



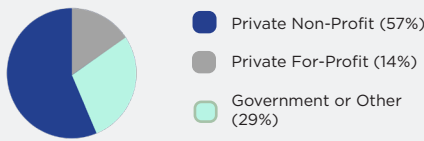
2022 Annual Medicaid MCO Survey

COVID-19 Pandemic

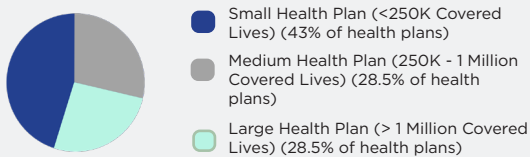
Methods and Overview

In its fifth year, the 2022 survey findings represent health plan data from almost every state with Medicaid managed care. The annual surveys collected information at the parent company/corporate levels and are intended to equip Medicaid stakeholders with the information needed to accurately articulate the national narrative about Medicaid managed care.

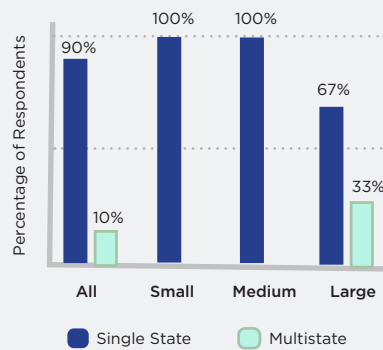
Health Plan Tax Status



Medicaid Health Plan Respondents by Size

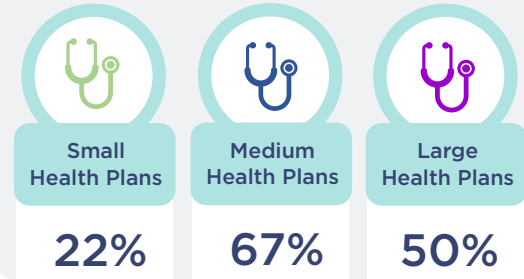


Health Plan Markets



Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

Percentage of Medicaid Health Plans that Did Not See a Decline in In-Person Visits



Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

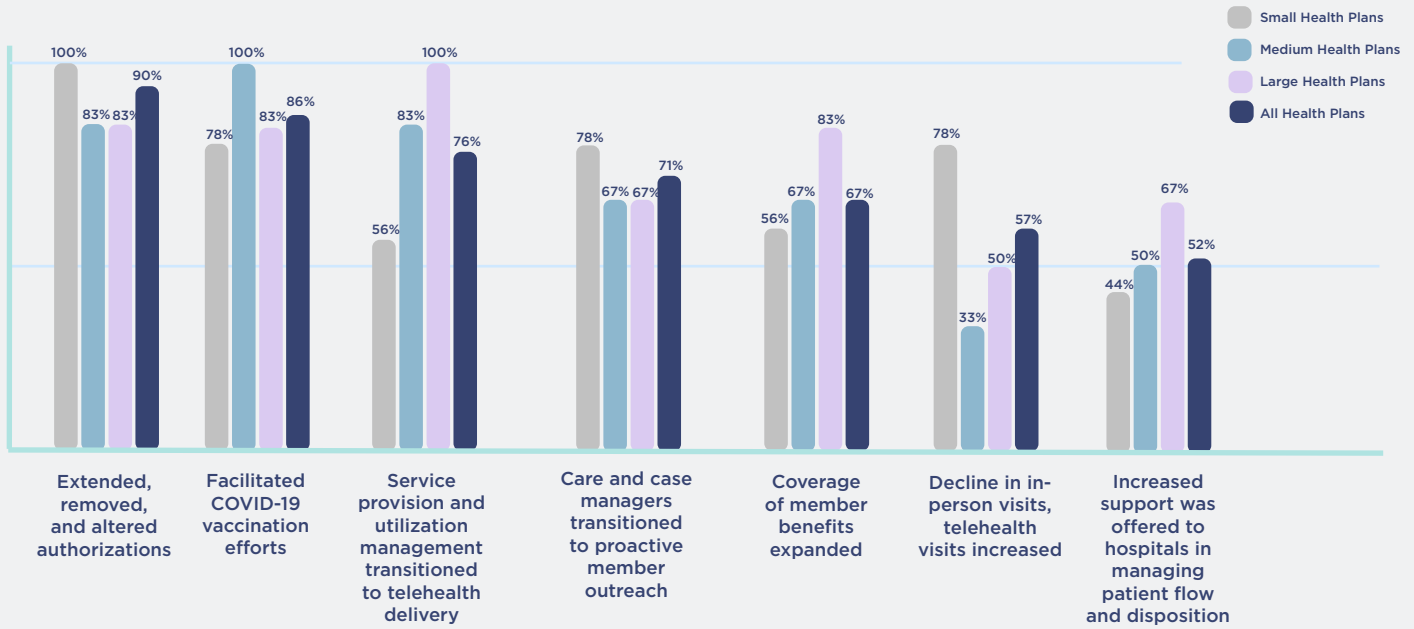
Changes Made by Medicaid Health Plans That Will Support Preparation for the Next Public Health Emergency

Change	Small Health Plans	Medium Health Plans	Large Health Plans	All Health Plans
Supported members' social and health-related needs	100%	83%	100%	95%
Expanded and strengthened telehealth platforms and infrastructure	89%	83%	100%	90%
Enacted service and benefit flexibilities	89%	83%	100%	90%
Provided resources or support to clinicians	89%	83%	100%	90%
Efficient telehealth operations	78%	83%	100%	86%
Made changes to our operations and staffing accommodations	78%	83%	83%	81%
Public relations and messaging	78%	100%	67%	81%
Bolstered disaster planning and emergency response efforts	56%	83%	67%	67%
Provided resources or support to community-based organizations	56%	67%	83%	67%

Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

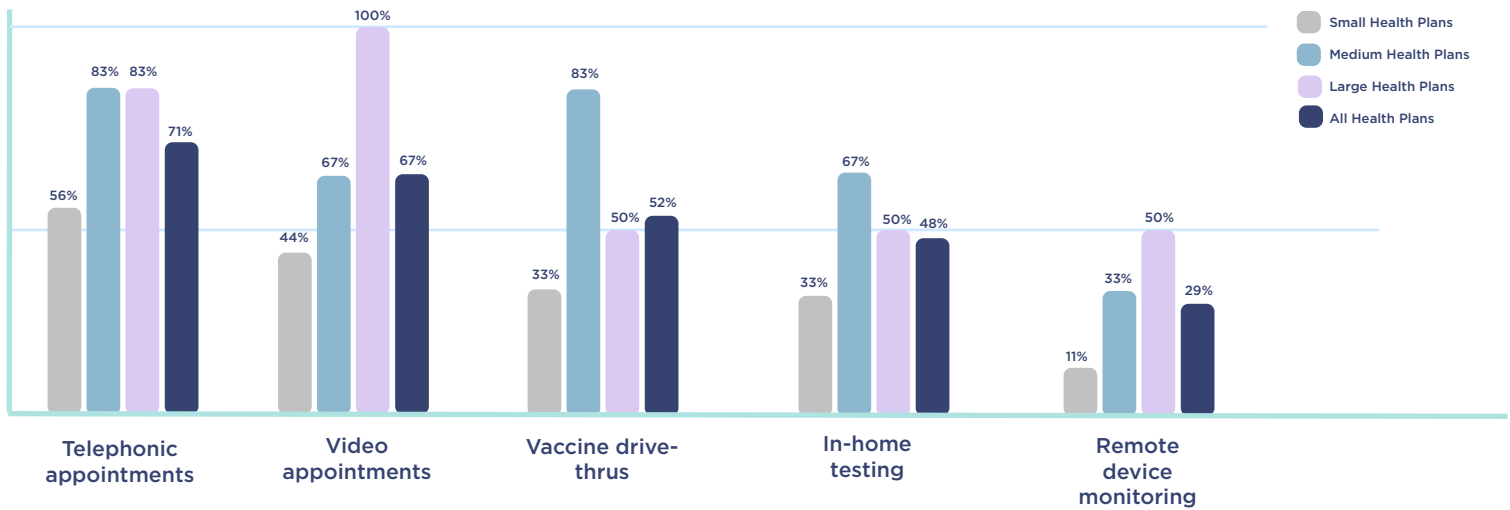


Medicaid Health Plan Actions to Respond to the COVID-19 Pandemic



Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

Ways Medicaid Health Plans Closed Gaps in HEDIS™ Measures with Fewer In-Person Visits



Note: HEDIS™ - Healthcare Effectiveness Data and Information Set

Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."