

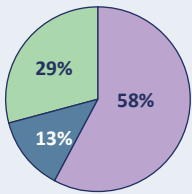


Annual Medicaid MCO Survey High-Risk Care Coordination

Demographics

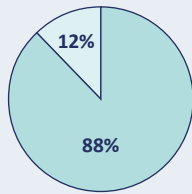
In its sixth year, the 2023 survey findings represent health plan data from almost every state with Medicaid managed care. The annual survey collected information at the parent company/corporate levels and is intended to equip Medicaid stakeholders with the information needed to accurately articulate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

Health Plan Tax Status



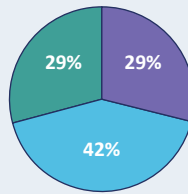
- Private Nonprofit
- Private For-Profit
- Government or Other

Health Plan Markets



- Single State
- Multistate

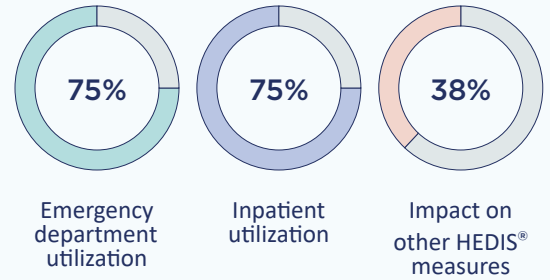
Health Plan Size



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

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

HEDIS® Measures 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® Measures 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

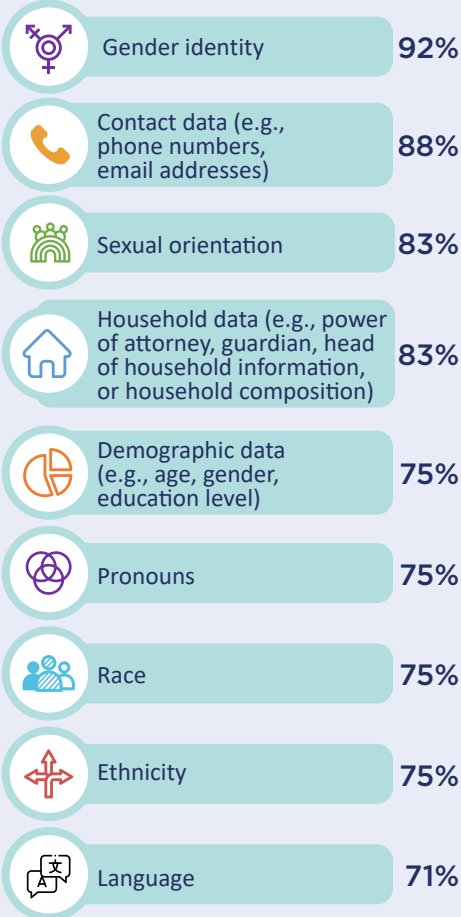
Community health worker	83%
Health educator	63%
Perinatal community health worker	38%
Peer support worker	33%
Doula	25%
Other*	25%

Note: Other* includes case management assistant, community health navigator, case management outreach coordinator, member advocate, 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."

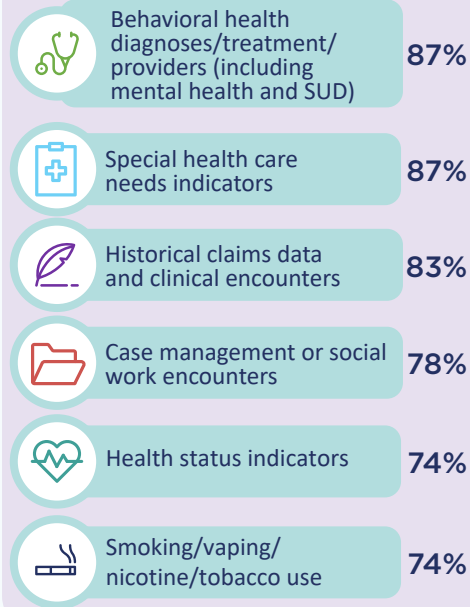
Additional Information or Categories of Data That State Medicaid Agencies Could Provide to Help Health Plans Better Administer High-Risk Care Coordination

General Background Data



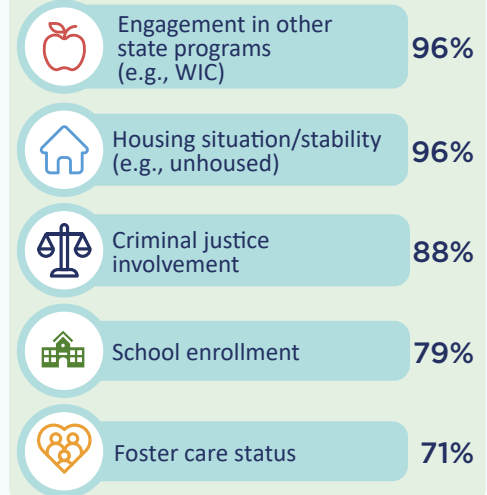
Source: Institute for Medicaid Innovation. "2023 Annual Medicaid Health Plan Survey."

Medical Systems Data



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

Social Determinants of Health Data



Note: WIC - Special Supplemental Nutrition Program for Women, Infants, and Children

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

Barriers Experienced by Medicaid Health Plans When Providing High-Risk Care Coordination

	All Health Plans
Ability to contact member	100%
Member willingness to engage with high-risk care coordination	96%
Member unmet social determinants of health	92%
Member access to specialty care	71%
Availability of social supports	71%
Member's ability to navigate multiple care coordinators from health systems, provider practices, clinics, etc.	71%
Churn (member or eligibility related)	67%
Member access to primary care	63%
Access to information from previous providers (e.g., mental health)	54%
Provider willingness to engage with high-risk care coordinator	54%
Member's knowledge of managed care	54%
Ability to connect individuals to necessary nonclinical social supports	50%
Ability to share information with service providers	38%
Language barrier(s)	38%
Other (including health literacy, member cultural beliefs, member access to behavioral health care, member access to reproductive health care)	13%

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