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# 2024 COMMUNITY REINVESTMENT PLAN

ANTHEM NEVADA MEDICAID

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## Community Reinvestment Plan Anthem Nevada Medicaid

### Our Commitment

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

We pride ourselves on being leaders with innovative solutions that evolve to match member need and state priorities. This is demonstrated through our targeted community partnerships, our robust programming to address Social Determinants of Health (SDOH), 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 and Health Equity Plus Accreditation.

### Whole Health Approach

We improve health outcomes and advance health equity by serving people across their entire health journey and addressing their full range of needs through an integrated whole health approach. This approach includes a focus on the following health categories and associated goals:

- **Improving Maternal and Child Health.** Eliminating health disparities, improving birth outcomes, and improving the health of birthing people and children across Nevada.
  - Decreasing maternal morbidity and mortality
  - Increasing access to culturally concordant care for birthing people of color
  - Improving access to prenatal and postpartum care
  - Decreasing preterm birth rates
  - Increasing rates of well child visits
  - Increasing the number of certified doulas
  
- **Support with Chronic Disease Management.** Helping members reduce the risk of and manage chronic conditions.
  - Increasing health literacy in adults and adolescents
  - Improving diabetes management in at-risk groups
  - Improving management of asthma in adults and children
  - Reducing emergency visits for adults with asthma
  - Reducing hospitalizations of children with asthma
  - Increasing medication adherence for people with cardiovascular disease
  - Increasing the number of school based physical and behavioral health programs or services

- **Increasing Access to Behavioral Health.** Improving member access to mental health and substance use disorder (SUD) services.
  - Decreasing stigma and increasing utilization of behavioral services in communities of color
  - Decreasing barriers to consistent behavioral healthcare for individuals with severe mental illness
  - Increasing access to appropriate behavioral healthcare for individuals with developmental disabilities
  - Decreasing self-harm and suicide in youth and adolescents
  - Increasing cultural concordant behavioral health care services
  - Increasing access to community based behavioral health treatment and/or supportive services
  
- **Addressing Social Determinants of Health.** Addressing SDOH needs, in five key areas: housing, transportation, food resources, employment/financial resources, and community re-entry for justice-involved members.
  - Increasing access to low barrier shelter, sober living, medical respite, transitional/permanent supportive housing, and rental assistance
  - Increasing support and services for justice involved individuals
  - Increasing employment and financial stability in working age people
  - Reducing household food insecurity & hunger
  - Eliminating very low food insecurity in children
  - Increasing the number of adults with a high school diploma or GED
  - Improving financial literacy in adolescents and adults
  - Increasing access to individualized social security disability application support
  
- **Prevention and Vaccination.** We promote healthy habits, preventative screenings/visits, and support to increase vaccination rates across all communities.
  - Increasing access to quality primary care services
  - Increasing the number of breast cancer screenings for people of color
  - Increasing the number of children who have received all recommended vaccinations
  - Increasing access to neighborhood-based care through mobile health services
  
- **Rural Health and Network.** Increasing access to care and addressing disparities in rural populations.
  - Increasing access to broadband internet services
  - Improving access to primary care for people living in rural areas of Washoe & Clark Counties
  - Increasing the use of telehealth services for medical treatment, health education or provider training
  - Improving trust and participation in healthcare for traditionally marginalized groups

Anthem recognizes local, community-based solutions and partnerships are critical to advancing this approach and is proud to partner with and provide financial support to over 100 local community organizations across Nevada each year.

## **Addressing Social Determinants of Health (SDOH)**

While there are many social drivers that impact Nevadans' health, housing, employment and food security rank as top SDOH needs. Anthem has developed appropriate, timely, and culturally concordant interventions to address these needs which are critical to improving health outcomes. These interventions align with the prioritized focus areas of the Medicaid Reinvestment Advisory Committee.

### **Pathways to Stable Housing**

While Anthem invests in over 100 local community organizations annually as part of our overall Whole Health approach, our Community Reinvestment commitment is primarily focused on supporting strategies to create pathways to stable housing for our members experiencing homelessness and housing insecurity.

At Anthem we understand that housing is central to our members' whole health needs and have launched a robust array of housing interventions designed to address homelessness and housing insecurity across a variety of acuity levels. Our housing interventions include housing problem solving, homeless prevention and diversion, emergency housing, and transitional and permanent supportive housing.

We know that housing our members experiencing homelessness transforms their lives by providing safety, stability, and support. Once their most immediate needs are met, members are better able to focus on accessing the social and health care related services they need. This improves health outcomes and reduces the need for emergency and inpatient services.

Providing "Housing as Healthcare" is not a new endeavor for Anthem. We have provided value-added housing benefits since 2016. And in 2023, we invested approximately \$5.7 million into our housing programs which exceeded our 3% community reinvestment contractual requirement.

For the purposes of this report, we will highlight the three projects funded by community reinvestment that began in 2022 and are planned to continue in 2024: Family Stabilization Program, Shared Housing Reno, Shared Housing Las Vegas.

### **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 Programs for High Utilizers**

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

The Shared Housing programs serve 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 upon 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 eliminating security deposits, last months' rent, and disqualifications for poor credit, history of evictions, criminal history, current or past substance abuse, untreated serious mental health issues, and 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 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 2023 MRAC Annual Report to Legislative Counsel Bureau).

### **Other Funded MRAC Priorities that address Housing and Homelessness**

Anthem supports a variety of community partners to extend the reach of housing services for vulnerable Nevadans. We plan to continue these efforts in 2024 while exploring new collaborations to effectively meet member need.

We funded the Healthy Living Program, a permanent supportive housing program for medically fragile and chronically homelessness members operated in partnership with Help of Southern NV. Permanent supportive housing is another stated priority of the MRAC.

We also provide financial support to Clark County Social Services for several initiatives, including match funding to launch a new Rapid Re-Housing Program in 2023.

Additionally, Anthem's Eviction Prevention Program, which launched in 2022 and continues into 2024 provides free legal aid and rental assistance for households not eligible for CHAP, and ensures members have the legal aid they need to successfully defend against eviction when necessary.

Lastly, 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.

## **Additional Focus Areas**

While our primary community reinvestment commitment centers on housing and supportive services, we also provide funding support to community programs that provide food and other necessities to families, address healthcare workforce gaps, support prevention efforts, improve population health (including Project Echo for ongoing provider education through University of Nevada Reno), and serve children and families in school settings. We plan to continue this investment strategy into 2024 with an even greater focus on statewide partnerships with organizations that have a footprint in rural and frontier communities.

## **2024 Community Reinvestment Program Enhancements**

In 2024, we look to enhance the Anthem CARES program to improve community access to reinvestment dollars via a transparent funding model & application process that aligns with MRAC funding priorities. In addition to providing support for needed community programs, Anthem CARES will also encourage funded partners to screen for social determinants of health (SDOH) needs outside those currently addressed by their organization and facilitate referrals to other community resources. The CARES program will also extend funding to promising programs in rural and frontier communities outside of Anthem's current service area. In summary, the CARES program will allow Anthem to remain agile and ready to address emerging needs with innovative intervention solutions in partnership with community-based organizations across Nevada.