

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

Presented By:



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Setting the standard for healthcare navigation

Unmatched experience

25 Years

Since we founded the category



Unmatched scale

500+

Clients

3.1M+

Members

2,300

Healthcare Warriors®

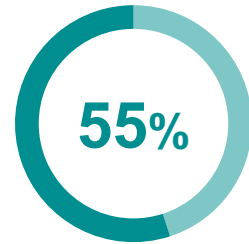


In your experience, what is the biggest reason Medicare Advantage members don't engage with their benefits or available plan support?

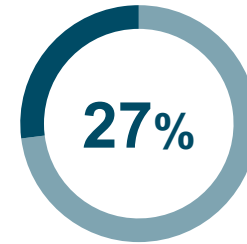
- a) They don't fully understand their benefits.
- b) They only seek help when there's a crisis.
- c) They don't trust their plan to have their best interests in mind.
- d) Social or financial barriers make it hard for them to take action.



Building confidence: The foundation for member satisfaction and retention



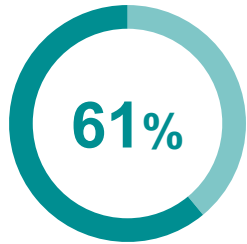
55% of members feel very confident in understanding and using their benefits.



27% report being somewhat, not very, or not at all confident.



Fostering confidence and trust through meaningful support



61% of members feel that their health plan only engages with them when they reach out first.



Onboarding and benefits education



Preventive care scheduling and reminders



Chronic care management follow-ups

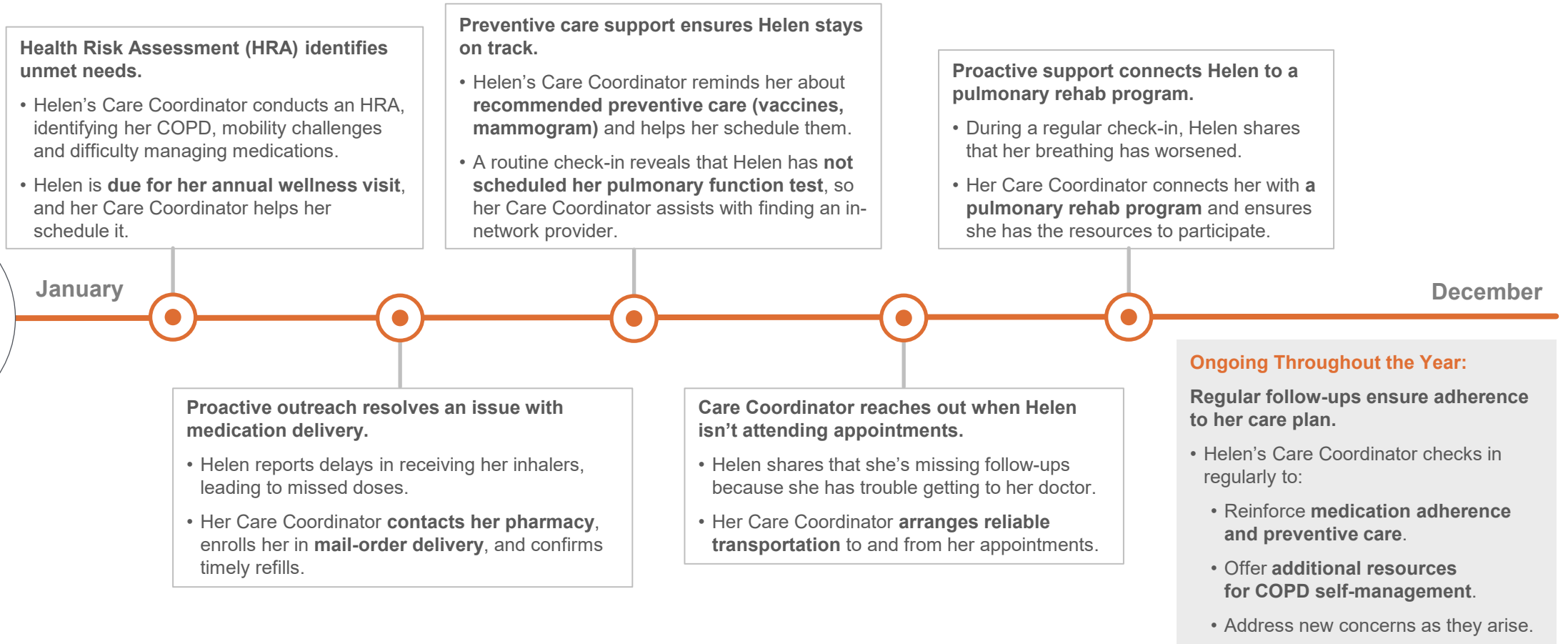


Resolving immediate member concerns (e.g., claims or benefit issues)

The impact of ongoing, year-round member support



Helen
68 years old



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

Transforming member and plan outcomes

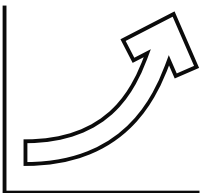
Member outcomes

- 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



Quantum Health Care Gap Closure exceeds commercial benchmark for:

- | | | |
|--------------------------------------|--------------------------------------|-------------------------|
| Coronary Artery Disease 12.5% | Congestive Heart Failure 8.7% | Cholesterol 4.4% |
| Diabetes 4.6% | 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



Q&A



RISE

Contact us to learn more



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Thanks for joining us today!