

Institutional Special Needs Plan (SNP)

How are we doing?

Opened in 2020

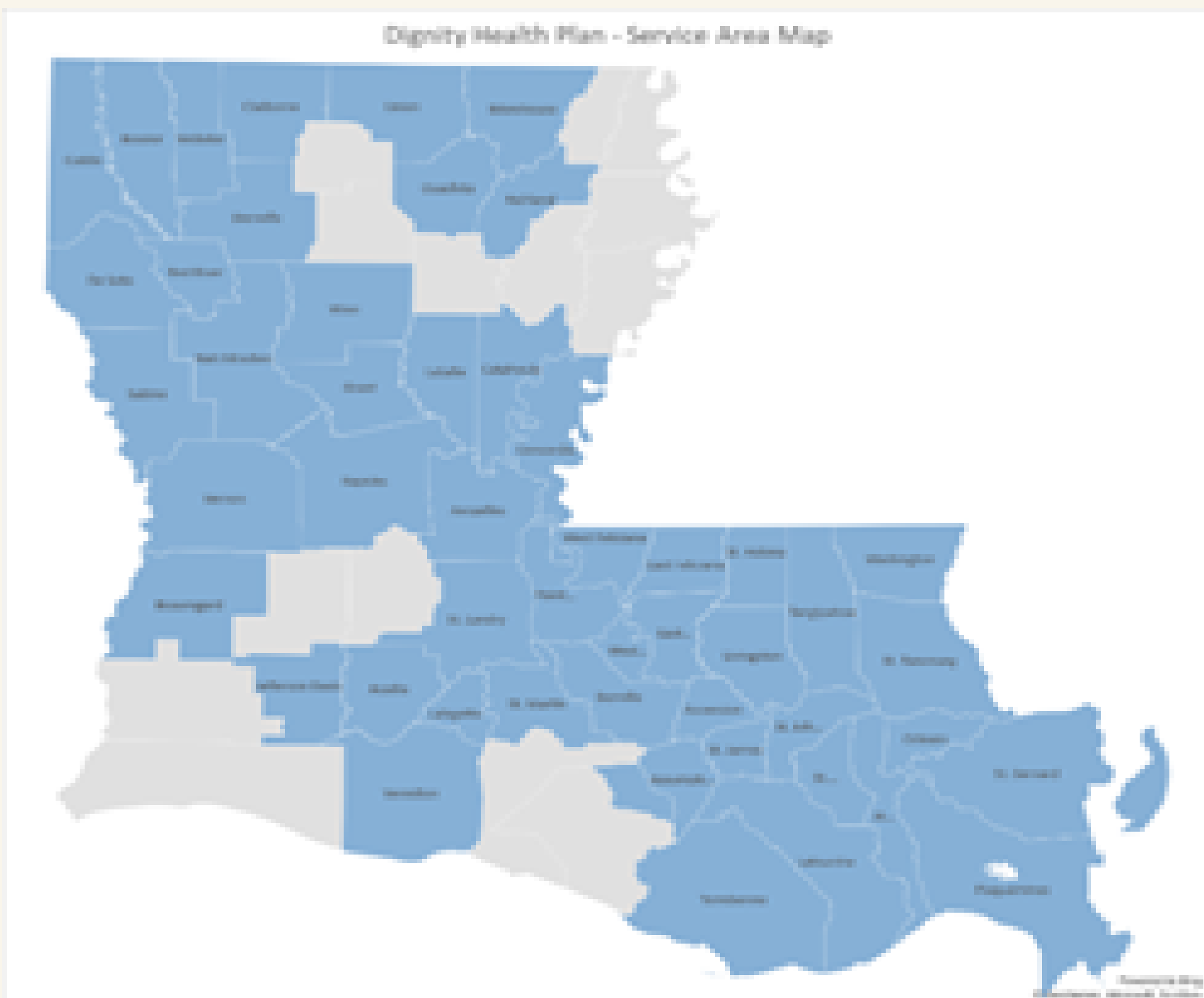
Enrollment as of June 2022

229

1 2021 Customer Service Phone Line Statistics:

Call Volume	Call Wait Time <30 seconds	Call Hold Time	Abandonment Rate
3418	95%	.21 seconds	1%

Operating in 50 of the 64 parishes in Louisiana



2 SNPs must have a Model of Care (MOC)

Dignity's includes:

- Specialized provider network
- Initial and annual health risk assessment
- Interdisciplinary care team meetings
- Individualized care plan
- Visits from a Nurse Practitioner
- Care Coordination by a Nurse Care Manager

3 2021 Member Satisfaction Survey Results

Overall, survey respondents have a very favorable view of Dignity Health Plan with:

- 95% rating the plan 8 or higher on a scale of 10
- 95% discussed their health concerns/questions with their nurse practitioner
- 85% discussed their care plan/goals with their nurse practitioner
- 8 out of 10 members said their doctor was aware of their care from specialists

Medication Adherence: 5 Star Measures

Cholesterol Medication Use

92%

Statin Use for Diabetes

89%

Comprehensive Medication Review

91%

Covid Vaccination



>90% had one or more doses

Emergency Room Visits



Reduced by 5% in 2021

Annual Wellness Visit



100% of members had one

Our Chronic Care Improvement Program continues to ensure Comprehensive Care for Diabetes including:

- Blood Sugar Monitoring
- Blood Pressure Monitoring
- Kidney Disease Screening
- Diabetic Eye Exam
- Diabetic Foot Exam