

SECTION Y – VALUE ADDED TO MEMBERS

Y.1 Provide a listing, description and conditions under which you will offer value added benefits as described in the RFP Section 6.1.3.

The proposed monetary value of these benefits will be considered a binding contract deliverable. If for some reason, including but not limited to lack of member participation, the aggregated annual per member per month PMPM proposed is not expended the department reserves the right to require the MCO to provide an alternate benefit of equal value and/or may conduct a reconciliation for the amount unexpended.

For each value-added benefit proposed:

o Define and describe the expanded benefit;

o Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members;

o Note any limitations or restrictions that apply to the expanded benefit

o Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

o Propose how and when Providers and Members will be notified about the availability of such expanded benefits; and

o Describe how a Member may obtain or access the Value-added Service;

• Describe how you will identify the expanded benefit in administrative data or encounter data.

Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information. The department will work with its contract actuary to independently review any statements of actuarial value.

• Include a statement of commitment to provide the expanded benefits for the entire thirty six (36) month term of the initial contract. Louisiana Healthcare Connections (LHCC) is currently providing a broad range of Value Added Services that target our highest priority Members and that address a reduction in emergency department use for non-emergent care, improved birth outcomes, a reduction in childhood obesity and a reduction in health disparities among racial groups for certain conditions. Over the past two years of the current contract we have learned which of these services are more important to our members and how to package and deliver these important services in ways that will improve Member participation, helping us to improve the Member health and enhance the Member experience.

The Value Added Services to Members that LHCC is proposing for the next contract are part of a well-designed package of services that will complement the Medicaid services offered by LHCC, enhance member access to care, improve health and well-being and outcomes, and contribute to program cost-effectiveness. The services that we are proposing are a mixture of those we found to be most effective in the current contract period and new services that fill in gaps and support mandatory Medicaid services. The proposed services will address **four of the departmental priority** areas mentioned at Section 6.1.3. of the RFP, a **reduction in emergency department use for non-emergent care, improved birth outcomes, a reduction in childhood obesity and a reduction in health disparities among racial groups** for certain conditions and will also address two new priority areas, **improved screening for communicable diseases and dental care, eye glasses, and/or vaccinations for adults.**

Louisiana Healthcare Connections (LHCC) acknowledges and agrees that the proposed monetary value of the value added benefits will be considered a binding contract deliverable. LHCC also acknowledges and agrees that if for some reason, including but not limited to lack of member participation, the aggregated annual per member per month PMPM proposed is not expended, DHH reserves the right to require LHCC to provide an alternate benefit of equal value and/or may conduct a reconciliation for the amount

unexpended. LHCC further acknowledges that Value-added services are not Medicaid-funded and, as such, are not subject to Appeal and Fair Hearing rights, therefore, a denial of these services will not be considered an action for purposes of Grievances and Appeals. If a Member is not approved to receive a value added service, LHCC will send the member a letter notifying them of the denial and informing the member that the denial of Value Added services is not considered an Action for purposes of grievances and appeals. LHCC understands and will comply with all DHH requirements for Value Added Services to Members, including but not limited to Section 6.1.3., Core Benefits and Services, Section 12.2.3.3, Marketing and Member Education Plan and all other relevant contractual, State and federal requirements. We have included the total PMPM value of the proposed Value Added Service in the table below and have provided the information requested separately for each Value Added Service. Also, in accordance with the requirements of Section Y.1 of the RFP, please see *Attachment Y.1: Actuarial Certification*, for a copy of the statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information for all of the Value Added Services included in LHCC’s response. The table below also displays whether the data for each will be identified as encounter data or administrative data. **Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.**

VALUE ADDED BENEFITS			
Value Added Programs		PMPM	Data Identification
1	Unlimited PCP Visits for all Members	Redacted	Redacted
2	CentAccount	Redacted	Redacted
3	MemberConnections®, Personal Helpers	Redacted	Redacted
4	Connections Plus®	Redacted	Redacted
5	Flu Prevention	Redacted	Redacted
6	Healthy Celebrations	Redacted	Redacted
7	Online Mental Health Resources	Redacted	Redacted
8	Healthy Initiatives	Redacted	Redacted
9	Second Epipen and/or Nebulizers for School	Redacted	Redacted
10	Start Smart for Your Baby®	Redacted	Redacted
11	Adult Vision (21 and older)	Redacted	Redacted
12	Adult Dental (21 and older)	Redacted	Redacted
13	Enhanced Hearing (21 and older)	Redacted	Redacted
14	Adult Vaccines (age 21 and over) at a pharmacy	Redacted	Redacted
15	Portable Oxygen	Redacted	Redacted
16	IV Bulb Pump	Redacted	Redacted
17	Circumcision	Redacted	Redacted
18	Mini Grants	Redacted	Redacted
TOTAL Member Value Added PMPM		Redacted	
Total Annual Spend Assuming 250k Members \$(000's)		Redacted	

The proposed Value Added Services for members are described below.

Proposed Value-added Service: Unlimited PCP Visits for all Members

1. Define and describe the expanded benefit.

In order to ensure that LHCC members are able to access all of the preventive and other care needed, LHCC will cover an unlimited number of PCP visits for all LHCC members.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members are eligible to receive the Unlimited PCP Visits benefit.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no limitations or restrictions that apply to this expanded benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Providers who are classified as PCPs will be responsible for providing the expanded benefit.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members. LHCC will also notify members through their OB Case Management outreach programs and targeted pregnancy mailings.

6. Describe how a Member may obtain or access the Value-added Service.

Members may directly access the benefit by scheduling an appointment for the services with an LHCC network PCP. We will configure our claims payment system to accept and pay the additional services outlined above at the rate contractually agreed upon between LHCC and our PCPs. No formal authorization or request will be required for the additional visits with a network Provider.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The expanded benefit will be recorded as encounter data but will be identified as a non covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire thirty six (36) month term of the initial contract.

Proposed Value-added Service: CentAccount

1. Define and describe the expanded benefit.

LHCC will continue rewarding Bayou Health members' healthy choices through our CentAccount™ Member Rewards Program, but we are improving the benefits by offering a new closed-loop card. This card can be used for even more items and products to drive healthy behaviors and healthy outcomes. Members can earn dollar rewards by staying up-to-date on preventive care, including Well-Child Visits and immunizations. Members will be able to buy things like fresh foods and groceries, frozen foods, baby items and clothing (diapers, formula, baby foods, etc.), as well as over-the-counter drugs (allergy, cold meds, etc.) and other personal items (deodorant, soap, shampoo, etc.). By expanding our program, members will be able to use their CentAccount card at a select number of retailers including Meijer, Rite Aid, Dollar General and Family Dollar, plus others locations as we continue expanding our list of retail partners (for example, Wal-Mart is expected to be included soon). Members can visit our Member Portal for the most up-to-date listing of approved items and retailers.

The table below outlines the incentives that will be offered:

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2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members are eligible to participate in the CentAccount program.

3. Note any limitations or restrictions that apply to the expanded benefit.

For members to receive CentAccount rewards associated with pregnancy, the member must consent to OB Case Management, must ensure a Notification of Pregnancy is completed and on file with LHCC and must complete timely prenatal visits since they are claim driven. Rewards may be redeemed at participating merchants and must be used within 90 days of the end of eligibility with Louisiana Healthcare Connections.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Providers already providing prenatal (OB/GYN, PCPs), EPSDT, Wellness Screening and Smoke Cessation Counseling services will be responsible for providing the visits required to earn the rewards. The rewards are claims driven so any provider submitting a complete and timely claim will have that data systematically fed to our third party entity who funds and mails the cards directly to member's address on file for utilization.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, MemberConnections, and Customer Services call center representatives may also provide information about the benefit when interacting with members. LHCC will also notify members through their OB Case Management outreach programs and targeted pregnancy mailings.

6. Describe how a Member may obtain or access the Value-added Service.

Members can call the toll free number which is listed in the Member Handbook, on our website, and on their LHCC ID card to obtain information about CentAccount. Pregnant members will be directed to an OB Case Manager who will provide them the requirements and complete an NOP, if not on file already, to enter them into the program. Eligible members who complete an NOP, or have their provider submit one, will automatically be entered into the rewards program.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with CentAccount benefits will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire thirty six (36) month term of the initial contract.

Proposed Value Added Service: MemberConnections®, Personal Helpers

1. Define and describe the expanded benefit.

LHCC's community-based program that provides assistance individual members may need with services/activities such as access to care, choosing a doctor and help with food, clothing or housing. MemberConnections® also provides outreach activities that promote healthy lifestyles such as education about the importance of exercise and disease prevention, and healthy cooking. Healthy lifestyles include initiatives such as the following:

- **Healthy Choices** – This program focuses on removing barriers that make it difficult for our members to be able to make healthy food choices. LHCC provides members access to healthy foods and educates them on the choices they make every day. Also includes Nutritional Consults- Nurtur will provide specialty Nutrition consultations for members in Case Management as needed. Topics covered within nutrition consultations include, but are not limited to: the role of nutrients in human nutrition, identifying special nutritional needs (if any), instruction on healthy food preparation methods, eating away from home and strategies for overcoming barriers to change. Nutritional consultation focuses on encouraging members to develop life-long healthy eating habits. Specialty consults will be provided within the scope of total member volume and may be reduced and/or eliminated as enrollment into Nurtur Coaching programs reaches full capacity. Initial consults will be 30 minutes with a follow-up consult of 15 minutes within 30 days. Consultations are provided telephonically by our staff of Registered Dietitians.
- **Healthy Cooking Demonstrations** –As part of our Healthy Lifestyles Program, LHCC will hire a professional nutritionist, cook or chef to provide a one hour healthy eating and food preparation class at a local community center, church, or other facility equipped to provide such presentation. The class will focus on healthy eating and choosing health conscious foods while on a tight budget.
- **Healthy Homes** - Assists individuals who live in low-income or public housing to identify and address health hazards in the home. LHCC will identify and address health hazards, such as lead, and provide tools to assist members in making their home a safe, healthy and comfortable place to live.
- **Healthy Congregations** - This program focuses on bringing health education to faith-based organizations, such as churches. As part of our Healthy Congregations Program we partner with churches located in areas where many members live.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members are eligible to participate in the MemberConnections®, Personal Helpers program.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions or limitations that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

The benefit will be provided by LHCC Member Connections Staff, and for the dietary consults, the Registered Dietitians at Nurtur.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Members may inquire about the availability and scheduling of these programs through the Customer Services call center representative or MemberConnections representative, or may hear about them in the community.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with MemberConnections®, Personal Helpers benefits will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: ConnectionsPlus®

1. Define and describe the expanded benefit.

The ConnectionsPlus® Program provides pre-programmed cell phones (at no expense to the member) to certain high-risk Members enrolled in Case Management who lack reliable phone access. These phones allow members to call, text or receive calls and text messages from their PCPs/treating providers, Case Managers, health plan staff, NurseWise, and 911. Generally, these phones are used for members who do not qualify for the SafeLink phones. The objective of the program is a reduction in preventable adverse events such as inappropriate ER use or hospital admissions through improved access to health care information and treating Providers. Members are educated on observing their health status and calling promptly for advice rather than waiting until the next appointment. The cell phones are also used so that Case Managers can send the member a text message with health information targeted to the individual member's condition.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

This benefit is available to all LHCC members.

3. Note any limitations or restrictions that apply to the expanded benefit.

The member must agree to participate in LHCC's Case Management Program. The member must have a high-risk diagnosis or disease state documented and must be approved by an LHCC Case Manager to receive a phone. Members are limited to one cell phone. For pregnant women, phones must be returned to LHCC within four weeks of the Member's delivery of the baby.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

LHCC's Case Management and MemberConnections staff are responsible for delivering phones to members.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Members or providers may initiate a request through a Case Manager, Customer Services call center representative or MemberConnections Representative. A Case Manager will outreach to the member, telephonically to determine if the member qualifies and then arrange for a face-to-face visit to deliver the phone, program with appropriate numbers, test the phone to ensure it works as anticipated and review return guidelines with the member.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with Connections Plus benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Flu Prevention

1. Define and describe the expanded benefit.

Flu Prevention is our annual campaign that provides targeted outreach to members. The program provides information about preventing the transmission of the influenza virus by encouraging members to get the seasonal influenza vaccines, taking everyday precautions to prevent illness, and what to do if a member (or family member) becomes ill.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

This benefit is available to all members.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

This benefit above will be provided by LHCC Member Connections Representatives, Case Managers, and Customer Service or Quality Department staff.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Members are able to access the service by calling Member Connections Representatives, their Case Manager, or Customer Service Representatives at LHCC and requesting the service.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Flu Prevention benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Healthy Celebrations

1. Define and describe the expanded benefit.

This benefit helps ensure that LHCC members receive needed preventive health check-ups. At these events, LHCC partners with provider offices across the state or region to identify members who have missed certain preventive care visits. LHCC staff then outreach to the member to encourage them to make an appointment for the needed service on a certain day set aside by the practice.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members who have been identified as having missed important preventive care visits are eligible to receive this benefit.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions or limitations that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

This service will be provided by LHCC Member Connections Representatives, or Quality Department staff.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. Members will be notified of the availability of this expanded benefit in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Members are able to access the service by calling Member Connections Representatives, their Case Manager, LHCC Quality Department staff or Customer Services at LHCC and requesting the service.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Healthy Celebrations benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Online Mental Health Resources

1. Define and describe the expanded benefit.

Online, consumer directed mental health resources are provided through www.myStrength.com, a website that offers a range of resources to improve mental health and overall well-being. myStrength is also accessible through a Members smart phone, using an application that is provided to members at no cost. Members can participate in myStrength to increase awareness of mental health needs and engage in personalized eLearning programs to help overcome depression and anxiety.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

This benefit is available to all members.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no limitations or restrictions on this expanded benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Services are provided through myStrength, an LHCC contractor.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Members may access this service by accessing the myStrength website at www.myStrength.com using their computer or smart phone.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Online Mental Health Resources benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Healthy Initiatives

1. Define and describe the expanded benefit.

Children

This is LHCC's program to educate child members on a variety of topics. *Healthy Initiatives* includes a proprietary children's book series developed in partnership with a nationally-recognized children's author. The Darby Boing series focuses on obesity prevention and healthy eating, asthma, diabetes, and the ills of smoking. Healthy Initiatives also includes our newly designed "Darby's Kids Club" which includes an interactive website, newsletters, school visits and contests. Some Darby Boing Book Titles include:

- **Adventures from Puffletown** – helps children/parents understand asthma
- **Super Centream 5 Cookbook** – a cookbook of healthy recipes for kids
- **Smokey Yuckpack** – focuses on the dangers of smoking

Our Healthy Initiatives for Children Program also includes:

- **Exercise Toolkit for Children** - Includes items kids would use to move such as bouncing balls to chase, jump ropes, etc.
- **Nutritional Consults**

Teens

Aimed at empowering, educating and reinforcing life skills with our teenaged members. Our educational series "Off the Chain" addresses health issues, dealing with chronic diseases such as asthma, domestic violence, teen pregnancy, and personal hygiene. Our parent Centene has partnered with the National Urban League (NUL) on a Teen Pregnancy Program, include a book co-written by Centene and the NUL, and educational course (including an interactive website and online course) for which a teen can receive high school credits. Our Health Initiatives for Teens also includes nutritional consults, as necessary.

Schools/Adopt a School Program

A partnership between LHCC and local LA schools to provide health outreach and education for children including Darby's Kids Club, which educates child members on a variety of health topics, but focuses heavily on obesity prevention. Also includes a kit of supplies for the school nurse. The kit will include but is not limited to Band-Aids, latex free gloves, glucose tablets, tongue depressors, gauze pads, Bactine and alcohol prep pads.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

This expanded service is available to all children and teens who are members.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions or limitations that apply to this expanded benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

MemberConnections Representatives will provide these services.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Eligible members may self refer to these services.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Healthy Initiatives benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Second Epipen and/or Nebulizer for School

1. Define and describe the expanded benefit.

LHCC will provide members who have severe allergies or asthma access to a second Epipen and/or a nebulizer to address acute episodes while the child is in school.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Child members who have severe allergies or asthma and who are enrolled in participating schools.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions or limitations on this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

School nurses will provide the benefit to eligible members in need.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

Eligible children who are members and who are experiencing an acute episode while in school may obtain the Value-added Service by contacting the school's nurse.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Second Epipen and/or Nebulizer for School benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Start Smart for Your Baby® Value Adds

1. Define and describe the expanded benefit.

Start Smart for Your Baby (Start Smart) promotes education and communication between pregnant members and their case managers to ensure a healthy pregnancy and first year of life for their babies. Start Smart offers a range of care management techniques, including health screenings, educational literature and MP3 players with educational podcasts designed to extend the gestational period and reduce the risks of pregnancy complications, premature delivery, and infant disease which can result from high-risk pregnancies. The program provides educational materials as well as incentives for going to prenatal, postpartum, and well child visits. Other services provided include:

- **Text4Baby** - A text messaging program to improve maternal and child health by sending timely text messages containing health information and resources. Members opt into the program either verbally or on their returned Notification of Pregnancy (NOP) form. Once opted in, pregnant or recently delivered Members receive texts, which span the prenatal and post-partum periods and are individually timed to each Member's due date or baby's date of birth.
- **Breast pump and free gifts for qualified moms**
- **Start Smart® Baby Shower Program** – Baby Showers are conducted in a classroom environment in regions across the state and educate pregnant Members about prenatal and postpartum care for themselves and their newborn. The classes cover the basics of prenatal care, including nutrition, the risk of smoking and benefits of smoking cessation, the progress of a fetus throughout pregnancy, the importance of regular follow-up with medical Providers, common health issues that occur during pregnancy, and a review of the Start Smart® and MemberConnections programs.
- **NICU Kits** - Kits tailored for either premature or non-premature babies that include educational information, for example, about caring for a baby and family planning, and useful items such as diapers. The kits are delivered by a MemberConnections Representative who also provides educational information for the parents such as how to access health care services, the importance of selecting a pediatrician and scheduling the babies well visits, appropriate emergency room use, available parenting programs and other services such as smoking cessation, Connections Plus and transportation benefits.
- **Start Smart Thermometer** – Once a Notification of Pregnancy is received.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

The Start Smart for Your Baby Program Value Adds are available to all pregnant members who have completed and submitted a Notification of Pregnancy form.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no limitations or restrictions that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

The Start Smart Program Value Adds are provided by LHCC Case Managers, MemberConnections Representatives and support staff.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications, including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and

member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

LHCC OB Case Management staff will outreach to pregnant members to enroll them in Start Smart. In addition, members can call the toll free number which is listed in the Member Handbook, on our website, and in their Louisiana Healthcare Connections ID card to obtain information about the Value-added Service. Eligible members will be directed to an OB Case Manager who will provide them the requirements and complete an NOP if not on file already to enter them into the program.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Smart Start Program will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports..

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Adult Vision Services

1. Define and describe the expanded benefit.

LHCC will provide an annual routine exam and refraction and one pair of frames and lenses through OptiCare Managed Vision, Inc.'s provider network to members who are 21 years of age and older.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Members 21 years of age and older.

3. Note any limitations or restrictions that apply to the expanded benefit.

OptiCare Managed Vision, Inc. will provide eligible members with a routine exam and refraction and one pair of new prescription lenses and frames once every year. Providers must prescribe new lenses and frames that comply with the standards specified in the LHCC Provider Manual.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

The Value-added Service will be provided through OptiCare Managed Vision, Inc.'s provider network, which includes Optometrists, Ophthalmologists, and Opticians.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

A member may self-refer to a participating OptiCare Managed Vision, Inc. provider or call our Customer Service call center for assistance in locating an OptiCare Managed Vision, Inc. provider.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Adult Vision Services expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Adult Dental Services

1. Define and describe the expanded benefit.

- Oral exams and cleaning, no co-pay
- Bite wing X-rays, no co-pay
- Simple tooth extraction, no co-pay
- Dental hygiene supplies (includes toothbrush, toothpaste, floss and mouthwash)

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Members 21 year of age and older.

3. Note any limitations or restrictions that apply to the expanded benefit.

This benefit will be provided only to members who are 21 years of age and older and will be provided only through the Federally Qualified Health Center delivery sites, at which onsite dental health services are provided. **Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.**

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

The expanded benefit will be provided through the over 20 Federally Qualified Health Centers delivery sites at which onsite dental health services are provided.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

A member may self-refer to a participating Federally Qualified Health Center provider or call our Customer Service Department for assistance in locating a participating Federally Qualified Health Center.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Adult Dental Services expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Enhanced Hearing Services for Adults

1. Define and describe the expanded benefit.

LHCC will provide enhanced hearing services for Members 21 years of age and older. The services will include:

- One annual hearing exam
- One hearing aid every two years

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Members 21 years of age and older.

3. Note any limitations or restrictions that apply to the expanded benefit.

Eligible members are restricted to receiving one hearing exam each year and one hearing aid every two years.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Providers in LHCC's provider network who are eligible to provide hearing exams and to prescribe and provide hearing aids will provide this expanded benefit

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

A member may self-refer to a participating eligible provider or call our Customer Service call center for assistance in locating a participating eligible provider.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Enhanced Hearing Services for Adults expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Adult Vaccines

1. Define and describe the expanded benefit.

LHCC will offer vaccines administered at a participating pharmacy to Members 21 years of age and over. Covered vaccines include:

- Annual Pneumonia Vaccine
- Influenza Vaccine
- Shingles Vaccine
- Meningitis Vaccine

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All Members 21 years of age and over.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no restrictions on this benefit but members will be limited to receiving one Pneumonia, one Influenza, one Shingles and one Meningitis vaccine each year.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Pharmacies in LHCC's provider network will provide this expanded benefit. Pharmacies providing the vaccines will be asked to inform the member's PCP when they provide the vaccines.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

A member may self-refer to a participating eligible provider or call our Customer Services call center for assistance in locating a participating eligible provider.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Adult Vaccines expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Portable Oxygen

1. Define and describe the expanded benefit.

LHCC will provide Portable Oxygen to Members over 20 years of age who are eligible for stationary oxygen concentrators.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members over 20 years of age who have an eligibility for stationary oxygen concentrators.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no limitations or restrictions that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Any LHCC provider who writes the orders for stationary oxygen concentrators, such as PCPs, Pulmonologists, Cardiologists, etc.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

The member's provider may contact our Utilization Management Department for an authorization, or the member may contact a Case Manager for assistance in discussing this value add with their PCP.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Portable Oxygen expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: IV Bulb Pump

1. Define and describe the expanded benefit.

LHCC will provide IV Bulb Pumps to eligible Members who are receiving ambulatory IV therapy. The IV bulb pump, with supplies that are smaller and easier to handle and pack for travel, offers members receiving IV therapy more flexibility to leave their home while still receiving IV therapy. This flexibility makes this benefit particularly attractive for children and their caregivers. The IV bulb pump also requires less physical monitoring by a home health nurse, which also serves to increase flexibility for the member as they are not required to be home to coordinate these visits.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

All members who are receiving ambulatory IV therapy and meet medical necessity for an IV Bulb Pump are eligible for this expanded benefit.

3. Note any limitations or restrictions that apply to the expanded benefit.

There are no limitations or restrictions that apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Any LHCC provider who writes the order for ambulatory IV therapy administered through IV Bulb Pump.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

The member's provider may contact our Utilization Management Department for an authorization, or the member may contact a Case Manager for assistance in discussing this value add with their PCP.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The IV Bulb Pump expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Circumcision for Newborn Males

1. Define and describe the expanded benefit.

LHCC will provide coverage for circumcision for newborn males during the initial hospitalization.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Newborn male members.

3. Note any limitations or restrictions that apply to the expanded benefit.

The benefit will be covered for newborn male members only during the hospitalization involving their birth.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Obstetrician or other physician providers in LHCC's provider network who perform circumcisions will provide this expanded service.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

The mother of the newborn male member may request this service prior to, during, or immediately after the birth of her child while she is still in the hospital.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

The Circumcision for Newborn Males expanded benefit will be recorded as encounter data but will be identified as a non-covered benefit.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Proposed Value Added Service: Mini-Grants

1. Define and describe the expanded benefit.

This program will work with local nonprofit agencies to develop or support innovative programs or services that target subgroups of our members such as children in Case Management or members facing health care disparities. The focus of each grant might be facilitating health care delivery, mentoring health care literacy, creative approaches to community outreach or normalizing the life of children in Case Management. Each Mini Grant will be decided on a case-by-case basis. An example would be working with organizations who offer summer camps focused on health and activity to combat pediatric obesity and identifying members who would benefit from attending those camps. LHCC would then fund the camp fees for these members. Another example may be working with a clothing establishment to help members obtain appropriate clothing for an important event in their life, such as a job interview, or a prom or dance for our adolescent members.

2. Identify the category or group of Members eligible to receive the expanded service if it is a type of service that is not appropriate for all Members.

Selected subgroups of our members such as children in Case Management or members facing health care disparities will be eligible to receive this expanded service.

3. Note any limitations or restrictions that apply to the expanded benefit.

No restrictions or limitations apply to this benefit.

4. Identify the types of providers responsible for providing the expanded benefit, including any limitations on Provider capacity if applicable.

Selected nonprofit agencies will be responsible for providing the expanded benefit to LHCC members.

5. Propose how and when Providers and Members will be notified about the availability of such expanded benefits.

Louisiana Healthcare Connections (LHCC) will inform providers of the benefit through the Provider Manual and during Provider training and regular communications including newsletters, e-mail, webinars, and orientations. LHCC will inform members of the availability in the Member Handbook and member orientation programs. Case Managers, Member Connections, and Customer Services call center representatives may also provide information about the benefit when interacting with members.

6. Describe how a Member may obtain or access the Value-added Service.

A member may access the value add service through a non-profit organization that LHCC has partnered with to distribute the grant funds.

7. Describe how, you will identify the expanded benefit in administrative data or encounter Data.

Costs associated with the Mini Grant benefit will be isolated into a specific cost center and will be maintained in our Administrative Expense Reports.

8. Indicate the PMPM actuarial value of expanded benefits assuming enrollment of 250,000 members, accompanied by a statement from the preparing/consulting actuary who is a member of the American Academy of Actuaries certifying the accuracy of the information

Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

9. Include a statement that you will provide the expanded benefits for the entire thirty six (36) month term of the initial contract.

Louisiana Healthcare Connections will provide the additional benefit for the entire 36 month term of the initial contract.

Please see ***Attachment Y.1: Actuarial Certification.***