

Written Testimony

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Chair Roemer, Ranking Member West, and members of the Committee, my name is Ami Cole, and I am President of Molina Healthcare of Ohio. Thank you for the opportunity to submit written testimony in response to the proposed Fiscal year 2022 and 2023 Medicaid budget. These certainly are unprecedented times and while I would prefer to be with you and testify in person, your safety and that of your staff are of critical importance and I am happy to provide information in writing.

Since 2005, Molina has been a Medicaid Managed Care plan contracted with the Ohio Department of Medicaid to facilitate access to needed health care services and help to improve the lives of the members we serve. Based in Central Ohio with offices in Cincinnati and Cleveland, Molina has over 1,000 Ohio employees to ensure members have access healthcare, local resources and supports to help them improve their health. Our company, founded by an emergency room physician, is dedicated to serving low-income individuals in need of government funded health care and we serve 365,000 Ohioans across the state. Additionally, we contract with thousands of medical providers and work with hundreds of community-based organizations in Ohio that help us break down barriers that stand in the way of our members accessing health care and getting healthy. Our employees make a difference every day in the lives of those we serve.

COVID Response

Over a year ago, our state, like those across the country, was thrust into an unprecedented public health emergency that changed our everyday lives. Like many businesses across the state, we acted quickly to make arrangements for our employees to work from home and continue to serve our members. Our goal was to ensure our members understood how to stay safe, access care if needed and use telehealth as an option to in person medical visits. Additionally, we provided our members access to Amazon Prime so they could have safe home delivery of groceries and other needed supplies. Most recently we have offered our clinical staff to help with distribution of the vaccine and are providing our employees with time off to help volunteer at local clinics. Attached is an overview of all the actions we have taken, partnerships we have formed and outreach we have performed in response to COVID.

New Innovations/Enhanced Quality

While we have adjusted our operations in response to the health emergency, we have not let COVID stop our efforts to continue to find innovative ways to serve our members with the goal of improving their health. In 2021, we have plans to launch new programs throughout the state to enhance access to care, address barriers to getting healthy like access to food and affordable housing and creating unique programs to engage our members in their health care.

City Block - We are excited to be the exclusive partner in Ohio with City Block, an innovative one-stop care coordination model that will create a personalized health care program in urban Cincinnati, Cleveland, and Columbus. It will provide personalized primary and behavioral health care for people who are experiencing complex needs in their health and daily lives. This personalized care includes 24/7 access to multi-modal care delivery, where doctors and other clinical and non-clinical care team members treat patients in their homes, community settings, virtually using telehealth, or at Cityblock hubs like the Molina One-Stop Neighborhood Centers to be opened in Ohio.

Groundwork/ Center for Family Voice - To further demonstrate our commitment of enhancing engagement with Ohioans on the Medicaid program, we are partnering with Groundwork, a valued partner that champions high-quality early learning and healthy development strategies from the prenatal period to age five, to create the Center for Family Voice. The Center will provide a unique avenue to give moms and families a voice in addressing their maternal health care needs along with the unique needs of their children and revolutionizing the healthcare system so it meets the needs of those that use it. Through this new program, Groundwork will explore best practices related to maternal and child health care across the state and nation that successfully engage families in public services delivery to inform state, local, and programmatic policy development.

Dental Scholarships – To help address a shortage of dental providers in certain areas of the state, our national foundation, MolinaCares Accord, will fund scholarships at two dental schools in the state of Ohio for candidates that support diversity. The scholarships represent a \$1.4 million investment over four years and will be awarded to one student admitted and enrolled in each of the four School of Dental Medicine class years at both schools. Recipients will be asked to practice dentistry upon graduation in a dental shortage area of Ohio and to serve indigent patients, including through Medicaid. Access to dental care is a serious issue in low-income and minority communities. Recent research indicates that the incidence of untreated dental disease is 2 times higher in African American adults and 1.5 times higher in Hispanic adults when compared with their Caucasian counterparts. These unmet dental needs have a profound impact as people in low income communities are 100 times more likely to have difficulty doing their job because of oral health conditions and they are 200 times more likely to have oral pain than those at high incomes.

Mobile Outreach Vans – Because healthcare is local, it's important to find opportunities to improve access to care by bringing healthcare directly to those in need, where they are in the community. In 2021, we are partnering with two organizations, the Make-A-Day Foundation and Equitas to fund three mobile outreach vehicles. Through these partnerships, we will help to

improve access to health care to these communities along with other value added services such as the distribution of healthy foods, the provision of haircuts and styling, and the presentation of health, mental health, social services, benefits and criminal justice opportunities. Through this community engagement model, these mobile outreach vans will build rapport with those who are chronically homeless and/or economically and socially marginalized in underserved and rural areas of Ohio and help change their lives.

Partnerships to Serve those in Need

Medicaid Managed Care is not just contracting with medical providers and paying claims. It's much more. It's about helping those in need understand how to access the healthcare system. It's helping our members to get access to fresh and nutritious food and affordable housing so they can then start to focus on getting healthy. It's about our care managers outreaching to pregnant moms to ensure they have access to transportation to get to their prenatal care visits and when their babies are born – ensuring they have needed baby supplies such as diapers and offering incentive programs to encourage families to schedule those important well baby visits. It's arranging for transportation when a member can't drive to the doctor. It's reminding our members about medical appointments and helping them understand what medications they need to take. Sometimes it's about moving our members out of a nursing home that is getting shut down because they have no family to help. Medicaid Managed Care is about improving health, measuring quality, and pivoting quickly to address new emerging needs.

I welcome each of you to visit with us in our office, once we are back on site, to hear the stories directly from our team of nurses, case workers, physicians, social workers, member outreach specialists, care coordinators, and community engagement specialists about why they serve.