

# Amerigroup Washington: A Whole-Person Approach

Presented by: Kathleen Boyle, Caitlin Safford

# Who We Are

- We help provide access to health care for over 150,000 people in Washington State and 6 million nationwide
- We are committed to whole person care and create value-added benefit packages that support people in improving their health and wellbeing
- We have strong collaborations with our rural providers and communities and strive to be flexible and innovative to support them
- We have a national team and local experience to draw upon when helping develop the integrated care models that work in the region
- We have health plans in 16 states that fully integrate physical and behavioral health programs

# Our Approach to Integration

- Three pillars to our approach
  - Trauma-informed
  - Strengths-based
  - Person-Centered
- Accomplished through:
  - Integrated, multi-disciplinary teams at the health plan
  - Community-based case management and care coordination
  - Supporting our providers in clinical integration and whole-person, population health management

# Implementation Lead and Supporting Team

Kathleen Boyle, Director of Behavioral Health  
Implementation Lead & Primary Contact

## Team:

- Craig Smith, CEO and Plan President
- Stuart Battersby, COO/CFO
- Lani Spencer, Regional VP of Care Management
- Caitlin Safford, Director of Government Relations
- Kathleen Boyle, Director of Behavioral Health
- Jacquie Owens, Director Network and Provider Relations
- Donnell Folta, Director of Operations
- Ashley Rodgers, Senior Documentation Analyst

# Implementation Contact

Please direct all communication regarding  
FIMC Implementation to:

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# Corporate Support

- We have a national team dedicated to providing local health plan staff with supporting implementation pre- and post-January 1, 2018
- Our Implementation Management Office (IMO) has a 100% success rate of on-time implementations

# Implementation Plan Highlights

- Define and continuously refine success for implementation
- Finalizing contracts with providers
- Identifying provider education and training needs to work with managed care
- Align processes with our fellow MCOs
- Phased hiring for operational and provider support

# Continued Community Outreach

- Public forums to encourage accountability
- Committed to our partnerships with county commissioners and county facilities
- Continued work with the ACH to further our regional goals around integrated care
- Work with Okanogan County to prepare them to join North Central in the future



**QUESTIONS?**