

## Health in Nevada

**46th** For number of **active primary care physicians** among the 50 states.

## Health in Nevada

**45th** For **lack of insurance** among the 50 states.

## Health in Nevada

**35th** On **15 health indicators** among the 50 states.



**What are the financial impacts of embedding CHWs in a managed care organization?**



**Do CHW services reduce the number of acute admits, acute readmits, Emergency Room visits and urgent care visits?**



**Do CHW services increase primary care provider visits?**



**Do CHW services reduce overall medical costs for super-utilizer clients?**

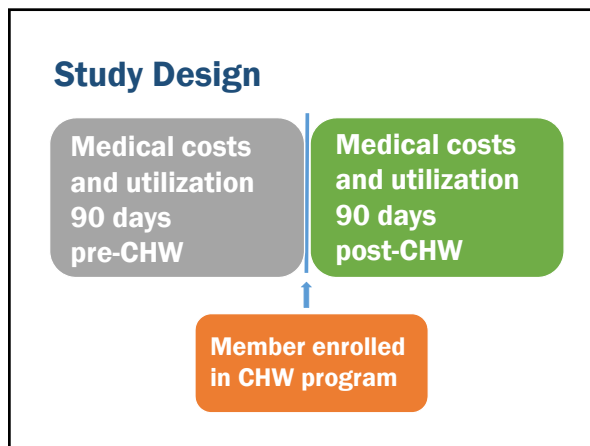
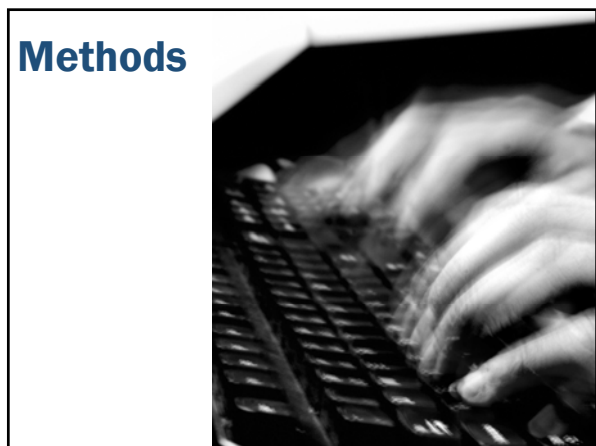
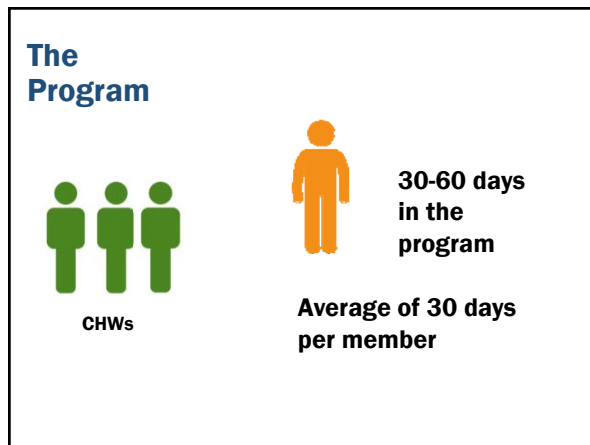
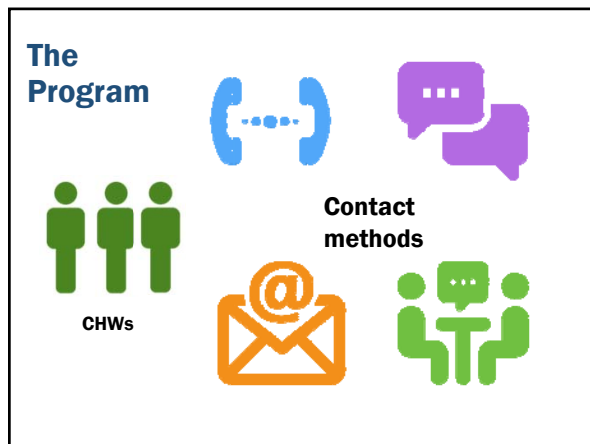
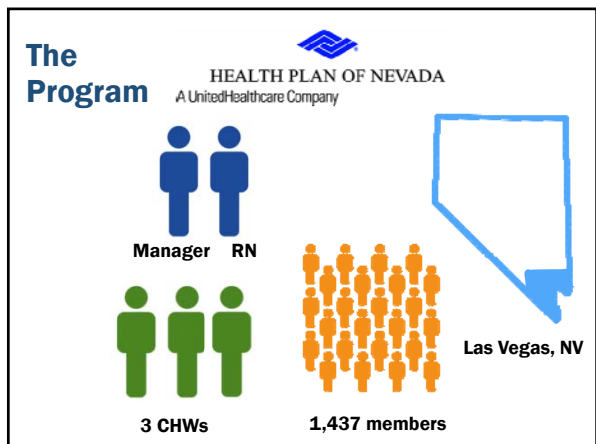
**What is the impact of CHW services on prescription costs?**

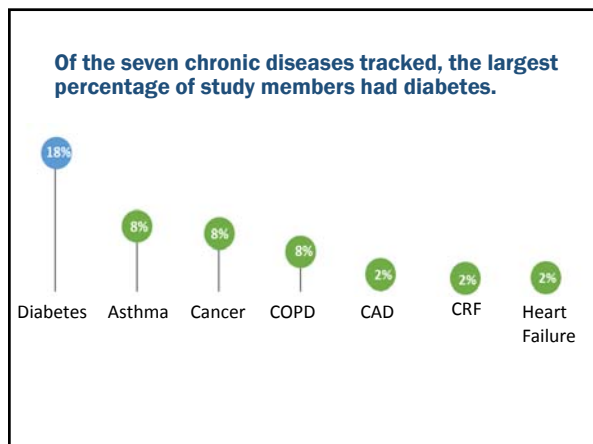
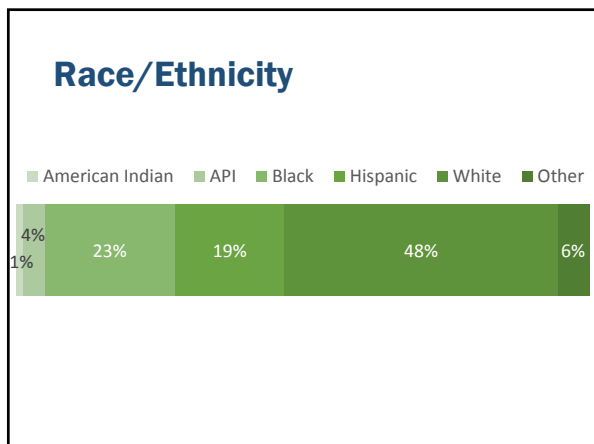
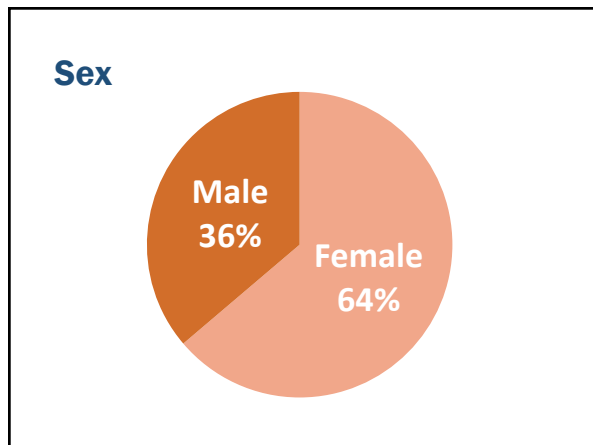
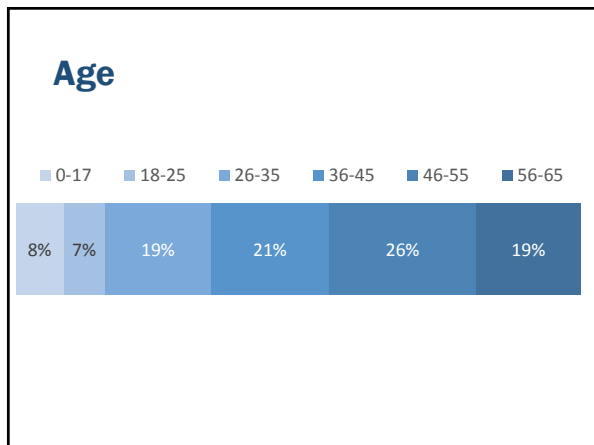
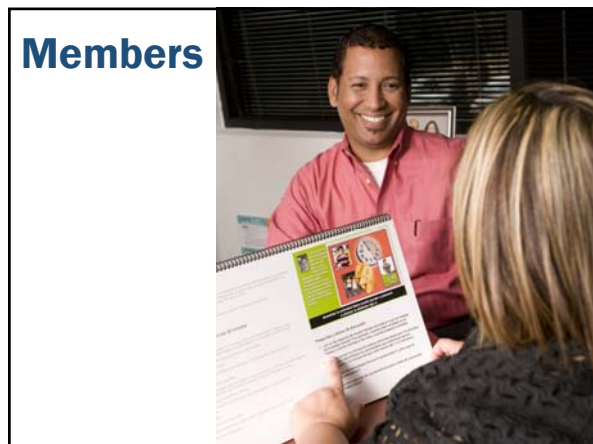
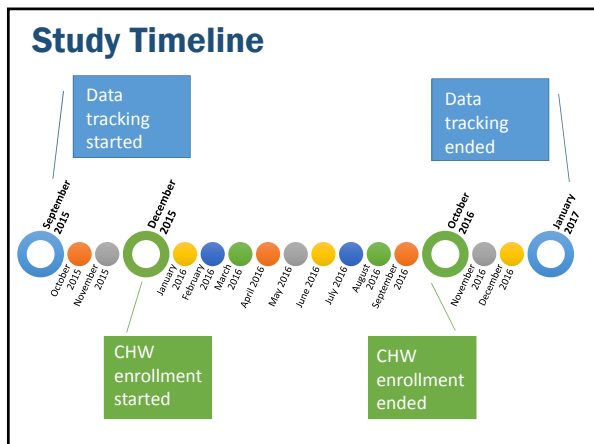


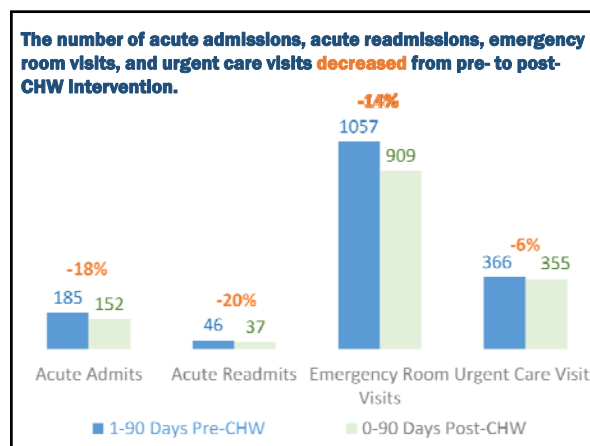
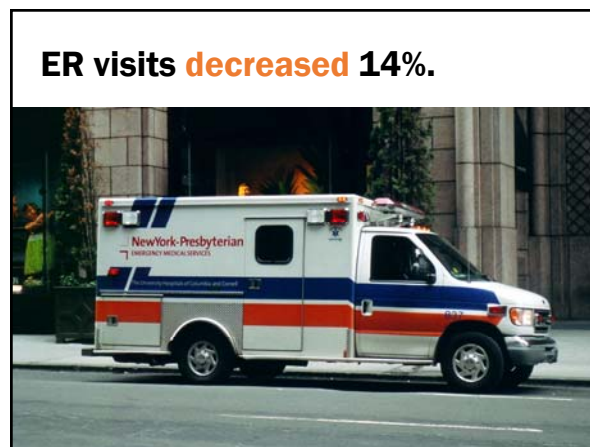
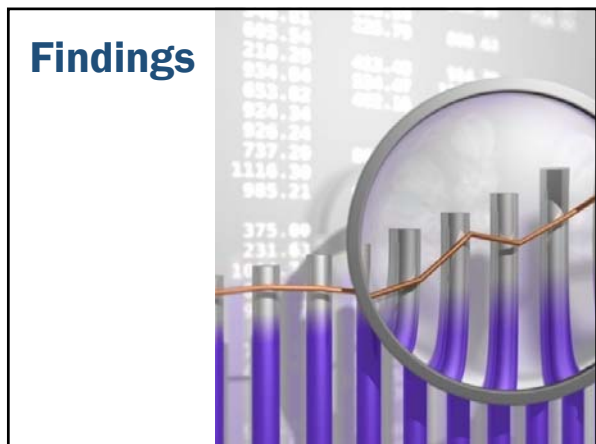
**What is the Return on Investment for the CHW program?**

## The Program

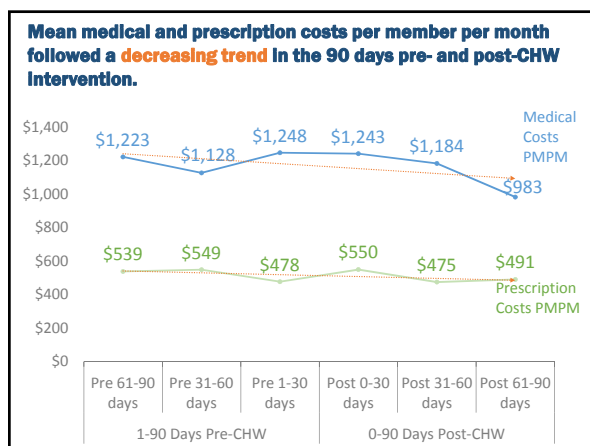
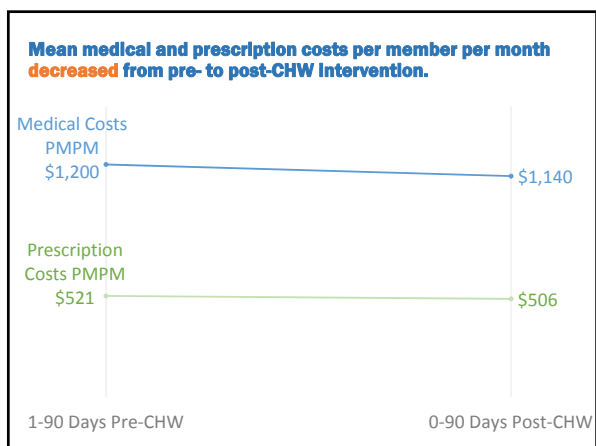
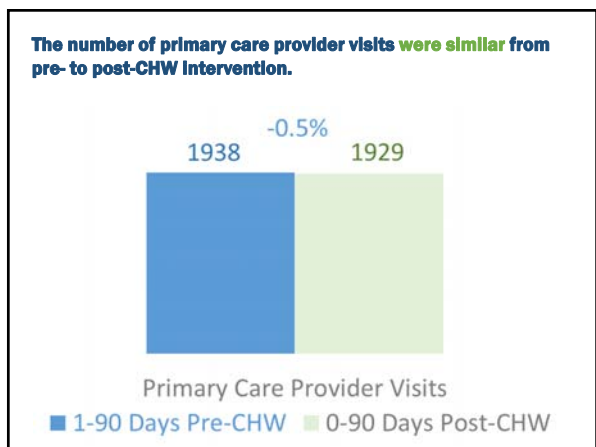
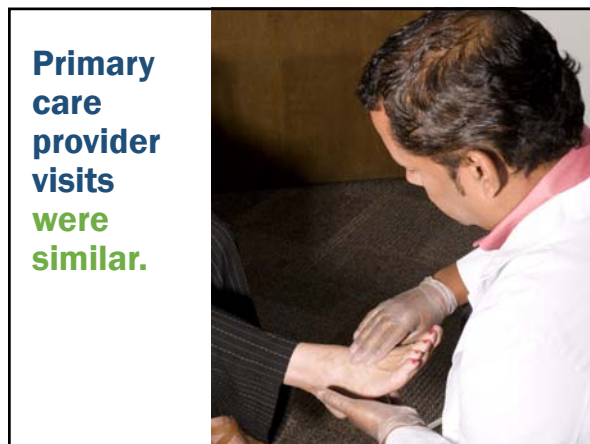
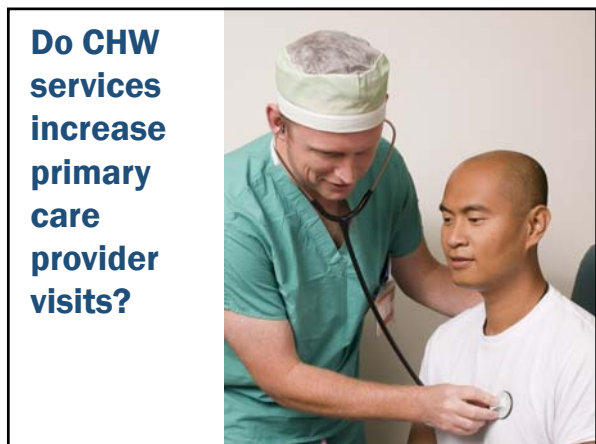


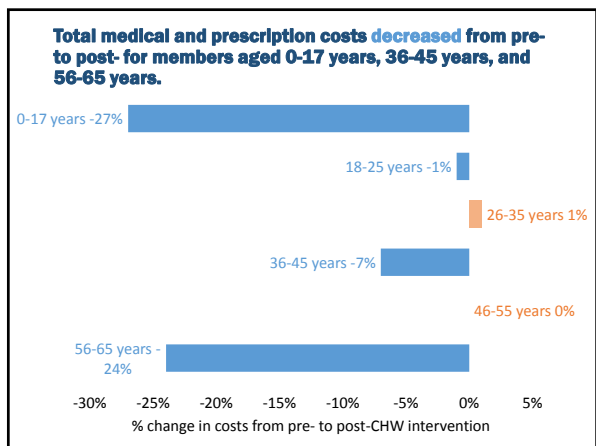
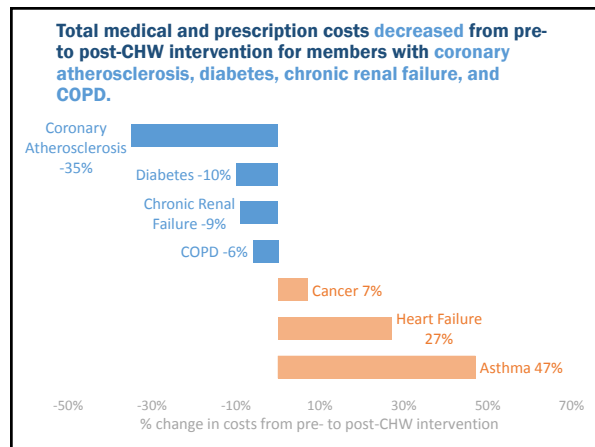
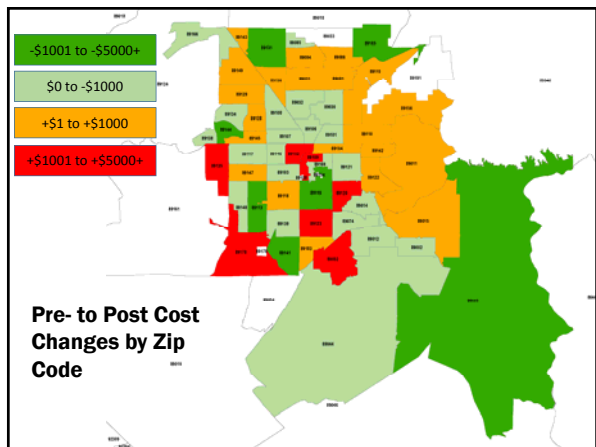
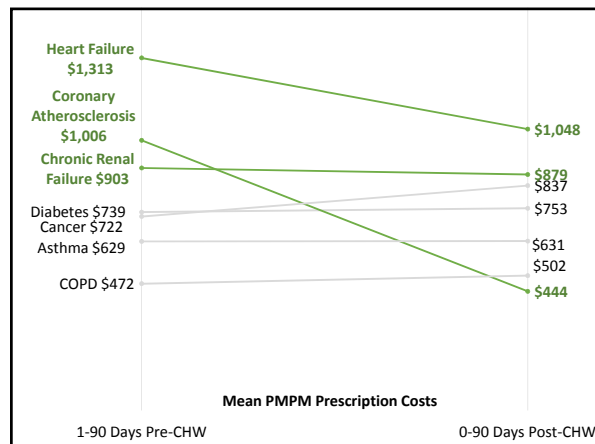
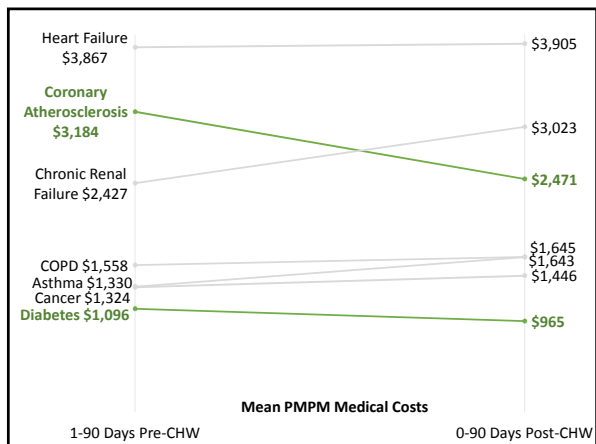




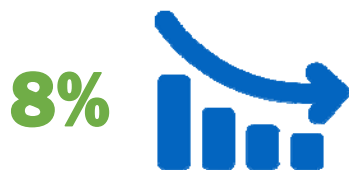




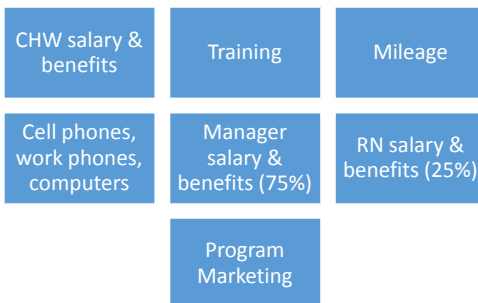




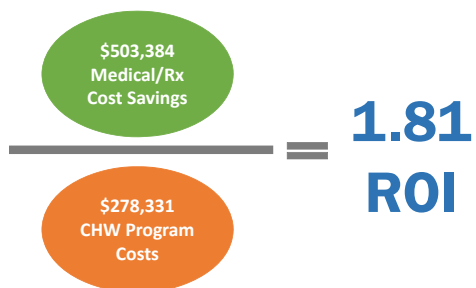
Total paid medical and pharmacy claims decreased by **\$503,384** from pre- to post-CHW.



CHW program costs totaled **\$278,331** for 14 months.



### ROI Calculation



### Discussion



### Utilization



### Chronic disease








“A lot of members feel stigmatized for being on Medicaid. I get to remove small portions of the stigma by going in and meeting with members who feel shamed for being on government assistance. I’m there to show them what is available and not pass judgment on them.”  
—HPN CHW


### Strengths

- Accurate claims data
- Participants as own controls



### Limitations


- Short intervention period (30-60 days)
- Short study period (90 days pre and post-intervention)



### Recommendations from CHWs




### Recommendations



- Continue and expand programs
- Increase CHW intervention period
- Increase study length for future studies

### Recommendations



- Focus on members with diabetes, coronary atherosclerosis, chronic renal failure, and COPD
- Expand Medicaid reimbursement to cover more CHW services

## Acknowledgements



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A UnitedHealthcare Company

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Health Sciences, University of Nevada, Reno

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## Questions



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