A Decade Of Doing The Right Thing in Hawaii
For Our Members, Providers and Our Communities

Beyond Traditional Managed Care

Many of our members need help every day, requiring long-term care and services that go beyond traditional managed care. They want independence, social interaction, employment and educational opportunities. By serving these individuals where they live and gaining a clear understanding of what they want and need, not only do we improve their care, we help them make real changes to the quality of their lives.

The 'Ohana Way

Everything we do is centered around the needs of each member we care for. We have care coordinators on all islands, who live in the communities in which they serve. After an initial assessment, our service coordinators work closely with each member to develop a customized service plan, directed by our member and their personal goals. These plans are updated and adjusted every step of the way, and throughout every phase of their life, to ensure we are in line with their goals and needs.

Services That Work

We provide holistic, person-centered care not only because it's effective, but because it's the right thing to do. This includes:

- Making sure our member has access to the services and support they require. This can include home care, personal assistance, transportation services, home delivered meals, medical equipment and supply delivery -- all coordinated seamlessly by our integrated team.

- Focusing on bringing services and support to our member's home as much as possible, allowing them to stay with their families and age in place.

- Providing respite care for family caregivers so they can continue to work or take a vacation knowing their family member is well taken care of.

- Through our self-direction program, we also provide payment to a family member or other caregiver, based on our member's preference. Payments include mileage reimbursement.

- Our C.N.A. Scholarship Program in partnership with The Caregiver Foundation.

Making a difference one person at a time

"I'm so happy that you came into our lives and that you care for my mother the way that I would."
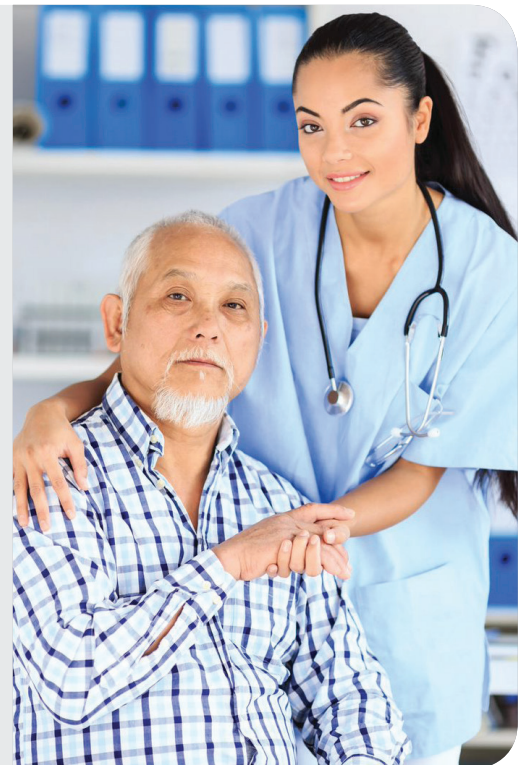
Debra typifies what's known as the sandwich generation, forced to choose between earning a living and caring for an elderly parent. When those demands became overwhelming, Debra found 'Ohana Health Plan. At first, we provided care for Debra's mom, Yolanda, in her own home. When Yolanda's dementia progressed to the point where she was at risk of harming herself it was time to for us to take the next step.

'Ohana Health Plan's Adult Foster Care program provides care for elderly members in a loving home setting. Case managers get to know clients and their families to find the right family and home situation to match each member's needs and personality. For Debra and Yolanda it was clear very quickly that Juni and her home were a perfect fit. In no time, Yolanda was part of Juni's family and Debra could see that her mom was doing much better, "she's done a 360, a complete turnaround under Juni's care."

Care That Works

- Nearly 80% of LTSS members remain in the community vs. being institutionalized, resulting in significant savings.

- 'Ohana Health Plan's Member ratings exceed the 2018 benchmarks for Health Promotion and Education and for our Health Plan overall.

- Year over year increases in members who report satisfaction with:
  - Our communication to help them manage their condition
  - Our professional counseling over the phone
  - Interactions with Service Coordinators and Case Managers

- Hospital providers reported 100% satisfaction with our Transition Management Coordination (TMC) program services.

Sources: SPH Analytics Medicaid 2018 CAHPS Child Survey Report; BH ECHO Survey; 2018 TMC Program Provider Satisfaction Survey

'Ohana Health Plan is an affiliate of WellCare, a leading provider of Medicaid and Medicare plans with more than 5.5 million members nationwide. With 250-plus employees in Hawaii serving members on all islands, 'Ohana Health Plan has utilized WellCare's national experience and resources to develop a care model that meets the needs of Hawaii's Medicaid and Medicare beneficiaries.