



Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

May 13, 2024



This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few key things to note:

- Health Homes was implemented in 14 counties in July 2013, 23 additional counties were added in October 2013, and the remaining 2 counties (King and Snohomish) joined in April 2017.
- Health Home dual beneficiaries are enrolled with one of eleven Health Home Fee-for-Service Lead Entities.
- Beneficiaries identified as "already aligned" with another Medicare shared savings program are not included among those deemed "demonstration eligible" for purposes of reporting and evaluation, though they remain eligible to receive Health Home services. **Note: the Overall Summary section now shows the clients who would have been demonstration eligible if not for an "already aligned" designation.**

The report was prepared by DSHS Research and Data Analysis Division in collaboration with Washington State's Health Care Authority.

Eligibility and Enrollment updated through March 2024

Engagement updated through December 2023

Health Home Team Review Date: May 8, 2024



DATA SOURCE: Washington State Health Care Authority, ProviderOne (Medicaid) database.

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Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

EXECUTIVE SUMMARY

Demonstration Eligibility Trends

- In the last year, eligibility for the demonstration has decreased to below 16,000 dual eligible beneficiaries. However, a primary driver of this trend is clients who are identified as "already aligned" with a different CMS shared savings program. While these clients are still eligible to receive Health Home benefits, they are no longer included in the demonstration population for reporting purposes.
- The number of "already aligned" clients had been consistently low in the first nine years of the program, averaging just below 740 per month. The number of these clients has risen to above 6,000 in the last year.
- The number of duals enrolled in Medicare Advantage plans, particularly Duals Special Need Plans (D-SNPs) has increased over the last several years. This has also driven down the total number of demonstration eligible beneficiaries as these clients are excluded from Medicaid Health Home eligibility more broadly.

Enrollment, and Engagement Trends

- 29% of demonstration eligible dual beneficiaries are not currently participating in the program, either because they could not be reached (9%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (20%) after being offered Health Home services.
- A decrease in monthly opt-out totals, beginning in April 2021, was due to a new program policy of ending opt-out status and re-offering Health Home services for those who have remained Health Home eligible for over a year.
- As of December 2023, 34% of enrolled duals were engaged in the month while 48% of those enrolled had been engaged in December 2023 or during a previous month. Overall engagement has remained fairly steady throughout the life of the demonstration, even as eligibility and enrollment have fluctuated at times.

COVID-19

- The Health Homes program did not see drastic changes to Eligibility, Enrollment, or Engagement levels for Dual Demonstration eligible beneficiaries during the height of the COVID-19 pandemic. We attribute some of the stability to the actions taken by Health Home program staff to support Leads and Care Coordinators in maintaining engagement with beneficiaries, through remote trainings, additional resources, and allowing phone-based services.
- The program now allows telehealth services to be provided as an exception when driven by client preferences. Though, the initial Health Action Plan (HAP) Tier One service must still be conducted in-person.

1. Overall Summary

May 13, 2024

HIGHLIGHTS
NEW

12,778 total dual beneficiaries were eligible for the demonstration as of March 2024. Of those,

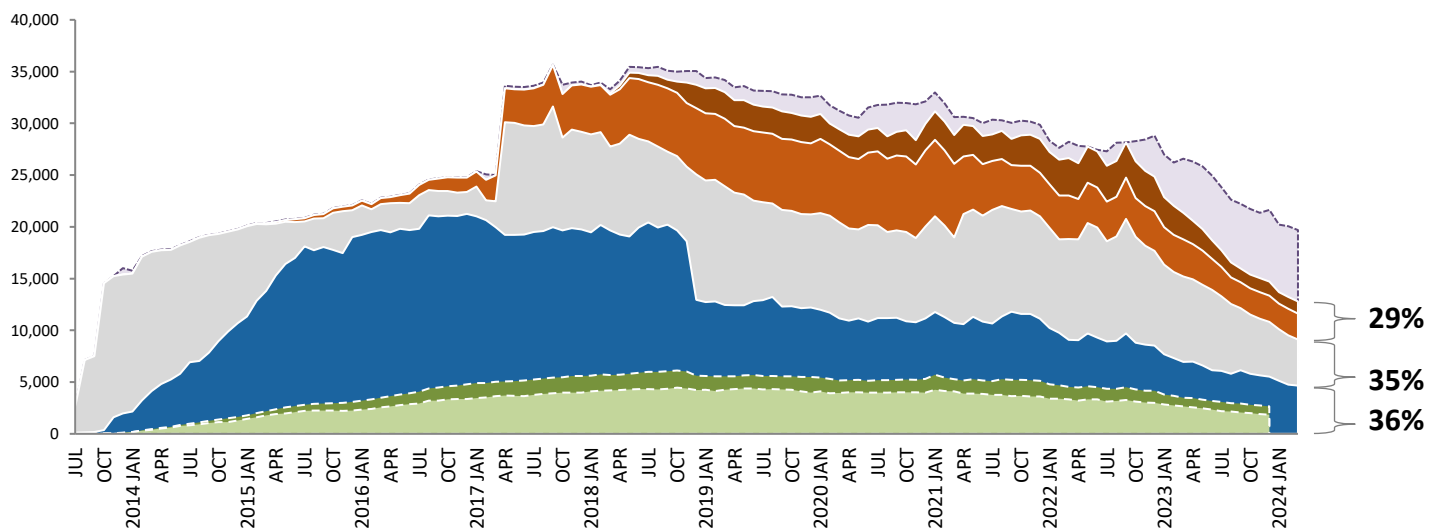
- **36%** are currently enrolled with a Health Home Lead Entity.
- **35%** are NOT currently enrolled, but will be as capacity allows.
- **29%** are not currently participating in the program, either because they could not be reached (9%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (20%) after being offered Health Home services.

6,913 beneficiaries identified as "already aligned" with another Medicare shared savings program have been removed from **(-35%)** the demonstration eligible population, resulting in a (-35%) decrease.

As of December 2023 there were a total of 5,533 Dual Beneficiaries enrolled with a Health Home Lead Entity. Of those,

- **48%** had received one or more Health Home services since their initial enrollment.
- **34%** had received a Health Home service during the month.

Overall Eligibility, Participation, Enrollment, and Engagement (July 2013 - Present)



Overall Eligibility, Participation, Enrollment, and Engagement Detail (previous 12 Months)

	Total Demo Eligible	Not Currently Participating				Not Currently Enrolled		Enrolled		Engaged				Not Demo Elig
		COULD NOT BE REACHED ¹		OPT-OUT ¹		NOT ENROLLED ¹		ENROLLED ¹		ENGAGED IN MONTH ²		ENGAGED EVER ²		ALREADY ALIGNED ³
APR	20,578	2,244	11%	3,402	17%	7,938	39%	6,994	34%	2,557	37%	3,466	50%	5,722 (-22%)
MAY	19,795	2,101	11%	3,290	17%	7,787	39%	6,617	33%	2,463	37%	3,310	50%	6,031 (-23%)
JUN	18,692	1,781	10%	3,003	16%	7,758	42%	6,150	33%	2,328	38%	3,164	51%	6,242 (-25%)
JUL	17,729	1,605	9%	2,832	16%	7,199	41%	6,093	34%	2,186	36%	3,085	51%	6,101 (-26%)
AUG	16,568	1,442	9%	2,581	16%	6,741	41%	5,804	35%	2,144	37%	2,952	51%	6,049 (-27%)
SEP	15,987	1,328	8%	2,515	16%	5,986	37%	6,158	39%	2,050	33%	2,917	47%	6,236 (-28%)
OCT	15,388	1,329	9%	2,541	17%	5,711	37%	5,807	38%	2,007	35%	2,792	48%	6,342 (-29%)
NOV	15,055	1,361	9%	2,568	17%	5,470	36%	5,656	38%	1,911	34%	2,731	48%	6,300 (-30%)
DEC	14,714	1,353	9%	2,553	17%	5,275	36%	5,533	38%	1,856	34%	2,641	48%	6,915 (-32%)
2024 JAN	13,681	1,104	8%	2,488	18%	4,974	36%	5,115	37%	pending	-	pending	-	6,538 (-32%)
FEB	13,213	1,139	9%	2,554	19%	4,765	36%	4,755	36%	pending	-	pending	-	6,837 (-34%)
MAR	12,778	1,167	9%	2,509	20%	4,449	35%	4,653	36%	pending	-	pending	-	6,913 (-35%)

¹Percent of Total Demonstration Eligible dual beneficiaries provided. ²Percent of Total Demonstration Eligible and Enrolled dual beneficiaries provided.

³Percent Decrease in Demonstration Eligible Total.

NOTES

This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few things to note:

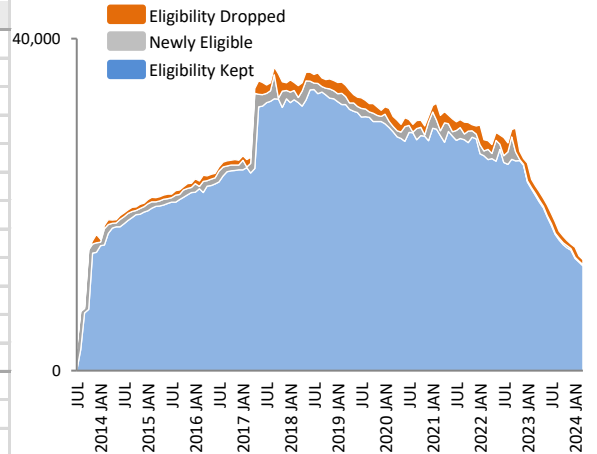
- Health Home engagement is based on accepted encounters which can take 3 months to receive.
- The number of "already aligned" duals began to dramatically increase in late 2022 and is driving the sharp decline in total Demonstration Eligible Duals seen in the most recent months.

2. Additional Eligibility, Enrollment, and Engagement Details

Health Home Dual Beneficiary Eligibility Status

		Eligible		Newly Eligible ¹		Eligibility Kept		Eligibility Dropped	
		NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³
2023	JAN	22,878		156	1%	22,722	91%	2,137	9%
	FEB	22,025		143	1%	21,882	96%	996	4%
	MAR	21,347		224	1%	21,123	96%	902	4%
	APR	20,578		230	1%	20,348	95%	999	5%
	MAY	19,795		180	1%	19,615	95%	963	5%
	JUN	18,692		154	1%	18,538	94%	1,257	6%
	JUL	17,729		235	1%	17,494	94%	1,198	6%
	AUG	16,568		160	1%	16,408	93%	1,321	7%
	SEP	15,987		237	1%	15,750	95%	818	5%
	OCT	15,388		202	1%	15,186	95%	801	5%
	NOV	15,055		267	2%	14,788	96%	600	4%
	DEC	14,714		208	1%	14,506	96%	549	4%
2024	JAN	13,681		153	1%	13,528	92%	1,186	8%
	FEB	13,213		136	1%	13,077	96%	604	4%
	MAR	12,778		150	1%	12,628	96%	585	4%

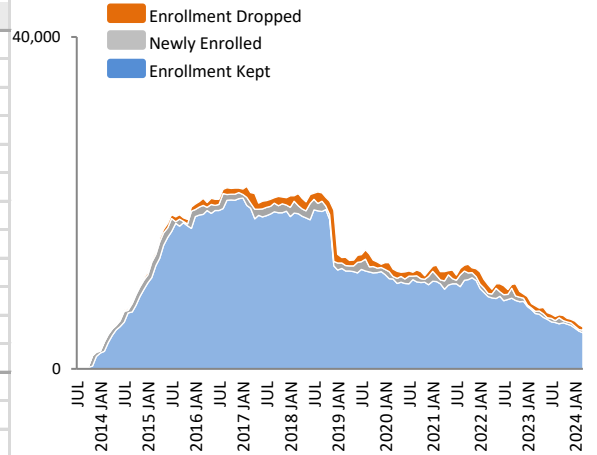
Eligibility Status



Health Home Dual Beneficiary Enrollment Status

		Enrolled		Newly Enrolled ¹		Enrollment Kept		Enrollment Dropped	
		NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³
2023	JAN	7,698		198	3%	7,500	88%	1,020	12%
	FEB	7,308		163	2%	7,145	93%	553	7%
	MAR	6,936		284	4%	6,652	91%	656	9%
	APR	6,994		387	6%	6,607	95%	329	5%
	MAY	6,617		405	6%	6,212	89%	782	11%
	JUN	6,150		158	3%	5,992	91%	625	9%
	JUL	6,093		426	7%	5,667	92%	483	8%
	AUG	5,804		219	4%	5,585	92%	508	8%
	SEP	6,158		716	12%	5,442	94%	362	6%
	OCT	5,807		274	5%	5,533	90%	625	10%
	NOV	5,656		277	5%	5,379	93%	428	7%
	DEC	5,533		301	5%	5,232	93%	424	7%
2024	JAN	5,115		206	4%	4,909	89%	624	11%
	FEB	4,755		221	5%	4,534	89%	581	11%
	MAR	4,653		305	7%	4,348	91%	407	9%

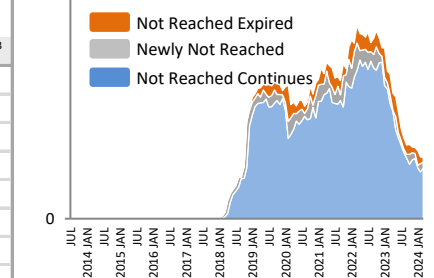
Enrollment Status



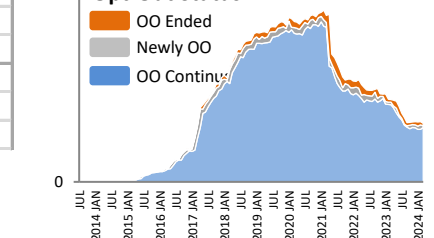
Health Home Dual Beneficiary Could Not Be Reached and Opt-Out Status

		Total Not Reached		Newly Could Not Be Reached ¹		Could Not Be Reached Expired ⁴		Total Opt-Out		Newly Opt-Out ¹		Opt-Out Ended ⁵	
		NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³	NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³
2023	JAN	2,923		174	6%	605	18%	3,602	120	3%	345	9%	
	FEB	2,805		123	4%	241	8%	3,568	102	3%	136	4%	
	MAR	2,571		184	7%	418	15%	3,568	119	3%	119	3%	
	APR	2,244		25	1%	352	14%	3,402	90	3%	256	7%	
	MAY	2,101		271	13%	414	18%	3,290	215	7%	327	10%	
	JUN	1,781		109	6%	429	20%	3,003	88	3%	375	11%	
	JUL	1,605		81	5%	257	14%	2,832	68	2%	239	8%	
	AUG	1,442		66	5%	229	14%	2,581	45	2%	296	10%	
	SEP	1,328		80	6%	194	13%	2,515	66	3%	132	5%	
	OCT	1,329		206	16%	205	15%	2,541	158	6%	132	5%	
	NOV	1,361		150	11%	118	9%	2,568	134	5%	107	4%	
	DEC	1,353		110	8%	118	9%	2,553	124	5%	139	5%	
2024	JAN	1,104		51	5%	300	22%	2,488	131	5%	196	8%	
	FEB	1,139		174	15%	139	13%	2,554	205	8%	139	6%	
	MAR	1,167		121	10%	93	8%	2,509	72	3%	117	5%	

Could Not Be Reached Status



Opt-Out Status



¹Includes beneficiaries who are eligible/enrolled/Opt-Out/Not Reached for the first time, or who returned as after a 1+ month gap.

²Denominator is the current month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

³Denominator is the previous month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

⁴Beneficiaries' "could not be reached" designation automatically expires after 15 months, after which, if they remain eligible, they will be re-assigned to a Lead.

⁵Beneficiaries previously remained "opted out" permanently unless they opt back in. As a new policy we are ending opt-out stated and re-offering services again after a certain period.

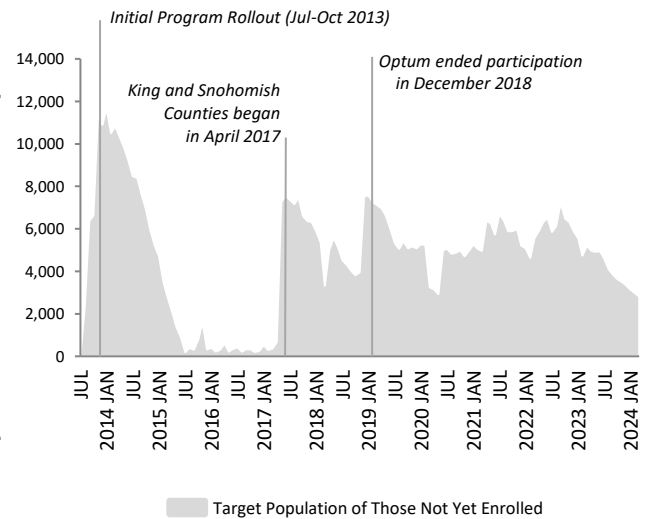
3. Identifying Target Population of Those Not Yet Enrolled

NOTES

- While a goal of the program is to increase enrollment and engagement, a particular subgroup of those not enrolled are the highest priority. This Target Population of Those Not Yet Enrolled excludes
 - Beneficiaries eligible for their first month (*a month enrollment lag is required to meet 30 day notification requirements*).
 - Beneficiaries with a PRISM Risk Score less than 1.5 (*an unofficial policy used to manage capacity*).
 - American Indian and Alaska Native Beneficiaries (*not passively enrolled per official policy*).
- Given the exclusions, the Target Population of Those Not Yet Enrolled had consistently decreased after each expansion noted in the plot below (initial program rollout, expansion to King/Snohomish Counties, end of Optum's participation in program). Over the last year, the number has plateaued around 6,000 beneficiaries.
- Prior to the January 2022 release of the report, Due Diligence clients had been included among the total of those not enrolled. They have now been removed (as are Opt-Out clients) since they are not available for enrollment while having Due Diligence status.

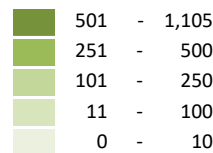
Target Population of Those Not Yet Enrolled

		Demonstration Eligible			Eligible, Not Yet Enrolled		
		NUMBER	NUMBER	PERCENT	NUMBER	NUMBER	PERCENT
2023	JAN	22,878	5,550	24%	8,655	5,550	64%
	FEB	22,025	4,738	22%	8,344	4,738	57%
	MAR	21,347	5,206	24%	8,272	5,206	63%
	APR	20,578	4,970	24%	7,938	4,970	63%
	MAY	19,795	4,919	25%	7,787	4,919	63%
	JUN	18,692	4,953	26%	7,758	4,953	64%
	JUL	17,729	4,600	26%	7,199	4,600	64%
	AUG	16,568	4,101	25%	6,741	4,101	61%
	SEP	15,987	3,838	24%	5,986	3,838	64%
	OCT	15,388	3,630	24%	5,711	3,630	64%
	NOV	15,055	3,507	23%	5,470	3,507	64%
	DEC	14,714	3,336	23%	5,275	3,336	63%
2024	JAN	13,681	3,136	23%	4,974	3,136	63%
	FEB	13,213	2,974	23%	4,765	2,974	62%
	MAR	12,778	2,812	22%	4,449	2,812	63%



Target Population of Those Not Yet Enrolled, by Residential County

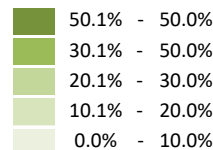
Total Count of Target Population of Those Not Yet Enrolled, March 2024



Top 10 Counties

RANK	COUNTY	Count
1	KING	1,105
2	PIERCE	333
3	KITSAP	160
4	SPOKANE	140
5	GRAYS HARBOR	137
6	THURSTON	106
7	CLALLAM	93
8	YAKIMA	87
9	SNOHOMISH	85
10	GRANT	61

Target Population of Those Not Yet Enrolled as Percent of Demonstration Eligible Beneficiaries, March 2024



Top 10 Counties

RANK	COUNTY	% OF ELIGIBLE
1	PACIFIC	49.2%
2	KITSAP	48.8%
3	KING	39.7%
4	CLALLAM	34.7%
5	LEWIS	32.6%
6	GRAYS HARBOR	28.9%
7	PIERCE	27.1%
8	MASON	25.2%
9	THURSTON	24.5%
10	JEFFERSON	23.2%

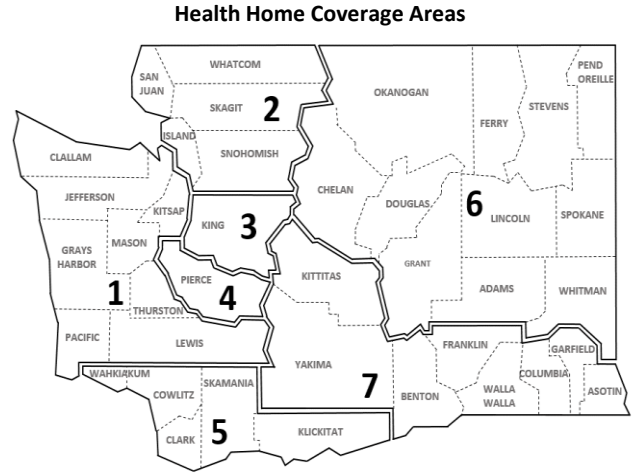
4. Lead Entity Detail

NOTES

- Health Home dual beneficiaries are enrolled with one of the twelve Health Home Lead Entities.
- There are three types of Health Home Lead Entities.
 - Area Agencies on Aging (AAA)
 - Community-Based Organizations (CBO)
 - Managed Care Organizations (MCO)
- Elevate Health ended participation in the Health Home program in May 2022. Their actively participating beneficiaries are being enrolled with Pierce County AAA and Care Coordinators kept intact, as much as possible.

Health Home Lead Entity Coverage Area Map for Dual Beneficiaries

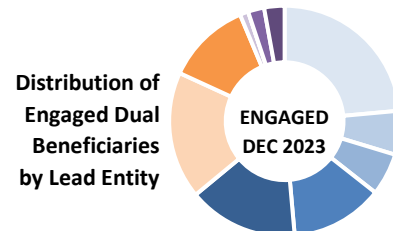
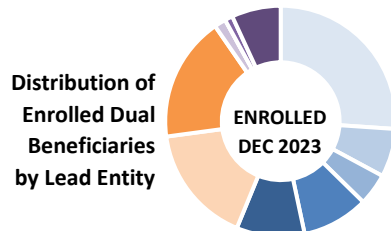
Type	Lead Entity	HH Start Date	HH Coverage Area							
			1	2	3	4	5	6	7	
AAA	Northwest Regional Council AAA	OCT 2013								
	Olympic AAA	FEB 2019								
	Pierce County AAA	DEC 2018								
	Southeast WA Aging and LTC AAA	JUL 2013								
	Southwest AAA	DEC 2018								
CBO	Community Choice	OCT 2013								
	Full Life Care	APR 2017								
MCO	Community Health Plan of Washington	JUL 2013								
	Coordinated Care	JAN 2018								
	Molina	JUL 2016								
	United Health Care Community Plan	JUL 2013								



Health Home Dual Beneficiary Enrollment and Engagement Summary by Lead Entity

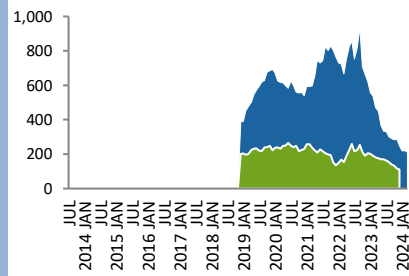
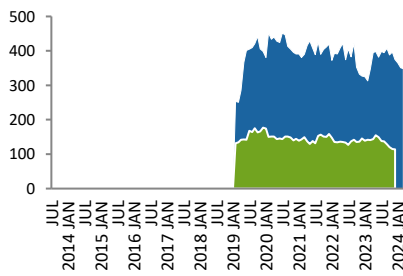
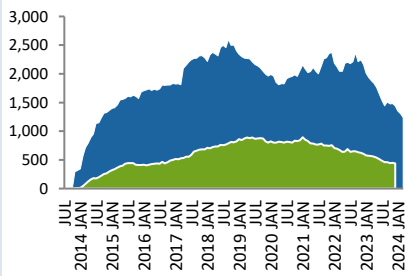
Type	Lead Entity	Enrollment Summary December 2023			Engagement Summary December 2023			
		ENROLLED	% OF TOTAL ENROLLED BY LEAD	RANK	ENGAGED	% OF ENROLLED ENGAGED IN MONTH	% OF TOTAL ENGAGED BY LEAD	RANK
AAA	Northwest Regional Council AAA	1,443	26%	1	437	30%	24%	1
	Olympic AAA	375	7%	7	114	30%	6%	6
	Pierce County AAA	248	4%	8	110	44%	6%	7
	Southeast WA Aging and LTC AAA	516	9%	5	241	47%	13%	4
	Southwest AAA	528	10%	4	286	54%	15%	3
CBO	Community Choice	922	17%	3	331	36%	18%	2
	Full Life Care	969	18%	2	220	23%	12%	5
MCO	Community Health Plan of Washington	90	2%	9	22	24%	1%	10
	Coordinated Care ¹	0	0%	-	0	-	0%	-
	Molina	61	1%	10	42	69%	2%	9
	United Health Care Community Plan	381	7%	6	53	14%	3%	8

¹Coordinated Care only serves Fee-for-Service Duals under special circumstances.



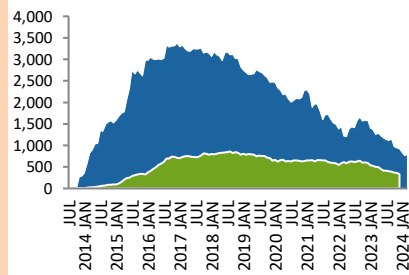
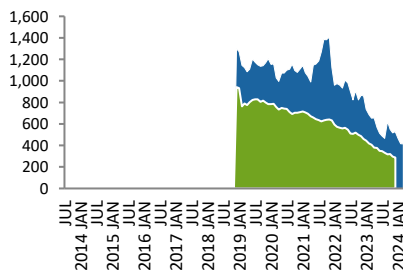
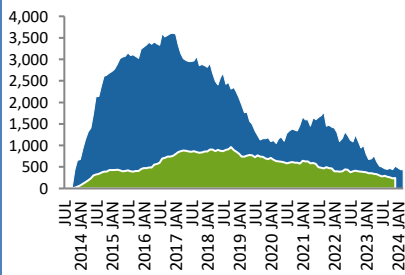
Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity

Northwest Regional Council AAA				Olympic AAA			Pierce County AAA			
	ENROLLED	ENGAGED	PERCENT	ENROLLED	ENGAGED	PERCENT	ENROLLED	ENGAGED	PERCENT	
2023	JAN	2,010	579	29%	325	139	43%	557	201	36%
	FEB	1,938	573	30%	313	142	45%	539	191	35%
	MAR	1,875	568	30%	346	141	41%	472	182	39%
	APR	1,833	553	30%	395	144	36%	449	176	39%
	MAY	1,761	536	30%	398	155	39%	368	170	46%
	JUN	1,638	510	31%	382	149	39%	334	170	51%
	JUL	1,534	482	31%	398	138	35%	330	162	49%
	AUG	1,442	463	32%	395	137	35%	301	154	51%
	SEP	1,510	460	30%	408	129	32%	291	140	48%
	OCT	1,474	446	30%	388	120	31%	284	133	47%
	NOV	1,479	447	30%	397	115	29%	286	116	41%
	DEC	1,443	437	30%	375	114	30%	248	110	44%
2024	JAN	1,355	<i>pending</i>	-	365	<i>pending</i>	-	219	<i>pending</i>	-
	FEB	1,304	<i>pending</i>	-	351	<i>pending</i>	-	221	<i>pending</i>	-
	MAR	1,237	<i>pending</i>	-	348	<i>pending</i>	-	212	<i>pending</i>	-



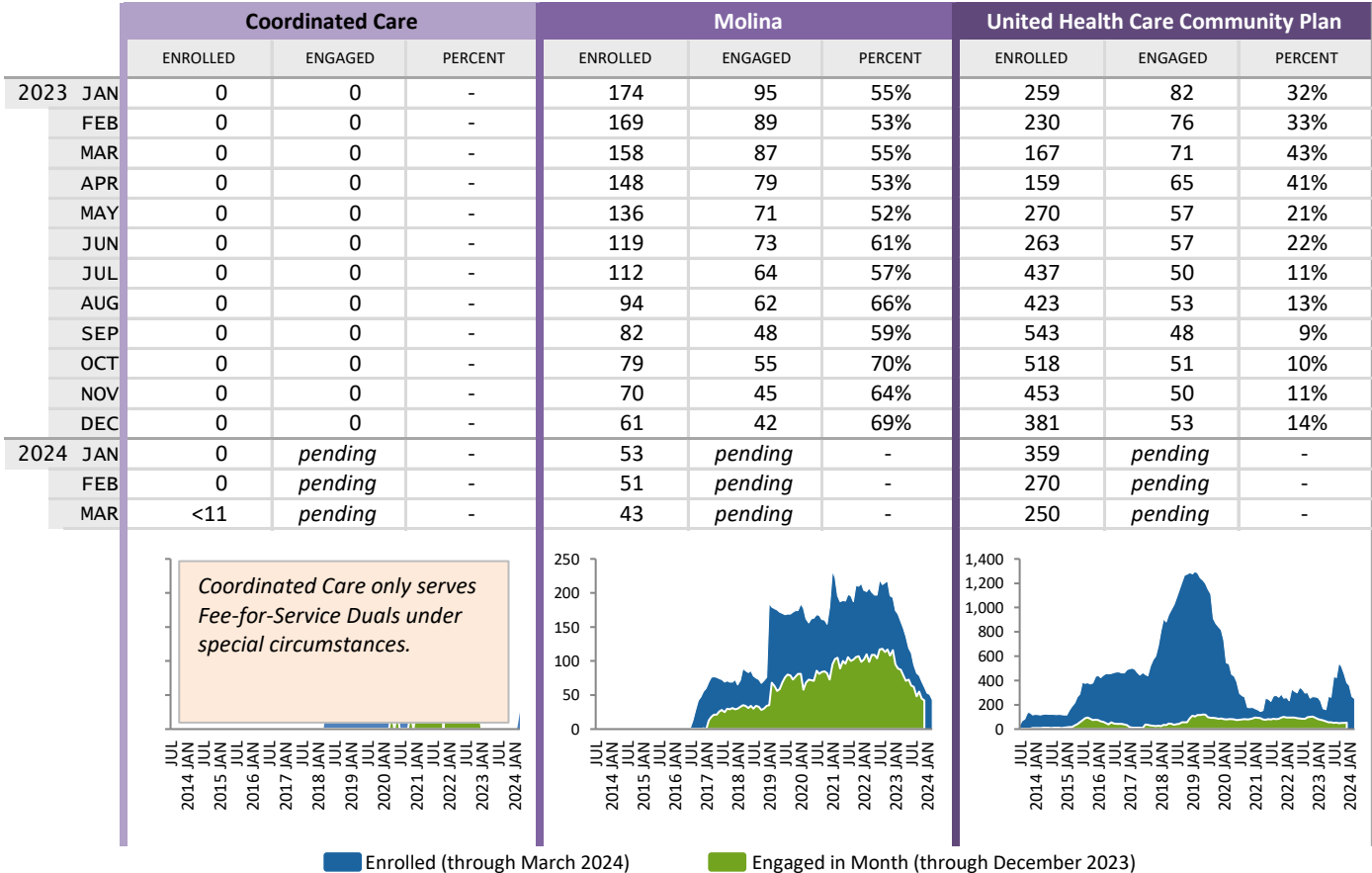
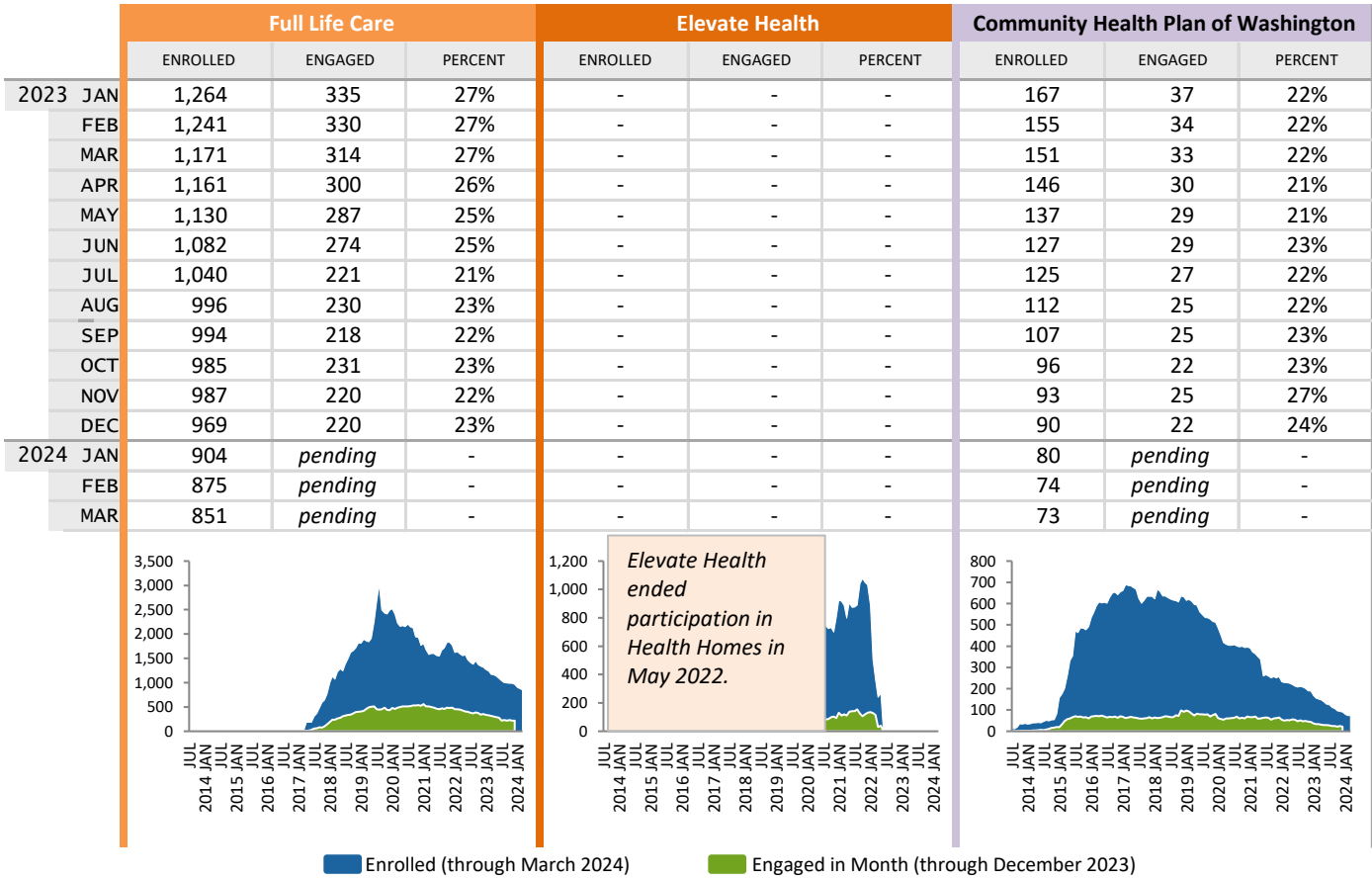
■ Enrolled (through March 2024)
 ■ Engaged in Month (through December 2023)

Southeast WA Aging and LTC AAA				Southwest AAA			Community Choice			
	ENROLLED	ENGAGED	PERCENT	ENROLLED	ENGAGED	PERCENT	ENROLLED	ENGAGED	PERCENT	
2023	JAN	803	378	47%	736	444	60%	1,403	537	38%
	FEB	673	356	53%	686	418	61%	1,364	526	39%
	MAR	689	350	51%	652	406	62%	1,255	502	40%
	APR	765	338	44%	657	379	58%	1,281	492	38%
	MAY	622	330	53%	568	375	66%	1,227	452	37%
	JUN	516	301	58%	514	350	68%	1,175	414	35%
	JUL	495	281	57%	488	347	71%	1,134	414	37%
	AUG	460	291	63%	467	332	71%	1,114	397	36%
	SEP	444	275	62%	623	316	51%	1,156	391	34%
	OCT	465	259	56%	548	320	58%	970	369	38%
	NOV	435	234	54%	516	297	58%	940	362	39%
	DEC	516	241	47%	528	286	54%	922	331	36%
2024	JAN	480	<i>pending</i>	-	462	<i>pending</i>	-	838	<i>pending</i>	-
	FEB	435	<i>pending</i>	-	414	<i>pending</i>	-	760	<i>pending</i>	-
	MAR	435	<i>pending</i>	-	415	<i>pending</i>	-	788	<i>pending</i>	-



■ Enrolled (through March 2024)
 ■ Engaged in Month (through December 2023)

Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity (cont.)



5. Government Accountability Office (GAO) Measure Tracking and Results

- NOTES**
- The tracking grid below reflects the status of the GAO Measure Collection Lists returned by each Health Home Lead.
 - The Measure Results reflect GAO Measure 4 as calculated on the Final GAO Results Lists distributed to the Health Home Leads.
 - For Demonstration Year 5 (the period of November 2017 through October 2018), the state was deemed to pass the quality performance goal as all Health Home Leads reported their GAO measure. For Demonstration Year 6, the benchmark for GAO Measures was either 63%/44% for Assessment Completed/Care Plan Completed (not met), or a 21%/20% improvement from the previous year (met).

Health Home Lead Entity GAO Measure Collection List Tracking

Type	Lead Entity	Demonstration Year 10 2023							Demonstration Year 11 2024					
		MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
AAA	Northwest Regional Council AAA													
	Olympic AAA													
	Pierce County AAA													
	Southeast WA Aging and LTC AAA													
	Southwest AAA													
CBO	Community Choice													
	Full Life Care													
MCO	Community Health Plan of Washington													
	Coordinated Care													
	Molina													
	United Health Care Community Plan													

N/A - No Collection List sent to HH Lead Entity (no new enrollees/not yet created)
 Collection List Completed and Returned
 Collection List Not Yet Returned

Health Home Lead Entity GAO Measure Results (Demonstration Year 5, 6, 7, and Partial Year 8 Results)

GAO Measure 4: The percentage of Demonstration eligible Medicare-Medicaid enrollees who are willing to participate and could be reached, or who had fewer than 3 documented outreach attempts within 90 days, who had a health action plan completed within 90 days of initial enrollment.

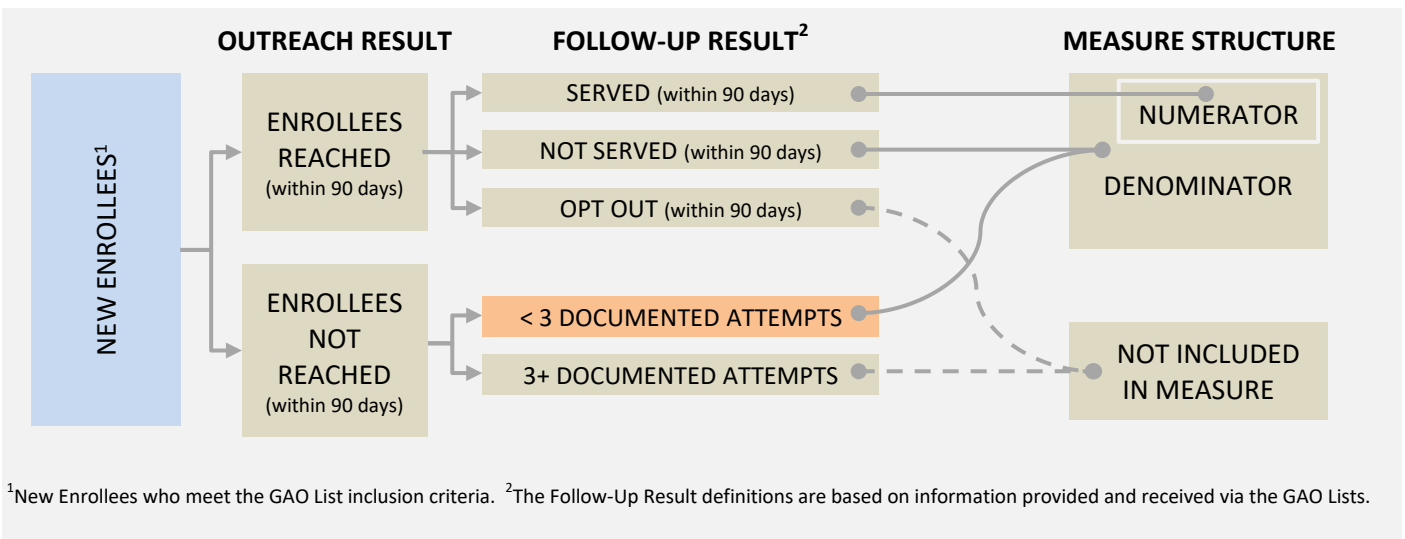
Type	Lead Entity	Demonstration Year 6 (Nov 2018 - Oct 2019)			Demonstration Year 7 (Nov 2019 - Oct 2020)			Demonstration Year 8 (Nov 2020 - Oct 2021)			Demonstration Year 9 (Nov 2021 - Oct 2022)		
		NUM	DEN	RATE	NUM	DEN	RATE	NUM	DEN	RATE	NUM	DEN	RATE
AAA	Northwest Regional Council AAA	140	347	40.3%	113	213	53.1%	68	117	58.1%	52	198	26.3%
	Olympic AAA	<11	65	-	14	42	33.3%	12	41	29.3%	<11	91	-
	Pierce County AAA	27	91	29.7%	19	48	39.6%	15	33	45.5%	23	56	41.1%
	Southeast WA Aging and LTC AAA	76	118	64.4%	21	77	27.3%	12	12	100.0%	26	38	68.4%
	Southwest AAA	99	134	73.9%	55	104	52.9%	32	63	50.8%	26	83	31.3%
CBO	Community Choice	52	356	14.6%	34	103	33.0%	19	115	16.5%	55	116	47.4%
	Full Life Care	180	507	35.5%	97	164	59.1%	56	280	20.0%	13	109	11.9%
	Elevate Health (ended May 2022)	0	107	0.0%	13	102	12.7%	21	177	11.9%	-	-	-
MCO	Community Health Plan of Washington	0	<11	0.0%	0	<11	0.0%	0	<11	0.0%	0	<11	0.0%
	Coordinated Care	0	0	-	0	0	-	0	0	-	0	0	-
	Molina	<11	<11	-	0	<11	0.0%	<11	<11	-	0	<11	0.0%
	United Health Care Community Plan	<11	100	-	0	<11	0.0%	<11	23	-	<11	53	-
TOTAL		589	1,830	32.2%	366	856	42.8%	239	865	27.6%	210	746	28.2%

Health Home Lead Entity Outreach and GAO Measure Improvement

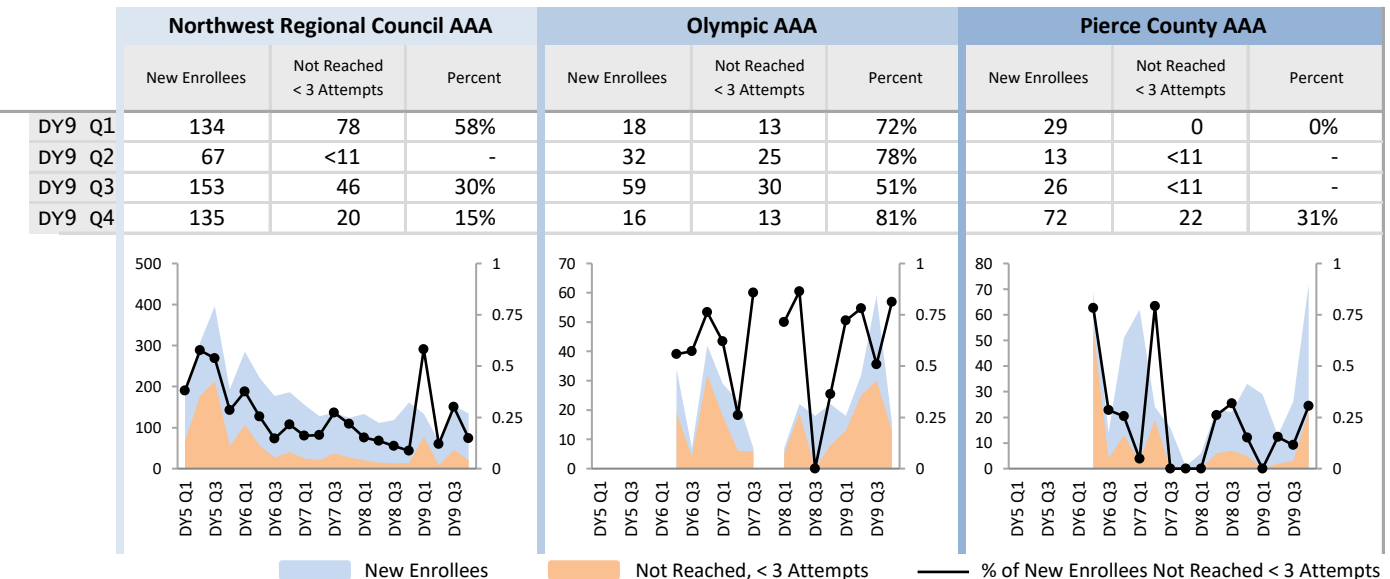
NOTES

- This portion of the GAO Measure section explores the subset of new enrollees who could not be reached with fewer than 3 documented attempts (based on information obtained via the GAO tracking lists). We are highlighting this subset because reducing the number of clients in this group is a meaningful way to improve outreach and a straightforward way to improve the GAO measure results.
- As seen in the Outreach Scenarios diagram below, the new enrollees not reached with fewer than 3 attempts are treated the same as new enrollees who are reached but not served within 90 days, for the purposes of the GAO Measure. That is, they are included in the denominator, but not in the numerator. If additional contact attempts are made and the client is reached, but not served within 90 days, the GAO Measure will remain the same.
- In all other scenarios the GAO Measure will increase. Either the client will be added to the numerator (if they are reached and served within 90 days), or the client will be removed from the denominator if they were reached and opted out within 90 days, or if they could not be contacted with 3+ documented attempts).
- The lead-specific tables and charts below show the number of new enrollees and the number (and percent) of those new enrollees who could not be reached with fewer than 3 attempts. It is the goal of the program to minimize this group.

OUTREACH SCENARIOS



Health Home Lead Entity Outreach Detail



Health Home Lead Entity Outreach Detail (cont.)

