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2023 COMMUNITY REINVESTMENT PLAN

ANTHEM NEVADA MEDICAID

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Community Reinvestment Plan Anthem Nevada Medicaid

Our Commitment

Anthem has been providing care to Nevadans for more than 50 years and has evolved from being a health benefits partner, to being a trusted lifetime partner by offering Nevadans a broad range of services to address their health, social, and life needs.

We pride ourselves in being leaders in offering innovative services that evolve with our Medicaid Member's needs and with the State's priorities. This is demonstrated in several ways including our targeted community partnerships, our robust programming to address Social Determinant of Health (SDOH) needs, and in accomplishments such as being the first NCQA accredited Nevada Medicaid health plan, and the first Nevada health plan to be awarded Health Equity Accreditation and a Multicultural Health Care Distinction.

Whole Health Approach

We aim to improve health outcomes and advance health equity by serving people across their entire health journey and addressing their full range of needs with an integrated whole-health approach. This approach includes a focus on:

- **Improving Maternal and Child Health.** Eliminating health disparities, improving birth outcomes, and improving the health of women and children across Nevada.
- **Support with Chronic Disease Management.** Helping Members reduce the risk of and manage chronic conditions.
- **Increasing Access to Behavioral Health.** Improving Member access to mental health and substance use disorder (SUD) services.
- **Addressing Social Determinants of Health.** Addressing SDOH needs, in five key areas: housing, transportation, food resources, employment resources, and community re-entry for justice-involved members.
- **Prevention and Vaccination.** We promote healthy habits, preventative screenings/visits, and to increase vaccination rates across all communities.
- **Rural Health and Network.** Increasing access to care and address disparities in rural populations.

Anthem recognizes local, community-based solutions and partnerships are critical to advancing these approaches and is proud to have partnered and provided financial support to over 115 local community organizations in 2022 that support these focus areas in Washoe and Clark Counties.

Addressing SDOH

Among the known Social Determinants of Health that impact Nevadan's Health, Anthem has identified that addressing housing insecurity/homelessness, employment insecurity, and food insecurity as the top SDOH interventions that are most responsive to the needs of Nevadans and most critical to improving health outcomes, especially considering the continued social impacts of COVID-19. These priorities align with the prioritized focus-areas of the Medicaid Reinvestment Advisory Committee.

Pathways to Stable Housing

While Anthem has invested in over 115 local community organizations as part of our overall Whole Health approach, our Community Reinvestment Commitment-per the requirements of our State Contract, is focused on supporting our strategies to create **pathways to stable housing** for our members experiencing homelessness and housing insecurity.

At Anthem we understand how central stable housing is to our member's whole health needs and have launched a robust array of housing interventions that can respond across levels of needs-based acuity among our members experiencing homelessness and housing insecurity. Our housing interventions include housing problem solving, homeless prevention and diversion, emergency housing, and transitional and permanent supportive housing.

We know housing our members experiencing homelessness transforms their lives by providing safety, stability, and support with accessing the social and health care related services they need, which improves their health outcomes and reduces their need to use emergency and inpatient services.

Providing Housing as Healthcare is not a new endeavor for Anthem. We have provided value-added housing benefits since 2016. In 2022, we invested approximately \$4.5 million into our housing programs which exceeded our 3% community reinvestment contract requirement. For the purpose of this report, we will highlight the three projects funded by community reinvestment that started in 2022 and are planned to continue in 2023.

Family Stabilization Program

Anthem's Family Stabilization Program provides short-term housing support and financial resources for eligible Anthem Nevada Medicaid Members experiencing housing instability or homelessness. These services include:

- housing problem-solving counseling
- housing search assistance
- emergency housing (motel)
- flexible financial assistance for security deposits, rent assistance, etc.
- short-term follow-up support/Housing sustaining services
- connection to other mainstream community resources

This program operates as a low-barrier, Housing-First program model.

Shared Housing Program for High Utilizers

Our community reinvestment commitment supports two Shared Housing Programs, one in Las Vegas and one in Reno.

The Shared Housing program serves Anthem members who are homeless and high-utilizers of healthcare services with moderate to high acuity of housing insecurity. Shared Housing is an innovative transitional housing program that operates as a low-barrier, Housing-First program.

Unlike other Supportive Housing models, the Shared Housing program does not depend on housing subsidies or other government housing programs to pay for the housing units. The program is designed to address the most common barriers to housing by not requiring security deposits/last month's rent, or disqualifications for poor credit, history of evictions, criminal history, current or past substance abuse, untreated serious mental health issues, or behavioral issues.

Members receive interdisciplinary case management support from the community-based partner's Housing Case Manager, and Anthem's Interdisciplinary Care Management teams.

Alignment with MRAC Priorities

The three community-reinvestment planned housing projects described above align with the Medicaid Reinvestment Advisory Committee's (MRAC) top priority of local projects that "advance local efforts aimed at assisting community members experiencing homelessness and housing insecurity, including but not limited to housing supports and services (including housing search and location activities), housing sustainment activities... and payments and deposits needed to secure and maintain housing" (as shared in NV DHCFP's MRAC Annual Report to Legislative Counsel Bureau).

Other Funded MRAC Priorities that address Housing and Homelessness

The health plan partners with and provides funding to Clark County Social Service for several initiatives. For several years we have provided funding for Healthy Living, a Permanent Supportive Housing Program for medically fragile and chronically homelessness members. This program is done in partnership with Help of Southern NV. Permanent Supportive Housing is another stated priority of the MRAC. Anthem increased the amount of funding provided to the County for this project in 2022, with the commitment supporting programming through 2023.

Anthem has also provided match funding to Clark County Social Service to launch a new Rapid Re-Housing Program in 2023.

Anthem has been a foundational partner of Operation HOME! Providing funding to Clark County in 2021 and 2022 (funding covers programming into 2023) for Capacity Building for Landlord Engagement Activities to support this large-scale community-wide effort. This funding allowed the County to hire a Landlord Engagement Expert and to launch Padmission, a housing search platform that is used to facilitate the matching of rapid re-housing recipients served through Operation HOME! and partner landlords. In 2022, this effort supported 2,057 community members experiencing homelessness with getting matched to permanent housing.

Additionally, Anthem's Eviction Prevention Program, which launched in 2022 and continues into 2023 provided free legal aid and rental assistance for households not eligible for CHAP, and ensured members had the legal aid they needed to successfully defend against eviction, when necessary.

Anthem partners closely with Chicanos Por La Causa, the operators of the City of Las Vegas' Homeless Resource Center, to connect our members that are at the Courtyard to the Health Plan's Housing programs and other health plan resources.

We look forward to finding innovative ways to partner and support the City of Henderson's Homeless Response Team in 2023.

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