



AT A GLANCE: Kaiser Permanente's participation in QUEST Integration

Who We Serve

MORE THAN

47,500



Kaiser Permanente members are enrolled in QUEST Integration in Hawaii.

Membership is composed of:

 **43%**
CHILDREN

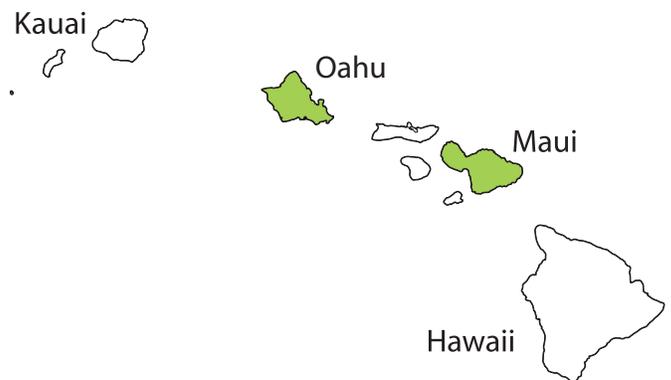
 **49%**
ADULTS

 **7%**
SENIORS
and PERSONS
with DISABILITIES

Data is current as of October 2021.

Service Area

Kaiser Permanente participates in QUEST Integration on the islands of Oahu and Maui.



Kaiser Permanente contracts directly with the state to provide care and coverage on a capitated basis (meaning a fixed payment per member, per month) and has managed long-term services and supports for our QUEST Integration members since 2015. Kaiser Permanente also operates a Medicare plan (known as a Dual Eligible Special Needs Plan) for members who are eligible for both Medicare and full Medicaid benefits.

Quality

Since 2017, the National Committee for Quality Assurance (NCQA) has awarded Kaiser Permanente's QUEST Integration plan 4.5 out of 5 stars for our performance on measures related to consumer satisfaction, prevention, and treatment.

Kaiser Permanente QUEST Integration performs in the 95th percentile* for the following NCQA measures:

- Cancer Screening
- Cervical Cancer Screening
- Blood Pressure Control
- Diabetes: A1C Screening
- Diabetes: Kidney Monitoring
- Diabetes: Blood Pressure Control
- Timely Prenatal Visits
- Timely Postpartum Visits
- Childhood Immunizations Combo 3

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 QUEST Integration performance among all Medicaid plans nationally in 2019.

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 Hawaii Medicaid population, the combined usage of scheduled telephone visits and video visits increased by over 130%. As of July 2021, Medicaid members in Hawaii average 9,400 virtual visits per month during the pandemic, compared to approximately 4,000 virtual visits 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:** In September 2020, Kaiser Permanente reached out to 1,500 households with Medicaid recipients via text and email 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.
- **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.