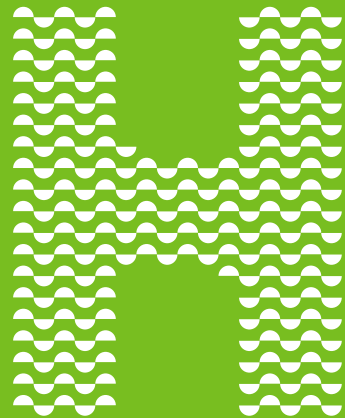


Humana®

# Kentucky Medicaid Disparity TAC

April 17, 2024





## Our Commitment

Improve access to quality care and reduce barriers to health, improving health outcomes for all our enrollees and for their communities by applying a health equity lens to each policy, practice, and process across Humana Healthy Horizons in Kentucky.

**Humana**®

**CMS defines health equity as** the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, and other factors that affect access to care and health outcomes.<sup>1</sup>

# Humana's Health Equity Strategic Framework and Actions

Strategic Area	CMS Framework for Health Equity 2022–2032	NCQA HEA Standards	Examples of Humana's Actions
Focus on data	<b>Priority 1</b> Expand the Collection, Reporting, and Analysis of Standardized Data	HE 2: Race/Ethnicity, Language, Gender Identity and Sexual Orientation Data	Humana leverages dashboards that integrate 3 <sup>rd</sup> party data, claims, self-reported data directly from members (via the Health Risk Assessment, other clinical program intake forms, QMAC meetings, and other sources) to monitor and identify gaps in care and quality and monitor health outcomes.
Identify root cause and intervene	<b>Priority 2</b> Assess Causes of Disparities Within CMS Programs and Address Inequities in Policies and Operations to Close Gaps	HE 5: Culturally and Linguistically Appropriate Services Programs  HE 6: Reducing Health Care Disparities	Humana is analyzing HEDIS data to identify disparities and their causes and address gaps in care and uses tools like the Government Alliance on Race and Equity (GARE) Tool to evaluate our policies and processes to ensure they benefit <i>all</i> our members.  We design Value Added Services, Go365 Rewards, innovative pilot programs, and partnerships with Community Based Organizations to address health related social needs and remove barriers for our members. We hire associates, including Community Health Workers (CHWs), who live in the communities they serve. We establish goals in alignment with NCQA Health Equity Accreditation standards and partner with providers to eliminate disparities.
Increase capacity	<b>Priority 3</b> Build Capacity of Health Care Organizations and the Workforce to Reduce Health and Health Care Disparities	HE 1: Organizational Readiness  HE 4: Practitioner Network Cultural Responsiveness	Humana's VBC model supports PCPs who are focused on quality of care and patient experience. These providers account for the range of factors and levels of influence that impact one's health, including patient demographics and social determinants of health, resulting in better health outcomes.  Our associates and provider partners complete annual DEI, cultural competency, implicit bias, and other trainings. 30% of our associates are in at least 1 of our 10 Network Resource Groups.
Enhance communication	<b>Priority 4</b> Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services	HE 3: Access and Availability of Language Services	We have hired a bi-lingual CHW with lived experience as an immigrant to build relationships with CBOs that provide culturally-tailored programming. She also supports our members who are also New Americans and for whom English is their second language. Humana provides all materials in both English and Spanish, as well as language assistance translation services for members/providers in more than 200 languages and ASL.
Improve access	<b>Priority 5</b> Increase All Forms of Accessibility to Health Care Services and Coverage	HE 5: Culturally and Linguistically Appropriate Services	Humana's Provider Relations team assesses the accessibility of our contracted providers' services for individuals with disabilities and helps address gaps.

# HHHKY's 2024 Culturally and Linguistically Appropriate Services (CLAS) Work Plan

## Work Plan Goal Areas



### CLAS Goals

1. Present an update on the status of the CLAS program at least once to the market Quality Member Advisory Committee (QMAC) and gather direct member feedback. **GOAL MET**
2. Improve member-facing associate knowledge and ability to connect members with Humana's interpretation services as evidenced by pre- and post- training knowledge tests. **IN PROGRESS**



### Provider Network Responsiveness Goals

1. Increase provider cultural competency training completion rate 5 percentage points from the 2022 rate of 10.23% to the goal rate of 15.23%. **IN PROGRESS**
2. Increase the ability of network pediatricians to provide services in a member's preferred language. **IN PROGRESS**



### Health Disparities Goals

1. Reduce the disparity gap in weight assessment compliance between Black and African American (BAA) and White members such that it is no longer statistically significant at p-value <.05. **GOAL MET**
2. Reduce the disparity gap in weight assessment between Spanish-speaking and English-speaking members such that it is no longer statistically significant at p-value <.05. **GOAL MET**



# 2022 HEDIS Measures and Compliance Rates by Race

Measure	SubMeasure	Abbrev	Asian or Pacific Islander	Black	Caucasian/White	Hispanic	Race not provided	Native Hawaiian or Other Pacific Islander	American Indian or Alaskan Native
Prenatal and Postpartum Care	Timeliness of Prenatal Care	PPC	100.0%	70.5%	83.8%	78.6%	89.5%	75.0%	
Prenatal and Postpartum Care	Postpartum Care	PPC	66.70%	64.1%	74.2%	64.3%	84.20%	75.0%	
Cervical Cancer Screening	Cervical Cancer Screening	CCS	33.30%	58.70%	45.20%	91.70%	33.30%		
Childhood Immunization Status	Combo 3	CIS	100.0%	66.7%	69.3%	81.8%	68.1%	50.0%	
Childhood Immunization Status	Combo 7	CIS	100.0%	63.5%	61.9%	72.7%	66.0%	37.5%	
Childhood Immunization Status	Combo 10	CIS	75.0%	23.8%	22.2%	18.2%	28.4%	37.5%	
Childhood Immunization Status	DTaP	CIS	100.0%	68.3%	73.2%	81.8%	71.3%	62.5%	
Childhood Immunization Status	Hepatitis A	CIS	100.0%	85.7%	86.1%	90.9%	79.8%	62.5%	
Childhood Immunization Status	Hepatitis B	CIS	100.0%	85.7%	92.2%	90.9%	90.4%	75.0%	
Childhood Immunization Status	HiB	CIS	100.0%	84.1%	83.5%	90.9%	81.9%	62.5%	
Childhood Immunization Status	IPV	CIS	100.0%	82.5%	89.6%	90.9%	85.1%	62.5%	
Childhood Immunization Status	Influenza	CIS	75.0%	27.0%	28.6%	36.4%	28.7%	50.0%	
Childhood Immunization Status	MMR	CIS	100.0%	84.1%	85.3%	90.9%	78.7%	62.5%	
Childhood Immunization Status	Pneu conj	CIS	100.0%	73.0%	76.6%	81.8%	72.3%	50.0%	
Childhood Immunization Status	Rotavirus	CIS	100.0%	68.3%	74.0%	81.8%	77.7%	37.5%	
Childhood Immunization Status	VZV	CIS	100.0%	84.1%	86.6%	90.9%	78.7%	62.5%	
Colorectal Cancer Screening		COL	41.62%	36.14%	33.98%	36.06%	34.03%	16.67%	33.33%

Please note: Blanks in the chart means there was nothing reported for that category.

# 2022 HEDIS Measures and Compliance Rates by Sex

Measure	SubMeasure	Abbrev	Male	Female
Prenatal and Postpartum Care	Timeliness of Prenatal Care	PPC		85.40%
Prenatal and Postpartum Care	Postpartum Care	PPC		76.16%
Cervical Cancer Screening	Cervical Cancer Screening	CCS		48.66%
Childhood Immunization Status	Combo 3	CIS	68.66%	69.05%
Childhood Immunization Status	Combo 7	CIS	63.18%	63.33%
Childhood Immunization Status	Combo 10	CIS	24.88%	24.29%
Childhood Immunization Status	DTaP	CIS	72.64%	71.90%
Childhood Immunization Status	Hepatitis A	CIS	85.57%	83.33%
Childhood Immunization Status	Hepatitis B	CIS	92.04%	89.05%
Childhood Immunization Status	HiB	CIS	85.57%	80.95%
Childhood Immunization Status	IPV	CIS	88.06%	86.19%
Childhood Immunization Status	Influenza	CIS	30.85%	28.10%
Childhood Immunization Status	MMR	CIS	84.08%	82.86%
Childhood Immunization Status	Pneu conj	CIS	75.62%	74.29%
Childhood Immunization Status	Rotavirus	CIS	73.63%	73.81%
Childhood Immunization Status	VZV	CIS	84.58%	83.81%
Colorectal Cancer Screening		COL	30.42%	37.73%

Please note: Blanks in the chart means there was nothing reported for that category.

# 2022 HEDIS Measures and Compliance Rates by Age



Measure	SubMeasure	Abbrev	under 15	15-17	18-20	21-24	25-34	35-44	45-54	55-64
Prenatal and Postpartum Care	Timeliness of Prenatal Care	PPC		100.00%	89.74%	84.88%	85.34%	82.00%	100.00%	
Prenatal and Postpartum Care	Postpartum Care	PPC		66.67%	71.79%	76.74%	77.59%	72.00%	100.00%	
Cervical Cancer Screening	Cervical Cancer Screening	CCS				66.67%	58.33%	50.00%	36.59%	37.31%
Childhood Immunization Status	Combo 3	CIS	68.86%							
Childhood Immunization Status	Combo 7	CIS	63.26%							
Childhood Immunization Status	Combo 10	CIS	24.57%							
Childhood Immunization Status	DTaP	CIS	72.26%							
Childhood Immunization Status	Hepatitis A	CIS	84.43%							
Childhood Immunization Status	Hepatitis B	CIS	90.51%							
Childhood Immunization Status	HiB	CIS	83.21%							
Childhood Immunization Status	IPV	CIS	87.10%							
Childhood Immunization Status	Influenza	CIS	29.44%							
Childhood Immunization Status	MMR	CIS	83.45%							
Childhood Immunization Status	Pneu conj	CIS	74.94%							
Childhood Immunization Status	Rotavirus	CIS	73.72%							
Childhood Immunization Status	VZV	CIS	84.18%							
Colorectal Cancer Screening		COL								

Measure	Abbrev	45-49	50-74
Colorectal Cancer Screening	COL	18.39%	40.20%

Please note: Blanks in the chart means there was nothing reported for that category.

# 2022 HEDIS Measures and Compliance Rates by Region



Measure	SubMeasure	Abbrev	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Prenatal and Postpartum Care	Timeliness of Prenatal Care	PPC	84.87%	81.75%	79.28%	81.69%	85.23%	94.59%	87.13%	95.24%
Prenatal and Postpartum Care	Postpartum Care	PPC	76.32%	76.98%	76.58%	80.28%	73.86%	81.08%	76.84%	57.14%
Cervical Cancer Screening	Cervical Cancer Screening	CCS	48.94%	54.26%	54.43%	53.85%	52.08%	42.42%	48.20%	30.00%
Childhood Immunization Status	Combo 3	CIS	65.38%	73.68%	76.99%	67.57%	68.57%	74.36%	66.34%	48.39%
Childhood Immunization Status	Combo 7	CIS	65.38%	69.92%	74.34%	59.46%	66.67%	58.97%	59.74%	41.94%
Childhood Immunization Status	Combo 10	CIS	11.54%	30.83%	38.94%	17.57%	30.48%	28.21%	20.13%	12.90%
Childhood Immunization Status	DTaP	CIS	65.38%	76.69%	78.76%	71.62%	71.43%	76.92%	70.30%	54.84%
Childhood Immunization Status	Hepatitis A	CIS	84.62%	86.47%	91.15%	86.49%	86.67%	79.49%	82.84%	74.19%
Childhood Immunization Status	Hepatitis B	CIS	96.15%	93.98%	95.58%	90.54%	90.48%	87.18%	89.44%	87.10%
Childhood Immunization Status	HiB	CIS	88.46%	86.47%	92.04%	81.08%	84.76%	79.49%	80.53%	74.19%
Childhood Immunization Status	IPV	CIS	92.31%	90.23%	94.69%	86.49%	87.62%	79.49%	85.15%	83.87%
Childhood Immunization Status	Influenza	CIS	11.54%	36.84%	46.02%	20.27%	39.05%	28.21%	24.75%	12.90%
Childhood Immunization Status	MMR	CIS	80.77%	89.47%	92.04%	78.38%	84.76%	79.49%	80.86%	77.42%
Childhood Immunization Status	Pneu conj	CIS	73.08%	79.70%	84.07%	72.97%	74.29%	76.92%	72.28%	61.29%
Childhood Immunization Status	Rotavirus	CIS	76.92%	79.70%	84.96%	70.27%	79.05%	58.97%	70.30%	64.52%
Childhood Immunization Status	VZV	CIS	73.08%	90.23%	92.92%	83.78%	82.86%	82.05%	81.52%	77.42%
Colorectal Cancer Screening		COL	18.39%	40.20%	38.85%	34.83%	35.56%	32.09%	37.81%	37.21%

Please note: Blanks in the chart means there was nothing reported for that category.