

Identifying and Supporting High-Needs Members to Reduce Downstream Costs

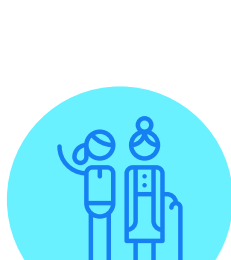
Not every member needs social support. But for those who do, the impact can be profound. Papa offers configurable programs to bring support to the members who need it most—helping health plans generate the greatest impact and highest savings.



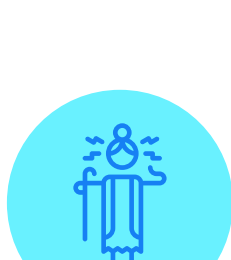
Identify your population's high savers

Benefits drive value when they reach the members who need them most. Members receiving visits from their Papa Pals **3-4 times per month** on average—a near-weekly basis—are not just high utilizers; **they're high savers**. These individuals turn to Papa to fill gaps in support *before* they lead to more costly issues.

Members using their Papa benefit 3-4 times per month are more likely to have:



Multiple chronic conditions (4+ Hierarchical Condition Categories, or HCCs)



An uncontrolled chronic condition or chronic complications



A disability



High risk scores

Methodology

A national actuarial firm conducted this analysis leveraging standard claims cost analysis protocol. A total of **2,386** Medicare Advantage members from a regional health plan were enrolled in Papa between January 2021 through August 2023, utilized at least one visit, and had sufficient claims data for the analysis. Program impact was analyzed using risk-normalized allowed claims costs and utilization eight months prior to and eight months following program enrollment.

Targeted engagement delivers real results

Ensuring members with higher needs have timely and sufficient access to support drives measurable cost savings.

Across multiple claims analyses, we see cost savings commensurate with the need:

9%

- 9% reduction in medical costs among Medicare Advantage members with **1+ Papa visit** ¹

19%

- 19% reduction in total cost of care among Medicare Advantage members who identified as **socially isolated** and took 1+ Papa visit ²
- 19% reduction in medical costs among Medicare Advantage members with **2+ Papa visits per month**, signaling a greater need for social support ¹

30-33%

- 30% reduction in medical costs among Medicare Advantage members with **3+ Papa visits per month**, signaling an even greater need for social support ¹
- 33% reduction in healthcare costs among Medicaid members aged 45+ with a **high rate of emergency department (ED) utilization** who took 1+ Papa visit ³
 - *ED high-utilizer defined as 5+ ED visits within the prior year*



By identifying and prioritizing members most likely to benefit from in-person social support, health plans can yield **stronger outcomes, higher cost savings, and greater value from their benefits.**

1. [REGIONAL HEALTH PLAN 2024](#)

2. [WASHINGTON-BASED HEALTH PLAN 2022](#)

3. [MERIDIAN 2022](#)



Let's work together to bring your members the personalized support they need to drive the greatest impact.

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