



SPECIAL NEEDS PLAN (SNP) UPDATE, APRIL 2021

Central Health Plan’s Special Needs Plan for Medicare beneficiaries in Los Angeles, San Bernardino, Ventura and Orange counties continues to extend its outreach to underserved populations to improve health outcomes, access to affordable care and preventive services, coordination and transition of care and facilitate provider engagement. The SNP’s MOC addresses the various geriatric syndromes and health conditions common to this population. The Plan’s 2020 membership is diverse.

Ethnicity	Language	Age	Top 4 Health Conditions	Rate of Complications
Asian or Pacific Islander (62%)	Chines (56%)	85-97 years old (17%)	High Blood Pressure with Chronic Kidney Disease (85%)	Fall (28%)
Hispanic (15%)	Spanish (22%)	75-84 years old (41%)	High Cholesterol (82%)	Stroke (8%)
Caucasian (11%)	English (13%)	65-74 years old (33%)	Diabetes (64%)	Heart Attack (6%)
Other (10%)	Other (9%)	Below 65 years old (9%)	Arthritis (47%)	Congestive Heart Failure (6%)

As many as 92% of the Plan’s members have 3 or more comorbid conditions and 55% have issues with polypharmacy. Among the barriers to members’ adherence to prescribed treatment regimen are low literacy, lack or absence of adequate caregiver or support system, poor socioeconomic status, cultural beliefs, and language barriers.

We continue to update the Individualized Care Plan by conducting annual HRA re-assessments and coordinating services with inpatient case managers on any recent transition of care (TOC) events. Health education conducted by phone or during home visits by our case managers continue to focus on timely identification and appropriate referral to specialists or community resources for any identified health screening or preventive needs. We encourage self-care through medication adherence as well as therapeutic lifestyle. The following lists the 2020 annual performance metric result for the SNP MOC:

Plan Benefit	Goal: < 15% 30 Day Readmission Rate	Goal: 60% A1c < 9.0%	Goal: 70% HRA completion Rate	Goal: 95% with completed Interdisciplinary Care Plan	Goal: 90% Member Satisfaction Survey Score
MA 002	14%	95%	72%	96%	96%
MA 006	16%	85%	74%	92%	96%
MA 009	12%	88%	71%	93%	98%
MA 014	0%	53%	61%	83%	100%

In order to meet our SNP MOC mission and goals, it is important that the entire CHMP Team, including our Members continue to work together. To our network providers, we encourage your participation in our interdisciplinary team meetings as well as complete the annual MOC training as required by CMS at <https://www.centralhealthplan.com/cpa/Home/SNP> and complete the Attestation Form.