

# Health Home Update

**January 8, 2015**

# Provider Capacity as of January 1, 2015

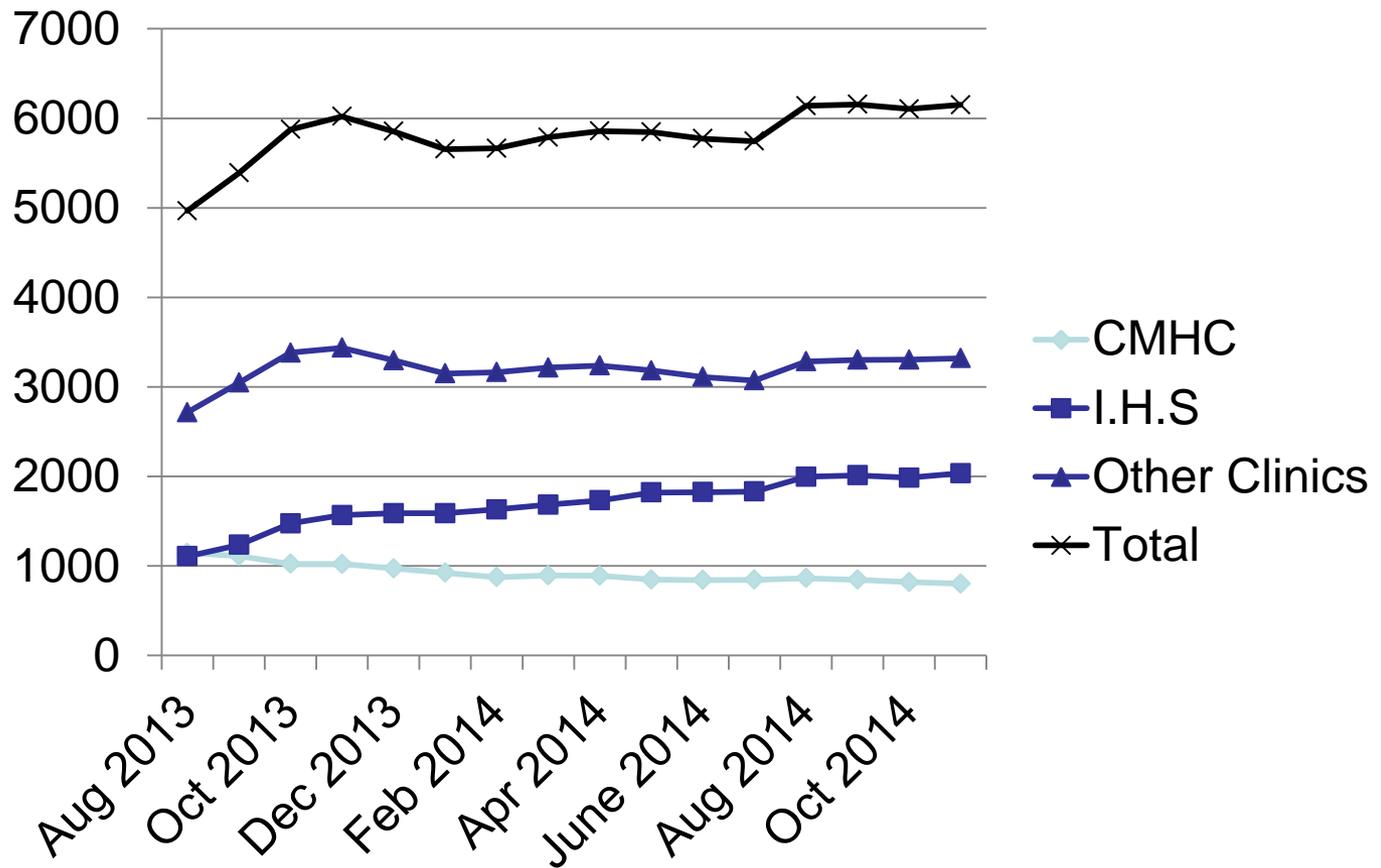
- Current Number of Health Homes – 112 serving 120 locations
  - FQHCs = 23
  - Indian Health Service Units = 11
  - CMHCs = 11
  - Other Clinics = 67
- Current number of designated providers - 547 unduplicated, 596 duplicated.

## Recipient Participation as of Payment Dates

- There were 6,072 recipients in Health Homes as of December 23, 2015

Type HH	Tier 1	Tier2	Tier 3	Tier 4	Total
CMHC	7	259	406	109	781
IHS	10	1,104	648	293	2,055
Other Clinics	73	1,859	901	403	3,236
Total	90	3,222	1,955	805	6,072

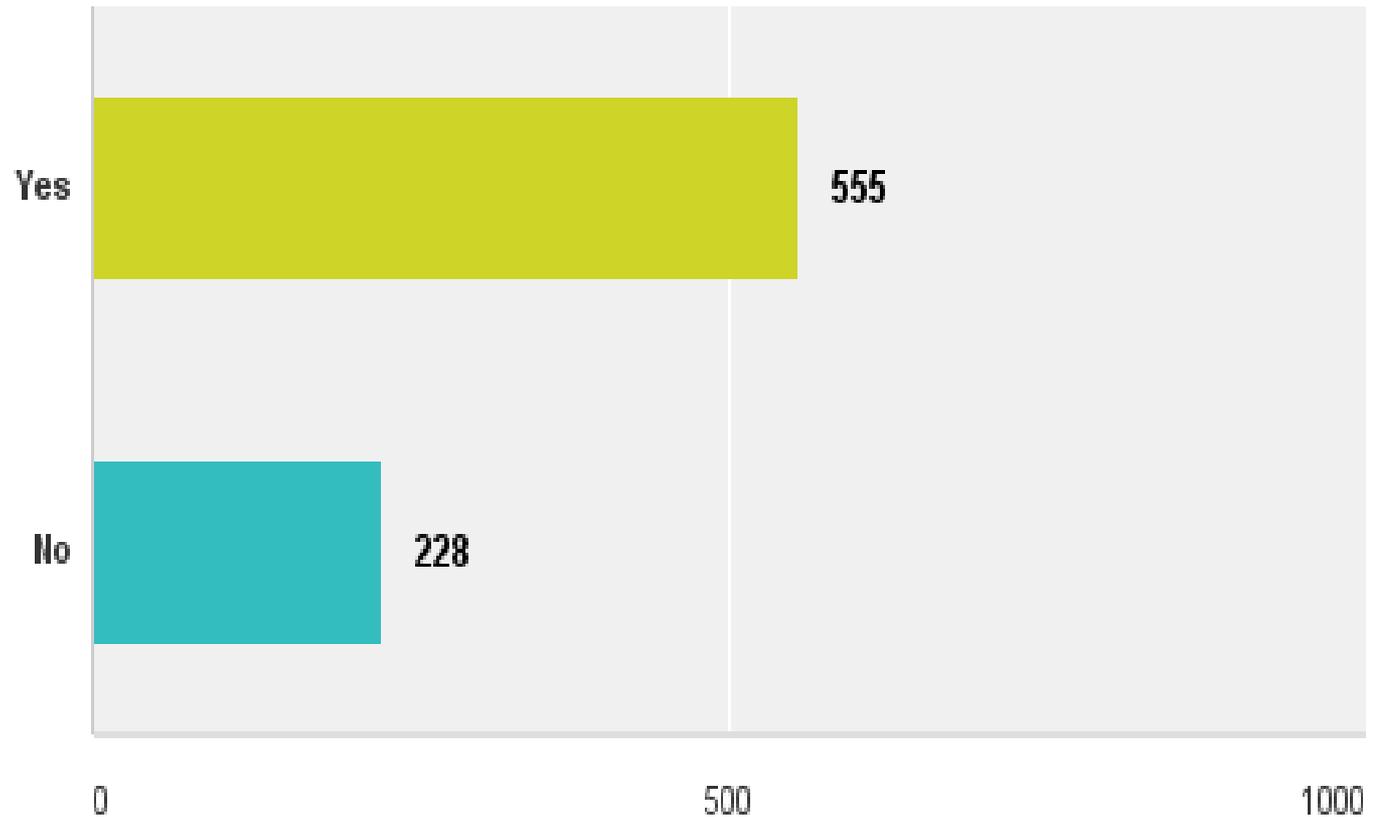
# Trends in Recipient Participation



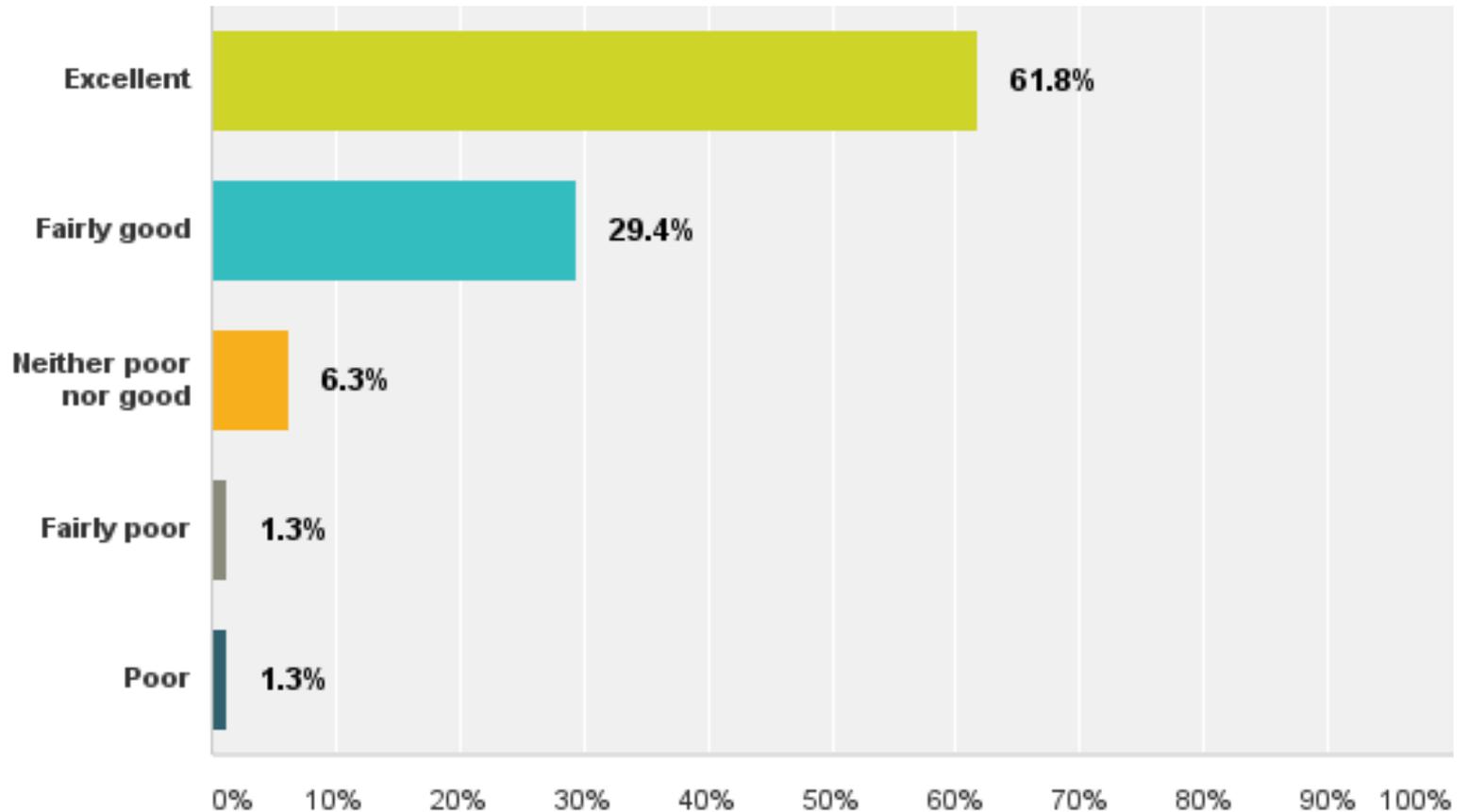
# Health Home Recipient Survey

- Survey Background Information
  - On October 1, 2014 - 4,230 surveys were sent to Medicaid recipients who had participated in the program for 9, 10 or 11 months during the FY2014.
  - Return information (As of the time the data was calculated)
    - 935 surveys were returned - 22% return rate
      - 152 (16%) surveys were not usable
    - 783 usable surveys were entered
    - Data that follows is based on 555 surveys where the recipient answered yes to question 1.

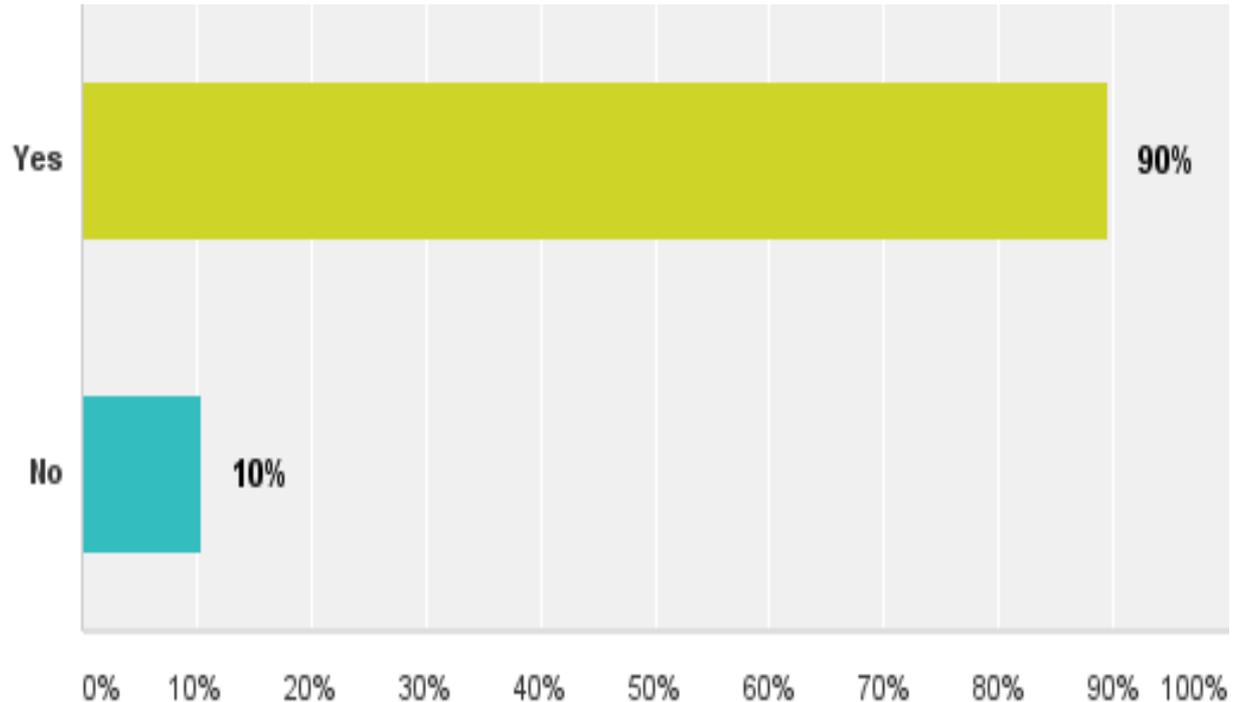
# Question 1: Did you know that you either recently were or currently are in a Health Home program?



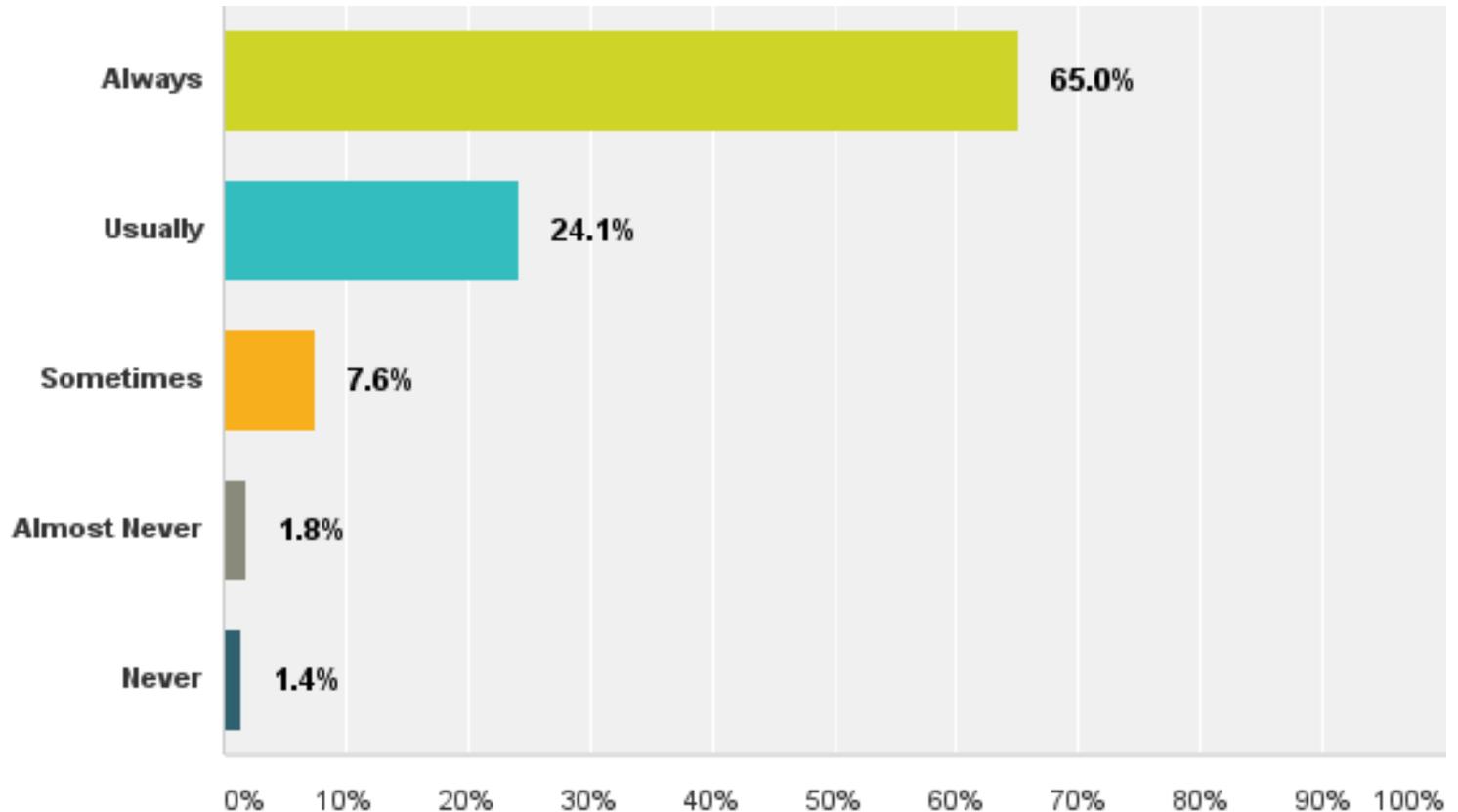
## Question 2: How would you describe the care you receive from your Health Home?



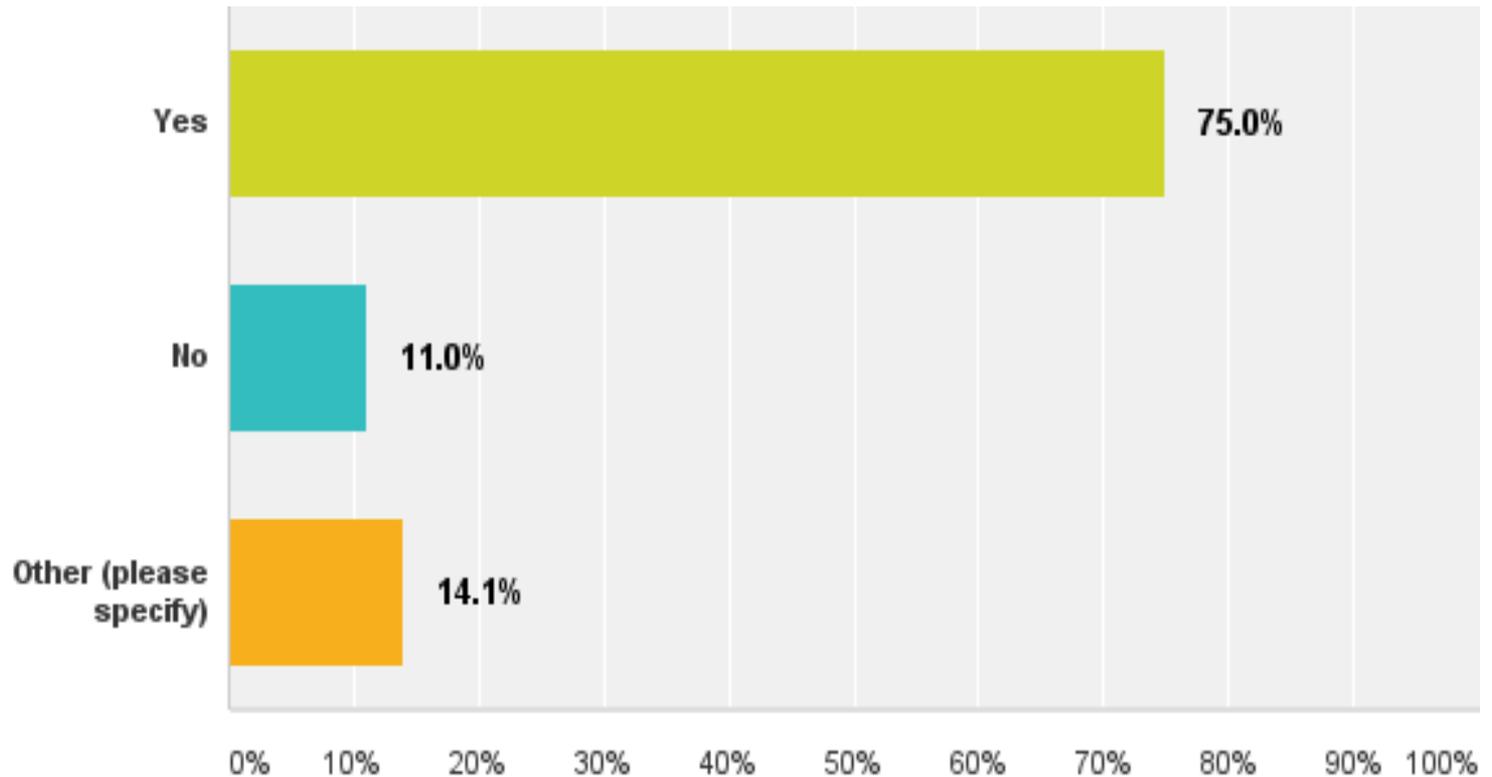
# Question 3: Have you been able to get health care services from your Health Home whenever necessary?



# Question 4: Does your Health Home provider explain things to you in a way that is easy to understand?



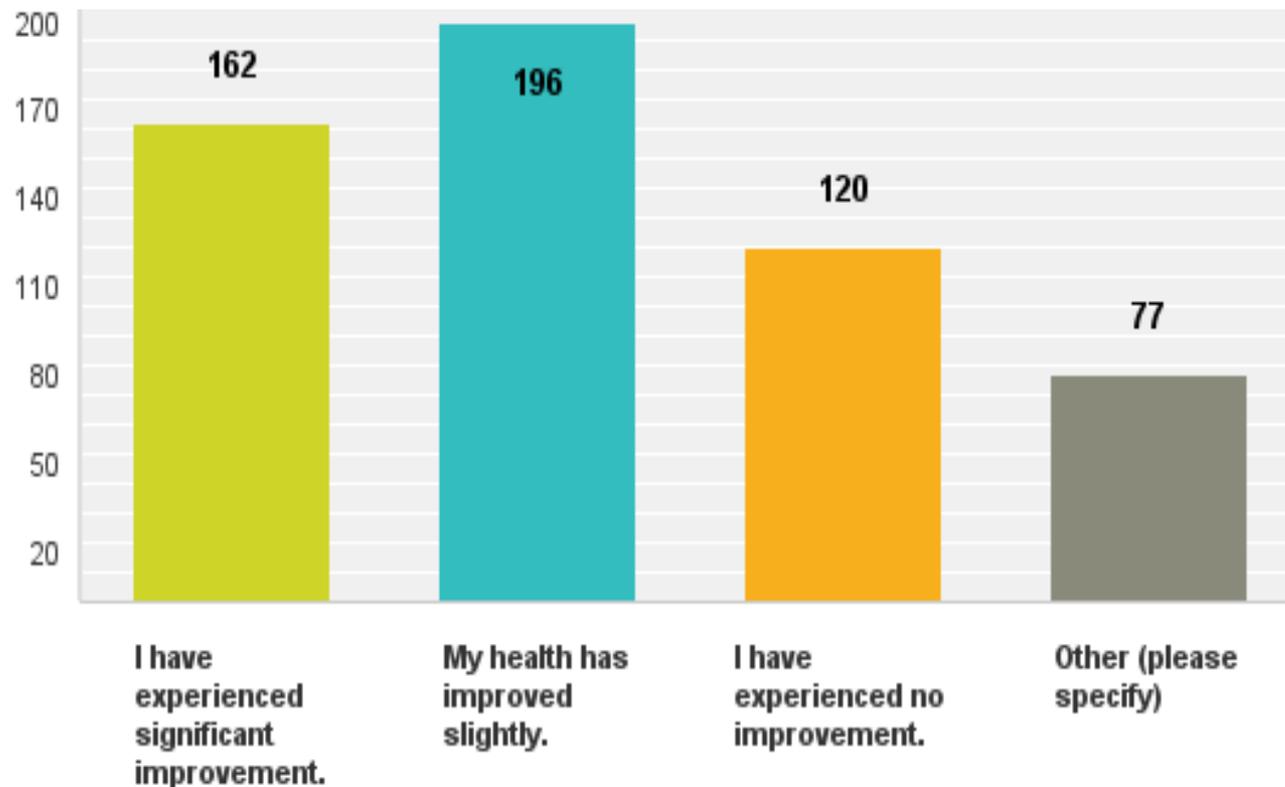
# Question 5: Does your Health Home help you with all areas of your health including physical health, mental health and help getting to the doctor's office?



## Question 5: Does your Health Home help you with all areas of your health including physical health, mental health and help getting to the doctor's office?

- Sample of Other Responses (78 of 555)
  - 32 of the 78 responses have to do with transportation either the lack of assistance or a statement of how they have that covered.
  - 4 of the 78 responses were Sometimes
  - 6 of the 78 responses were negative comments about the nurse or the doctor.
  - Remaining 36 responses could not be categorized.

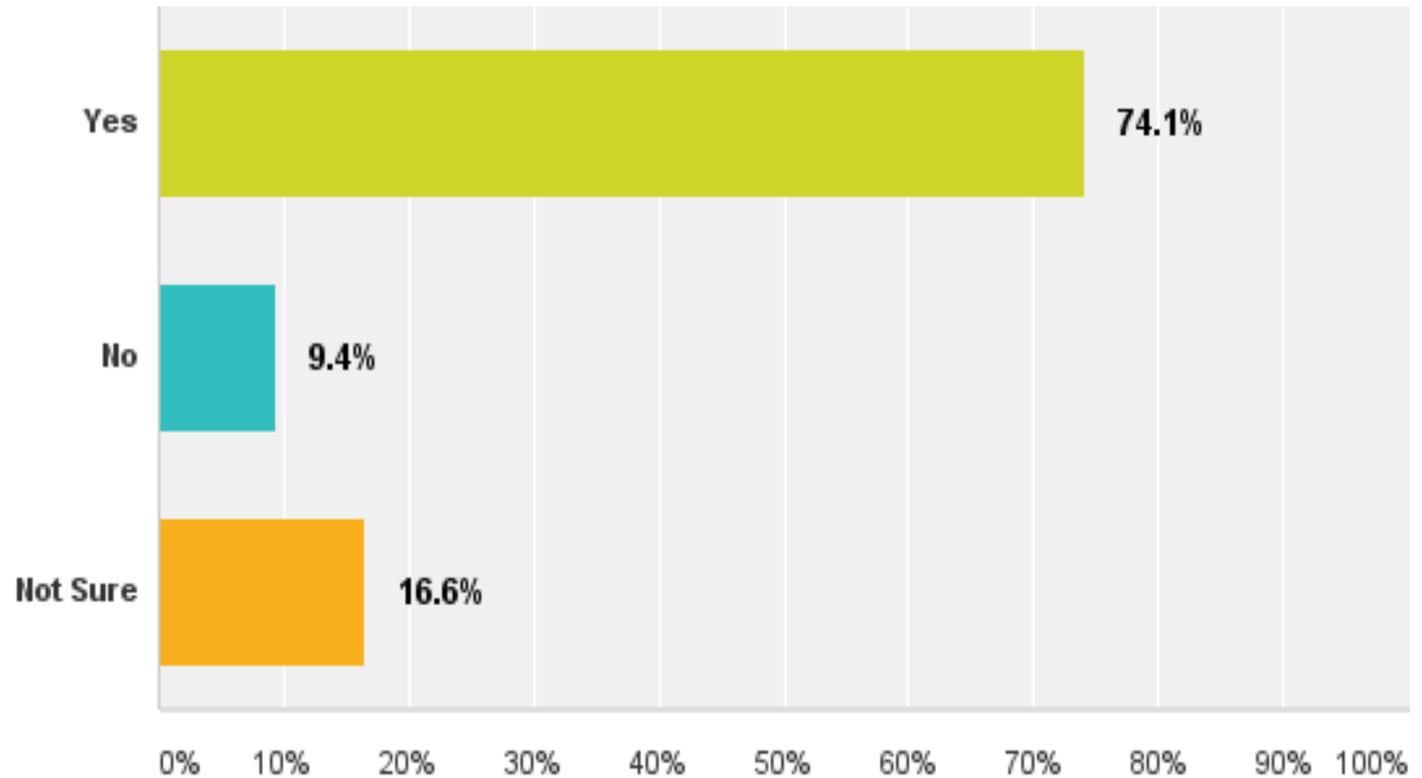
## Question 6: Has your health improved since you began participating in the Health Home program?



## Question 6: Has your health improved since you began participating in the Health Home program?

- Sample of Other Responses (77 of 555)
  - 11 of the 77 respondents either didn't answer this question or indicated the question was not applicable.
  - 20 of the 77 responses indicate the recipient has some condition and they will never get better.
  - 9 of the 77 responses indicate their health is stable.
  - Remaining responses could not be categorized.

## Question 7: Are you currently participating in a Health Home program?



## Question 9: Please provide any additional comments you have about your Health Home (a sample)

- I am and I like it better, I feel more support. I like Home Health better if feels like I've got more support and people who care. Thank you very much.
- I had my doubts about any real help. But these people are great. The help provided especially with getting to way out of the way locations for appointments has taken away A LOT of stress and worry. Thanks!
- My quality of life has greatly improved. I am finally on all the medicine I need to be on to lead a happy & healthy life. Thank you.
- I am employed, and will begin renewing a health insurance plan from my employer. I received excellent care through the program. I got my knees replaced, and was able to go back to full time teaching. I can't thank your program enough for my being able to be productive again.