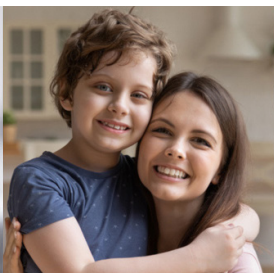
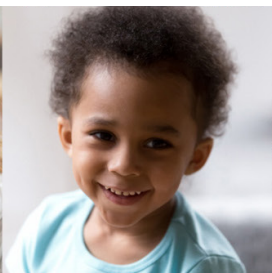


# SKYGEN®



Moving  
ORAL HEALTH EQUITY  
**FORWARD**





## TPA Services That Advance Oral Health Equity

The COVID-19 pandemic exposed what Medicaid programs have known all along – that vulnerable people suffer the most in times of economic stress. With Medicaid enrollment skyrocketing to record numbers in the past three years, states and Managed Care Organizations (MCOs) are finding it even more difficult to assure access to appropriate dental care and oral health equity for everyone.

As a leading digital transformation partner to MCOs nationwide, **SKYGEN has created and administers some of the most efficient Medicaid dental and vision programs in the country.** Our digital approach aligns people, processes and technology to support states and MCOs in advancing oral health equity goals. SKYGEN's market-leading automation platform and flexible strategies help ensure all members have the opportunity and ability to access quality dental care.



# ORAL HEALTH EQUITY - SKYGEN'S DIGITAL APPROACH



## People

ENGAGE  
CONSTITUENTS  
DIGITALLY



## Process

PROCESSES CAN BE  
DIGITALLY MANAGED  
AND MEASURED



## Technology

DRIVE AUTOMATION,  
ADOPTION AND  
INSIGHTS



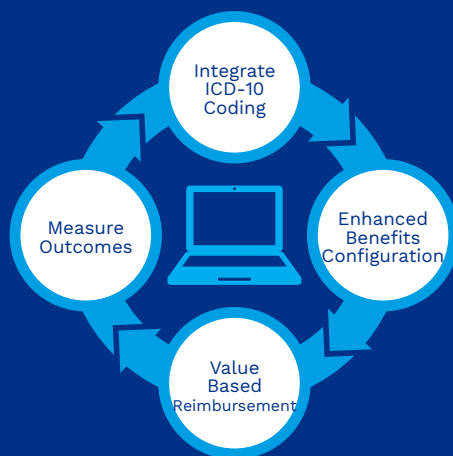
# SUPPORTING MCOs DURING TIMES OF CHANGE

With SKYGEN, states and MCOs can respond effectively and with far less friction to rapid increases in membership or new market opportunities in order to provide access to all. SKYGEN offers a flexible menu of administrative services, automated claims processing, and a full suite of technology-enabled member and provider services, network development, analytics and reporting and more.

## Flexible Benefits Configuration and Claims Automation

SKYGEN's enhanced benefit configuration and flexible claims automation allow for rapid implementation of changes in benefit plans that can provide greater access to care for children, adults and entire families. For instance, when the state of West Virginia authorized an expansion of Medicaid dental benefits on select services for adult beneficiaries, two MCOs partnering with SKYGEN needed to respond quickly. **SKYGEN launched the Expanded Benefit within 30 days.** In another case, SKYGEN was able to take over administration of this expanded Medicaid dental benefits program within 30 days for another plan that initially managed the program in-house.

To ensure members do not incur any out-of-pocket expenses in West Virginia, the MCOs requested prior authorization on all Expanded Benefit services except for the periodic exam, initial comprehensive exam, and comprehensive periodontal evaluation. SKYGEN met this request, and added an accumulator by setting the maximum benefit dollar amount with a yearly period for the codes that make up the expanded benefit. As claims are processed the member's accumulator balance is updated. Payments to the provider end once the maximum amount is consumed. **These MCOs are already seeing early returns on the desired outcomes of better overall consumer experiences and increased member satisfaction.**



SKYGEN eliminates manual workflows with ICD-10 codes by integrating the codes with enrollment and eligibility files.

**In addition, SKYGEN automation increases efficiencies and minimizes duplication of services across service entry points such as clinics and school programs. With the cost savings, states and MCOs have more flexibility to implement targeted oral health equity initiatives.**

# IMPROVING PROGRAM PERFORMANCE

SKYGEN works with states and MCOs to improve program performance in areas that contribute to oral health equity:

**Value-Based Reimbursement:** SKYGEN helps states and MCOs use innovative reimbursement models based on coordination of care to improve clinical outcomes with an emphasis on prevention.

**Analytics:** SKYGEN analytics arm states and MCOs with the insights they need to target services for those at greatest risk. For example, with populations such as those with intellectually and developmentally disabled individuals and those with diabetes, there is opportunity for improved glycemic control. Those who are medically compromised require more frequent recall due to medication regimens that have adverse oral effects, such as dry mouth.

**Measuring Outcomes:** SKYGEN helps MCOs become more evidence-based by digitally aligning individuals' caries and periodontal disease risk factors with the frequency of preventative services they receive to demonstrate quality improvement and oral health outcomes over time, such as fewer extractions and lower infection rates.



# ESTABLISHING STRONGER CONNECTION WITH MEMBERS

Finding new ways to improve access to care is a priority for states and MCOs, and the SKYGEN Member Mobile App helps accomplish it. The Member Mobile app removes many of the common barriers to care by delivering tools in multiple languages that enable members to find a provider and present member ID cards and plan information at the appointment.

In terms of smart phone ownership and use of health technology, there's little difference between adult Medicaid members and the adult U.S. population as a whole.

Source: Deloitte 2018 Survey of US Health Care Consumers



## **SKYGEN's Member Mobile app helps states and MCOs establish stronger connections with messaging tools they can use to:**

- remind members to set up an initial exam at their dental home, and schedule cleanings
- promote appointment keeping and continuation of care when appointments are cancelled
- push surveys to better understand members' needs and gauge satisfaction
- supply oral health education materials as well as educational materials that address specific health concerns



# ENSURING APPROPRIATE CARE AND IMPROVING PROVIDER SATISFACTION

SKYGEN's **Provider Select Suite** offers digital strategies MCOs can use to improve access to quality care, increase member satisfaction and reduce costs. For example, the Enhanced Find-A-Provider uses both proximity and provider ratings to direct members to providers who deliver the most appropriate and efficient care. **Members have a better care experience. The best providers are recognized, which leads to higher provider satisfaction and program participation. At the same time, MCOs can significantly reduce cost of care, which leads to less fee pressure and better stewardship of program dollars.**

## POTENTIAL ANNUAL COST OF CARE SAVINGS

**Hypothetical savings based on an analysis of more than 750 dentists within a single state. Provider performance ratings distribution:** approximately 25% in the below average performance rating category; approximately 50% in the average performance rating category; and approximately 25% in the above average performance rating category.

### Scenario #1

Move **3%** of patients to the next highest performing rating category

**\$291,000** Savings

**\$0.09** PMPM

### Scenario #2

Move **5%** of patients to the next highest performing rating category

**\$485,000** Savings

**\$0.15** PMPM

### Scenario #3

Move **10%** of patients to the next highest performing rating category

**\$970,000** Savings

**\$0.29** PMPM

## HELPING MCOs MEET STATES' PRIORITIES

SKYGEN offers comprehensive benefits automation software and TPA services to help **MCOs meet state-specific targets for oral health equity**, whether that means finding new ways to improve access to care, using analytics and automation to improve efficiency and processes, or getting expanded benefits in place quickly. Our digital approach to oral health equity enables every constituent - members, providers, MCOs and their state clients, to move in the same direction. MCOs trust SKYGEN to help them improve stewardship of Medicaid dollars to ensure quality access for all.

SKYGEN  
supports

**50M**  
MEMBERS



in all 50 states, the  
District of Columbia  
and Puerto Rico

## About SKYGEN

SKYGEN powers transformation of specialty benefits administration with technology and service solutions that reduce healthcare costs, improve access to care, increase healthcare value and elevate experiences and satisfaction for all stakeholders. SKYGEN partners with healthcare payers, delivery systems, and state regulatory agencies to administer dental and vision and other specialty benefits in both commercial and government markets. With its intelligent software-as-a-service (SaaS) automation, third-party administration (TPA), marketplace connectivity and risk management solutions, SKYGEN powers the nation's leading healthcare organizations, and serves nearly 50 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

For more information, please visit [SKYGENUSA.com](https://www.skygenusa.com).

