

SECTION AA – VALUE ADDED TO LOUISIANA EMPLOYEES

AA.1 Describe the workplace wellness program and employee incentives you will have in place for your Louisiana-based employees within 3 months from the effective date of the contract. Include incentives for participation. Program components, and expected results.

The proposed annual monetary expenditure for this program and will be considered a binding contract deliverable. If for some reason, including but not limited to lack of employee participation, the proposed annual expenditure is not expended the department reserves the right to require the MCO to provide an alternate employee wellness benefit of equal value and/or may conduct reconciliation for the amount unexpended.

Workplace Wellness Program

Since 2007, Centene Corporation (Centene), Louisiana Healthcare Connections' (LHCC) parent company, has been committed to offering *Healthy Pathways*, an employee workplace wellness program that promotes a healthier lifestyle and personal accountability through health risk assessment, biometric screening, health coaching, a built-in incentives program, education, and mobile and online support services. Through this program, employees' health objectives can be met by assessing their current health status and defining personal goals, such as weight loss, smoking cessation, and/or implementing a healthier diet. Employees can find detailed program information, tools and resources by visiting *Healthy Pathways* website at <https://healthypathways.livehealthier.com>.

This workplace wellness program helps participants easily find the resources needed to achieve better health, while having fun and potentially earning incentives. This program has been made available to LHCC **since the health plan's implementation in 2012.**

Currently, 99% of Louisiana Healthcare Connections' employees are eligible to participate in the program.

Incentives for Participation

The *Healthy Pathways* program provides LHCC employees with the resources they need to feel their best, physically and emotionally. All LHCC benefit-eligible employees can participate in the program and earn incentives. Centene's preferred health plan option provides medical coverage to employees at a reduced monthly premium and eliminates the co-insurance associated with the standard health plan option. To earn the preferred health plan option, employees must earn 500 points through the *Healthy Pathways* program. To earn the first 200 points, employees must complete a health risk assessment (HRA), biometric screening, results review, and test nicotine-free. Once an employee has earned those 200 points, she or he must earn another 300 points by either:

LHCC in action...

I joined Louisiana Healthcare Connections (LHCC) as a Human Resources Coordinator in November 2012. Excited to be a part of such a wonderful managed-care company; I took great pride in serving as a resource to our then 160+ employees. One unexpected duty I was assigned was that of Healthy Pathways Champ – little did I know that this responsibility would forever reshape my life and body. I have struggled with my weight since my college years... I had become comfortable with accepting I would be an overweight and out-of-shape person. However, once I engaged in Healthy Pathways, I had a "light bulb" moment - the results from my biometric screening frightened me... I have lost over 80 pounds (and counting!). I am so fortunate to work for a company that truly supports health and wellness. Today, I can honestly profess that "Healthy is MY way of life!"

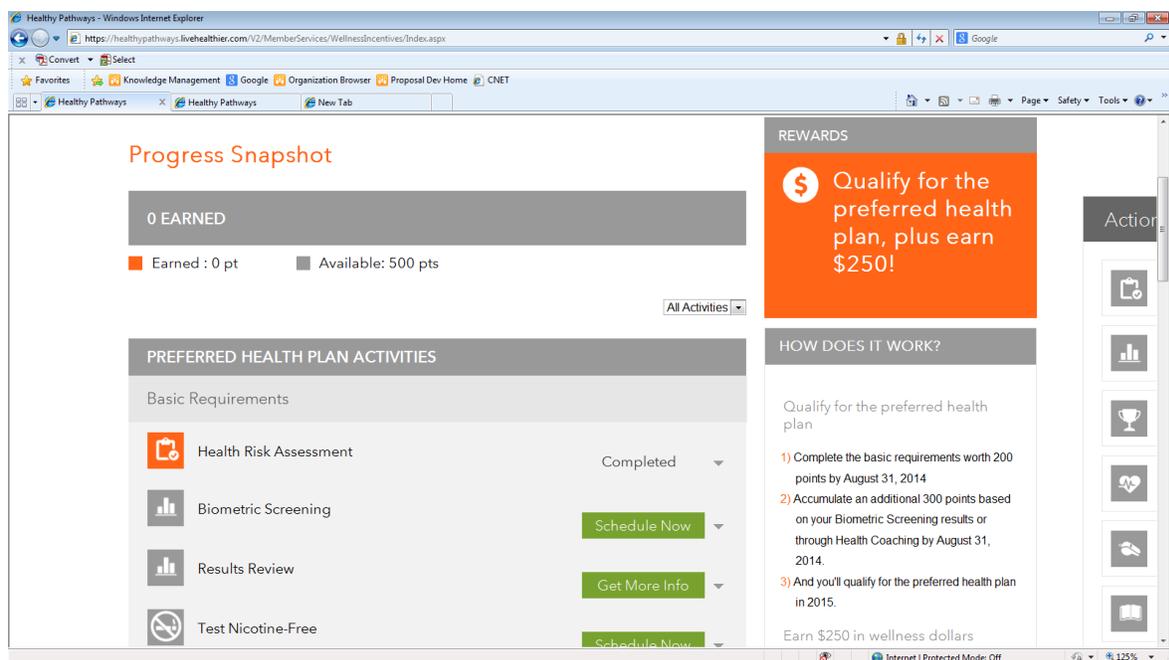
C. G.
Louisiana Healthcare Connections employee
Louisiana Healthcare Connections

- achieving specific biometric targets, or
- participating in 3 health coaching calls

Employees also have the opportunity to earn an additional \$250 wellness dollars contributed to a flexible spending account (FSA) or health savings account (HSA) by participating in specific activities. Employees who complete any three of the following activities over the course of the year earn their wellness dollars:

- 3 wellness webinars/seminars
- 2 preventive screenings (medical, dental, or vision)
- 35+ visits to a gym or fitness center
- 5K race or further
- Complete a Healthy Pathways-sponsored physical activity challenge
- Participate in one of the following weight management programs for 3 months: Weight Watchers, Jenny Craig, Nurtrisystem or the Centene Weight Loss program

To encourage employees to engage fully with the program, an online incentive tracker allows employees to monitor program progress in near real time. The Progress Snapshot displays points that the employee has earned and the available points needed in order to receive program incentives.

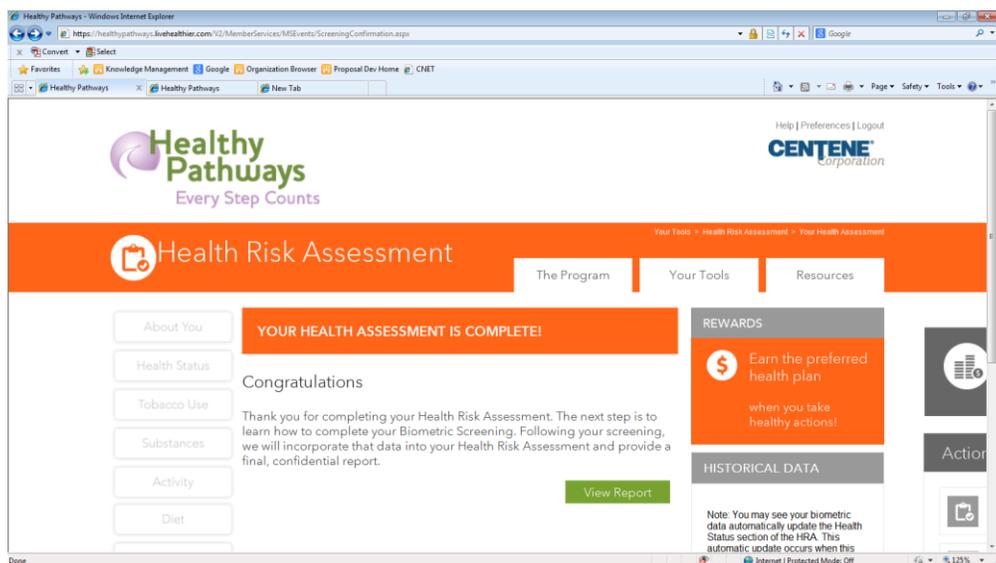


The *Healthy Pathways* program also incorporates Health Challenges within the workplace to help employees reach their health goals faster. One example is the YMCA Fitness Challenge that occurred during the month of August 2014. During this annual event, LHCC partnered with the YMCA for a Fitness Challenge. The contest ran from August 1, 2014 to August 31, 2014. Each program participant

received a 31-day free membership to attend any of the nine Greater Baton Rouge Area YMCAs. Employees were divided into seven teams based on their department, with a total of 95 employees participating. Teams were given the option to choose from 42 different activities each day to earn points for their group. Each activity could only be used once for points. The winning team with the most points at the conclusion of the challenge and the top individual performer were recognized at an awards ceremony held in September. At the conclusion of the challenge participating employees were given a survey to obtain input/feedback on the program to enhance the program in the future.

Another Health Challenge example is the corporate-wide quarterly InStride Plus Challenge, which was created to encourage all Centene staff to get moving by teaching them how simple it is to achieve steps per day. Each participant is given a complimentary pedometer during Employee Appreciation Week to help them count their steps.

Individuals that complete these challenges successfully are able to submit proof of participation and count them as one of the three qualifying health activities required to receive an incentive of a \$250 contribution to a flexible spending account or health savings account.



Tools. All benefit-eligible employees, even those who choose not to participate fully in the *Healthy Pathways* program, are eligible to complete a **Health Risk Assessment (HRA)**. Through a series of questions regarding their health status, tobacco and substance use, level of activity, diet, overall well-being, current conditions and history of preventive health screenings, participants are provided a confidential health report on their personalized **Health Manager** page. This report assigns each individual a wellness score based on the answers that were provided during the HRA as well as suggestions about what the participant can do to improve their health and wellness.

For participants that have chosen to join the program and would like additional assistance reaching their health and wellness goals, or for those who are managing one or more chronic conditions, **Health Coaching** is available by phone. Employees are matched with a personal health coach who will offer tips and guidance to help employees manage conditions and/or achieve personal health goals.

Health coaches help individuals develop strategies, skills, and knowledge of support services that are important to achieve success with personal health goals. Help can be received in the following areas:

- Stress reduction
- Nutrition and healthy eating
- Getting and staying physically active
- Managing asthma
- Managing back pain
- Managing blood pressure
- Managing chronic obstructive pulmonary disease (COPD)
- Managing cholesterol
- Quitting tobacco
- Managing congestive heart failure
- Managing coronary artery disease (CAD)
- Managing depression
- Managing diabetes

Coaching staff are matched to each participant based on their primary health concern. Rather than utilizing only nurses or counselors to deliver coaching services, *Healthy Pathways* employs a multidisciplinary team of clinical specialists to provide all coaching services. The disease management (DM) and wellness coaching team includes: Registered Nurses (R.N.s), Respiratory Therapists, Registered Dietitians, Exercise Physiologists, Certified Diabetes Educators, Master’s level Social Workers, Physicians (M.D.), Registered Pharmacists, and Certified Tobacco Treatment Specialists. By providing employees with expert coaching through this multidisciplinary team, we help reduce overall health care costs, particularly for employees with complex needs.

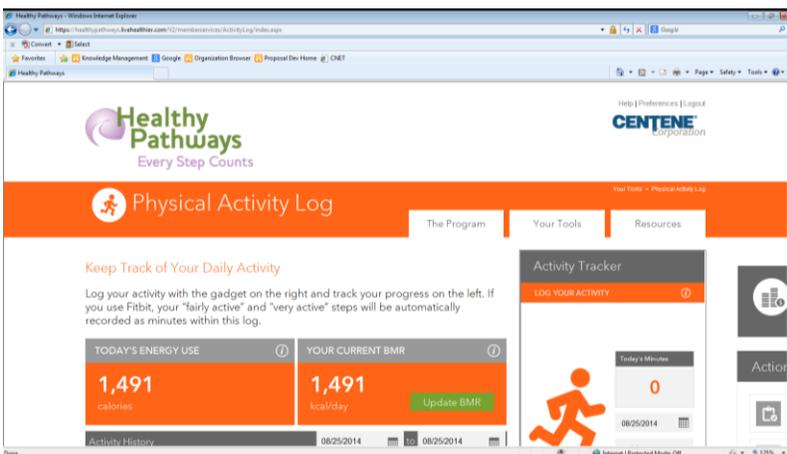
Customer Service is also available telephonically and online. The web portal includes an online Customer Service chat area where employees can ask password or program questions online using a fast, responsive LiveChat feature.

Biometric screenings are an important component of the *Healthy Pathways* program. This evaluation includes a blood test for cholesterol, triglycerides, blood glucose levels; measurement of blood pressure, height, weight and waist size; and a cotinine test. Completing this screening puts participants one step closer to earning the preferred health plan. There are three ways an individual may complete the screening:

- Schedule an onsite biometric screening at their work location, when available
- Download a Physician’s Form that they can take to their personal physician
- Download a lab voucher to be submitted at a LabCorp facility near them

As an additional means for tracking their daily activity, the *Healthy Pathways* website features a **Physical Activity Log**. This tool allows participants to track their daily fitness activity and if the individual uses a Fitbit, their “fairly active” and “very active” steps will be automatically recorded as minutes within the log.

For individuals that utilize a **Fitbit Tracker** to monitor their path to physical fitness, the *Healthy Pathways* program allows members to sync their device and connect their Fitbit account to their wellness account on the *Healthy Pathways* website to make tracking of activities stress-free and seamless.



Resources. *Healthy Pathways* participants are provided access to **Health Articles** that discuss a variety of important healthy living topics, such as back and neck care, diet and nutrition, and immunizations and safety. Participants can also obtain information and resources regarding more serious health conditions including emotional health and wellness, cancer, asthma, obesity and/or pulmonary conditions.

The **Wellness Resources** tab is home to a directory of available services along with links to a collection of resources from employee health benefits providers, an online catalog of wellness webinars and companies that specialize in weight management, like Jenny Criag and Nutrisystem.

Wellness webinars are also conducted throughout the year covering timely topics such as Mindful Eating, Healthy Eating for Physical Activity, and Exercise Trends. These webinars are recorded and are always available on the *Healthy Pathways* portal. Employees can view the webinars and get credit towards their \$250 wellness dollars incentive when they complete the short quiz that follows.

A free, downloadable **Mobile Application** for the Smartphone is also available through *Healthy Pathways*. Users can track InStride and other Health Challenge participation through the app as well as log and track physical activity. Data entered via the App feeds seamlessly to the Web portal in real time.

Program Results

Healthy Pathways not only makes a positive difference for each individual enrolled in the program; it also makes a collective difference in population health. For 2013, evaluation of claims data for differences in screenings, medication adherence and utilization were completed comparing eligible employees earning an incentive versus those insured and not earning an incentive. Employees engaged in the health behaviors drawing an incentive resulted in an estimated \$316K in cost savings. In addition, the likelihood of incentive earners having Emergency Room visits and Inpatient Admissions were significantly lower than non-incentive earners. Additionally, for engaged participants, the total number of individuals with lifestyle management risk factors decreased over time. This program continues to experience strong enrollment; 92% of reached individuals Centene-wide who were identified as having a chronic condition and who were eligible for the program participated in chronic condition coaching in 2013. Overall participant satisfaction with the program was greater than 90 percent.

Additional LHCC Workplace Wellness Efforts

The employees at Louisiana Healthcare Connection (LHCC) are deeply committed to living a healthier lifestyle. In addition to participation in the *Healthy Pathways* program, LHCC staff develop and participate in many other local wellness activities that **all LHCC staff members** are eligible to participate in to encourage better health.

In an effort to support the local community and achieve their fitness goals, LHCC staff participate as a group in numerous company-sponsored 5K runs/walks and other local fitness events. Involvement in these activities also counts as a Health Challenge to help employees reach their health goals and earn incentives faster.

**Louisiana Healthcare Connections was
awarded the distinction of having achieved
DHH's Level 2 WellSpot Recognition.**

LHCC is currently a participant in **DHH's Well Ahead Initiative**, which identifies organizations within the state that are proactively making voluntary changes to improve the health and well-being of its employees. LHCC has been recognized as a Breastfeeding Friendly Workplace and has recently been awarded the distinction of having achieved DHH's Level 2 WellSpot Recognition with the Department of Health and Hospitals Well-Ahead Wellness Program.

All WellSpots must be designated tobacco-free locations. In addition to being tobacco-free, a workplace may adopt additional criteria to achieve a higher level designation. For Level Two status a worksite must implement additional criteria, as follows:

- Tobacco-free policy
- Level Three criteria
- Three additional criteria of choice

Of the additional criteria recommended by DHH, LHCC has adopted the **four** practices identified below:

- Designation as a Breastfeeding Friendly Workplace or Champion by the Louisiana Breastfeeding Coalition - Breastfeeding-Friendly Workplaces provide:
 - Reasonable break time for working mothers to pump breast milk each time they need to throughout the day
 - One or more permanent breastfeeding rooms, or there is a clean, private, and safe space with an outlet, other than a toilet stall that mothers can use for lactation when needed
 - A working sink near the breastfeeding location where mothers can clean pumping equipment
 - The lactation support (a place to pump and break time) is communicated to all current and future employees
 - Breastfeeding Friendly Workplace Champions provide the support listed above, but also have a written policy to support workplace lactation that meets minimum federal law requirements
- 5-2-1-0 partner
 - The 5-2-1-0 Let's Geaux program is adapted from the evidence-based 5-2-1-0 program developed by the Barbara Bush Children's Hospital at Maine Medical Center
 - 5-2-1-0 stands for:
 - 5 or more fruits and vegetables per day
 - 2 or fewer hours of recreational screen time per day
 - 1 or more hour of physical activity per day
 - 0 soda or sweetened beverages per day
- At least 50% of vending items meet the healthy vending guidelines:
 - Healthy vending guidelines:
 - 250 calories or less, 35% of total calories from fat or less (not including nuts or seeds), 10% of total calories from saturated fat or less, 30g of sugars or less, 360mg of sodium or less per serving
 - List of healthy vending options
- Tobacco cessation coverage within employee health plans
 - Health plan covers tobacco cessation counseling and medications, including nicotine replacement therapies (patch, gum, etc.)



As stated above, LHCC is dedicated to providing additional opportunities for improved health and well-being for its employees that extends well beyond the corporate *Healthy Pathways* program. This

commitment can also be seen in the chart below, which provides highlights of several other recent non-incentive based employee wellness activities.

Louisiana Healthcare Connections Company-Sponsored Wellness Programs Highlights	
Lunch & Learns	
2014	Yoga Fitness – During Employee Appreciation week a yoga instructor taught the staff simple moves that can be done in a cubicle setting to relieve stress in the work day.
2014	YMCA Dietitian Presentations – As part of LHCC Employee Appreciation week a dietitian gave a one-hour presentation about making healthy choices and the value of smart food choices, in particular for people who are less active and for those who work at a desk job for 8 hours or more.
Events	
2013 & 2014	Susan G. Komen – In recognition of October as Breast Cancer Awareness Month, staff were educated on early prevention and the importance of self-exams and annual exams. Staff members were also given tips on how to speak to family members about family health. In 2013 – LHCC Staff created two teams to participate in the Baton Rouge Susan G. Komen “Bowling for Boobs” Tournament, receiving a Pink Bowling Pin for most creative costumes and most spirited team.
2013	Employee Appreciation Week/Mind, Body & Spirit – During this week, chair massages were provided as an employee “thank you” and stress reliever. Geaux Fitness Presentation (Cross Fit) – This presentation was an active 30 minute demonstration with staff, in which Geaux Fitness experts taught participants how to use their own body weight and chairs to perform exercises; no gym membership required!
Employee-Created	
2013 & 2014	LHCC Walking Club – LHCC staff began a walking club to meet the <i>Healthy Pathways</i> program specifications. Four walking paths of various lengths were created and mapped by LHCC staff member, Todd Hell. Participating employees receive points toward the <i>Healthy Pathways</i> program incentive.
2013	Vending Machines - The items in the vending and soda machines at the LHCC headquarters were modified to help promote healthy eating for our staff members and to help them make better snack choices. Healthier snack options include baked chips, fruit and oat bars, trail mix, bottled water, seltzer water and several diet soda options.

For each value-added incentive proposed:

- *Define and describe the wellness program/employee incentives and associated measures of performance;*

Preferred Health Plan

Benefit-eligible employees who participate in the Centene Corporation employee-sponsored health plan can earn points toward upcoming year’s preferred health plan rates. For employees enrolled in the PPO plan, the preferred health plan includes 100% coverage of most claims and reduced monthly premiums. For those enrolled in the high deductible health plan, the preferred health plan includes reduced monthly premiums.

**Louisiana Healthcare Connections employees must be
 nicotine free to be eligible for incentives.**

Employees that complete the basic program requirements; A Health Risk Assessment (HRA), a Biometric Screening, Results Review and are Nicotine Free can earn 200 points towards the goal of 500 points necessary to receive the preferred health plan rate. The additional 300 points are earned when the employee has either met their biometric targets or has enrolled in and completed health coaching by the established deadlines.

Employees, who complete the four basic requirements beginning September 1st of the current calendar year and earn 500 points or more by August 31st of the following year, will qualify for the preferred health plan in the first full year. For example, employees who complete the four basic requirements starting SEPTEMBER 1, 2014, and earn 500 points or more by AUGUST 31, 2015, will qualify for the preferred health plan in 2016.

The following diagram demonstrates the ways in which employees are able to earn preferred health plan rates.



*If you are unable to attend an onsite screening, you can download a lab voucher or a physician screening form from the *Healthy Pathways* website for your doctor to complete.

Wellness Dollars

All benefit-eligible employees, including those not participating in the Centene Corporation employee-sponsored health plan, can earn a \$250 contribution to a health savings account (HSA) or health flexible spending account (FSA) as long as they are currently employed by Centene. These wellness dollars can be earned by completing three activities described in the table below.

Qualifying Health Activities	Required Verification
3 Centene health seminars*	Attend onsite or complete seminar quiz answering at least 75% of questions correctly
2 preventive screenings (e.g. medical, dental, or vision)*	File from vendor or explanation of benefits (EOB)
5K race or farther	Registration or results printout form (walk, run and cycle all qualify)
35+ visits to the gym	Gym/fitness studio printout or tracking form signed by trainer
Online challenge	Upload from tracking device (e.g. Fitbit) or key in steps on <i>Healthy Pathways</i> website
Weight management program for at least 3 months: Weight Watchers, Jenny Craig, NutriSystem, or Centene Weight Loss program† only	Receipt or proof of purchase for at least 3 months

**Employees can complete any of the qualifying activities multiple times.*

*This activity only counts as one qualifying health activity toward earning wellness dollars
†For Centene Corporate employees only

Wellness dollars earned during the current plan year will be deposited into the employee’s health flexible spending account (FSA) or health savings account (HSA) in the following plan year.

**Note - There are no incentives or enhanced payments included in programs other than Healthy Pathways.*

If not applicable to all employees; identify the category or group of employees eligible to participated in the incentive or receive enhanced payments;

Employees who work less than 30 hours per week are able to participate in the onsite biometric screening but are ineligible to incentive in the *Healthy Pathways* program. *Healthy Pathways* is open to all full time, benefit-eligible employees, defined as employees regularly scheduled to work a minimum of 30 hours per week. Spouses and dependents who would like to participate in the disease management or tobacco cessation programs included within *Healthy Pathways* can access services as well. As stated above, only those employees who participate in the Centene Corporation employee-sponsored health plan can earn points toward upcoming year’s preferred health plan rates

Note any limitations or restrictions that apply to the wellness benefits/ incentives or enhanced payments;

Employees who do not attain the established point values for the *Healthy Pathways* program activities do not qualify to receive either incentive, as described above. There are no other limitations or restrictions as long as the employee completes all of the qualifying requirements.

Describe how and when employees will be notified about the availability of such programs/incentives;

Program promotion is driven by an annual communications plan that includes branded, targeted communications for employees. Each new hire employee is mailed a welcome letter to introduce them to the *Healthy Pathways* program, a sample of which is provided below.



4000 McEwen Road
Dallas, TX 75244
1-866-245-0447
www.CenteneHealthyPathways.com

Important Program Information

August 11, 2014

«FullName»
«Address1»
«Address2»
«City», «State» «Zip»

Si usted quisiera recibir esta comunicación en español, por favor llame el número de teléfono gratuito 1-877-676-7700.

Dear «FullName»,

There is no better time than today to improve your health and quality of life. That's why we're excited to bring the **Healthy Pathways** wellness program back earlier this year with fun activities, incentives, and life-changing experiences!

"The Healthy Pathways onsite biometric screening was a real wake-up call. Not only was I heavier than recommended, but my blood pressure and cholesterol levels were both higher than the normal range. Since starting my health coaching calls, I've lost 12 pounds. I feel confident and renewed in my health goals thanks to working with my health coaches." – Alaina

That's just one example of how a coworker has changed her life — and health — for the better. Whatever your personal health goals, **Healthy Pathways** can help you get started and stay motivated.

Like our last plan year, in order to earn the preferred health plan in 2016, **you must complete all four basic requirements by August 31, 2015:**

1. **Health Risk Assessment (HRA).** The online HRA includes basic questions about your health and lifestyle. Upon completion, you will receive a personalized health report. **You must complete your HRA online before you can reserve an onsite biometric screening time or have the screening done by a lab or your physician.** To complete your HRA, visit: www.CenteneHealthyPathways.com.
2. **Biometric Screening.** Biometric screenings are offered onsite at many Centene locations. This year, screenings will take place between **September and November**. The screening includes a blood test for cholesterol, triglycerides and blood glucose levels, a blood pressure check, height and weight measurements, and a nicotine test. Visit the **Healthy Pathways** website to sign up for an onsite screening or, if you can't make it in person, to download a physician form or request a lab voucher. Even if you attended a screening this year, you are required to complete a screening between September 1, 2014 and August 31, 2015 to be eligible for the preferred health plan in 2016.
3. **Results Review.** After your onsite screening, a health coach will review your biometric screening results with you and let you know if you're required to participate in health coaching. If you don't attend an onsite screening, a health coach will contact you by phone after you've completed your health risk assessment (HRA) online and have submitted your physician form or lab voucher to **Healthy Pathways**.
4. **Verify you are nicotine-free.** A nicotine test is included in the onsite biometric screenings. You may also have the test performed by your physician or a lab. (Continue on reverse side)

OP LT-1344
August 2014

Employees are also reminded of this benefit in new employee orientation and periodically throughout the year via interoffice communications, such as emails, posters posted in break rooms or other public areas, and the company intranet site. For example, the Healthy Pathways Quick Start Guide is available for employees to download from the company intranet site.

Healthy Pathways 2014-2015 Quick Start Guide

Preferred Health Plan

All benefit-eligible employees (those regularly scheduled to work a minimum of 30 hours per week) can earn points toward the preferred health plan in 2016. For employees enrolled in the PPO plan, the preferred health plan includes 100% coverage of most claims and reduced monthly premiums. For those enrolled in the high deductible health plan, the preferred health plan includes reduced monthly premiums.

SEPTEMBER
1
2014

Employees who complete the four basic requirements starting **SEPTEMBER 1, 2014**, and earn 500 points or more by **AUGUST 31, 2015**, will qualify for the preferred health plan in 2016.

AUGUST
31
2015

Earn 200 Points
Complete Basic Requirements

- 1 Health Risk Assessment (HRA)
- 2 Biometric Screening*
- 3 Results Review
- 4 Nicotine-free

*You are required to complete a biometric screening between Sept. 1, 2014 – Aug. 31, 2015 to qualify for the preferred health plan in 2016. If you are unable to attend an onsite screening, you can request a lab voucher or download a physician screening form from the Healthy Pathways website for your doctor to complete.

+

Earn 300 Points

Meet Biometric Targets

The better your biometric results, the closer you come to qualifying for the preferred health plan.

Biometric Target Chart	Excellent	Good	Fair	Poor
BMI	<24.9	25 to 29.9	30 to 34.9	≥35
Points	75	50	25	0
Blood Pressure – Systolic	≤119	120-139	140-159	>159
Points	75	50	25	0
Blood Pressure – Diastolic	≤79	80 to 89	90-99	>99
Points	75	50	25	0
Total Cholesterol	≤199	200 to 214	215 to 239	>239
Points	75	50	25	0
HDL (Men)	≥60	50 to 59	40 to 49	<40
HDL (Women)	≥60	55 to 59	50 to 54	<50
Points	75	50	25	0
Fasting Glucose	≤99	100 to 109	110 to 125	>125
Non-Fasting Glucose	≤139	140 to 179	180 to 199	>199
Points	75	50	25	0

OR

Don't Meet Biometric Targets

Enroll in health coaching by **MAY 31, 2015** and complete three coaching calls by **AUGUST 31, 2015** to earn 300 points.

=

Earn 500 points

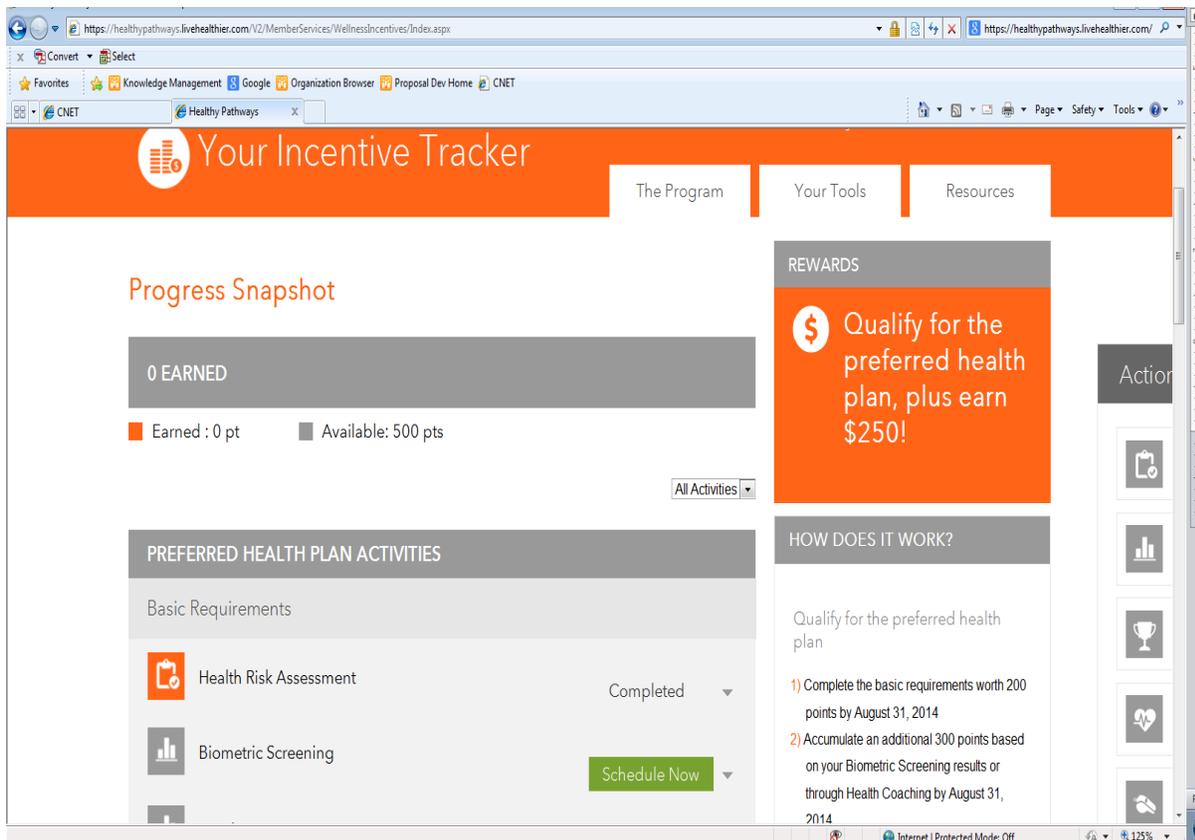
Qualify for the Preferred Health Plan in 2016

Similar approaches are used for notifying employees about LHCC local wellness program efforts. The monthly employee newsletter *WEConnect* (see sample provided) regularly features articles meant to provide helpful health and wellness information.

Employees that participate in the *Healthy Pathways* program and have attained the required point values are notified when they have earned incentives via the *Healthy Pathways* website at: <https://healthypathways.livehealthier.com>.



The Progress Snapshot located on the Incentive Tracker page of the site provides participants a user-friendly view of the points earned and available, as well as notification of completed activities to easily monitor progress.



Describe how employee input and feedback will be used to realign incentives as appropriate. •

Employee feedback/input is obtained via the local Human Resources (HR) staff within each subsidiary, including LHCC. Centene Corporation maintains approximately one generalist for every 150 employees. This currently translates to one generalist employed within Louisiana Healthcare Connections (LHCC). However, this number will increase to at least three generalists when LHCC is awarded this contract. These individuals have the important role of not only administering the *Healthy Pathways* program at the health plan level but they are considered the “voice” of the participants and tasked with providing feedback/input from employees.

In addition, focus groups are facilitated regularly to discuss the *Healthy Pathways* program and provide recommendations on a variety of topics including coaching, incentives, qualifying behaviors, etc. Finally, HR conducts an annual survey to solicit feedback about the *Healthy Pathways* program in areas similar to those being discussed in the focus groups.

Within LHCC, *Healthy Pathways* and other fitness initiatives are regularly discussed during Employee Activity Committee meetings. As a direct response to this feedback from employees, program improvements have been made since implementation to encourage participation and better meet the needs of LHCC staff.

Describe how you will identify the associated payments in administrative data or encounter data.

LHCC’s payment for the *Healthy Pathways* program is a component of our global payment to our parent company, Centene, for administrative services. We are, however, able to identify costs for the program through Centene’s administration of the program. There are three separate components of *Healthy Pathways* that factor into the total payment for the program:

- *Healthy Pathways* program, including HRA, biometric screening, health coaching, and program administration;
- Additional payment for health insurance premiums; and
- Wellness dollars

Healthy Pathways Program Costs

Recognizing that the level of participation in each component of the program will vary, for example as employees enter and exit health coaching, program costs are measured on a per employee per year basis, based on the average cost of an employee participating in the program. On a monthly basis, Centene receives an invoice from the *Healthy Pathways* administrator. This information is entered and able to be tracked in Centene’s general accounting system.

Health Insurance Premiums and Wellness Dollars

Gathering Data to Document Incentives Earned. All of the data required to track qualifying activities necessary to earn these incentives is tracked by *Healthy Pathways*’ program administrator in their Incentive Platform. Certain activities completed through *Healthy Pathways*’ website, such as HRA completion and registration for health challenges, are tracked real-time. Other activities, such as biometric screenings (and values) and webinars are uploaded into the system through files submitted by the vendor

responsible for the activity. Finally, there are certain activities that are self-reported and manually entered into the system by the employee, such as gym attendance, race participation, or participation in a weight management program. Employees are also able to upload a self-attestation, verifying their participation or other documented proof, such as a copy of their registration for a race or a photo at the finish line.

On an annual basis files are generated, using the information gathered in the Incentive Platform, that list each of the employees who have earned the preferred health insurance premiums and/or the wellness dollars. These files are transferred to Centene through a secure FTP site. Centene then uses this information to notify our health insurance carrier which employees will receive preferred premiums and to identify which employees to transfer wellness dollars into their flexible spending or health saving account.

Health Insurance Costs. On an annual basis, Centene’s Compensation and Employee Benefits Department works with Actuarial Services to determine the total cost for the standard and preferred health insurance plans. Because the preferred plan includes both enhanced benefits (no co-insurance) and lower premiums for the employee, Centene is paying a high amount for the preferred plan. The value of the incentive, therefore, is considered to be the difference spent by Centene on the preferred plan compared to the standard plan. Because the percent of employees who coverage includes employee only, employee + spouse, employee + child(ren) or employee + family varies, for purposes of this calculation, an average of the cost of each coverage type is used.

*Indicate the total annual expenditures proposed for each of the three (3) contract years.
Include a statement of commitment to provide these expenditures for this purpose for the entire thirty six (36) month term of the initial contract.*

LHCC estimates that the total annual expenditure for each of the three contract years will be
Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.

LHCC commits to provide these expenditures for this purpose for the entire thirty-six (36) month term of of the initial contract.

These amounts are based on 2014 participation and level of incentives earned and an assumption of 400 Louisiana-based LHCC employees to administer this contract. In addition, calculations to arrive at the total program costs were based on the following:

- **Healthy Pathways program.**
Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.
- **Preferred Health Insurance.**
Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.
- **Wellness Dollars.**
Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.
- **Total Expenditure.**
Per RFP Section 22.13. Proprietary and/or Confidential Information, this information is confidential and has been redacted from this copy.