

# Papa for Medicaid

Advance health equity with high-quality, human help from our compassionate Papa Pals.

Papa helps health plans address social drivers of health and their impacts. Through time and trust, our companion caregivers, called Papa Pals, fill gaps for members struggling with transportation to the doctor or the food bank, a lack of extra hands while managing the demands of daily living, and more.

Papa Pals meet members where they are.



Companionship and encouragement, plus help with kids and respite care.



Transportation to doctor appointments, to the food bank, or other errands.



Grocery shopping and delivery, healthy meal prep, and organizing.



SDoH-related gap closure via our social care ecosystem.



**Between our teams and yours, we help your members engage with their benefits, their care, and their community.**

## 80%

of overall health is based on social, environmental, or economic factors.<sup>1</sup>

## 19%

of Medicaid consumers strongly feel they need help getting to/from medical appointments.<sup>2</sup>

## 75%

of Medicaid consumers don't feel that there are places to buy fresh, nutritious food in their neighborhoods.<sup>2</sup>

<sup>1</sup> HIMSS

<sup>2</sup> UnitedHealthcare

# Papa's Social Care Platform

Papa is a highly configurable, end-to-end human care network that focuses on addressing members' unique social health needs. We can help lower costs and engage harder-to-reach members and those with unmet needs. We are human-first, and do what technology alone cannot.



**2.3M**  
Total Visits



**98%**  
Visit Fill Rate



**4.8/5**  
Member Satisfaction Rating

**1**

Powered by  
Papa Pals

.....

**2**

Supported by  
care navigators

.....

**3**

Enabled by  
tech & analytics

## Evidence proving Papa's impact in Medicaid<sup>1</sup>

**33%**

reduction in total costs

**25%**

reduction in emergency department visits

**14%**

reduction in hospital readmissions

**50%**

increase in cervical cancer screenings

**46%**

increase in diabetic eye exams



**“We go to the food bank once a month when they do giveaways. If the portion is too small, she'll advocate for me and tell them I have four small kids and need more food. I'm really thankful for this relationship and I feel like it's something everybody needs.”**

***Lacey, Papa member***

papa

<sup>1</sup> Claims analysis by Meridian among Medicaid members aged 45+ with a high rate of emergency department utilization.