ADDRESSING SOCIAL DETERMINANTS OF HEALTH THROUGH TARGETED OUTREACH

Medicare Advantage & Dual Beneficiaries Experience

09/15/2017
Dual Eligibles, Population Figures

⚠️ The current literature references about 9.97 million dual eligibles; ~7.4 million with full Medicaid, and ~2.5 million with partial Medicaid

⚠️ These figures are based on Medicare beneficiaries who were also enrolled in full or partial Medicaid in 2011

⚠️ When one updates these figures using current Medicare enrollment and factors in Potential Duals i.e., those who are not dual enrolled but would qualify for dual enrollment if they applied, there are about 16.5 million or 29% of the 2016 total Medicare Population of 56.8 million

Dual Eligibles, A Few Facts

⚠️ Low Income, generally <= 135% of FPL along with limited assets
⚠️ 40% of duals are under 65 and disabled
⚠️ 61% are female
⚠️ Duals account for close to 1/3rd of Medicare spending (and 21% of enrollment)
⚠️ 44% require assistance with 1+ ADLs
⚠️ 50% rate themselves in “fair” or “poor” health
⚠️ 55% have 3 or more chronic conditions
⚠️ 58% are cognitively or mentally impaired

Source: Kaiser Foundation Issue Brief: 'Medicare's Role for Dual Eligible Beneficiaries', 8138-02, 2012-04-04
Duals & Potential Duals are the Face of the Social Determinants of Health
Traditional Low Income Outreach

⚠️ Assistance with Dual Enrollment
  • Rebate of beneficiaries Part B premium - ~$109\text{month}
  • Potentially improved copayments & deductibles
  • Health plan receives a higher payment to cover their additional costs of care

⚠️ Assistance with Enrollment in Part D Extra Help
  • Lower prescription costs
    - Maximum cost of $3.30 Generic, $8.25 Brand Name
  • No “donut” hole coverage gap
Community Link programs address a wide variety of possible barriers to care. Examples:

<table>
<thead>
<tr>
<th>Health and wellness</th>
<th>Financial assistance</th>
<th>Everyday life</th>
<th>Professional and public services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food/nutrition</td>
<td>Telephone payment</td>
<td>Transportation</td>
<td>Legal aid</td>
</tr>
<tr>
<td>Health management</td>
<td>Utility bill reduction</td>
<td>Internet service providers</td>
<td>Tax &amp; accounting services</td>
</tr>
<tr>
<td>Co-pay assistance</td>
<td>Housing assistance</td>
<td>Workshops &amp; learning sessions</td>
<td>Financial advice &amp; counseling</td>
</tr>
<tr>
<td>Chronic disease management</td>
<td>Emergency assistance</td>
<td>Home goods</td>
<td>Education &amp; employment</td>
</tr>
</tbody>
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Targeting Social Determinants – Community Link 2017 Utilization

△ Screened 176K MA beneficiaries so far in 2017, assisted 95% with enrollment in 1 or more programs

△ Top 5 Programs by assisted count in 2017:

<table>
<thead>
<tr>
<th>Category</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling/Intervention &amp; Treatment</td>
<td>Arthritis Tools</td>
</tr>
<tr>
<td>Chronic Disease Management</td>
<td>Discount Diabetes Supplies</td>
</tr>
<tr>
<td>Prescription Assistance</td>
<td>NPSN Rx Discount Card</td>
</tr>
<tr>
<td>Patient Assistance Program</td>
<td>Xubex Patient Assistance Program</td>
</tr>
<tr>
<td>DIY/Workshops/Learning</td>
<td>Online Computer Classes</td>
</tr>
</tbody>
</table>
Assisting MA Beneficiaries with Community Program Enrollment Directly Targets Their Barriers to Accessing Care
Externality: Member Tenure with Health Plan

- **Dual**: 37 months of Plan Tenure, 18 months of Dual Assistance, 55 months in total.
- **CL**: 37 months of Plan Tenure, 9 months of Community Link (CL) Assistance, 46 months in total.
- **Dual & CL**: 37 months of Plan Tenure, 18 months of Dual Assistance, 5 months of Community Link (CL) Assistance, 60 months in total.

- Medicare Only
- Dual Assistance
- Community Link (CL) Assistance
Externality: Member Tenure with Health Plan

- **Recert**
  - Already Dual Enrolled: 27
  - Recertification Assistance: 15
  - Community Link (CL) Assistance: 42

- **CL**
  - Already Dual Enrolled: 27
  - Recertification Assistance: 15
  - Community Link (CL) Assistance: 42

- **Recert & CL**
  - Already Dual Enrolled: 27
  - Recertification Assistance: 15
  - Community Link (CL) Assistance: 7

**Months of Plan Tenure**

- Already Dual Enrolled
- Recertification Assistance
- Community Link (CL) Assistance
Next Phase of Analysis: PAM

Patient Activation Measure (PAM)*

Survey that assesses an individual's knowledge, skill, and confidence for managing their health and healthcare.

Score aggregated into 4 categories. Higher categories have been shown to indicate better control of chronic conditions with better health levels and lower cost of care.

Change Healthcare will be conducting a longitudinal study using PAM across most major outreach programs.
