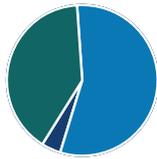




## AT A GLANCE: Kaiser Permanente's participation in Medi-Cal and the Children's Health Insurance Program

### Who We Serve

MORE THAN  
**857,000**



members are enrolled in Medi-Cal (Medicaid) and the Children's Health Insurance Program (CHIP). In California, the CHIP program is administered under Medi-Cal.

Membership is composed of:

 **40%**  
CHILDREN

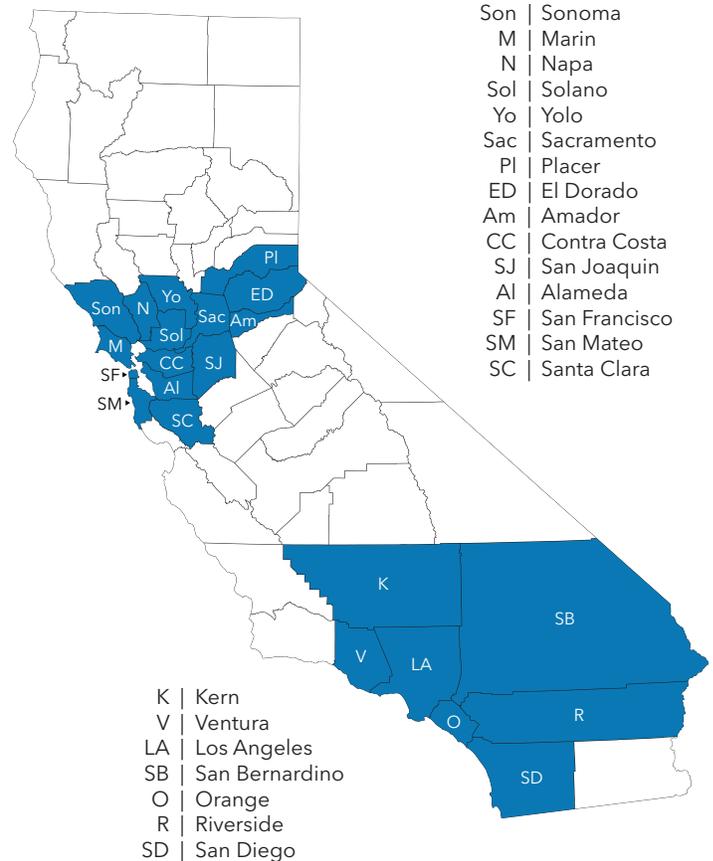
 **56%**  
ADULTS

 **4%**  
SENIORS  
and PERSONS  
with DISABILITIES

Data is current as of July 2021.

### Service Area

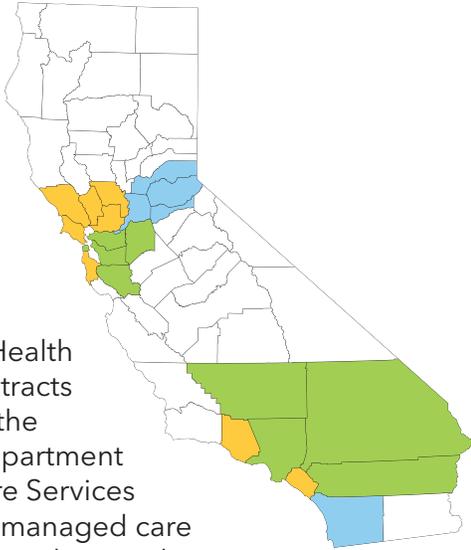
Kaiser Permanente participates in Medi-Cal in 22 counties in its Northern and Southern California regions.



## Kaiser Permanente's Medi-Cal contract and subcontracts fall into 1 of 3 managed care models:

### Geographic Managed Care (GMC).

Kaiser Foundation Health Plan, Inc. contracts directly with the California Department of Health Care Services for Medi-Cal managed care services for members in the counties of Sacramento and San Diego. We also serve Amador, El Dorado, and Placer counties through a direct contract with the state.



**Two Plan Model.** Kaiser Permanente is a delegated subcontractor to 9 non-profit health plans. Under these arrangements, Kaiser Permanente provides Medi-Cal managed care services to members on a capitated basis. Plan partners include the Alameda Alliance for Health, Contra Costa Health Plan, Kern Family Health Care, LA Care Health Plan, Inland Empire Health Plan, San Francisco Health Plan, Health Plan of San Joaquin, and Santa Clara Family Health Plan.

**County Organized Health System (COHS).** In COHS counties, there is a single Medi-Cal managed care plan operated by the county. Kaiser Permanente is a subcontractor to four COHS plans that cover 10 counties. Contracted plans include Partnership Health Plan of California, CalOptima, Health Plan of San Mateo, and Gold Coast Health Plan.

### Quality ★★★★★

Kaiser Permanente performs highly on measures of quality. Kaiser Permanente's Medi-Cal program in San Diego and Sacramento Counties has the highest ratings of any Medi-Cal managed care plan in the state.

Kaiser Permanente Medi-Cal performs in the National Committee for Quality Assurance (NCQA) 90th percentile or above\* for the following measures:

- Breast Cancer Screening
- Cervical Cancer Screening
- Blood Pressure Control
- Diabetes: A1C Screening
- Diabetes: A1C Control
- Diabetes: Eye Exam
- Timely Prenatal Visits
- Timely Postpartum Visits
- Asthma Medication Ratio
- Childhood Immunization Status Combo 3
- Immunizations for Adolescents Combo 2

These metrics are based on NCQA's Healthcare Effectiveness Data and Information Set (HEDIS), a tool used by more than 90% of America's health plans to measure performance on important measures of care and service.

\*Measures reflect Kaiser Permanente Medi-Cal performance among all Medicaid plans nationally in 2019.

## Dual Eligibility in Medi-Cal and Medicare

Dual Eligibles (DEs) are those who can participate in both Medi-Cal and Medicare programs, and Kaiser Permanente serves roughly 150,000 DEs across the state. COVID-19 has elevated the need for DEs to enroll in Dual Eligible Special Needs Plans (D-SNP), which offer extra benefits and no extra fees to the member. We serve DEs in both D-SNPs and traditional Medicare Advantage plans.

## Telehealth

Kaiser Permanente is a leader in virtual care. Due to the COVID-19 pandemic and the need to limit transmission of the coronavirus, the usage of telehealth services has increased. Within the Northern California Medicaid population, the combined usage of scheduled telephone visits and video visits has increased more than double, while the combined usage of scheduled telephone visits and video visits in Southern California more than tripled.

As of July 2021, Medicaid members in Northern California had over 1.1 million virtual visits since the beginning of the COVID-19 pandemic, an average of 72,000 per month, compared to approximately 25,000 per month prior to the pandemic. Similarly, in Southern California, Medicaid members had over 1.4 million virtual visits since the beginning of COVID-19, an average of 90,000 per month, compared to approximately 22,000 per month prior to the pandemic.

## Social Health

Kaiser Permanente integrates social health with physical and mental health by focusing on establishing scaled systems, tools, and interventions required to support Kaiser Permanente members.

We are addressing social factors that impact the health of our members by systematically and proactively identifying social needs, connecting members to resources in several domains (food security, housing, financial wellbeing, digital equity, and social isolation), and establishing support and follow-up.

- **Thrive Local:** This tool for connecting members to community-based programs and services is foundational to Kaiser Permanente's social health initiatives in the areas of housing, healthy meals, child

care, transportation, and many other social factors that impact one's health. Thrive Local is an online, searchable directory of thousands of community-based organizations and other social service providers in our communities – many that accept electronic referrals from Kaiser Permanente and provide real-time status updates, so our care teams can track whether members receive the help they need. Thrive Local is a national effort that is rolling out in phases across our regions.

- **Supplemental Nutrition Assistance Program (SNAP) Outreach to households with Medicaid recipients:** Beginning in July 2020, Kaiser Permanente reached out to 250,000 households with Medi-Cal recipients households via text, email and phone to encourage their enrollment in CalFresh (SNAP). By year end, more than 25,000 Medi-Cal members applied and we estimate that 58% of those were enrolled.
- **COVID-19 Prepared Meals:** In partnership with the COVID-19 Household Prevention Program, healthy meals were provided to COVID-19 positive members and households. Since its launch in September, the food insecurity program has fed over 1,500 members and their households with over 15,000 meals.
- **Medically Tailored Meals:** In April 2020, we launched a Medically Tailored Meals pilot in three markets, including Northern California, to provide nutritious meals to members who have been discharged from the hospital with a chronic disease. To date, Kaiser Permanente has enrolled over 2,000 patients and their households, providing over 112,000 meals. This study includes Medicaid members.
- **Life Experienced Campaign:** In partnership with the Public Good Projects, Kaiser Permanente launched a multifaceted health communications campaign designed to decrease social isolation and loneliness among older adults.
- **Project HOME:** Kaiser Permanente launched an initiative in California to house a targeted segment of our unhoused member and patient population through an innovative housing model. Project Home also made strategic partnerships with community-based organizations to support newly housed members. The initiative targets members and patients experiencing homelessness.
- **Medical Legal Partnerships:** Kaiser Permanente has integrated medical-legal partnership programs into care delivery to build capacity of the legal services sector and increase access to legal services to prevent individuals and families from losing their homes. This program targets members and patients with low-incomes who have housing related legal needs.