

## OHP Strategic Plan

**Mission: Improve health care outcomes in Ohio by assuring access to quality health care for eligible Ohioans.**

**Vision: OHP will provide quality, cost effective health care to eligible Ohioans through excellence in health care operations and reform.**

### **Values:**

**Customer service**

**Teamwork & Partnership**

**Accountability**

**Collaboration and Communication**

**Strategy 1: Transform Ohio Health Plan's services to meet the needs of Medicaid enrollees, uninsured Ohioans, and be more responsive to our county partners, providers and sister agencies.**

1.1 Participate in workgroups to develop and implement the Governor's health care initiatives.

1.2 Invest in and support the provision and procurement of benefit packages targeted to the needs of Ohioans.

1.3 Enhance communication and outreach for stakeholders.

- Provider communications
- County communications, workgroups and technical assistance
- Consumer communication and outreach

1.4 Improve access to services by improvements to Member Services.

1.5 Involve and support Medicaid's partners in program administration.

- Providers
- Counties
- Sister Agencies
- Other Stakeholders

1.6 Improve community based long term care services by balancing long term care services and support structures that are responsive, flexible and transparent.

**Strategy 2: Increase Value Purchasing and Cost Management in Ohio's Medicaid Program.**

- 2.1 Increase use of innovative, efficient cost management approaches.
- 2.2 Develop and implement innovative revenue enhancement approaches.
- 2.3 Implement selective contracting for certain Medicaid services.
- 2.4 Reengineer program operations through comprehensive program integrity initiatives.
- 2.5 Implement Pay for Performance strategies

**Strategy 3: Transform technology and business practices to improve efficiency of program operations and health care outcomes.**

- 3.1 Reengineer program operations.
- 3.2 Support development and implementation of priority IT projects MITS, Premium Support and Data Warehouse/Decision Support System.
- 3.3 Enhance health information technology functions such as patient health records and e-prescribing to improve patient care and health outcomes.
- 3.4 Reduce administrative burdens and improve health care

**Strategy 4: Improve workforce excellence to support the vision and strategies of the Medicaid program.**

- 4.1 Provide opportunities to enhance staff talent development by implementing and supporting flexible, cross office/cross bureau work teams and matching core competencies to meet emerging operational needs for Turnaround Ohio implementation.
- 4.2 Support staff through change management and infrastructure transformation.
- 4.3 Improve the quality and timeliness of communication within and outside of OHP.
- 4.4 Improve employee recognition focusing on excellent performance.