Opioid Management
Payer and Provider Collaboration

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Ohio’s 2017 Opiate Conference
Bridges to Recovery
The Opioid Impact

Growing national epidemic

2000-2014
Nearly half a million drug overdose deaths in U.S.

Public health emergency

More deaths from drug overdoses in 2014 than any previous year

~1.9 million persons abused or were dependent on prescription opioid pain medication in 2013

66% increase
Anthem opioid spend

116% increase
residential care over 2015

2002-2015
Heroin overdose deaths in U.S. quadrupled

NEARLY 22 million AMERICANS
SUBSTANCE ABUSE DISORDER

1.9 million
ADDICTED TO
PRESCRIPTION PAIN KILLERS

586,000
ADDICTED TO
HEROIN
Impact in Ohio

Anthem opioid utilization: 36% increase

2016 Residential care over 2015: 56% increase

2016 Residential admits for opiates: 75% increase

RTC: Inpatient opiate admits

Age 18-26: 36% increase

Age >27: 119% increase

Inpatient 2014-2016
Ohio PHP and IOP
admits above
Anthem average

2017
All levels of care except IOP returning to Anthem averages
Anthem’s Approach

Cross-functional workgroup focused on prescription epidemic and opioid disorders

- Behavioral Health (BH) Operations
- Medical Policy
- Public Policy, Pharmacy
- Government Relations
- Maternal Child Health
- Community Delivery Team

- Early identification and treatment of opioid addictions
- Prescription opioid initiatives
- Expansion of Non-Pharmacologic Pain Management
PROVIDER PARTNERSHIPS
Early identification and treatment of opioid addiction

Promoting SBIRT within primary care through G-code reimbursement for screenings/assessments

Use of analytics to identify high risk opioid members

Anthem is working at both the enterprise and market levels to improve access to evidence-based treatments

SUD Resource Line
Standardized billing for MAT services between BH and Medical providers

Increased communication efforts with primary care

Expanding MAT provider network

Removing prior authorization for Suboxone
Improving Behavioral Health Supports

- Direct access to Anthem BH clinical associates for case management referrals and local BH resources for PCP's
- SUD Resource Line
- Relationships between primary care and behavioral health providers within local geographies
- Innovative BH SUD programs that ensure care coordination and collaboration with primary care
## NEWLY CONTRACTED Ohio Substance Abuse Providers

<table>
<thead>
<tr>
<th>Provider</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A New Day</td>
<td>Medina</td>
<td>1/1/17</td>
</tr>
<tr>
<td>Pinnacle Treatment Center Recovery Works</td>
<td>Columbus</td>
<td>4/15/17</td>
</tr>
<tr>
<td>VOA Rehab Centers</td>
<td>Sojourn at Seneca</td>
<td>4/15/17</td>
</tr>
<tr>
<td>Beckett Springs Changes</td>
<td>Dayton</td>
<td>3/20/17</td>
</tr>
<tr>
<td>Charak</td>
<td>5 facilities Northern OH</td>
<td>2/15/17</td>
</tr>
<tr>
<td>CommQuest</td>
<td>8 offices in Northern OH</td>
<td></td>
</tr>
<tr>
<td>SelfRefind</td>
<td>15 locations in KY, 4 in OH</td>
<td></td>
</tr>
<tr>
<td>Addiction Recovery Care</td>
<td>13 offices in KY</td>
<td>4/1/17</td>
</tr>
<tr>
<td>Healthy Living Treatment Lumiere Healing Center</td>
<td>West Chester</td>
<td>4/14/17</td>
</tr>
</tbody>
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Market Initiatives with Peer Recovery Supports

- One year of in-home treatment
- Professional providers and peer recovery specialists
- Coordinates with PCP
- 90 admissions during first year
- 15 members have discharged early
- Expansion planned in Northeast

New Hampshire-based program
- IOP services coupled with peer recovery supports
- Facilitating relationships with local hospitals

- Peer recovery support
- In process of expanding statewide
- Staff now in several EDs
- 98% ability to engage ED patient’s in a conversation regarding their substance use
Pharmacy Interventions

Prescription opioid management initiatives

- PCP consultation with Chronic Pain Specialists with respect to dosing, non-opioid alternatives based on diagnostic presentation, quantity limits and prior authorization pharmacy edits.
- Controlled substance utilization monitoring (CSUM) programs.
- Pharmacy Home programs to coordinate and monitor medication access
- Sharing actionable information with primary care in our value-based arrangements

Fraud, Waste and Abuse Prevention

- Recognized partner in the Healthcare Fraud Prevention Partnership.
- Special Investigations Unit (SIU) is dedicated to combatting fraud and abuse, i.e., Operation Pillbox
Abuse Issues that Impact Ohio

Abuse of sober home treatment settings and IOP
- Providers who recruit patients to sober living settings
- Billing for unnecessary services such as labs
- Billing for treatment services when none are really provided

Provider use of paid patient brokers to recruit patients from other states to go to out of state treatment settings

Abuse of Drug Toxicology screening
- Performing daily drug screens with no clinical justification
- Performing expensive quantitative tests on negative qualitative samples or as a routine procedure
Controlled Substance Use Monitoring (CSUM)

Description

- Monthly provider mailing
- ≥ 10 claims for controlled substances within 90 days
- Excludes members with MS or oncology medications, diagnosis of cancer, hospice
- Member can be re-identified every 3 months
- Includes list of controlled substance prescriptions filled

Communication

- Communication faxed or mailed to each prescriber
- Includes Cover letter, Program message and feedback options, Patient medication profile, Adding ER and Urgent care visits in 2017
- Monthly report provided to the Special Investigations Unit (SIU)
- SIU identifies those members and prescribers that are the most egregious and may work with MEDIC, DOI and or Law Enforcement when appropriate

2015 OUTCOMES
71% no longer meet criteria
Pharmacy Home Program

Launched late April 2016
Members with prescription history suggesting misuse or abuse limited to one pharmacy

Commercial Pharmacy Home Criteria
- Look back period 90 days
- >5 controlled substances
- Dispensed by >3 pharmacies
- Prescribed by >3 prescribers
- Exclusions: Members with diagnosis of Cancer, HIV, MS, Sickle-cell anemia, in Home Care, hospice, or had a surgery within the past 90 days.
- Suboxone claims are excluded from the data

Experience thru 12/31/16
- 2814 Warning letters total, 264 in Ohio
- 348 Enrollments total, 30 in Ohio
Additional Opioid Pharmacy Initiatives

- Concurrent Suboxone and Opioid prescriptions
- Triple Threat: Opioid, Benzodiazepine and Muscle relaxant
- 3x3x3x3: 3 claims, 3 providers, 3 pharmacies over 3 months
- Communication follows CSUM protocol geared to prescribers
Non-Pharmacologic Pain Management Strategies

- Physical therapy
- Chiropractic
- Exercise therapy
- Nutritional therapy
- Digital solution for self-management
Managing and Monitoring Strategies

- Ensure each initiative can be measured and outcomes tracked
- Utilize existing data and information to develop new or modify existing strategies
- Look across the larger enterprise for internal partners
- Communicate with providers and professional organizations on opportunities to collaborate in this space