



Aetna's Response to Opioid Misuse and Addiction

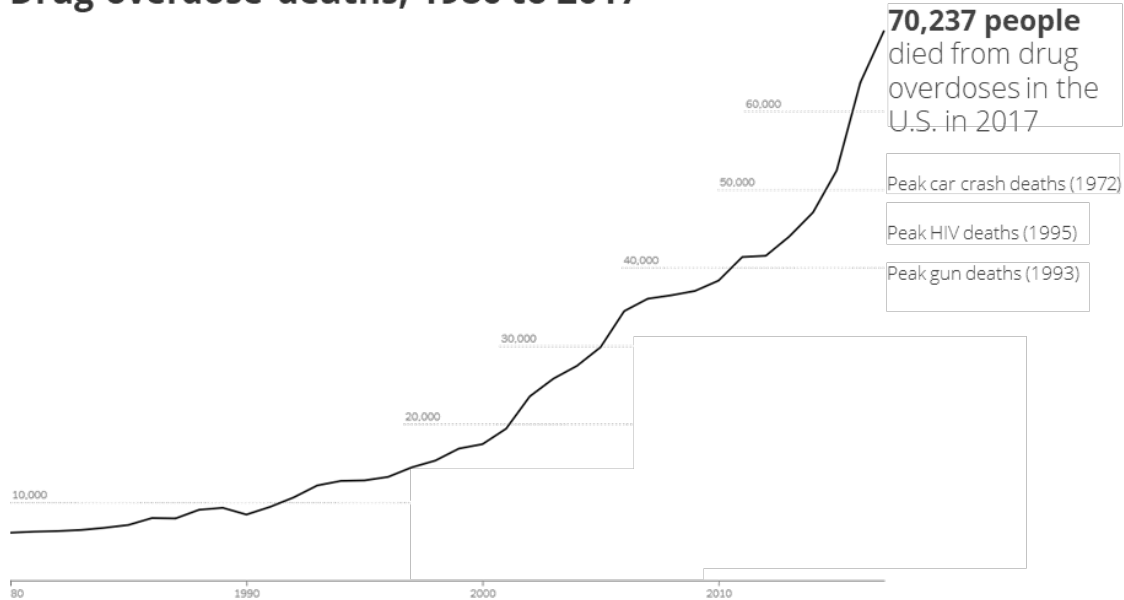
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Drug overdose deaths, largely driven by illicit opioids, continue to rise across the U.S.

Drug overdose deaths, 1980 to 2017



National Center for Health Statistics, Centers for Disease Control and Prevention

Sources:

¹<https://www.cdc.gov/nchs/nvss/vsrr/drug-overdose-data.htm>

² 2016 data; NCHS, National Vital Statistics System, Mortality files linked with death certificate literal text, 2011–2016

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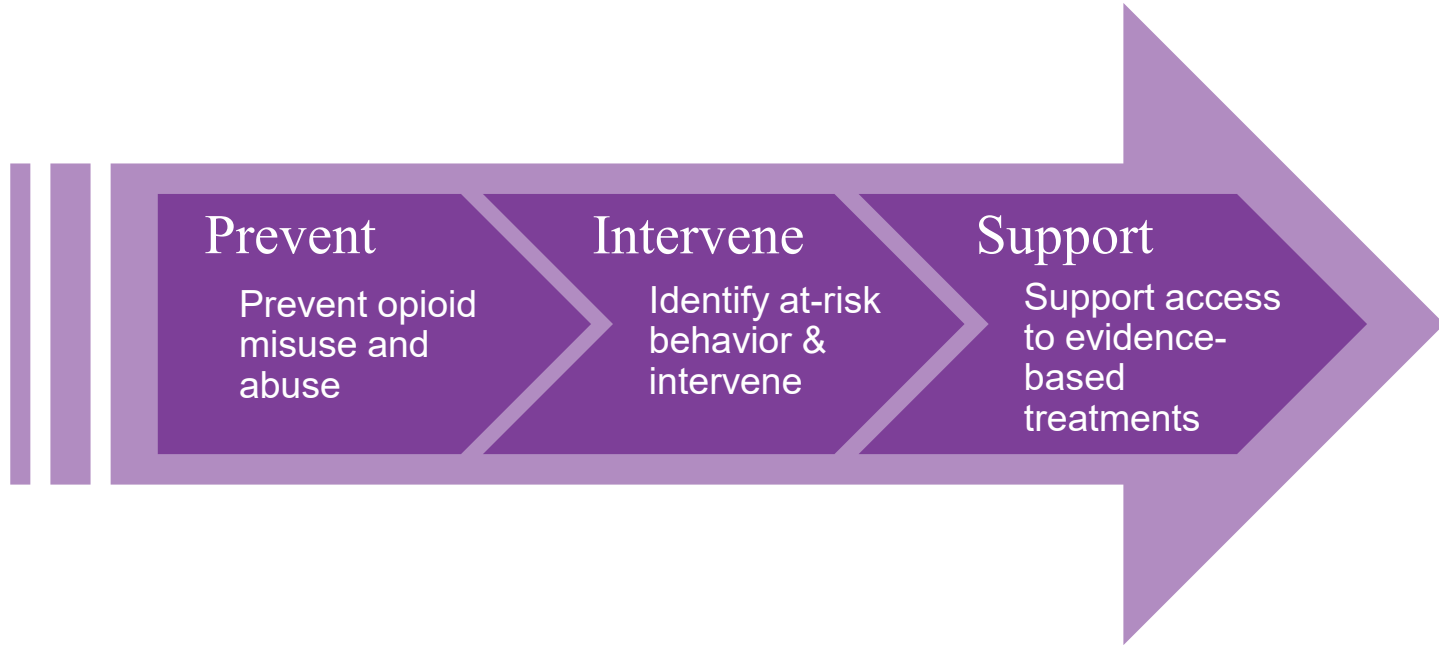
Proprietary

~200 people died each day
of drug overdoses in 2017¹

Most common drugs involved in overdose deaths²

- 1. Fentanyl (~30%)**
- 2. Heroin (~25%)**
- 3. Cocaine (~20%)**

The Aetna opioid strategy



A lifeline for our members in need: Aetna's Guardian Angel program



Data Analytics

- Identify Aetna members who recently overdosed via claims data
- Collect and interpret clinical data and background



Outreach

- Specially trained clinicians provide telephonic outreach to these members
- Use a specific script developed by EAP and BH leadership
- Leverage various resources including Aetna MAT par provider list, auntbertha.com



Impact

- Assess etiology of opioid overdose and understand member's psychosocial setting
- Provide medication reconciliation
- Guide members to in-network BH and addiction service providers
- Offer info on obtaining naloxone and other harm reduction strategies
- Coordinate care with primary care and other community services



Measure

- BH Care Management and GAP will longitudinally monitor member throughout course of care
- Follow up calls as needed
- Track outcomes

To-date, the Guardian Angels have provided meaningful support for more than 1,000 opioid overdose survivors

real-world impact: member stories

60 y/o man, Kansas

- Struggles with chronic pain, one prior overdose
- Educated on Narcan, non-opioid alternatives to pain management, and dangers of high dosage opioids
- **Referred to medical case management to receive assistance w/ procuring orthopedic specialist to assist w/ pain management**

17 y/o woman, Utah

- Struggling with polysubstance use since 6th grade and using heroin for almost a year
- Survived 3rd heroin overdose
- **Educated family on MAT with psychosocial intervention**
- **Provided nearby treatment options**

51y/o man, New York

- Repeat overdoses on heroin
- Struggles with alcohol, major depression and chronic pain
- Misconceptions of MAT being unhealthy for his chances to recover
- Assisted with finding effective treatment
- **Today over 3 months sober, returned to work, reconnected with terminally ill mother**

22 y/o woman, Delaware

- Struggled with OUD since age 18
- Survived overdose while 6 months pregnant
- Educated on Neonatal Opioid Withdrawal Syndrome
- Educated on the safety benefits of continued MAT
- **Consistent with MAT and OB/GYN care**
- **Member and baby have since been safe and healthy**

Data as of 3/20/20

Metric	Number
Engagement rate	~50%+
Members identified	4,980
Members eligible for outreach	2,166
Members reached*	1,052

* Clinician will engage family members when permitted by member and discuss issues in HIPAA compliant manner

Arming our in-network providers with evidence: Aetna's opioid prescriber education campaign

Addressing significant physician knowledge gaps by disseminating best practices

- ~\$9M academic detailing investment across PA, OH, IL, ME, WV, VA
- >9,500 provider visits Nov '18 – Jan '20
- Deploy ~30 clinician educators to visit PCPs in-office
- Identify providers via MAPD prescribing data

Promoting behavior change, performance via innovative payment structure

- First-of-its-kind value-based contract tied to opioid measures:
 - Engage with Aetna detailer in 1-hour educational session
 - Complete training and obtain xDEA waiver to prescribe MAT
 - Achieve excellence in opioid prescribing



Discussion
thank you

