
From: Hergot, Kristina <Kristina.Hergot@blueshieldca.com>
Sent: Thursday, November 15, 2018 8:13 PM
To: ASPE SES IMPACT Study (OS/ASPE)
Subject: RE: ASPE Request for Information on Approaches to Improve Care for Medicare Beneficiaries with Social Risk Factors

Below please find Blue Shield of California's responses to the first two bullets points:

How plans and providers serving Medicare beneficiaries identify beneficiaries with social risk factors

- HOS and CAHPS - Collects some of the SDoH data (e.g., household income, education, low-income status, gender, race) and the results are provided in the annual survey results.
- Optum CAHPS consumer analytics analysis - Provides SDoH aggregate data for social isolation (SII) and socioeconomic status (SES). However, we only have SI data at the member level. For SES, Optum uses a third-party administrator to provide the data.
- Blue Shield's Health Risk Assessment (HRA) team is working with Heal to perform focused outreach and provide in-home physician wellness assessment visits to some of our Medicare members. Since Heal visits members in the home, they have unique insight and the ability to identify members and improve care for those members. As part of their visits, they often identify patients with social needs and can connect members to other resources as needed.

Approaches plans and providers have used to address the needs of beneficiaries with social risk factors

- Blue Shield is looking to expand transportation services, food security (access and delivery of meals), falls prevention, and possibly isolation and support in 2019.
- Blue Shield has implemented the following quality programs to-date:
 - SI data has been used for our SilverSneakers (fitness) initiatives.
 - Optum CAHPS has been used for an in-home initiative for disabled Medicare members between the ages of 18 and 64.

Thank you,

Kristina Hergot

Sr. Medicare Compliance Analyst, Medicare Compliance
Blue Shield of California
6300 Canoga Ave. | Woodland Hills, CA 91367
☎ (818) 228-6042 | ✉ Kristina.Hergot@blueshieldca.com

-----Original Message-----

From: HPMS
Sent: Friday, October 26, 2018 3:12 PM
To: Hergot, Kristina
Subject: ASPE Request for Information on Approaches to Improve Care for Medicare Beneficiaries with Social Risk Factors

Blue Shield Security Warning! This email originated outside of Blue Shield. Do not open attachments or click links unless you recognize the sender, are expecting the email, and are confident the content is safe.

ASPE has issued a Request for Information (RFI) related to the Improving Medicare Post-Acute Care Transformation (IMPACT) Act of 2014 at https://urldefense.proofpoint.com/v2/url?u=https-3A__aspe.hhs.gov_social-2Drisk-2Dfactors-2Dand-2Dmedicares-2Dvalue-2Dbased-2Dpurchasing-2Dprograms-2Drequest-2Dinformation&d=DwIBAg&c=hNAZrKxPkhfPADjr9wUJ4l9GS8ZQPNEcFQu4kKjVcNw&r=gdi6ltFHI7WNYuENru3nco

CZbil6J_BqMkY_8lmXdBE&m=0vL7j8COvYJT66sSPoL4bK-sQCHpSwpZipZgEek_OKo&s=_yMEoQmLaBj36HtRZ5AyTXOd_hMeR78liqKDII38Tul&e=, accepting responses until November 16, 2018 by email at ASPEImpactStudy@hhs.gov. The RFI, entitled IMPACT ACT Research Study: Provider and health plan approaches to improve care for Medicare beneficiaries with social risk factors, focuses on one aspect of the larger study described below.

Section 2(d) of the Improving Medicare Post-Acute Care Transformation (IMPACT) Act of 2014 calls for the Secretary of Health and Human Services (HHS), acting through the Assistant Secretary for Planning and Evaluation (ASPE), to conduct a study evaluating the effect of individuals' socioeconomic status (SES) on quality measures and measures of resource use under the Medicare program. The first component of the required work, a 2016 Report to Congress, focused on socioeconomic information currently available in Medicare data. Following up on ASPE's first Report to Congress, HHS is interested in:

- . How plans and providers serving Medicare beneficiaries identify beneficiaries with social risk factors
 - . Approaches plans and providers have used to address the needs of beneficiaries with social risk factors
 - . Evidence regarding the impact of these approaches on quality outcomes and the total cost of care
 - . Ways in which plans and providers disentangle beneficiaries' social and medical risks and address each
- We encourage you to respond to this request for information and to share it with others. The information gathered through this RFI will be valuable to CMS as we continue to examine the impact of social risk factors on health outcomes and how to best address the impact on clinical quality measurement for health and drug plans.

The full request for information is available at https://urldefense.proofpoint.com/v2/url?u=https-3A__aspe.hhs.gov_social-2Drisk-2Dfactors-2Dand-2Dmedicares-2Dvalue-2Dbased-2Dpurchasing-2Dprograms-2Drequest-2Dinformation&d=DwlBAg&c=hNAZrKxPkhfPADjr9wUJ4I9GS8ZQPNEcFQu4kkjVcNw&r=gdi6lFHl7WNYuENru3ncoCZbil6J_BqMkY_8lmXdBE&m=0vL7j8COvYJT66sSPoL4bK-sQCHpSwpZipZgEek_OKo&s=_yMEoQmLaBj36HtRZ5AyTXOd_hMeR78liqKDII38Tul&e=. Comments will be received until November 16, 2018 by email at ASPEImpactStudy@hhs.gov.