Annual Medicaid Managed Care Organization Survey
Health Equity

INSTITUTE FOR MEDICAID INNOVATION

Demographics

In its seventh year, the 2024 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.
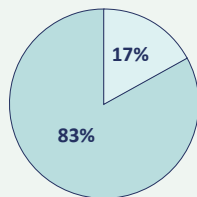
Health Plan Tax Status

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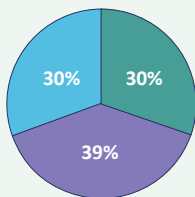- Private For-Profit
- Government or Other

17% | 22% | 61%
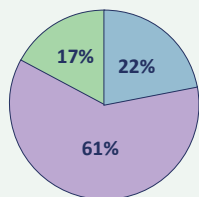
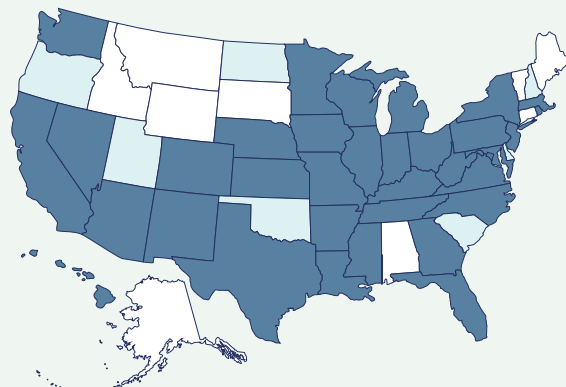### Health Plan Markets

- Single State
- Multistate

17% | 83%

Health Plan Size

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

30% | 30% | 39%

Note: Percentage does not equal 100% due to rounding.

Health Plan States

- Managed Care States Represented in Findings (states with capitated managed care)
- Managed Care States NOT Represented in Findings
- States without Medicaid Managed Care

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Specific Member Populations for which Medicaid Health Plans have a Documented Health Equity Plan

	Small Health Plans	Medium Health Plans	Large Health Plans	All Health Plans
Pregnant and postpartum individuals	29%	89%	86%	70%
Black/African American individuals	14%	100%	86%	70%
Hispanic, Latinx, or Latine individuals	14%	78%	86%	61%
Individuals with chronic illness	29%	67%	57%	52%
Individuals living with a disability	14%	78%	43%	48%
LGBTQ+ individuals	0%	78%	57%	48%
Indigenous individuals	0%	56%	57%	39%
Asian/Pacific Islander individuals	0%	67%	43%	39%
Other*	57%	33%	14%	35%
Refugees	0%	44%	14%	22%
Individuals with justice involvement	0%	22%	43%	22%
Individuals without United States citizenship	0%	33%	0%	13%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes people experiencing homelessness, rural access to services, individuals with any immigration status (state only funds), all other Medicaid members, rural members with substance use disorder, and members receiving prevention and vaccination services. LGBTQ+ represents lesbian, gay, bisexual, transgender, queer, and other sexual orientations. A health equity plan is an action-oriented, results-driven approach for advancing health equity by removing barriers and improving access to and the quality of care provided to minoritized and other underserved demographic groups. Thirteen percent (13%) of health plans selected "none."

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Provider Groups for which Medicaid Health Plans have a Documented Health Equity Plan

41%	Primary care providers
41%	None
36%	Federally qualified health centers
32%	Behavioral health providers
27%	Reproductive health providers
23%	Substance use disorder providers
18%	Rural health centers
14%	School-based clinics
9%	Other*

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes clinicians, solo practitioners, and specialty providers. A health equity plan is an action-oriented, results-driven approach for advancing health equity by removing barriers and improving access to and the quality of care provided to minoritized and other underserved demographic groups.

73% of Medicaid health plans that have a documented health equity plan for **internal health plan staff**.

46% of Medicaid health plans that have a documented health equity plan for **community-based partnerships**.

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: Five percent (5%) of health plans noted that they have a documented health equity plan for vendors. Twenty-three percent (23%) of health plans selected "none."

Actions Taken by Medicaid Health Plans to Address Structural Racism

Collaboration with community-based organizations related to social investments or advancing racial equity
65%

Required trainings for internal staff to identify and address the impact of structural racism
52%
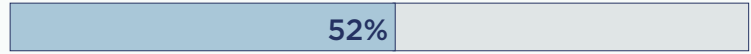
New policies and programs to address the impact of structural racism
52%
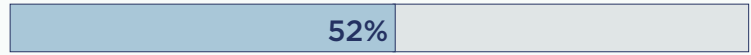
Formal workgroup or committee that focuses on addressing the impact of structural racism externally (e.g., members)
48%

Organizational messaging internally acknowledging the impact of structural racism
48%
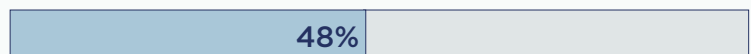
Review of existing policies and programs to identify if they perpetuate racial inequities
48%
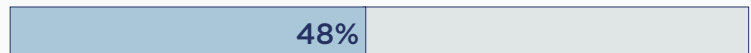
Revisions to existing policies and programs to address the impact of structural racism
48%

Required trainings for providers to identify and address the impact of structural racism
30%

Organizational messaging externally acknowledging the impact of structural racism
26%

Required trainings for external contractors or vendors to identify and address the impact of structural racism
17%
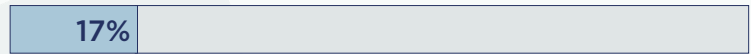
Other*
17%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes training for all staff, providers, and contractors/vendors, and cultural competency training for providers. Seventeen percent (17%) of health plans selected "nothing at this time."

Challenges Medicaid Health Plans Encounter when Integrating Publicly Available Data Sources into Their Operations to Address Disparities

50%	Level of granularity needed not available in public data sources
41%	Data received was incomplete and/or inconsistent
23%	The data available did not meet our needs
18%	We do not know what data are available
14%	We do not experience any challenges
9%	We did not have the analytic capabilities to use the data
9%	Other*

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes differences in units of measurements (individual vs household vs census tract vs zip code). Five percent (5%) of health plans selected "we were unable to access the data."

59%

of Medicaid health plans are integrating publicly available data sources into their operations to address disparities.

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Of these Health Plans, the Data are Used in:
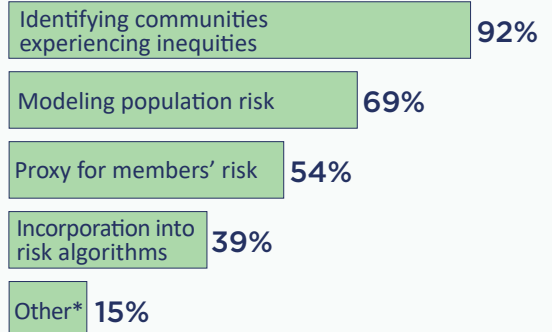
- Identifying communities experiencing inequities **92%**
- Modeling population risk **69%**
- Proxy for members' risk **54%**
- Incorporation into risk algorithms **39%**
- Other* **15%**

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: *Other includes using community-specific data to drill down into regional data and program development.

Metrics Medicaid Health Plans Stratify by Race and Ethnicity
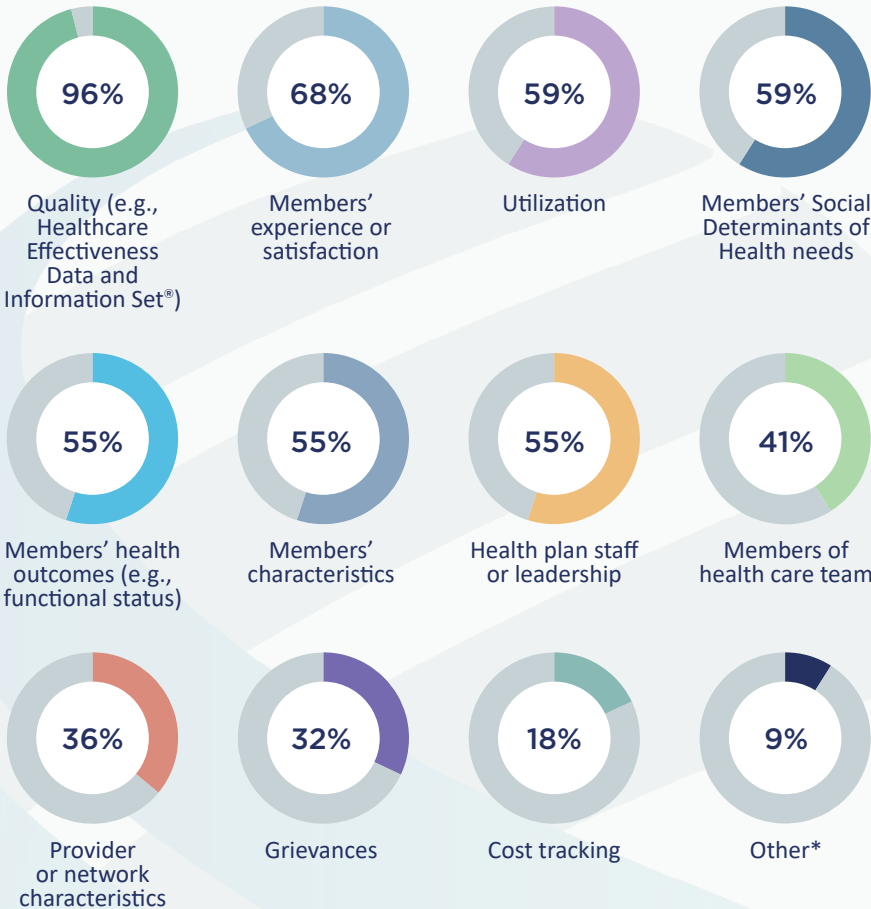
- **96%** Quality (e.g., Healthcare Effectiveness Data and Information Set®)
- **68%** Members' experience or satisfaction
- **59%** Utilization
- **59%** Members' Social Determinants of Health needs
- **55%** Members' health outcomes (e.g., functional status)
- **55%** Members' characteristics
- **55%** Health plan staff or leadership
- **41%** Members of health care team
- **36%** Provider or network characteristics
- **32%** Grievances
- **18%** Cost tracking
- **9%** Other*

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes women, minority, or veteran owned businesses. No health plan selected "none."

Medicaid Health Plans' Data Source(s) for Member's Race and Ethnicity

	Race	Ethnicity
State Medicaid enrollment files	91%	91%
Inputed from other data sources	41%	36%
Member self-reported as collected by the health plan	77%	77%
Data from provider organizations	32%	23%
Data from state health information	32%	36%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: No health plan selected "we do not receive this data from any source," or "our health plan's data system does not currently record this data."

Percentage of Medicaid Health Plans That Evaluated Bias in Clinical Algorithms, Policies, or Risk Prediction Models in the Last 12 Months

Yes, Did Evaluate

16%

Yes, Did Evaluate & Changed or Abandoned Algorithms, Policies, or Models if Bias was Discovered

20%

64%

No, Did Not Evaluate
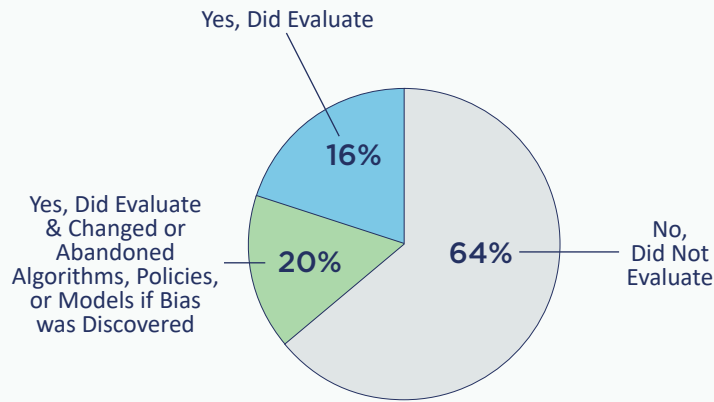
Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Percent of Medicaid Health Plans with Health Equity Accountability Measures in Provider Contracts

61%	None	
30%	Pediatric primary care providers	
30%	Adult primary care providers	
26%	Reproductive health providers	
13%	Specialty care providers	
4%	Hospitals	
4%	Other*	

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes "equity measures are only at the health plan level at this time." Health equity accountability measures are provider-level performance measures linked to provider accountability for advancing health equity and reducing disparities. Source:The Assistant Secretary for Planning and Evaluation (ASPE)

Percentage of Medicaid Health Plans that Have NCQA Health Equity Accreditation

Yes	No, but planning to pursue	No, and no plans to pursue
41%	**46%**	**14%**

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: Percentage does not equal 100% due to rounding.

Percentage of Medicaid Health Plans that Have NCQA Health Equity Plus Accreditation
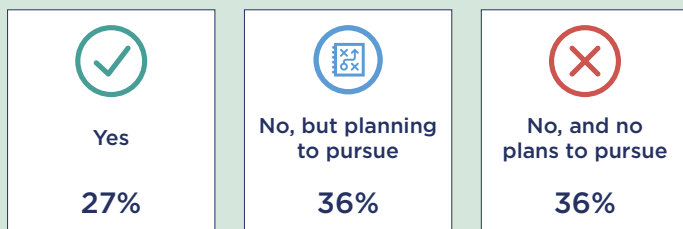
Yes	No, but planning to pursue	No, and no plans to pursue
27%	**36%**	**36%**

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: Percentage does not equal 100% due to rounding.

Provider Characteristics that are Tracked or Shared by Medicaid Health Plans

	Tracked	Shared with Members
Race	**64%**	**27%**
Ethnicity	**55%**	**18%**
Sex (e.g., male, female)	**86%**	**77%**
Gender identity (e.g., man, woman, nonbinary)	**18%**	**5%**
Language or languages spoken	**91%**	**91%**
Sexual orientation or sexual identity (e.g., LGBTQ+)	**18%**	**5%**

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: Five percent (5%) of health plans selected "none" for tracked and shared with members.

Ways Medicaid Health Plan Assess for Member Perception of Discrimination Experienced with Interactions with the Health Plan and Providers

Legend: ■ Interactions with Health Plans   ■ Interactions with Providers

Questions on post-encounter surveys
- Interactions with Health Plans: 45%
- Interactions with Providers: 33%

We don't assess for it
- Interactions with Health Plans: 30%
- Interactions with Providers: 29%

Questions in the CG-CAHPS (Clinician and Group Consumer Assessment of Healthcare Providers and Systems)
- Interactions with Health Plans: 43%
- Interactions with Providers: 48%

Other*
- Interactions with Health Plans: 30%
- Interactions with Providers: 33%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: *Other includes focus groups and member advisory committee meetings, analyzing internal appeals and grievances, and post-encounter surveys.

Actions Health Plans are Taking to Advance Health Equity

Internal Actions

%	Action
96%	Setting staff training requirements
96%	Focusing on achieving health equity by addressing social determinants of health
91%	Monitoring health equity metrics along with other clinical or quality indicators
86%	Assessing and updating data capture and analytical capabilities
82%	Establishing a workgroup or committee focused on health equity and internal business operations (e.g., policies, processes)
82%	Creating health equity framework or assessment for business functions to apply to all activities
77%	Hiring staff with dedicated health equity portfolio
64%	Establishing education and communication platform focused on health equity
50%	Developing products with a specific focus on advancing health equity
9%	Other*

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: *Other includes working for National Committee for Quality Assurance's Health Equity Accreditation.

External Actions

%	Action
81%	Prioritizing working with vendors who align with health plan's health equity plan
71%	Establishing a workgroup or committee focused on health equity and external actions (e.g., partnerships, investments)
62%	Setting provider expectations (e.g., detect and correct bias, implement culturally and linguistically appropriate services, incentives to implement quality improvement)
62%	Implementing performance improvement projects to reduce disparities and with an equity focus
57%	Targeting investments in communities to reduce disparities and with an equity focus
14%	None
5%	Other*

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Note: *Other includes Improving provider training offerings and expectations.

Percent of Member Data that Includes Race, Ethnicity, and Language

Race Separate from Ethnicity

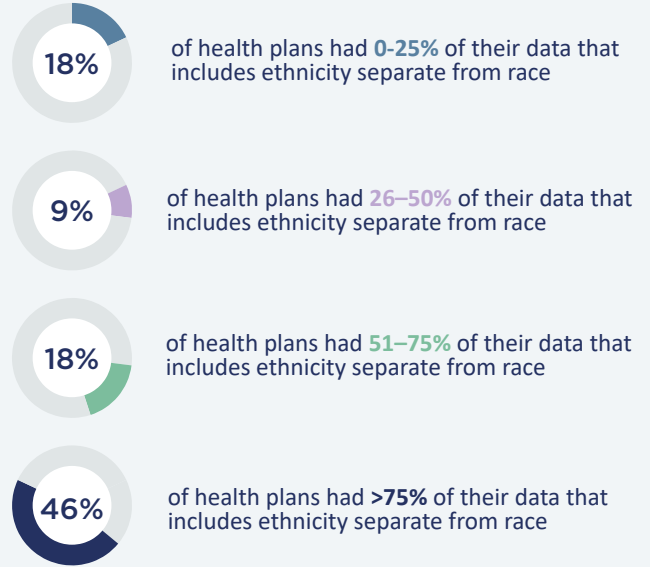**9%** of health plans had **0-25%** of their data that includes race separate from ethnicity

9% of health plans had **26–50%** of their data that includes race separate from ethnicity

18% of health plans had **51–75%** of their data that includes race separate from ethnicity

55% of health plans had **>75%** of their data that includes race separate from ethnicity
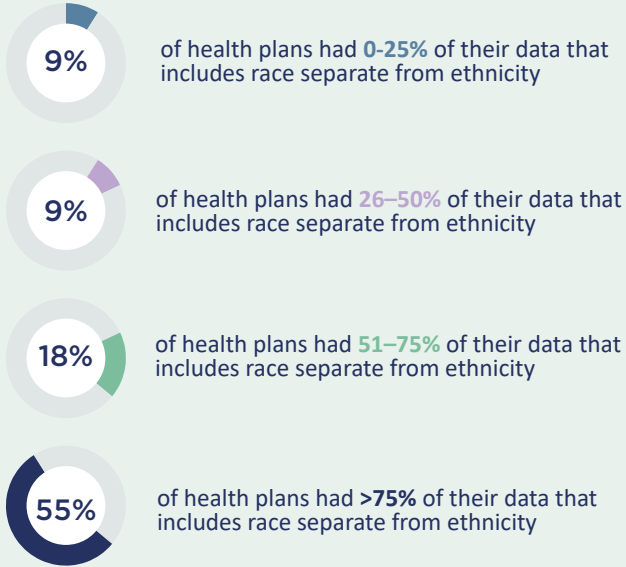
Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."
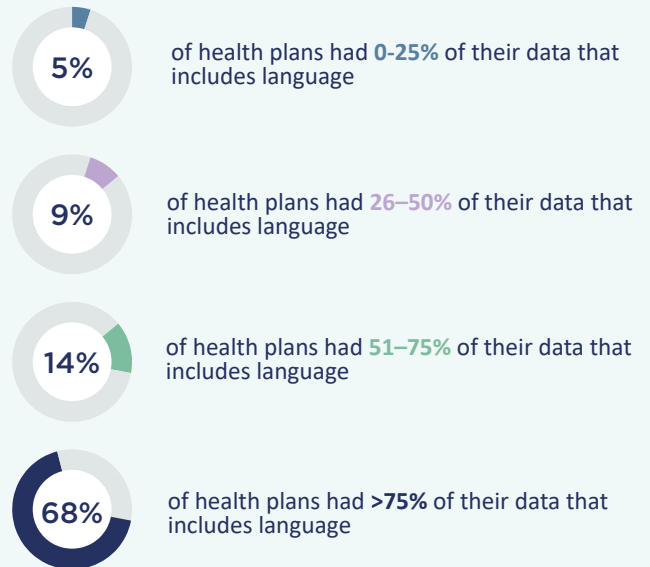
Ethnicity Separate from Race

18% of health plans had **0-25%** of their data that includes ethnicity separate from race

9% of health plans had **26–50%** of their data that includes ethnicity separate from race

18% of health plans had **51–75%** of their data that includes ethnicity separate from race

46% of health plans had **>75%** of their data that includes ethnicity separate from race

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Race and Ethnicity, if Combined

9% of health plans had **0-25%** of their data that includes race and ethnicity, if combined

5% of health plans had **26–50%** of their data that includes race and ethnicity, if combined

18% of health plans had **51–75%** of their data that includes race and ethnicity, if combined

18% of health plans had **>75%** of their data that includes race and ethnicity, if combined
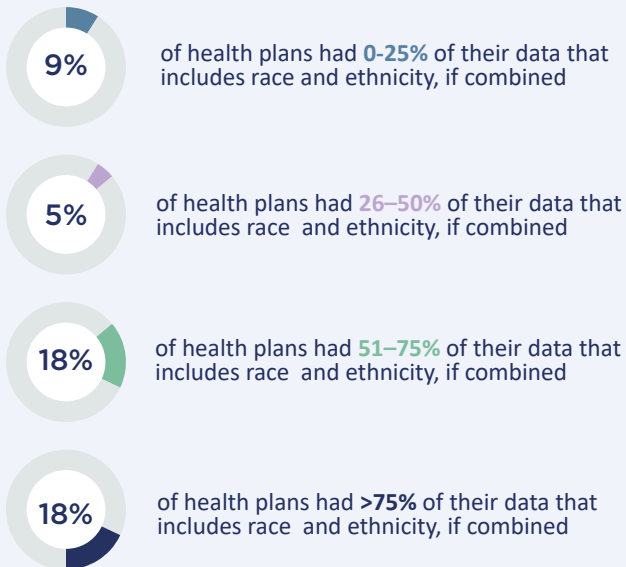
Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Language

5% of health plans had **0-25%** of their data that includes language

9% of health plans had **26–50%** of their data that includes language

14% of health plans had **51–75%** of their data that includes language

68% of health plans had **>75%** of their data that includes language

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."