

papa

TM

# Papa's Social Care Platform

## Where compassion meets comprehensive care.

Address social drivers of health with our national network of Papa Pals—companions who are ready to “hang out and help out” with the in-home support your members need and want.

Start with core companionship and expand your impact with social care navigation and additional interventions for broad and deep results.

## Improve whole health, one connection at a time.

Papa is vital support for your members’ health and well-being, plus eyes and ears in the home for you and your care teams.



Powered by Pals



Supported by care navigators



Enabled by technology & analytics



Enhanced with impact programs

Papa makes it easy to tackle your biggest challenges, lowering costs, boosting experiencing, and improving outcomes in the process.

**49%**

Roughly half of MA beneficiaries report health-related social needs (HRSN) <sup>1</sup>

**88%**

Nearly 9 in 10 older adults say it's important to remain in their homes as they age <sup>2</sup>

**7%**

The distribution of enrollees in 5 Star plans dropped from 22% in 2023 to 7% in 2024 <sup>3</sup>

# Papa Packages

Configurable impact programs can be layered onto our core companion care offering to extend what on-the-ground trusted support from a Papa Pal can accomplish, tailored to the specific needs of your member populations.

## SDoH Navigation

**Challenge:** CMS focus on Health Equity & SDoH

**How we help:** Identify and resolve social drivers of health (SDoH) through problem-solving support and community-based organization (CBO) referrals. Supports SDoH & health equity.

## Star Enhancements

**Challenge:** Plans challenged with Star Ratings given rule changes

**How we help:** Improve measures directly impacting Star Ratings (e.g., care gaps). Support plans with recent related headwinds.

## Digital Health Literacy

**Challenge:** New CMS Health Equity requirements

**How we help:** Identify and resolve DHL needs through in-person support, e.g., telehealth access and education. New CMS requirement for all plans.

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

# 34%

Reduction in emergency department high utilizers.<sup>4</sup>

# 19%

Reduction in total cost of care among socially isolated members.<sup>5</sup>

# 1 in 7

hospital readmissions avoided.<sup>4</sup>



Scan to discover how social support and human connection can make a real impact on older adults and other underserved populations.

<sup>1</sup> JAMA Health Forum

<sup>2</sup> University of Michigan Aging Poll

<sup>3</sup> HealthScape

<sup>4</sup> Papa Study, Innovation In Aging, 2022

<sup>5</sup> Claims analysis by Washington Health Plan Client, 2022