

Leading Humanity to Healthy, Vibrant Lives

A solutions-focused conference
addressing the opioid epidemic
and population health

*Lancaster Marriott at Penn Square and
Lancaster County Convention Center
25 S. Queen Street | Lancaster, PA 17603*

September 6-7, 2018



Magellan
HEALTHSM

Conference summary

Magellan Health, Inc. (Magellan) brought together local and national leaders to exchange ideas, share successes and discuss solutions around the challenges we face together in addressing the opioid epidemic and population health in our communities. **Leading Humanity to Healthy, Vibrant Lives** took place September 6-7, 2018, at the Lancaster Marriott at Penn Square and Lancaster County Convention Center in Lancaster, PA. Participants included national and state officials, county human services and drug and alcohol leaders, legislative staff, providers and community stakeholders.

QUOTE
"A truly outstanding conference."
CONFERENCE ATTENDEE



The Lancaster Marriott at Penn Square provided a great venue for the attendees.



Attendees had very favorable responses regarding the overall material presented during this conference (see page 15).

“ I am truly grateful to Magellan for hosting such a powerful conference centered on increasing our knowledge and strategies to effectively address the opioid epidemic and population health not just in Lancaster, but across Pennsylvania. ”
- JAMES REICHENBACH, MS, PRESIDENT, LANCASTER CITY COUNCIL

Conference goals

To position Magellan as a thought leader regarding the opioid epidemic and population health, we hosted this conference to demonstrate our commitment for finding solutions and to provide a knowledge base for our attendees. Our overall goals included:

- 1 **Host a free, 1.5-day, solutions-focused conference** comprising a diverse audience from across Pennsylvania and nationwide to address the opioid epidemic and population health
- 2 **Feature national, state and county leaders** who are passionate about finding solutions to the opioid epidemic and population health
- 3 **Highlight the efforts of local organizations** that are proactively addressing the opioid epidemic and population health
- 4 **Provide networking opportunities** amongst the speakers and the attendees

QUOTE
"Great speakers. Meaningful and practical content."
CONFERENCE ATTENDEE



The conference exhibitors were able to share important community-based information with the attendees.



"I can't say enough good things about all of the valuable information that was shared."
- Conference attendee



The buffet luncheon had plenty of selections for the attendees.

Morning keynote presentation on September 6

Thank you to Teresa D. Miller, Secretary of the Department of Human Services for Pennsylvania, for offering her keynote address, "Building a Healthier Pennsylvania by Addressing Social Determinants."



Secretary Teresa Miller delivers her keynote address.

Teresa Miller has served as Secretary of the Department of Human Services since August 2017. In her time at DHS, Miller has focused on collaborating across agencies to advance Governor Wolf's health innovation and workforce development agendas, overseeing the successful launch of managed care for long term care services, and supporting efforts to address social determinants of health such as food security and housing. Prior to leading DHS, Miller served as Pennsylvania's Insurance Commissioner beginning in January 2015. As Insurance Commissioner, Miller prioritized increasing the Insurance Department's consumer protection, outreach, and education efforts. Before coming to Pennsylvania, Miller served as acting director of the State Exchanges Group, the Oversight Group, and the Insurance Programs Group at the Center for Consumer Information and Insurance Oversight in the Centers for Medicare and Medicaid Services. While at CMS, she helped develop and implement regulations and guidance related to the private market reforms of the Affordable Care Act and state-based exchanges. Miller also previously served as the administrator of the Oregon Insurance Division, where she implemented early stages of the ACA at the state level and made significant changes to Oregon's health insurance rate review process.

QUOTE

"Extremely knowledgeable."

CONFERENCE ATTENDEE

Human Services Secretary Discusses Opioid Crisis and Social Determinants of Health at Annual Magellan Conference

Department of Human Services (DHS) Secretary Teresa Miller today addressed participants at Magellan Health's Leading Humanity to Healthy, Vibrant Lives conference in Lancaster.

"The prescription opioid and heroin epidemic presents one of the largest public health crises that Pennsylvania and the nation have ever faced, and collaboration is necessary to ensure that we are all using the best practices and evidence-based treatment methods that will show those who are suffering that they can live in recovery," said Miller.

Hosted by Magellan Health, the two-day conference highlighted innovative ways stakeholders and providers across Pennsylvania's health landscape are addressing the opioid crisis and social determinants of health. Topics discussed included best practices with a warm hand-off from emergency department treatment for an overdose to a drug treatment program, technology-enabled population health approaches to addiction care, medication-assisted treatment, and the evolution of the opioid crisis.

The Wolf Administration has taken steps to make comprehensive, whole-person care available across the commonwealth in its efforts to fight the opioid epidemic. In 2016, Governor Wolf provided funding to 20 Centers of Excellence (COEs) across the Commonwealth, tasked with using funding to expand services to at least 300 new patients. There are currently 45 COEs in Pennsylvania that provide team-based and whole-person-focused treatment with a goal of integrating substance use disorder treatment, behavioral health, and primary care.

Excerpts from the Pennsylvania Department of Human Services news release on September 6, 2018.

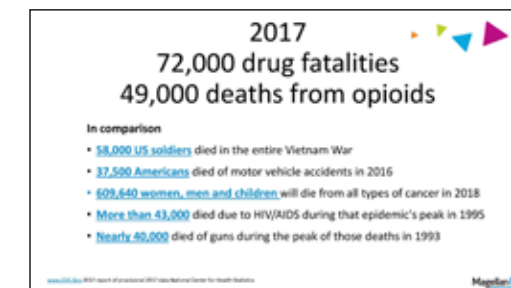
Lunch keynote presentation on September 6

The Opioid Scourge – A Real Story

Caroline Carney, MD, MSc, FAPM, CPHQ, Chief Medical Officer, Behavioral Health and Specialty Medicine, Magellan Healthcare

In her remarks, Dr. Carney addressed the following key points:

- The money; The mortality; The why; The real story
- A review of the neurobiology and where addiction occurs
- The perils of predatory treatment
- Medication-assisted treatment (MAT)
- Tenets of treatment and what's ahead



Dr. Carney's presentation illustrates the significant toll and historical perspective of the opioid epidemic.

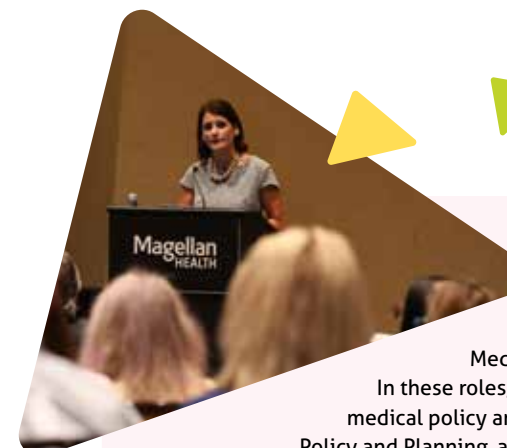


Senator Mike Regan asks Dr. Carney a question following her presentation.

QUOTE

"Review of opioids/addiction was best I've heard and the video made it so real."

CONFERENCE ATTENDEE



Dr. Caroline Carney joined Magellan Health in 2016. Prior to her time at Magellan, Carney served in chief medical officer roles working with Medicare, Medicaid, commercial and exchange populations. Her experience extends to Medicare, Medicaid, Dual Eligible, Commercial and Exchange members in Indiana, Arizona, Texas and Michigan. In these roles, she oversaw medical strategy, utilization management, care management, quality improvement, medical policy and pharmacy. Previously, Carney served as the medical director for the Indiana Office of Medicaid Policy and Planning, and helped launch the first Medicaid expansion products prior to the Affordable Care Act. She was an associate professor of internal medicine and psychiatry at Indiana University and the University of Iowa, where she specialized in providing integrated care for persons with active medical and behavioral conditions. Carney was a National Institutes of Health funded researcher, and has won awards for teaching, research and clinical excellence. Carney is a published author and co-author for over 100 peer and non-peer reviewed publications.

Afternoon keynote presentation on September 6

The Evolution of the Opioid Crisis: Where We Came From and Where We Are Going

Jennifer Chambers, MD, Senior Vice President and Chief Medical Officer, Capital BlueCross

In her remarks, Dr. Chambers reviewed the history of opioids and heroin, and then she provided several strategic steps that the Blue Cross Blue Shield companies are focused on to include:

- Collaboration with medical professionals/ employers/communities to address the gaps in continuum of care
- Blue Distinction Centers for Substance Use Treatment and Recovery will be established to ensure BCBS members have access to

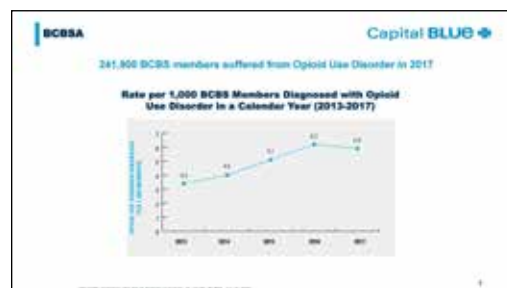
the best clinical thinking and evidenced-based approaches

- A national hotline to be established by 2020
- Opioids should not be prescribed as first or second lines of pain therapy in most clinical situations
- BCBS companies are working to advance research
- The coverage of all non-opioid pain treatment options to include MAT

QUOTE

“Loved it! Very informative.”

CONFERENCE ATTENDEE



Dr. Chambers used this slide to show the impact of an opioid use disorder for their membership over the past five years.

Jennifer Chambers delivers her keynote address.



Since joining Capital BlueCross in 2007, Dr. Chambers has led the company's medical policy, clinical innovation, patient safety initiatives, and clinical teams. Under her leadership, the company has driven innovation within its clinical services programs to improve healthcare outcomes for Capital's members. Prior to Capital BlueCross, Dr. Chambers served as director of palliative medicine at Penn State Milton S. Hershey Medical Center. She was also the clinical director of the Lebanon VA Medical Center in Lebanon, PA where she was responsible for medical inpatient, primary care, and urgent care services. Dr. Chambers is a board member for Keystone Human Services, serves as Chairman of the Keystone Human Services Board, and recently served on the Health Care Improvement Foundation Board based in Philadelphia. She maintains a faculty appointment at Penn State Hershey College of Medicine, and is very active with Penn State Harrisburg, serving on its Board of Advisers and the School of Business Administration board.

Morning keynote presentation on September 7

The Opioid Crisis – A View from NIDA

Carlos Blanco, MD, PhD, MS, Director, National Institute on Drug Abuse (NIDA)

Dr. Blanco reviewed how your brain is affected by addiction and he provided an overview of opioid prescriptions and heroin use. The central focus of his keynote was the importance of developing a learning healthcare system and he offered these conclusions:

- Addictions can be prevented and treated
- Complex biological, developmental and social aspects of substance abuse and addiction suggest multi-pronged responses
- Science provides clues and is essential in planning responses



Dr. Blanco had a passionate plea to the audience to share his desire for a learning healthcare system that is supported by scientific research.

QUOTE

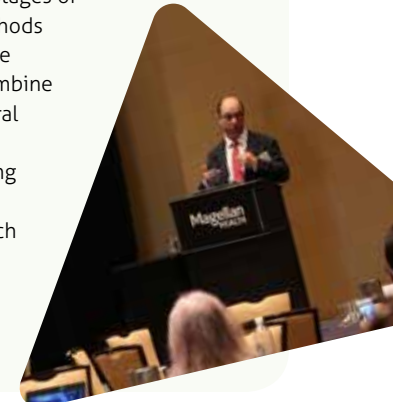
“The presentation of how opioids affect the brain was absolutely phenomenal and greatly appreciated.”

CONFERENCE ATTENDEE



Carlos Blanco delivers his keynote address.

Dr. Carlos Blanco is the Director of the Division of Epidemiology, Services, and Prevention Research at the National Institute on Drug Abuse (NIDA), a component of the National Institutes of Health. Dr. Blanco is a nationally known expert in the epidemiology and treatment of addictive disorders. His accomplishments include, among others, a detailed examination of the course and stages of substance use disorders, the development of methods to quantify the generalizability of clinical trials, the development and testing of interventions that combine motivational interviewing with cognitive-behavioral therapy to improve retention and outcomes in individuals with addictive disorders. Prior to joining NIDA, Dr. Blanco was Professor of Psychiatry at Columbia University Medical Center and a Research Psychiatrist at the New York State Psychiatric Institute. Dr. Blanco has authored over 300 peer-reviewed publications.



A Plenary Session

The Judicial System's Approach to the Opioid Epidemic

Moderator:

Charley Curie

Principal, The Curie Group, LLC

Panelists:

Steve Forzato

Deputy Chief, Pennsylvania Office of Attorney General

Judge Dave Ashworth

Lancaster County Court of Common Pleas

District Attorney Kelly Callihan

Cambria County

District Attorney Craig Stedman

Lancaster County



Kelly Callihan provides an answer during the plenary session.



Steve Forzato provides an answer during the plenary session.



Charley Curie led the panelists and audience through an engaging discussion.

Here are a sampling of the initial questions that were followed by audience questions:

- 1 **Reflecting on the current status of the opioid epidemic** and how it has changed over the last few years, how has our collective response to the crisis developed from your perspective? What do you view as the appropriate role of the judicial system in the epidemic? And from your perspective, what role does treatment/recovery play?
- 2 **From your perspective at the state level**, how can the federal government be most helpful in responding to the opioid epidemic? And from your perspective, how can you and your colleagues at the Commonwealth be most helpful?
- 3 **Can you speak to the differences in approaches** (such as abstinence vs. use of medications) among drug courts in the state? To what do you attribute such differences? How much discretion should a presiding drug court judge have regarding treatment options available to defendants?
- 4 **Historically, Medication-assisted treatment (MAT) has been viewed with suspicion** by the addictions treatment field and negatively by several communities. In light of the new evidence that MAT shows effectiveness in positive treatment outcomes, including reduced recidivism, overdose and relapse rates and increased recovery rates, what is your view of MAT in addressing the opioid epidemic?

Steve Forzato has been the Deputy Chief of Statewide Drug Initiatives for the Pennsylvania Office of Attorney General since May of 2017 following a 31-year career at the Montgomery County District Attorney's Office. In Montgomery County, Forzato held the positions of Narcotics Lieutenant and Commander of 400 drug task force officers. Forzato is recognized in local, state, and federal courts as an expert in drug trafficking, drug trends, coded language used by drug traffickers, and wiretapping.

Judge David L. Ashworth was elected to the bench of the Lancaster County Court of Common Pleas in November of 1999 and retained for a second 10-year term in November of 2009. He presides over Civil Court, Criminal Court, Drug Court and Discovery Motions Court. He is also a Senior Adjunct Professor at Franklin and Marshal College and a Drug Court Technical Consultant with the Federal Bureau of Justice Assistance (BJA) in cooperation with American University.

Kelly Callihan has been the elected District Attorney in Cambria County since 2010. She currently serves on the board of directors for the Pennsylvania District Attorneys Association. In addition, she oversees the Cambria County Drug Task Force, DUI Task Force and Special Emergency Response Team and is a founding member of the Cambria County Drug Coalition, Circle of Support Child Advocacy Center, Sexual Assault Response Team, Elder Abuse Task Force and Human Trafficking Response Team.

Craig Stedman has been the elected District Attorney in Lancaster County since 2008. He has been driven to protect the most vulnerable and created the first ever countywide Elder Abuse Unit as well as greatly enhanced the Child Abuse Unit, which has received statewide recognition. He collaborates with the courts and has reduced the prison population with targeted strategies and increased efficiency. He also created the office's first Outreach Coordinator to focus on outreach, prevention and education and built one of the top Computer Forensic Units in the state.

Charley Curie is the principal and founder of the The Curie Group, LLC, a management and consulting firm specializing in working with national and international leaders in public and private healthcare. In particular, he focuses on mental health services and substance use treatment and prevention arenas, to facilitate the transformation of services and to attain increasingly positive outcomes in the lives of people worldwide.

Opioid epidemic workshops

Pennsylvania Coordinated Medication-Assisted Treatment (MAT): A Penn State and Pennsylvania Psychiatric Institute Story

Dr. Kawasaki provided educational background for the following objectives:

- What is addiction? What is dependence?
- What is the problem, and how did we get here?
- Treatment options: What the evidence tells us
- Challenges: The stigma of opioid use disorder and its treatment
- Penn State and PPI's approach



Dr. Kawasaki discussed how stigma remains a major issue as the public in general confronts how to deal with opioid use disorder.

Best Practices with the Warm Hand-off Program

Kami Anderson
Executive Director, Armstrong, Indiana and Clarion D&A Commission (AICDAC)

Mike Krafick
CRS Supervisor, AICDAC

Shannon Cogdell
Program Coordinator, Penn Foundation

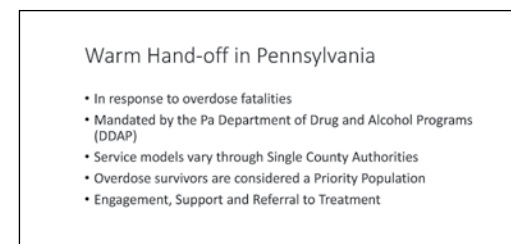
John Janiszewski
On-site Manager, Tower Health at Reading Hospital

Diane Rosati
Executive Director, Bucks County D&A Commission (moderator)



The panelists and the moderator offered their unique experiences and perspective for this statewide program. The discussion was based around the:

- Bucks County model and Penn Foundation's supporting role
- Berks County program
- Addiction Recovery Mobile Outreach Team (ARMOT) in Armstrong, Indiana and Clarion counties



This slide provides a general overview of the Warm Hand-off Program.

Recovery Houses: A Medicaid-Supported Model for Persons with a Substance Use Disorder

Scott Suhring
CEO, Capital Area Behavioral Health Collaborative

Angelica Fiore-Torres
COO, The RASE Project

Jack Carroll
D&A Executive Director, Cumberland/Perry Human Services

The panel discussed the five-year history of recovery houses in the Capital Area Behavioral Health Collaborative to include:

- The number of participating organizations (32 in FY 17/18) and recovery house sites (80 in FY 17/18)
- Scholarship eligibility/application and data results
- Comparison of treatment encounters pre-recovery house vs. post-recovery house



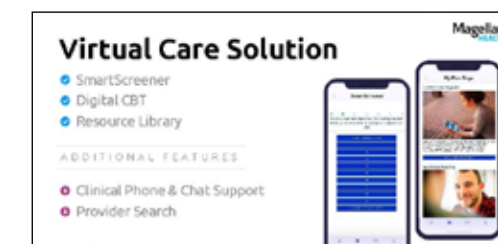
The panel discussed the increase of recovery house scholarships over the past five years.

Technology-enabled Population Health Approaches to Addiction Care

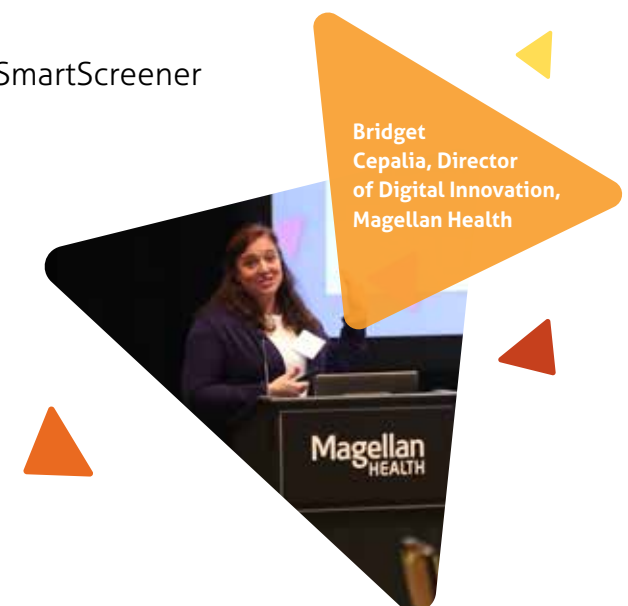
Bridget discussed a virtual solution to support addiction care.

The points covered included:

- The screen/engage tools and dashboard affiliated with SmartScreener
- The structure of the My Plan Page
- Digital Cognitive Behavioral Therapy (DCBT) research
- 24/7 availability of live chat and call center support
- Direct messaging



The virtual care solution was created from the perspective of a member.



Population health workshops

Fostering Collaboration in Housing and Health: Opportunities and Challenges

Brenda reviewed her team's comprehensive scan of housing and healthcare collaborations nationally and the role of healthcare delivery and payment reforms. Her goal during the discussions with housing/health policy and program experts had been to identify and produce a brief on issues, barriers, and opportunities. During the conference presentation, she shared background on these conversations and additional detail regarding:

- A New York Medicaid Redesign Team (MRT) Supportive Housing Initiative
- An Integrated Care Program for the chronic homeless in Houston, TX
- A Housing With Services Program in Portland, OR
- The importance of engaged and committed leadership from a range of partners



Brenda C. Spillman, PhD, Health Economist and Senior Fellow, Health Policy Center, Urban Institute



This diagram shows the comprehensive aspects involved in forming a housing and health collaboration.

Pennsylvania Department of Human Services – A Focus on the Social Determinants of Health

Lynn Kovich, MEd, Deputy Secretary, DHS, OMHSAS
Ben Laudermilch, Executive Housing Director, DHS, OMHSAS

Lynn and Ben reviewed the proactive efforts of Pennsylvania DHS towards the social determinants of health over the past few years, and in particular they highlighted their strategic approach to housing. The information shared included:

- A discussion on the alignment and collaboration of intra- and inter-agency initiatives around specific SDoH priorities
- Food Security Summit and Food Security Partnership (Blueprint for a Hunger-free Pennsylvania). For more information, go to dhs.pa.gov/ending-hunger.
- Housing strategies include:
 - Connecting people to housing and strengthening supports and services
 - HealthChoices reinvestment opportunities for permanent supportive housing (PSH)



Here is a comprehensive listing of social determinants of health that require future solutions.

Category	Item	Item	Item	Item	Item
Economic Stability	Income	Assets	Employment	Health Insurance	Health Care Services
	Cost of Living	Homelessness	Food Security	Transportation	Education
	Healthcare Access and Quality	Community Safety and Violence	Neighborhood and Built Environment	Social and Community Context	Health and Behavior
	Education	Health and Behavior	Health and Behavior	Health and Behavior	Health and Behavior

Fresh Food Farmacy: Changing How We Take Care of Patients with Food Insecurity

Allison provided the financial and health reasons for the Fresh Food Farmacy Program, and in her overview she detailed the following:

- Health outcomes/premature mortality
- Food insecurity and health implications
- The impact and cost of diabetes
- Population health needs assessment
- Clinical/financial outcomes and future plans



The relationship between food insecurity and diabetes is the challenge, and this is also why the Fresh Food Farmacy was created.



Allison Hess, Associate Vice President of Health and Wellness Programs, Geisinger Health Plan



An Innovative Guide for Creating a Community-based Population Health Center

Trina discussed the timeline and challenges she faces to lead the organization in its early phase. In her presentation, she focused on:

- The population health process
- How to start a center
- A funding solution
- Qualitative data and quantitative data
- Surveys and demographic results

Priorities	Mission
<ul style="list-style-type: none"> • Diabetes • Mental Health • Tobacco Cessation • Obesity & inactivity 	<ul style="list-style-type: none"> • Facilitate collaboration and communication • Educate • Manage data and conduct research

These are the current priorities and mission for the 1889 Jefferson Center for Population Health in Johnstown.



Trina Thompson, Executive Director, 1889 Foundation-Jefferson Center for Population Health

Magellan Cares Foundation

During the conference luncheon and evening reception, the Magellan Cares Foundation recognized three local non-profit organizations currently leading initiatives involving the opioid epidemic and/or population health with individual grant awards in the amount of \$5,000 per organization.

Each grant recipient received their award and shared a brief overview of their organization.

Arch Street Center

(based in Lancaster County) - In 1983, a group of local advocates formed the Arch Street Center as they realized the need for adults living with serious mental illness to have a place to belong and find solace. This peer-to-peer interaction remains central to Arch Street's vision of giving individuals with serious mental illness a network of friends to lean on. Today, the organization has over 300 members and serves over 16,500 annual meals. For more information, go to www.archstreetcenter.org.

MIKE STURLA

"The Arch Street Center tirelessly works to create an empowering and inclusive experience for some of our community's most vulnerable. The Magellan Cares Foundation \$5,000 grant will enhance resources and programming offered to members, deepening their personal independence and confidence."

STATE REPRESENTATIVE

JFT Recovery and Veterans Support Services

(based in Cumberland County) - JFT stands for "Just for Today" and this organization is devoted to offering safe, structured and compassionate housing to individuals seeking recovery from opioid addiction. They also provide addiction education and advocacy for the recovery community in Central Pennsylvania. Recently they expanded their services to better support the needs of veterans struggling with substance abuse or other disorders. For more information, go to www.jft-rvss.org.

MIKE REGAN

"The generosity of the Magellan Cares Foundation will allow JFT to serve more veterans dealing with opioid addictions throughout Cumberland County and it is partnerships such as this that will help combat opioid abuse and put our veterans on a path to recovery."

STATE SENATOR

The RASE Project

(based in Dauphin County) - Since the early 2000s, the RASE Project (Recovery, Advocacy, Service and Empowerment) has served the substance use disorder (SUD) community on the path to recovery in Central Pennsylvania. The grassroots organization grew from a handful of recovering SUD community members to a robust regional and now multi-state network helping countless numbers of individuals suffering from SUDs. For more information, go to www.raseproject.org.

JOHN M. DISANTO

"My congratulations to the RASE Project on this award and my thanks to Magellan for their support of community health through their grant program. These dollars truly represent lives saved."

STATE SENATOR



Diane Marciano presents Susan Lilly from Arch Street Center with their Magellan Cares Foundation grant award. Also pictured (from left to right) are Gregory Paulson, Chief of Staff for State Representative Mike Sturla, Arch Street Center staff and Lawrence George from Lancaster County Behavioral Health and Developmental Services.



Diane Marciano presents Steve Brandt from JFT with their Magellan Cares Foundation grant award. Also pictured is State Senator Mike Regan.



Diane Marciano presents the Magellan Cares Foundation award to the RASE Project team.

The Magellan Cares Foundation, a 501(c)(3) organization, focuses on efforts to improve access to quality healthcare and related social supports. The Foundation supports programs and initiatives in four areas: national or large-scale health access and quality improvement initiatives; efforts that help to improve the social supports around a quality healthcare system, such as access to housing, food, clothing or self-improvement opportunities; local efforts, including legacy initiatives supported by Magellan Health's employees; and efforts to support America's military service members, veterans and wounded warriors.

Attendee feedback

“Excellent presenters.”

“Presenters were well prepared and presented great information that is relevant to the current state of the opioid epidemic and population health.”

“Thanks for holding this conference.”

“Very organized and well planned.”

“Practical use of information.”

“I learned a lot.”

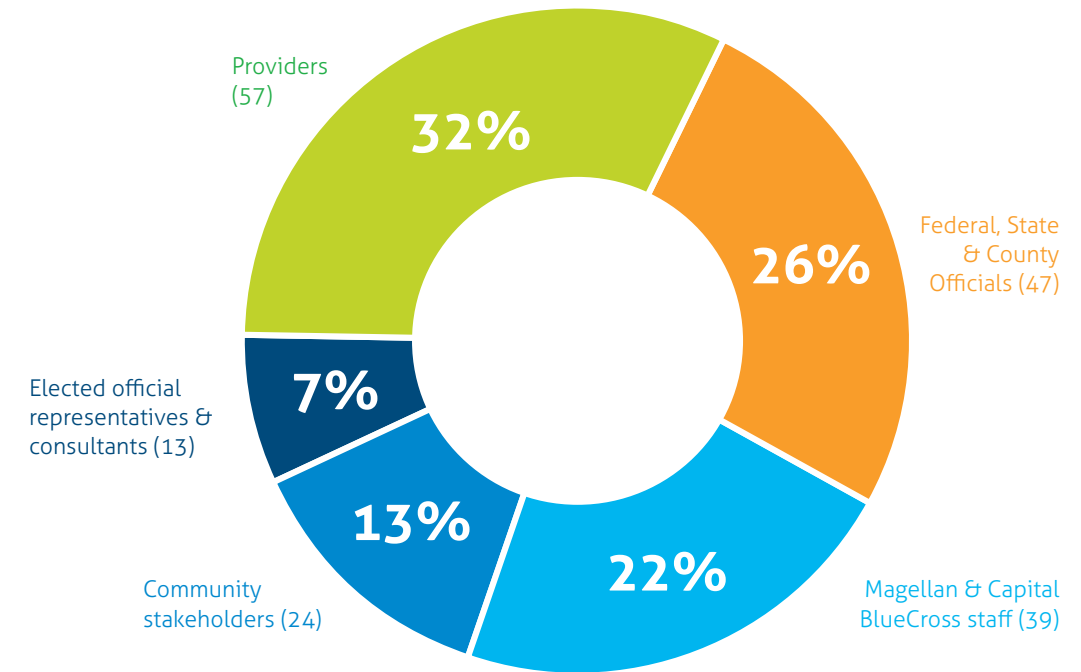
“I attend MANY conferences and this tops most.”

“Great to see this type of conference made available here in Lancaster County.”

“Learned so much in this session.”

“Great location. Great collaboration.”

Conference participation and post-conference questionnaire



A post-conference questionnaire was completed by attendees. Here is a sampling of the questions and results:

How satisfied are you with your overall experience at this conference?	98%	Very Satisfied / Satisfied
How satisfied are you with the quality of the keynote speakers at this conference?	97%	Very Satisfied / Satisfied
Do you feel that this conference provided solutions-focused information related to the opioid epidemic?	97%	Yes
Do you feel that this conference provided solutions-focused information related to population health?	93%	Yes
Following the conference, please rate your impression of Magellan Health as a thought leader related to the opioid epidemic and population health.	97%	Very / Somewhat Favorable
If Magellan Health invites you to a future education-focused conference, would you be willing to attend or suggest that a colleague attend?	100%	Yes
How do you rate the conference's overall organization (i.e. communications, on-site logistics and schedule of program)?	95%	Very Satisfied / Satisfied



Conference attendees had a chance to network prior to the start of the evening reception.



The community-based exhibitors were able to educate many of the attendees about the local resources available.



Aubrey Proud gives the raffle prize award to Emily Nardella, United Way of the Capital Region.

STAY TUNED FOR MORE INFORMATION ABOUT

Magellan Health's Pennsylvania Conference

FALL OF 2019

FOR MORE INFORMATION:

View all of the 2018 conference presentations:

magellanhealthcare.com/medicaid-and-medicare/sept2018conference

**To learn more about Magellan's
presence in Pennsylvania, contact:**

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DEMarciano@MagellanHealth.com



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