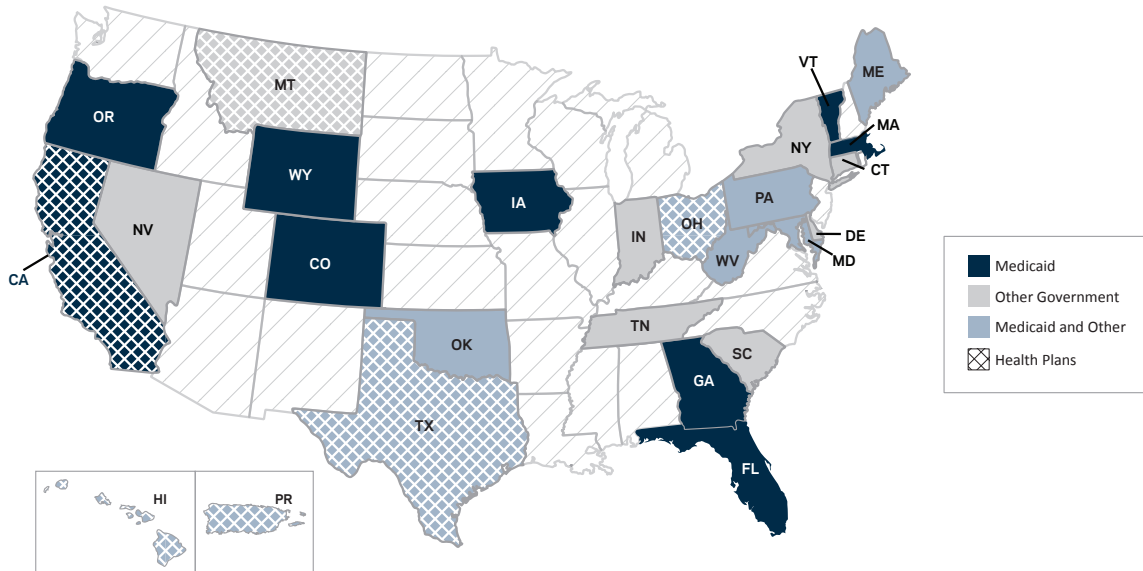


# Government Programs Overview

Helping Government Organizations Improve Health, Change Lives and Lower Costs

## Unparalleled Experience Serving Government Agencies

30 Medicaid Programs | Government Programs in 25 States and Puerto Rico



### Our Services:

- Population Health Management
- Complex Care Management
- Quality Improvement and External Quality Review
- Clinical Best Practices Program
- Behavioral Health ASO

*“APS has done an outstanding job of partnering with the Department to successfully manage program implementation. We appreciate the flexibility and high level of commitment that APS has demonstrated.”*

— Geoffrey W. Green, Deputy Commissioner, Department of Health and Human Services, Maine

Caring for populations with a higher incidence of co-morbidities, chronic problems and behavioral health issues is a tremendous challenge to a government organization.

APS Healthcare specializes in helping solve these challenges; improving health and optimizing health care expenditures through collaboration and behavior change by:

**Being Local:** Staffing service centers locally and deploying teams of experienced, community-based professionals — health coaches, clinicians, and IT experts — who work with hospitals, health centers, and practitioners to serve clients and members in their home communities.

**Customizing:** Extensive national experience has taught us that no two state programs are the same and no single solution works everywhere. We tailor our programs to meet unique needs and goals.

**Engaging and Supporting Community Providers:** Collaborating with providers to design and implement programs aimed to strengthen the quality of care.

**Deploying Technology:** Our web-based, HIPAA compliant CareConnection® platform merges multiple data streams and creates an integrated, interactive patient record accessible by all practitioners.

**Improved Clinical Outcomes and Financial Performance:** With ROI validated by third party reviewers such as Mercer and Milliman.

# Key Outcomes and Accomplishments of APS Programs

As program participants improve their health, significant cost savings are realized:

- **Missouri MO HealthNet Health and Wellness Program** (as of December 2008):
  - \$156.9 million (5.5%) reduction in total annual costs achieved through delivery of higher quality health care to Medicaid recipients with chronic conditions
  - \$90.6 million reduction in inpatient costs / 36% reduction in inpatient hospital utilization
  - \$11.5 million reduction in ER costs / 35% reduction in ER use
- **Wyoming EqualityCare (Medicaid) Healthy Together! Program** (in its third full year):
  - 24% reduction in Medicaid inpatient hospital utilization
  - 11% reduction in emergency room visits for members with asthma  
(Independent third party validation by Milliman Consultants)
- **Georgia Enhanced Care Program** (for first performance year May 2006 – April 2007):
  - \$80 million contribution to Georgia Medicaid cost stabilization  
(Independent third party validation by Mercer Government Human Services Consulting)
- **Georgia External Review Organization** (as of FY 2007):
  - Allowed for a 20% increase in eligible participants since 1999 while keeping Medicaid expenses below 1999 levels
- **State of Ohio Administrative Services** (for first performance year):
  - \$15.5 million favorable annual expense avoidance
  - 7.5% healthcare expense trend reduction

## Our awards and certifications include:



- Best Government Disease Management Program (2005, 2007, 2009 and 2010)
- Best Provider Engagement Initiative (2006 and 2010)



*“This is a wonderful, collaborative partnership with APS. Our physicians, staff and patients work directly with APS health coaches. The patients receive disease education, medication management and most importantly, alternatives for care when they are discharged from the hospital.”*

— Leon Haley, M.D.  
Chief of Emergency Medicine, Grady Health System, Georgia

*“Our agency has appreciated the tone and tenor of our past three audits. Each was wonderful and helpful in different ways. I walked away with real ways and means to strengthen our services and identified staff members’ strengths and opportunities. This greatly helps us with quarterly staff development plans.”*

— A.J. Norris, M.Ed.  
Executive Director Pathways Transition Programs, Georgia