

# Kaiser Permanente's participation in Health First Colorado and the Child Health Plan Plus

## Enrollment

In Colorado, Kaiser Permanente serves more than 49,000 assigned patients in Health First Colorado (Medicaid) and members in the Child Health Plan Plus program (CHP+). Membership composition:



43%  
children

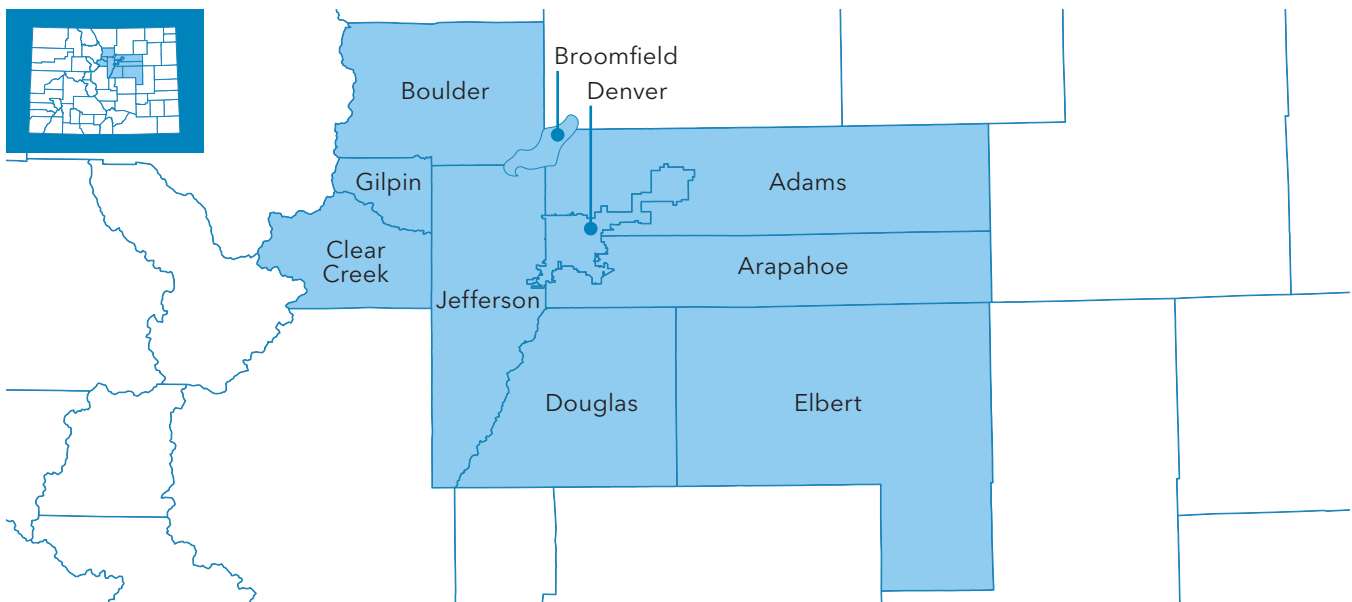


57%  
adults

Data current as of May 2022.

## 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, virtual visits increased three-fold in response to the COVID-19 public health emergency. Though they remain significantly greater than pre-pandemic, virtual visits have gradually declined since 2020 as more individuals transition back to in-person 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](https://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. As of June 2022, Kaiser Permanente reached out to over 30,000 Medicaid households via text, email, and phone to encourage their enrollment in SNAP. We estimate an application rate of 2.7% for all lines of business.

### **Medically Tailored Meals**

Launched in April 2020, the Medically Tailored Meals study in three markets, including Colorado, has provided 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 and provided over 116,000 meals. This study includes Medicaid members.

### **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.



### **Get Your Refund**

Kaiser Permanente is informing eligible members about resources available through GetYourRefund. Led by the Office of Community Health, these outreach campaigns are part of a strategy to support financial wellbeing, connect members to available benefits and social services, and increase the purchasing power of economically vulnerable members. As of June 2022, in Colorado, over 17,769 members have been outreached via text with over 3,000 webpage views.

### **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.