

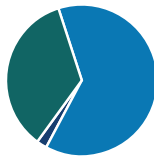


AT A GLANCE: Kaiser Permanente's participation in HealthChoice

Who We Serve

MORE THAN

104,000




Kaiser Permanente members are enrolled in HealthChoice in Maryland, a program we have participated in since 2014.

Membership is composed of:

 **35%**
CHILDREN

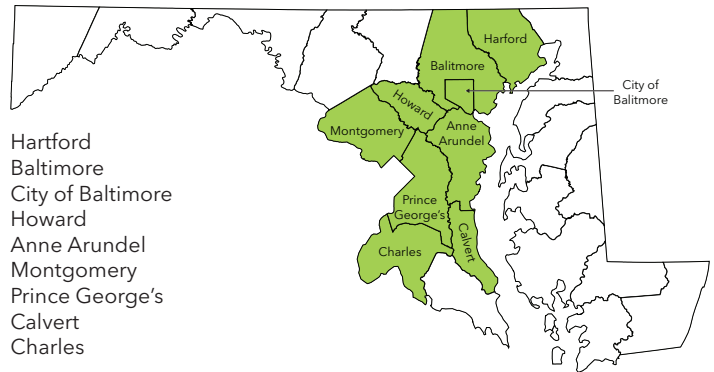
 **63%**
ADULTS

 **2%**
SENIORS
and PERSONS
with DISABILITIES

Data is current as of July 2021.

Service Area

Kaiser Permanente currently participates in HealthChoice in 8 counties in Maryland and in the city of Baltimore.



Kaiser Permanente contracts directly with the state to provide care and coverage on a capitated basis (meaning a fixed payment per member, per month).

Quality ★★★★★

Since 2018, the National Committee for Quality Assurance (NCQA) has awarded Kaiser Permanente's HealthChoice plan 5 out of 5 stars for our performance on measures related to consumer satisfaction, prevention, and treatment.

Kaiser Permanente HealthChoice performs in the NCQA 90th percentile or above* for the following measures:

- Breast Cancer Screening
- Cervical Cancer Screening
- Blood Pressure Control
- Diabetes: Screening for A1C Control
- Diabetes: A1C Control
- Diabetes: Eye Exam
- Diabetes: Kidney Monitoring
- Diabetes: Blood Pressure Control
- Timely Prenatal Visits
- Timely Postnatal Visits
- Asthma Medication Ratio
- Childhood Immunizations Combo 10
- 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 dimensions of care and service.

*Measures reflect Kaiser Permanente HealthChoice 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 Maryland Medicaid population, the combined usage of scheduled telephone visits and video visits increased more than 400%. As of July 2021, Medicaid members in Maryland average 14,000 virtual visits per month during the pandemic, compared to approximately 3,200 virtual visits per month prior to the pandemic.

Behavioral Health Integration

Currently, mental health and substance use services are not included in the HealthChoice contract. We advocate for payment and delivery models that are robust enough to meet the physical and mental health and wellness needs of our patients, while also designed to support prevention and provide social supports through our integrated model. Carving in mental health and wellness services promotes whole-person care and facilitates the coordination of services and information sharing among care providers.

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 March 2021, Kaiser Permanente reached out to 38,000 households with Medicaid recipients in Maryland and Washington, DC 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.

- **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.
- **Medical Legal Partnerships:** Integrated medical-legal partnership programs into Kaiser Permanente care delivery, build capacity of the legal services sector, and increase access to legal services to prevent individuals and families from losing their homes. It targets members and patients with low incomes who have housing related legal needs.