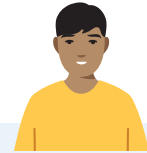


Kaiser Permanente's participation in Georgia Families and Children's Health Insurance Program

Who We Serve



More than 27,000 patients are assigned to Kaiser Permanente in Georgia Families (Medicaid) and the Children's Health Insurance Program (CHIP) in Georgia. Georgia Families comprises 85% of assigned patients, and 15% of assigned patients are enrolled in CHIP. Member composition:

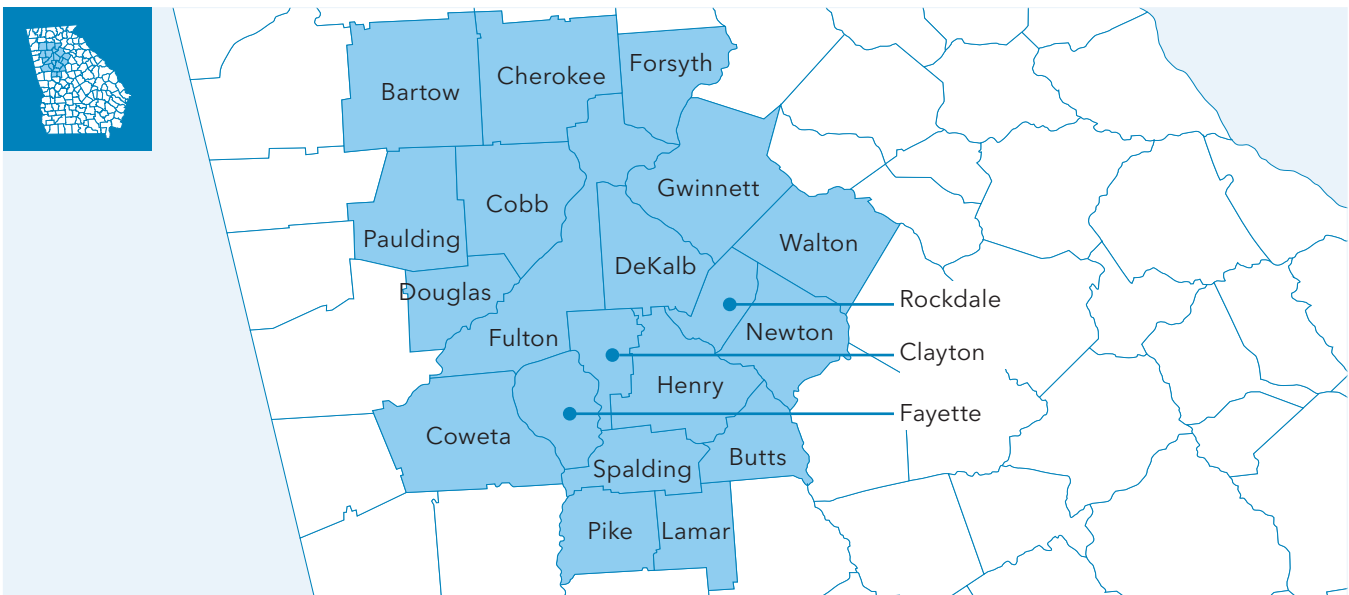
54%
children
(ages 0-9)

46%
older children and
young adults
(ages 10-20)

Data current as of May 2022.

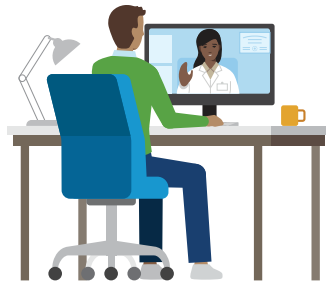
Service Area

Kaiser Permanente subcontracts with all 3 Care Management Organizations (Amerigroup, CareSource, and Peach State) to serve assigned patients. The Care Management Organizations assign pediatric patients to Kaiser Permanente through subcontracts that include both fee-for-service and value-based payments. Assigned patients are in our 20 county footprint encompassing the Atlanta Metro Area and surrounding counties.



Telehealth

Kaiser Permanente is a leader in virtual care. 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.

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.