

Kaiser Permanente's participation in Oregon Health Plan and the Children's Health Insurance Program

Who We Serve



More than 65,000 members are enrolled in Oregon Health Plan (Medicaid) and the Children's Health Insurance Program (CHIP) in Oregon. Member composition:

32%
children

65%
adults

3%
seniors and persons with disabilities

Data current as of May 2022.

Service Area

Kaiser Permanente currently participates in Oregon Health Plan in 6 counties, mainly concentrated in the Portland metro area. To provide care and coverage in Oregon, Kaiser Permanente is a delegated subcontractor to Health Share of Oregon in the Portland metro area and PacificSource in Marion and Polk counties, on a capitated basis (meaning a fixed payment per member, per month). Kaiser Permanente also participates as a fee-for-service primary care provider under PacificSource in Lane County and contracts as a dental provider for Health Share of Oregon members in the Portland metropolitan area.



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 Kaiser Permanente NW (which is predominately Oregon residents) had a monthly average of 8,000 virtual visits in 2022, down from of 9,100 in 2021 and 10,700 in 2020 (Apr - Dec).



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. As of June 2022, Kaiser Permanente reached out to nearly 50,000 Medicaid households via text and email to encourage their enrollment in SNAP.

Medically Tailored Meals

Launched in April 2020, the Medically Tailored Meals study in three markets, including Oregon 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.

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 Oregon, Kaiser Permanente has referred 105 patients for 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.