

# Kaiser Permanente's participation in QUEST Integration

## Who We Serve

More than **49,500** members are enrolled in QUEST Integration (Medicaid) and the Children's Health Insurance Program (CHIP) in Hawaii. Member composition:



**38%**  
children



**60%**  
adults

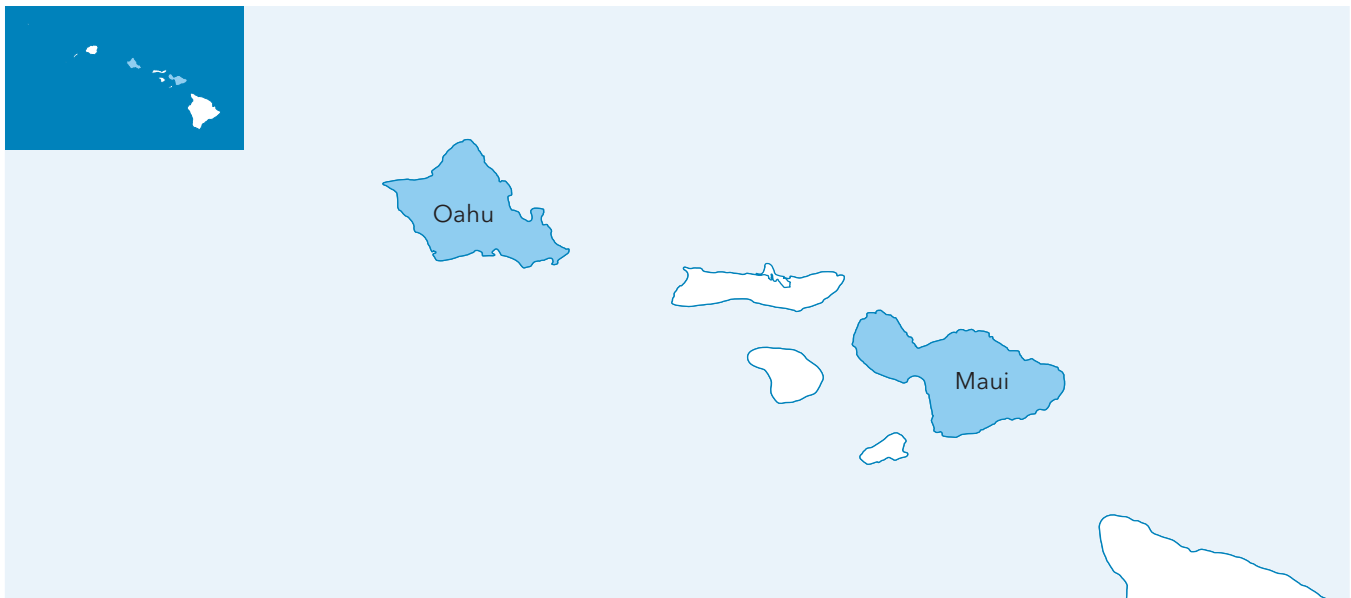


**2%**  
seniors and persons with disabilities

Data current as of May 2022.

## Service Area

Kaiser Permanente participates in QUEST Integration on the islands of Oahu and Maui. Kaiser Permanente contracts directly with the state to provide care and coverage on a capitated basis (meaning a fixed payment per member, per month) and has managed long-term services and supports for our QUEST Integration members since 2015. Kaiser Permanente also serves people who are dually eligible for Medicare and Medicaid through a Dual Eligible Special Needs Plan.



## Quality

Since 2017, the National Committee for Quality Assurance (NCQA) has awarded Kaiser Permanente's QUEST Integration plan 4.5 out of 5 stars for our performance on measures related to consumer satisfaction, prevention, and treatment.

Kaiser Permanente QUEST Integration performs in the 95th percentile\* for the following NCQA measures:

- Cancer Screening
- Cervical Cancer Screening
- Blood Pressure Control
- Diabetes: A1C Screening
- Diabetes: Kidney Monitoring
- Diabetes: Blood Pressure Control
- Timely Prenatal Visits
- Timely Postpartum Visits
- Childhood Immunizations Combo 3

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 QUEST Integration performance among all Medicaid plans nationally in 2019.

## 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 their peak in 2021 as more individuals transition back to in-person care. As of June 2022, Medicaid members in Hawaii had a monthly average of 9,500 virtual visits in 2022, down from 10,200 in 2021.

## 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 nearly 30,000 Medicaid households via text and email to encourage their enrollment in SNAP.

### **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.