Enhancing Member Confidence and Retention in Medicare Advantage: The Power of Proactive NavigationE

Presented By:





Webinar Participant Tips

- All participant lines are muted. To protect your privacy, you will only see your name and the presenters names in the participant box.
 - To submit a question to the presenters any time during the event;
 - In the Event window, in the Panels drop-down list, select Q & A.
 - Type your question in the Q & A box.
 - Click "Send".



Enhancing Member Confidence and Retention in Medicare Advantage: The Power of Proactive Navigation



RISE[°]

Shannon Decker, PhD CEO, Healthcare Clinical Performance Operations VBC One

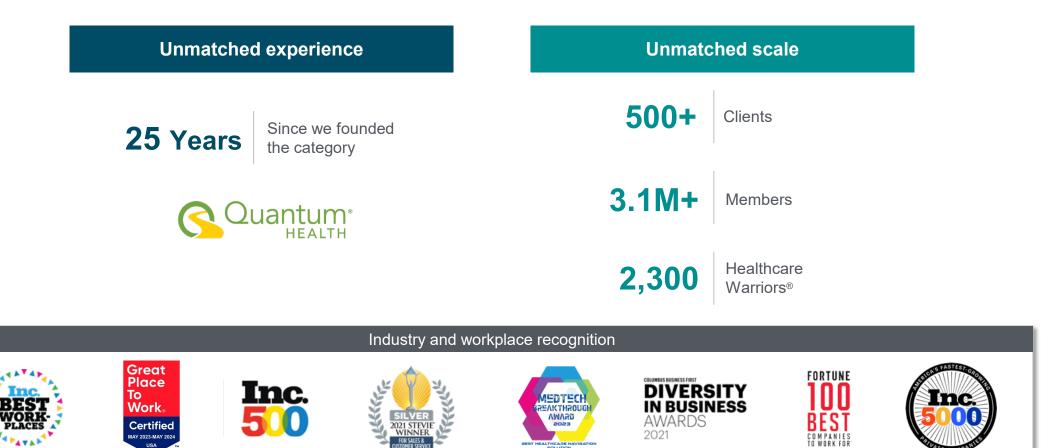


Chris Reed Director, Value Creation *Quantum Health*



Moderator: **Ryan Peterson** Vice President Payor Innovations *Quantum Health*

Setting the standard for healthcare navigation



2021



MAY 2023-MAY 2024

In your experience, what is the biggest reason Medicare Advantage members don't engage with their benefits or available plan support?

- a) They don't fully understand their benefits.
- b) They only seek help when there's a crisis.
- c) They don't trust their plan to have their best interests in mind.
- d) Social or financial barriers make it hard for them to take action.



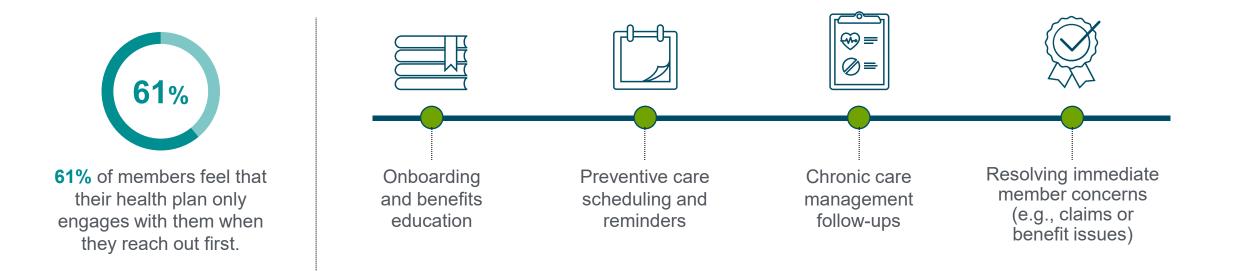


Building confidence: The foundation for member satisfaction and retention





Fostering confidence and trust through meaningful support





The impact of ongoing, year-round member support

Health Risk Assessment (HRA) identifies unmet needs.

- Helen's Care Coordinator conducts an HRA, identifying her COPD, mobility challenges and difficulty managing medications.
- Helen is due for her annual wellness visit, and her Care Coordinator helps her schedule it.

January

Preventive care support ensures Helen stays on track.

- Helen's Care Coordinator reminds her about recommended preventive care (vaccines, mammogram) and helps her schedule them.
- A routine check-in reveals that Helen has **not scheduled her pulmonary function test**, so her Care Coordinator assists with finding an innetwork provider.

Proactive support connects Helen to a pulmonary rehab program.

- During a regular check-in, Helen shares that her breathing has worsened.
- Her Care Coordinator connects her with **a pulmonary rehab program** and ensures she has the resources to participate.



Helen

68 years old

Proactive outreach resolves an issue with medication delivery.

- Helen reports delays in receiving her inhalers, leading to missed doses.
- Her Care Coordinator **contacts her pharmacy**, enrolls her in **mail-order delivery**, and confirms timely refills.

Care Coordinator reaches out when Helen isn't attending appointments.

- Helen shares that she's missing follow-ups because she has trouble getting to her doctor.
- Her Care Coordinator **arranges reliable transportation** to and from her appointments.

Ongoing Throughout the Year:

Regular follow-ups ensure adherence to her care plan.

December

- Helen's Care Coordinator checks in regularly to:
 - Reinforce medication adherence and preventive care.
- Offer additional resources
 for COPD self-management.
- Address new concerns as they arise.

Proactive navigation supports members with chronic conditions by addressing care barriers and improving adherence.



Transforming member and plan outcomes

Member outcomes

Improved chronic condition management

Increased adherence to preventive care

Fewer care gaps and reduced hospitalizations

Greater confidence navigating benefits and accessing care

Enhanced overall satisfaction with their health plan



Plan outcomes

Higher member retention and loyalty

Better Star Ratings and quality metrics

Reduced costs from avoided hospitalizations and unnecessary interventions

Increased engagement in preventive care across all key measures

Improved plan reputation and competitiveness in the market

FA

Quantum Health Care Gap Closure exceeds commercial benchmark for:

Coronary Artery Disease 12.5%

Diabetes 4.6%

Congestive Heart Failure **8.7%** Cholesterol **4.4%**

Hypertension 19%



Supporting members every step of the way



Listening to member needs



Resolving barriers like transportation



Proactively addressing preventive care gaps



Coordinating follow-ups after major health events





Year-round support builds confidence and loyalty



Onboarding Helping members understand and use their benefits



Ongoing Support

Closing care gaps and resolving issues



Critical Moments Supporting members through major health events

Continuous engagement builds trust and drives member satisfaction.



Building confidence, driving retention, achieving success







RISE

Contact us to learn more



quantum-health.com/contact connect@quantum-health.com

Thanks for joining us today!

