



AT A GLANCE: Kaiser Permanente's participation in Health First Colorado and the Child Health Plan *Plus*

Who We Serve

MORE THAN

41,000



patients are assigned to Kaiser Permanente in Health First Colorado (Medicaid), and we serve 5,800 members in the Child Health Plan Plus program (CHP+).

Membership is composed of:



45%
CHILDREN

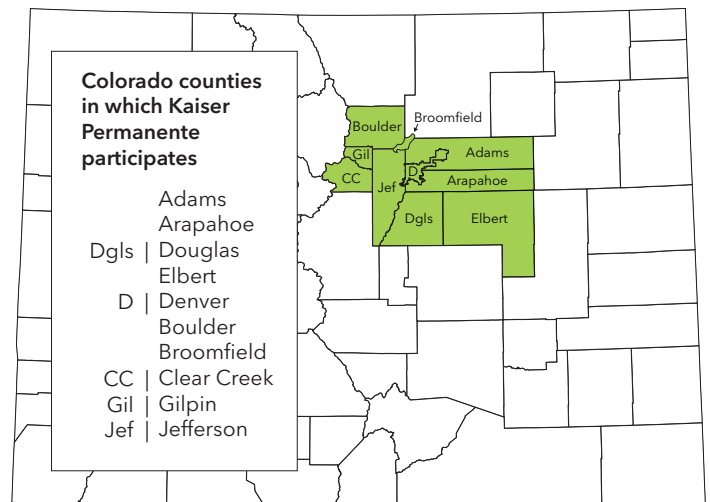


55%
ADULTS

Data is current as of July 2021.

Service Area

Kaiser Permanente participates in Health First Colorado in 10 counties, specifically in the Denver and Boulder metropolitan area.



Kaiser Permanente contracts with Regional Accountable Entities as a fee-for-service provider in the Denver and Boulder metropolitan area.

In addition, Kaiser Permanente contracts directly with the state to provide care and coverage for CHP+ members in 7 counties—concentrated in the Denver and Boulder metropolitan areas—on a capitated basis (meaning a fixed payment per member, per month).

Quality ★★★★★

Kaiser Permanente Health First Colorado performs in the National Committee for Quality Assurance (NCQA) 90th percentile or above* for the following measures for the Medicaid Program:

- Adolescent Immunization Combo 2
- Adult BMI Assessment
- Antidepressant Medication Management
- Asthma Medication Ratio (Total)
- Avoidance of Antibiotics for Bronchitis
- Blood Pressure Control in Persons with Diabetes
- Controlling High Blood Pressure
- Medical Attention for Nephropathy in Persons with Diabetes
- Non-recommended Cervical Cancer Screening
- Spirometry Testing to Confirm COPD
- Statin Therapy for Patients with Diabetes
- Timely Postpartum Care
- Timely Prenatal Care

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 dimensions of care and service.

*Measures reflect Kaiser Permanente Health First Colorado performance among all Medicaid plans nationally for reporting year 2020.

Telehealth

Kaiser Permanente is a leader in virtual care. Across Kaiser Permanente's Medicaid footprint, we have seen, on average, a more than 300% increase in virtual visits since the beginning of 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.

- **Universal Screening:** Kaiser Permanente's Colorado region is piloting universal screening for social risks and needs in advance of well visits.

Members who request assistance are contacted by a community resource specialist who works with their care team or are provided with information about Kaiser Permanente's Thrive Local program.

- **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:** In July 2020, Kaiser Permanente reached out to 12,000 households with Medicaid recipients via text, email, and phone to encourage their enrollment in SNAP.
- **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 3 markets, including Colorado, 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.