

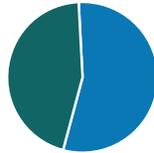


## AT A GLANCE: Kaiser Permanente's participation in Virginia Medicaid

### Who We Serve

MORE THAN

**40,000**

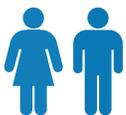


Kaiser Permanente members are enrolled in the Medallion 4.0 Medicaid program under our partnership with Virginia Premier Health Plan.

Membership is composed of:



**45%**  
CHILDREN



**55%**  
ADULTS

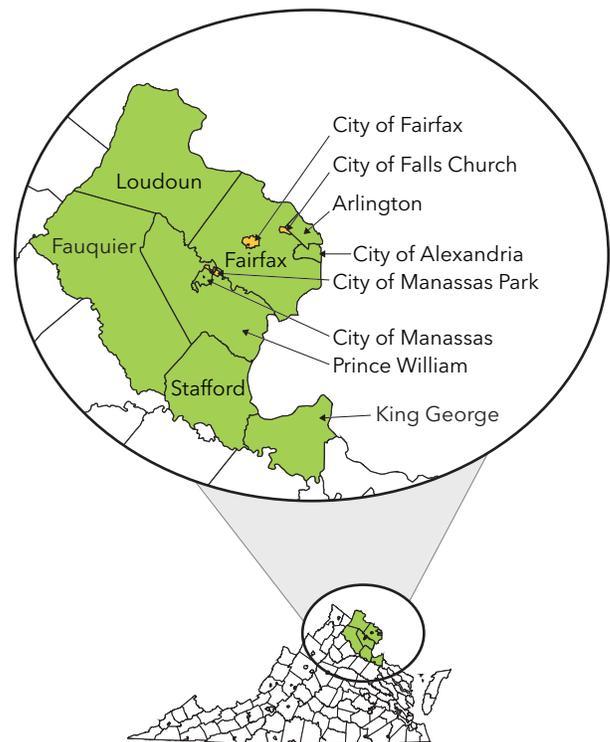
Data is current as of July 2021.

### 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 Virginia Medicaid population, the combined usage of scheduled telephone visits and video visits increased more than 400%. As of July 2021, Medicaid members in Virginia average 6,000 virtual visits per month during the pandemic, compared to approximately 1,400 virtual visits per month prior to the pandemic.

### Service Area

Kaiser Permanente currently participates as a Medallion 4.0 Medicaid provider in 7 counties and in the 5 cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park.



Kaiser Permanente is a delegated subcontractor to Virginia Premier Health Plan to provide care on a capitated basis (meaning a fixed payment per member, per month).

## Behavioral Health Integration

To support our members' mental health and wellness, we offer the continuum of services in the behavioral health care ecosystem, including primary care, specialty medical and behavioral health care, substance use disorder treatment, and emergency care for acute crises. We partner with community mental health and rehabilitation providers to execute on the state's behavioral health integration efforts. Our integrated model allows care to start wherever the member appears for treatment and includes both mental health and substance use disorder services for children and adults.

## 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 Medicaid households:** In Virginia, Kaiser Permanente reached out to 11,000 Medicaid households via text, email, and phone to encourage their enrollment in SNAP in the fall of 2021.
- **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.