



The Value of Managed Care

At CareSource, we take our mission to heart. We are committed to making a lasting difference in members' lives by improving their health and well-being. As a nationally recognized Medicaid managed care provider with more than 450,000 of our 2 million members residing in Georgia, CareSource offers more than comprehensive, high-quality health care coverage.

HEALTH CARE | LIFE RESOURCES | SUPPORT PROGRAMS

We help transform lives through innovative programs that address the social determinants of *Health*



Health care is about more than treating illnesses. It's about caring for the whole health of the person and the community. CareSource goes beyond traditional definitions of health and wellness to ensure that members have the resources and support they need to overcome obstacles and pursue meaningful opportunities.

Removing Barriers to Success

CareSource Life Services® helps members lead more stable, fulfilling lives by assisting members with employment, nutrition, transportation, housing, education, budgeting, legal assistance, safety, and much more.

Donated \$50m

to improve housing conditions nationwide

\$3.5m in affordable housing

initiatives in Metro Atlanta and rural Georgia in 2022



Partnerships provide members free access to financial literacy programs

Donated \$50,000

to Grady Health System's Food as Medicine Program

We also provide members up to 5 rides a month for trips for food/groceries

Help combat unemployment by providing Job coaching + referrals for new educational opportunities.

Helping Members Manage Their *Mental Health*

Georgia has trailed the rest of the country when it comes to providing residents with access to mental health care. This has driven CareSource to prioritize behavioral health care and build strong partnerships with state-wide behavioral health organizations because it can save lives.



Youth and Family Recovery Program

Our Stronger Together™ program brings case management resources directly to communities and offers specialized therapeutic services and intensive wraparound support.



Mental Health Partnerships

We've partnered with the National Alliance on Mental Illness (NAMI) Georgia, integral advocates of the Mental Health Parity Act and the 9-8-8 Suicide and Crisis Lifeline.



Improving Care Through Interprofessional Collaboration

We know the evidence-based importance of oral health to a person's overall health and well-being. That's why we've partnered with providers to extend our dental benefits well beyond the state standard and incentivized providers and members to reinforce an integrated model of care.

Through med-dental partnerships, we educate and train providers for interprofessional collaborative care to address the link between poor oral health and mental and physical health.



Limit the dangerous spread of disease from the mouth to other parts of the body.

Reduce maternal and infant morbidity and mortality.

Value-added adult dental services that help *improve both oral and general health*, reducing economic and social disparities.

36% less medical costs for diabetic members who had an annual dental visit.

Member incentives and extra benefits increased *preventive dental visits by 10%* in 2022.

Improving Outcomes Through Value-Based Care



Value-based care holds tremendous potential to improve patient outcomes, reduce (or eliminate) out-of-pocket expenses and mitigate rising Medicaid program expenditures in Georgia. By working closely with our partners, we have designed and implemented value-based care initiatives that reward providers who give high-quality, cost-effective care that improves the health of members.



Nearly 2,000 providers utilized claims-based incentives as CareSource increased offerings to 9 available VBR programs



100% of contracted Value-Based Reimbursement groups received a payment in 2022



46% of contracted VBR providers met 6+ measures. The top four groups met 7-10 targeted measures and had 76-88% member engagement



63% of contracted VBR providers met the 90th percentile for Asthma Medication Ratio

Members attributed to value-based providers have had:



Reduced ED Visits
16.4% ED visits per 1,000



Reduced ED Costs
28% lower PMPM on medical costs



Fewer Admissions
38.4% lower admissions per 1,000



Fewer Readmissions
5.1% lower readmission rate



44% increase in well child visits



More than doubled the number of members who are seeing a primary care physician



4,473 members met their prenatal and/or postpartum care requirement, and 72,191 members meeting the well child visit requirement—doubling the number of members accessing quality services through Provider Quality Enhancer Program



Added benefits for youth programs that help to give kids a safe place to play and socialize outside of school hours



CareSource reward programs, like Babies First®, incentivize members for engaging in their own care



CareSource is among the **Best in the Nation** at exceeding state and federal claim payment metrics

20%

YOY increase in DCH focus measures with value-based providers



for customer care

Increased ranking from **1st or 2nd in 10 out of 13** DCH focus measures



We can identify members at risk and target care using predictive analytics from machine learning

As Georgia's only nonprofit Medicaid provider, CareSource can focus on

families, not profits

The CareSource Foundation has contributed more than

\$1.1m to communities in Georgia

Caring for the **Whole Health** of Georgia

To learn more about how CareSource is making a lasting impact across the state of Georgia, visit WholeHealthGA.com

