

Institutional Special Needs Plan (SNP)

How are we doing?

Opened in 2020

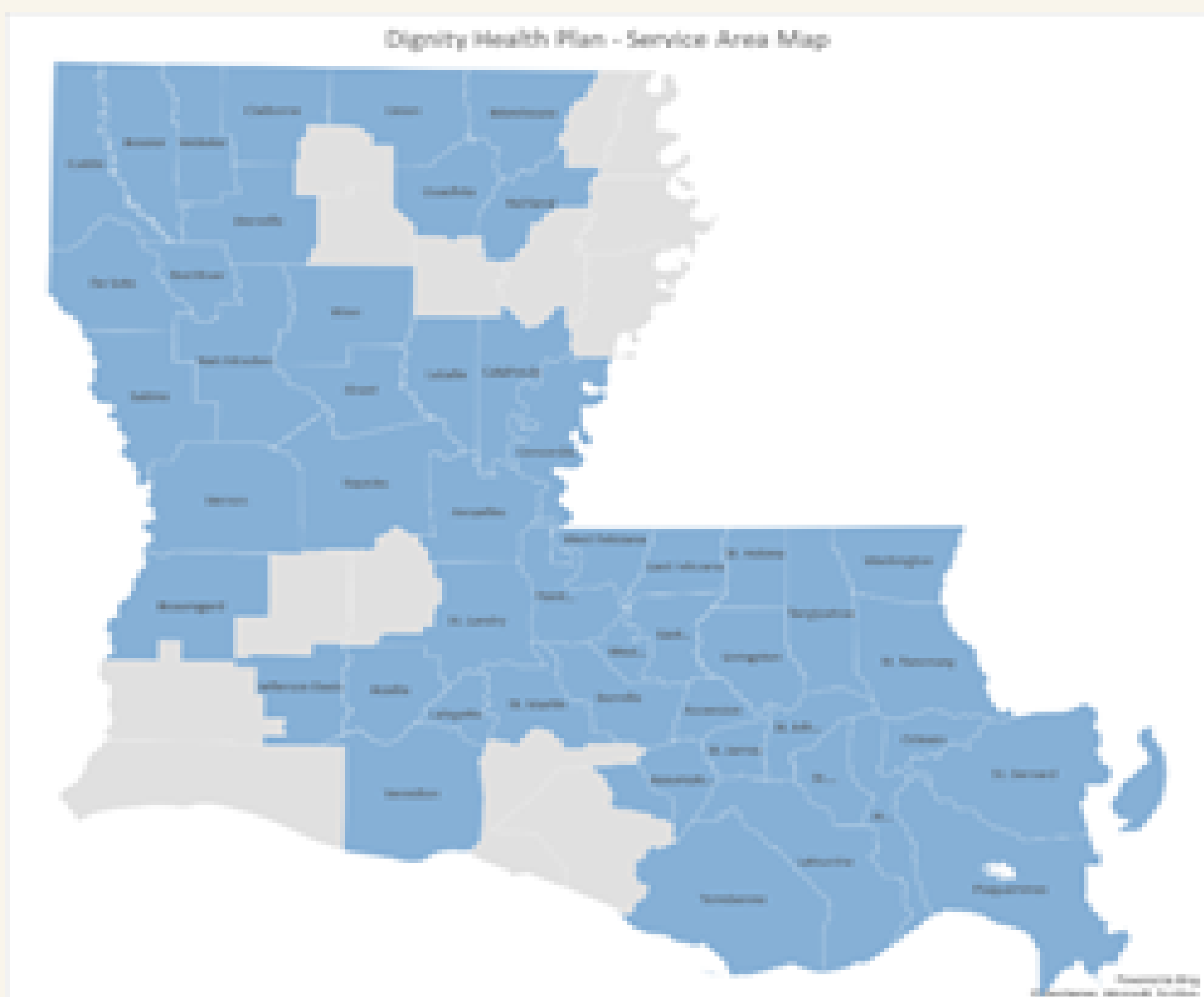
Enrollments as of December 2022

215

1 2022 Customer Service Phone Line Statistics:

Call Volume	Call Wait Time <30 seconds	Call Hold Time	Abandonment Rate
4503	95%	.23 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

2022 Model of Care Performance

- ## 3
- Here are some of our Model of Care performance measure results for 2022:
- 100% of new members had a health risk assessment within 90 days of enrollment
 - 100% had a designated Case Manager within 60 days of enrollment
 - 96% of high-risk beneficiaries at least once every week and of the moderate risk every other week seen by a Nurse Practitioner
 - 96.5% Interdisciplinary Care Team Involved in creating initial care plan

Covid Vaccination

Emergency Room Visits

Annual Wellness Visit



>95% had one or more doses



Reduced by 5% in 2021, and maintained lower rate for 2022



93.3% of members had one

Medication Adherence: Star Measures

Medication Adherence for Diabetes	Statin Use for Diabetes	Comprehensive Medication Review
94%	99%	89%

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