

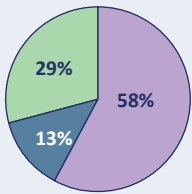


Annual Medicaid MCO Survey High-Risk Care Coordination

Methods and Overview

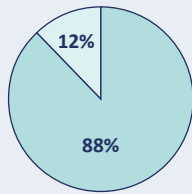
In its sixth year, the 2023 survey findings represent health plan data from almost every state with Medicaid managed care. The annual surveys collected information at the parent company/corporate levels and are intended to equip Medicaid stakeholders with the information needed to accurately articulate the national narrative about Medicaid managed care.

Health Plan Tax Status



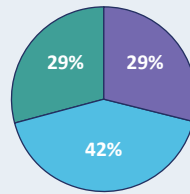
- Private Nonprofit
- Private For-Profit
- Government or Other

Health Plan Markets



- Single State
- Multistate

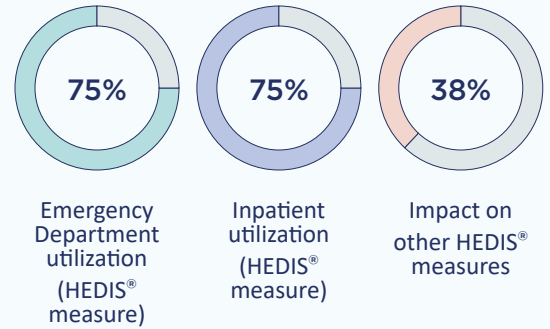
Health Plan Size



- Small Health Plans (<250K Covered)
- Medium Health Plans (250K-1 Million Covered)
- Large Health Plans (>1 Million Covered)

Source: Institute for Medicaid Innovation. "2023 Annual Medicaid Health Plan Survey."

HEDIS® Outcomes Health Plans Currently Use to Track Effectiveness



Note: HEDIS®—Healthcare Effectiveness Data and Information Set.
Source: Institute for Medicaid Innovation. "2023 Annual Medicaid Health Plan Survey."

Non-HEDIS® Outcomes Health Plans Currently Use to Track Effectiveness in High-Risk Care Coordination

	All Health Plans
Emergency department utilization (unrelated to HEDIS® measure)	88%
Inpatient utilization (unrelated to HEDIS® measure)	88%
Patient experience survey results (e.g., CAHPS—Consumer Assessment of Healthcare Providers and Systems)	88%
Total spending	79%
Preventive care utilization	71%
Outpatient primary care utilization	71%
Complaints and grievances	67%
Provider experience survey results	63%
Other (includes member surveys, medication adherence, and enrollee advisory council)	25%

Note: HEDIS®—Healthcare Effectiveness Data and Information Set.
Source: Institute for Medicaid Innovation. "2023 Annual Medicaid Health Plan Survey."

Medicaid Health Plan Staff Titles for Nonclinical High-Risk Care Coordination Team Members

Community health worker	83%
Health educator	63%
Perinatal community health worker	38%
Peer support worker	33%
Doula	25%
Other*	25%

Note: Other* includes case management assistant, community health navigator, case management outreach coordinator, member advocates, care coordinator, outreach coordinator, health care guide, wellness guide, social worker I/II. Four percent (4%) of health plans selected none.

Source: Institute for Medicaid Innovation. "2023 Annual Medicaid Health Plan Survey."

