavioral health providers, dental providers, pharmacists and other professionals delivering whole-person health care.

We support the development of primary care services throughout the Commonwealth by working with federal, state and local legislators, regulatory agencies, health policy organizations, foundations, and payers to build a stronger primary care system in Kentucky.

The Kentucky Primary Care Association (KPCA) operates a messenger-model Independent Practice Association (IPA), which negotiates on behalf of clinic members with Medicaid Managed Care Organizations (MCOs), Medicare Advantage plans, and other commercial payors. IPA participating clinics can “opt in” (participate) or “opt out” (not participate) of any contract.

Please know that the Kentucky Primary Care Association fully supports UnitedHealthcare in their bid to become one of Kentucky's Managed Care Organizations. UnitedHealthcare's focus and mission to serve the underserved are aligned with the Kentucky Primary Care Associations philosophy.

Solving the health challenges in Kentucky is paramount and we believe UnitedHealthcare's commitment to provide outstanding care to those who need it most will help the Commonwealth achieve its goals of increasing health outcomes and improving quality. We also believe the Commonwealth will benefit most with a new health plan experienced in managing member-centric, community-focused and cost-effective plans focused on individuals who rely on government assistance. We are eager for the department to leverage UnitedHealthcare's many years of working with states' Medicaid programs and members to bring a wealth of knowledge, ideas and innovative programs to Kentucky.




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Additionally, we have discussed our intent to collaborate with UnitedHealthcare on a value-based payment model, case management projects including targeted case management and chronic case management as well as our centralized value-based payment management system. These program's hold much promise to improve quality outcomes and reduce health disparities and we are excited to implement them upon UnitedHealthcare receiving a contract award.

If there are any questions, please feel free to contact me at your convenience.

Sincerely,


David Bolt, CEO



June 19, 2019

Kentucky Diabetes Network (KDN)
P.O. Box 4245, Frankfort, KY 40604

To Whom it May concern:

I write on behalf of the Kentucky Diabetes Network (KDN) in support for UnitedHealthcare Medicaid contract. KDN has had the opportunity to partner with UnitedHealthcare around diabetes awareness and prevention. UnitedHealthcare has been instrumental in our diabetes awareness efforts and puts their mission of helping people live healthier lives to action.

The Kentucky Diabetes Network is a non-profit, tax-exempt statewide coalition that provides diabetes improvement tools, resources, best practices, networking opportunities and the latest information for health care teams, individuals with diabetes, employers, public and private health plans, community coalitions and any organization or individual passionate about diabetes.

UnitedHealthcare would benefit the Medicaid community to further the diabetes work in the State of Kentucky. Furthermore, we believe that UnitedHealthcare's Community Plan espouses the central tenants of the KDN Mission: Make Kentucky the best state for those affected by diabetes. In sum, we are excited to support UnitedHealthcare's proposal to Medicaid.

Sincerely,

Terry Gehrke, Executive Director
Kentucky Diabetes Network



**State Fire Rescue Training
Area 13 Industrial Training Program**

**189 Triplett Drive
London, KY 40744
(606) 862-0318 (888) 234-0100**

June 19, 2019

Carol H. Steckel
Commissioner
Department for Medicaid Services
275 E. Main St.
Frankfort, KY 40621

Dear Commissioner Steckel,

On behalf of the Kentucky Fire Commission – State Fire Rescue Training I offer this letter of support for UnitedHealthcare and their Medicaid RFP application. The Kentucky Fire Commission and State Fire Rescue Training strives to enhance safety and education within the emergency services community for the citizens and industries within the Commonwealth through standardized special and technical education, training, communication, coordination, and the distribution of funds to the agencies throughout the Commonwealth of Kentucky.

We have taken great pleasure in working with UnitedHealthcare over the last few months with the development and delivery of projects of great importance to the first responders and citizens across the Commonwealth of Kentucky. We look forward to continuing our excellent working relationship with future projects in the coming months and years.

As our partner UnitedHealthcare has shown the leadership, compassion, and dedication to serve the citizens of the Commonwealth and will continue to do so if afforded the opportunity.

Thanks,

Gary Wayne Hall Jr.
Industrial Training Coordinator



January 28, 2020

Commissioner Lisa Lee
Kentucky Cabinet for Health & Family Services
Department of Medicaid Services
275 East Main Street, 6W – C
Frankfort, KY 40621

Re: United and Kentucky Regional Extension Center Partnership to Advance Health Outcomes for Medicaid Providers

Dear Commissioner Lee,

Since 2019, The Kentucky Regional Extension Center (KY REC) has partnered with United Healthcare on projects aimed at increasing provider and patient education, resource awareness and utilization, and, most importantly, improving patient outcomes in rural and underserved communities.

The KY REC assembled both state and nationally recognized authorities in Diabetes Management and Opioid Use Disorder to share their expertise with local healthcare providers and practice leadership. A series of workshops were hosted across the state to bring local clinicians education, resources, and best practices from leading experts in their fields to support optimal care delivery models.

Our partnership with United Healthcare continues in the way of practice support. Through the guidance of a quality improvement advisor, the use of adaptable and easy to use quality improvement methodologies, and implementation of best practice care models, the KY REC is currently collaborating with 5 rural primary care practices in Western Kentucky. Advisors work closely with practice clinicians, leadership, and staff to develop and implement a plan to meet the unique needs of each practice. The KY REC’s goal is to align clinicians with local community resources and best practices in patient care while developing quality improvement capabilities within each practice to improve Hemoglobin A1c outcomes.

In United Healthcare’s response to the Kentucky 2020 Medicaid Managed Care RFP, they make a commitment to quality improvement and advancement of health outcomes. KY REC will continue to partner with United Healthcare to most effectively address the care of the whole patient, bridging clinical care with community and cultural resources.

KY REC looks forward to partnering with United Healthcare to support providers across the Commonwealth of Kentucky.

Sincerely,

Brent McKune
Managing Director
Kentucky Regional Extension Center



10200 Linn Station Rd
Suite 310
Louisville, KY 40223

502.895.8167
888.825.5592

kyyouth.org

January 16, 2020

We are pleased to write this letter of support for UnitedHealthcare in their application for the Medicaid contract in Kentucky. Kentucky Youth Advocates (KYA) is a non-partisan, independent voice for children in Kentucky. KYA has worked for over 40 years to improve child well-being and public policies that influence the lives of children and families. With compelling, solid data in one hand and unrivaled expertise and advocacy skills in the other, we work hard to ensure that decision makers create policies and make investments that keep children and families healthy, safe and secure.

Over the past two years, UnitedHealthcare partnered with KYA to host eight community conversations in all parts to the commonwealth to introduce community leaders and partners to county-level data on child and family well-being. The data-driven conversations focused on the impact of increased rates of children entering foster and kinship care and ways to keep families together safely. UnitedHealthcare offered matching grants to each community, to support efforts to reduce the number of children in foster care in their county by 25 percent by 2025.

Our partnership with UnitedHealthcare has enriched our ability to connect local leaders to important data on children in their communities and foster collaborations that will help us toward our vision of Kentucky, the best place in America to be young. We are grateful for the UnitedHealthcare team's commitment to build relationships with local community leaders and find innovative ways to address the social determinants that will ultimately improve the health of Kentucky's children.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry Brooks".

Terry I. Brooks, Ed.D.
Executive Director

Kentucky's independent voice for kids



June 20, 2019

United Healthcare
Attn: Margaret Enlow
230 Lexington Green Circle
Lexington, KY 40503

Dear Health and Human Services Official:

I am writing to recommend United Healthcare as a provider of Medicaid services in the commonwealth of Kentucky.

As a leading health care organization, Norton Healthcare serves adults and children through the approximately three million visits to our network of hospitals, physicians, outpatient centers and immediate care facilities. Norton Healthcare currently has a working relationship with the leadership team of United Healthcare and supports its effort to become a Medicaid managed care organization in Kentucky.

I am confident that United Healthcare's experience and depth of services as a provider of health benefits helps us provide our patients with the best possible health and wellness care.

Thank you for considering United Healthcare as a provider for services to Kentucky residents covered by Medicaid.

Sincerely,



Shelley Gast
System Vice President
Managed Care & Payor Strategy



PLAYWORKS

RE: UnitedHealthcare and Playworks

To whom it may concern:

Oh behalf of Playworks, I am proud to offer a letter of support for UnitedHealthcare. Playworks is the leading organization nationally to leverage play as a tool to promote healthy behaviors and increase social/emotional learning, at recess and throughout the school day. Our mission is to improve the health and well-being of children by increasing opportunities for physical activity and safe, meaningful play. We use play—at recess and throughout the school day—to establish new norms for respectful social behavior and increased activity. It is our vision that one day every child in America will have access to safe, healthy, and inclusive play every day.

UnitedHealthcare has partnered with Playworks to launch Playworks services in Kentucky. Due to the partnership, we have been able to provide robust training and resources, including in person and online training and playground equipment to three schools in Perry County focused on leveraging play for physical, social, and emotional outcomes. Within months, schools have seen an increase in engagement in physical activity and decreases in negative behaviors, thereby increasing the wellness of the whole child and the whole school.

Additionally, UnitedHealthcare continues to partner with us to find ways to engage other communities in Kentucky so that we may provide similar services throughout the state.

UnitedHealthcare has proven itself to be a valuable partner in improving the health and lives of the most vulnerable children in Kentucky. We share their commitment to transforming the health of the community and are grateful for their partnership and support.

Sincerely,

Jo Yocum
Executive Director
Playworks

Keith Mason
Director of Advocacy and Engagement
UnitedHealthcare
PO Box 1459
Minneapolis, MN 55440-1459

Dear Mr. Mason:

Please accept this letter of support for UnitedHealthcare's response to a request for proposals to provide Medicaid services in the Commonwealth of Kentucky. UnitedHealthcare is committed to its patients through not only providing healthcare, but also collaborating to address the many challenges facing the entire spectrum of health of its members.

United Healthcare is not only a member of our partnership network, but they are also an important part of a healthy community collaborations across Appalachia Kentucky. We believe that the transformation we desire throughout Appalachia Kentucky can only be accomplished by building healthy communities and creating healthy economies harmoniously and simultaneously. We believe in this so much that it is one of the seven goals outlined in our Blueprint for the Future of Appalachia.

Creating opportunities are fundamental in improving the health and well-being of the people of Appalachia Kentucky. It is also essential in addressing the social determinants of health and addressing the entire spectrum of the health of an individual. We need partners like UnitedHealthcare engaged in our work and the communities they serve.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Jared Arnett

Executive Director | SOAR

January 17, 2020

To Whom It May Concern,

It is a privilege to write this letter of support for United Health Care as they bid to begin providing health and wellness services in the state of Kentucky and to the programs and clients of Volunteers of America Mid-States. The services United Health Care provides to communities are vital to children and families.

Volunteers of America Mid-States is a full service, accredited and licensed not-for-profit business providing behavioral health services in Kentucky, Tennessee, West Virginia and Clark and Floyd Counties in Indiana. Today, we reach over 24,000 people annually through over 40 distinct human service programs. We are recognized nationally for innovative program design, high performance standards and quality service delivery. We employ more than 550 full-time and part-time staff who offer professional, evidence-based services with a focus on positive outcomes.

As we have heard from other social services organizations, United Health Care has done a fantastic job and should be afforded the opportunity to serve the constituents of the great state of Kentucky.

Sincerely,



Jennifer Hancock, President and CEO