

Mastering Star Performance: The Role of Member Engagement

Presented by:



RISE



Quantum[®]
HEALTH

Webinar Participant Tips

- All participant lines are muted. To protect your privacy, you will only see your name and the presenters names in the participant box.
 - To submit a question to the presenters any time during the event;
 - In the Event window, in the Panels drop-down list, select Q & A.
 - Type your question in the Q & A box.
 - Click “Send”.

Mastering Star Performance: The Role of Member Engagement



Tina Dueringer
CEO, Principal Advisor
Dueringer Advisors, Inc.



Kristen Wheeler
Senior Vice President
of Member Engagement
Quantum Health

Setting the standard for healthcare navigation

Unmatched experience

25 Years

Since we founded
the category



Unmatched scale

500+

Clients

3.1M+

Members

2,300

Healthcare
Warriors®

Industry and workplace recognition



What's the biggest challenge your MA plan is currently facing?

- a. Low member engagement
- b. Difficulty closing care gaps
- c. Retention and satisfaction issues
- d. Improving Star Ratings
- e. Reducing costs without impacting care quality



Keys to a better rating

Keys to improving your rating:

- Increasing member engagement
- Closing care gaps
- Providing personalized member support

Traditional strategies for closing care gaps aren't working – **building trust is essential for success.**

Quantum Health closes care gaps by building **personal relationships** and **establishing trust** with members through 1:1 engagements.



Proactive, ongoing member engagement

Quantum Health acts as an “**easy button**” **for members**, serving as a single point of contact for all questions or concerns

We provide year-round support and guidance for every member, with consistent touchpoints that allow us to:

- Establish relationships and **build trust** with members
- Ensure members are getting the care they need, **closing care gaps**
- Deliver a better member experience, improving **Medicare Star Ratings**



of households
engaged



RISE

The impact of ongoing, year-round member support



Juanita
67 years old



Juanita receives expert guidance from empathetic Care Coordinators who **check in throughout the year** to ensure she's receiving the care she needs.

Human-centered approach improves outcomes

Challenges Juanita experiences

She doesn't understand her benefits and coverage

She doesn't have a PCP

She has diabetes with complications, and she had a hip replacement 2 years ago

She hasn't seen a provider in 10 months

She occasionally forgets to take her medications

How our dedicated team of Care Coordinators helps

They walk Juanita through her coverage step by step, answering any questions she has

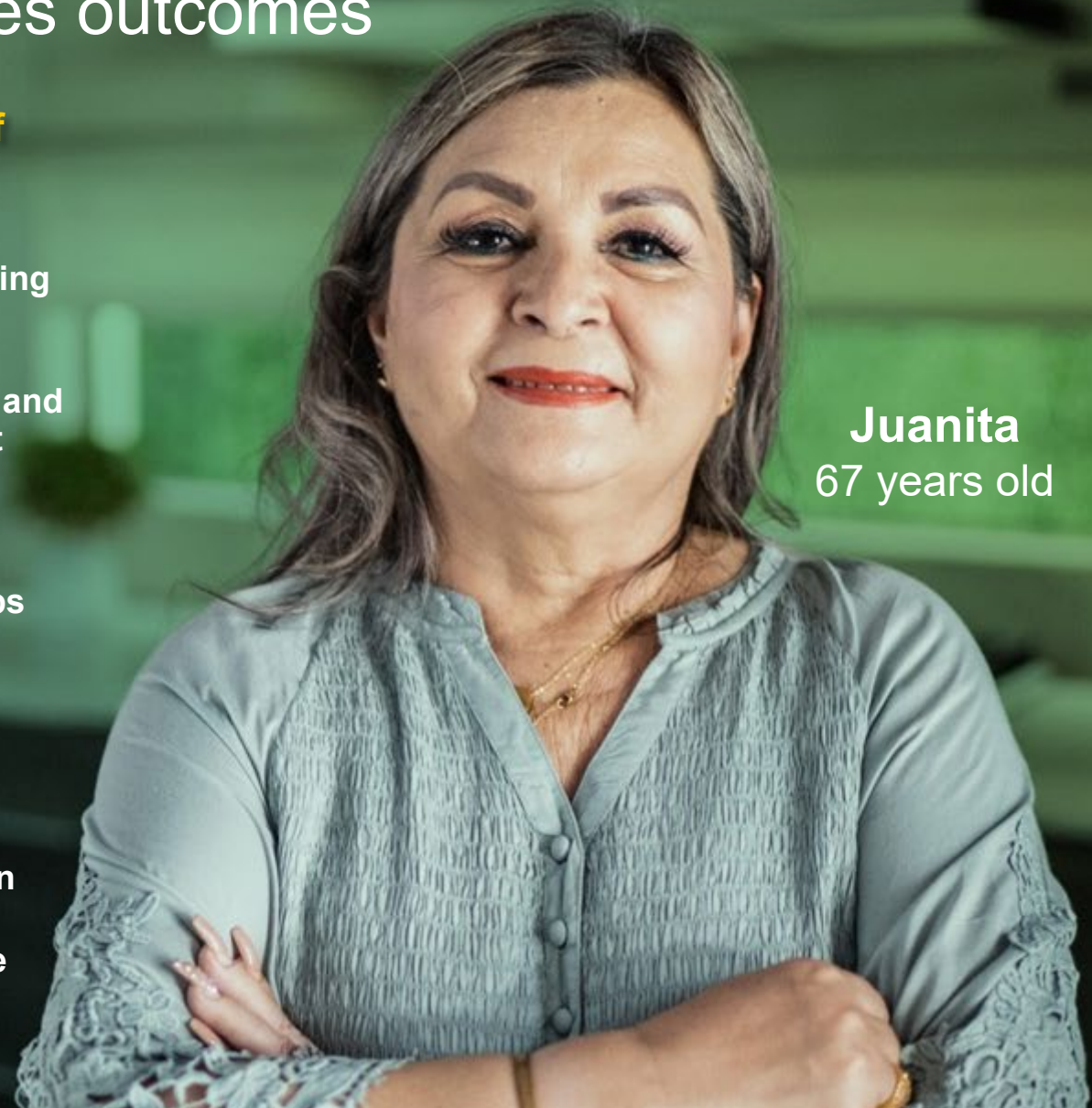
They locate her preferred PCP and schedule her first appointment

They review Juanita's case in detail and create an action-oriented plan to close care gaps

They document Juanita's need for transportation and recommend solutions

They help enroll Juanita into an Rx home delivery program to improve medication adherence

Juanita
67 years old



Comprehensive navigation benefits a wide range of members

Proactive, personalized support leads to better results for more than just traditional MA populations. It also helps:



Members managing chronic conditions



Members requiring special needs plans (SNPs)



Dual-eligible members

Healthcare navigation improves engagement, closes care gaps and helps differentiate your plan from other options

Addressing social determinants of health

Navigation enables stronger health equity, with personalized engagement ensuring every member has the tools and resources needed to **overcome any barriers to care.**

3 million MA members have difficulty getting to their provider due to distance or transportation issues.

Among the ways we help:

- Guiding members in rural communities to virtual care or helping them find viable transportation
- Overcoming language barriers with comprehensive translation services
- Identifying providers based on race, ethnicity or religious preference
- Providing mental health support and locating helpful resources for members

Understanding how care gap closure boosts Star Ratings



Improved outcomes:
Better health management results in happier, healthier members



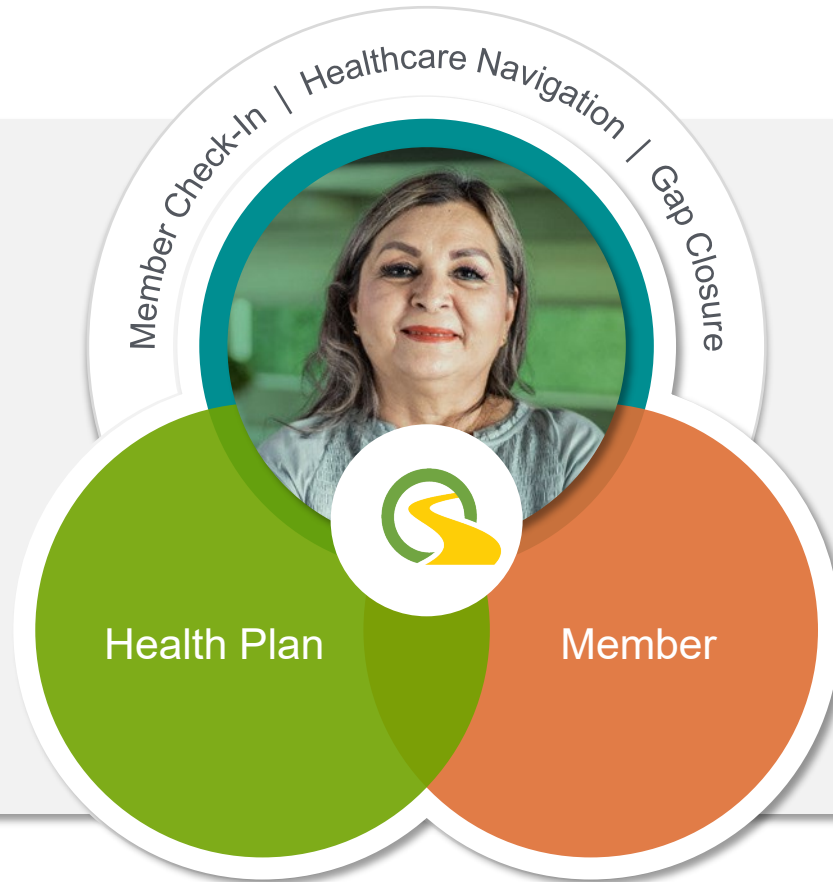
Quantum Health members:

- Receive more preventive care than industry average in **17 out of 17** care categories
- Are **12.4%** below industry average in inpatient days



Enhanced engagement:
Increasing benefits engagement fosters trust with members

The Quantum Health difference



Improvement across all Star Ratings categories:

- Screenings, tests and vaccines
- Managing chronic conditions
- Member experience
- Member complaints and changes in a plan's performance
- Customer service

Q&A



RISE

Contact us to learn more



quantum-health.com/contact
connect@quantum-health.com

Thanks for joining us today!



RISE