Kaiser Permanente's participation in Medi-Cal and the Children's Health Insurance Program

Who We Serve

More than 926,000 members are enrolled in Medi-Cal (Medicaid) and and the Children's Health Insurance Program (CHIP). In California, the CHIP program is administered under Medi-Cal. Member composition:

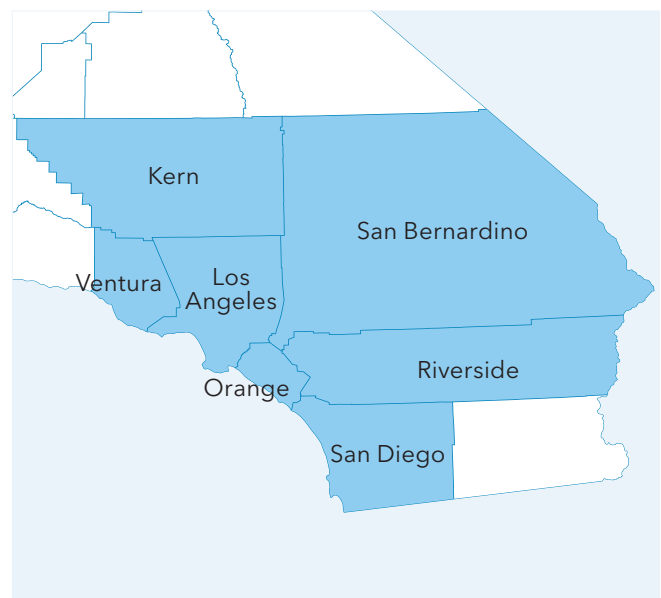| 39%	57%	4%
children	adults	seniors and persons with disabilities

Data current as of May 2022.

Service Area

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

Sacramento · Placer · Yolo · El Dorado · Solano · Napa · Sonoma · Marin · Amador · Contra Costa · San Francisco · San Joaquin · San Mateo · Alameda · Santa Clara

Kern · San Bernardino · Ventura · Los Angeles · Riverside · Orange · San Diego

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.
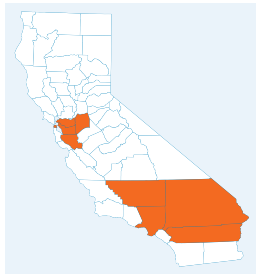
Two Plan Model.
Kaiser Permanente is a delegated subcontractor to 8 non-profit health plans. Under these arrangements, Kaiser Permanente provides Medi-Cal managed care services to members on a capitated basis. Plan partners include the Alameda Alliance for Health, Contra Costa Health Plan, Kern Family 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.
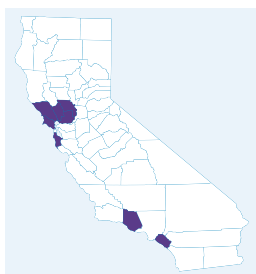
County Organized Health System (COHS).
In COHS counties, there is a single Medi-Cal managed care plan operated by the county. Kaiser Permanente is a subcontractor to four COHS plans that cover 10 counties. Contracted plans include Partnership Health Plan of California, CalOptima, Health Plan of San Mateo, 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 are those who can participate in both Medi-Cal and Medicare programs, and Kaiser Permanente serves roughly 150,000 Dual Eligibles across the state. COVID-19 has elevated the need for Dual Eligibles to enroll in Dual Eligible Special Needs Plans (D-SNP), which offer extra benefits and no extra fees to the member. We serve Dual Eligibles in both D-SNPs and traditional Medicare Advantage plans.

Telehealth

Kaiser Permanente is a leader in virtual care. In response to the COVID-19 public health emergency, the average monthly usage of telehealth services (scheduled telephone and video visits) increased three-fold compared to pre-pandemic levels. Though they remain significantly greater than pre-pandemic, virtual visits have gradually declined since 2020 as more individuals transition back to in-person care. As of June 2022, Medicaid members in California had a monthly average of 148,000 virtual visits in 2022, down from 152,000 in 2021, and 164,000 in 2020 (Apr - Dec).

Behavioral Health Integration

To support our Medi-Cal members' mental health and wellness, in Sacramento, we offer a variety of behavioral health services, including primary care, specialty medical and behavioral health care, substance use disorder treatment, and emergency care for acute crises. Our integrated model of care supports the California Department of Health Care Services' "no wrong door" approach for all populations and levels of care, allowing for care to start wherever the member appears for treatment and includes both mental health and substance use disorder services for children and adults. This also includes access to behavioral health providers who are embedded in primary care.

Social Health

Kaiser Permanente is building a social health practice to elevate social health to the same level as physical and mental health. As part of our social health practice, we will routinely screen individuals for social factors influencing their health, link them to resources — both community-based programs and Kaiser Permanente-funded initiatives across several domains including food security, housing, financial wellbeing, digital equity, and social

isolation. And we will consider members' personal circumstances when creating care plans.

Social Health Screening
Kaiser Permanente is currently implementing and expanding universal social health screening across all markets using standard questionnaires. These standard questionnaires screen for social risks and needs related to financial strain, housing instability, food insecurity and transportation among other service areas. The technology to integrate these standard screening tools into our electronic health record system will enable access across care delivery settings in all Kaiser Permanente markets starting in late 2022. Our goal is to screen at least 70% of all Kaiser Permanente members annually by 2025. Our work to establish universal screening will improve members' overall care experience, allow more members to be referred to community-based resources, and will create opportunities to tailor care plans to personal situations, and drive equity and quality outcomes.

Thrive Local
Thrive Local is foundational to Kaiser Permanente's social health practice as a central program for connecting members and patients to community-based programs and services that can help with housing, healthy meals, childcare, transportation, and many other social factors affecting their health. At its core, Thrive Local is a technology platform that provides searchable, up-to-date information on a wide range of local community-based organizations, programs, and services — many that accept electronic referrals from us and provide real-time status updates, so we can track whether members receive the help they need. Thrive Local has rolled out in phases via a series of community network launches.

- Community networks: Kaiser Permanente, with Unite Us and other health care funding partners, created and expanded coordinated networks of health and social service providers working together to address people's social needs in every community Kaiser Permanente serves across 8 U.S.

markets. Nearly 5,000 community-based organizations providing over 7,000 programs currently participate in these networks.

- As we roll out the Unite Us platform for Kaiser Permanente care teams to help members with social needs, we're also using it in additional ways to support members' social health. We added an online community resource directory to our member portal, kp.org, and opened a dedicated phone line to help members receive support with social needs. The online community resource directory is available at kp.org/communityresources.

SNAP Outreach to Medicaid Households

To date, the campaigns have reached more than 4.5 million members in 1.6 million households in all lines of business and supported over 99,000 with application submissions. In spring 2020, Kaiser Permanente reached out to 1.3 million Medi-Cal households via text, email, and phone to encourage their enrollment in CalFresh (SNAP). More than 86,000 Medi-Cal members applied, and we estimate that 58% of those were enrolled. We are seeking regulatory approval to conduct additional outreach to Medi-Cal households by the end of 2022.

Tackling Food Insecurity

Kaiser Permanente is developing interventions to support our members nutritional health. We launched a Medically Tailored Meals study in three markets, including Northern California, which provides nutritious meals to members who have been discharged from the hospital with a chronic disease. In addition, Kaiser Permanente is sponsoring a Produce Prescription research study in Southern California to advance the scientific evidence for this intervention on glycemic control in food insecure patients.

Project HOME

Kaiser Permanente launched an initiative to house a targeted segment of our unhoused member and patient population through an innovative housing model and strategic community-based partnerships. The initiative targets members and patients experiencing homelessness. In Northern California, Kaiser Permanente has referred 104 patients to Project HOME.

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 low-income members and patients with housing related legal needs. As of May 2022, legal consultation has been provided to over 110 patients.

Life Experience Campaign

In partnership with the Public Good Projects, Kaiser Permanente launched a multifaceted health promotion and social marketing campaign for older members, their caregivers, and our communities to address social isolation and loneliness.

Digital Equity/Affordable Connectivity Program

Kaiser Permanente supports patients' awareness and access to the Affordable Connectivity Program for increased broadband resources to leverage digital health tools that improve health outcomes.