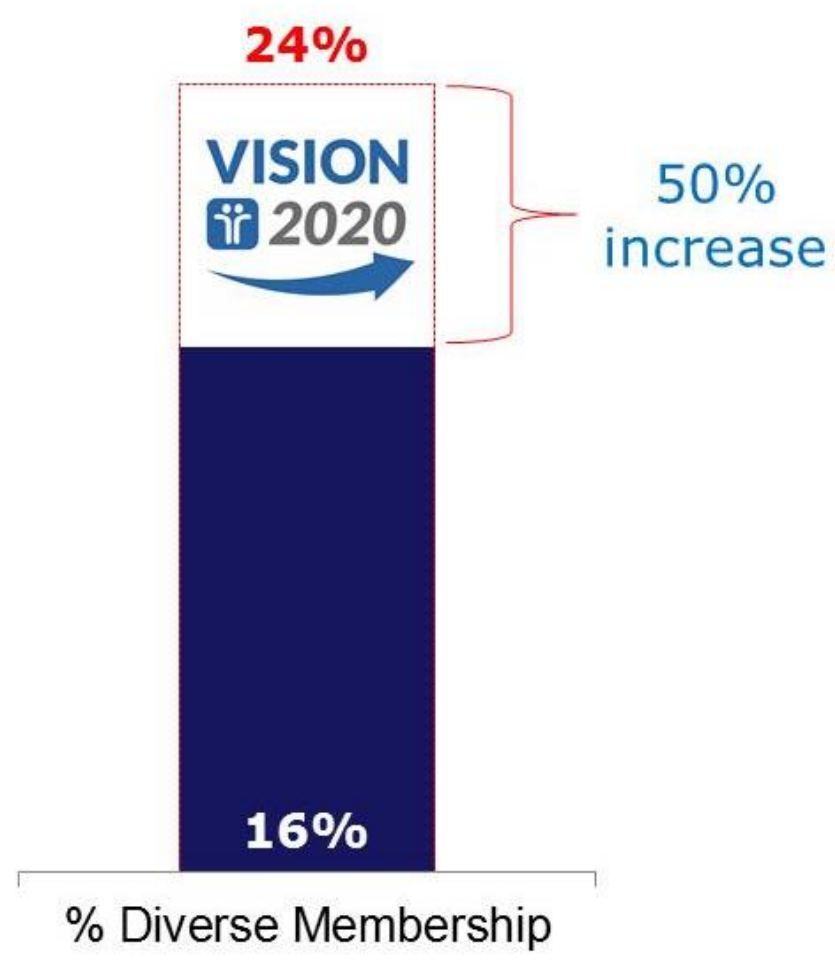


## Program Goals



- Support diverse membership 2020 goal through **analysis and programs**
- Reduce avoidable **medical cost** by addressing health disparities
- Improve **service and quality** through targeted clinical and service programs
- Address **social determinants** through integration of tools and best practices into clinical and population health programs

## Governance Structure



## Addressing Health Disparities through Clinical Programs

### Transgender Member Program Development:

<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Over <b>260</b> members currently obtain transgender services through Tufts Health Plan</li> <li>Members <b>addressed by first name/last name</b>, rather than Mr. or Ms.</li> <li>Forum for <b>sharing experiences</b> to make changes that will help all of our transgender members</li> </ul>
<b>Program Components</b>	<ul style="list-style-type: none"> <li><b>Train more than 300</b> Care Management, Member Services and Sales staff on transgender health, cultural sensitivity and appropriate language/terminology</li> <li>Implement <b>process changes for claims</b> so they do not deny incorrectly</li> <li>Develop <b>resources for members</b> to support them in their transgender journey</li> </ul>

### Case Study of Health Disparities for a Majority Hispanic Factory Worker Population:

**Near-term Goal: Leverage REL data/disparities analysis to inform interventions**

Medical Category	Factory Workers 1,800 members Majority Hispanic	Administrative Staff 1,400 members Majority White
Emergency Department (ED) Utilization	262 ED Visits per 100 <b>26% higher</b>	208 ED Visits per 100
Diabetes Prevalence	3.79% <b>67% higher</b>	2.27%
Hypertension Prevalence	3.79% <b>53% higher</b>	2.48%
High Cholesterol Prevalence	1.62% <b>43% higher</b>	1.13%

<b>Business Case</b>	<p><b>Impact</b></p> <ul style="list-style-type: none"> <li>~0.57% of MA population is transgender <i>Assuming similar mix = ~6,500 THP members</i></li> <li>~4% of MA population is LGBTQ <i>Assuming similar mix = ~40K THP members</i></li> <li>Significant number of clients with strong advocacy for LGBT rights</li> </ul>
<b>Service</b>	<p><b>Disparities</b></p> <ul style="list-style-type: none"> <li>THP experienced an <b>increased number of member complaints in 2016</b></li> <li><b>Surgical coverage is evolving</b> for surgeries, with limited in-state providers for certain procedures</li> <li>23 percent of transgender persons <b>did not seek health care</b> due to a fear of mistreatment*</li> <li><b>19% refused care</b> due to transgender or gender non-conforming status*</li> </ul> <p><small>*2015 U.S. Transgender Survey</small></p>