

Medicaid Innovation Collaborative

MiC Medicaid Innovation
Collaborative



The Medicaid Innovation Collaborative (MIC) aims to improve the health and wellbeing of individuals on Medicaid by connecting the ecosystem to tech-enabled innovations.

2023 Focus on Social Determinants of Health

Problem

Research is clear that in order to improve health and disparities in health and health care, it is critical to address social determinants of health. Medicaid beneficiaries need a better way to access the right social service programs to address these critical needs.

There are currently not enough effective solutions to meet these needs. Innovation and new health care models must be considered to meaningfully address social needs.

Scope

MIC will help to identify, recruit, and support implementation of tech-enabled innovations and care delivery models that close gaps in meeting social needs.

The program focuses on three key phases

DEFINE + DISCOVER

DEFINE the problem and align on state, managed care, and community goals and expectations.

DISCOVER the unique context of inequities within a geography or population through conversations with beneficiaries and supporting research.

SOURCE + SELECT

SOURCE scalable innovations to meet the needs defined through discovery.

SELECT innovations best suited to meet the needs with input from community, managed care, state, and subject matter representatives.

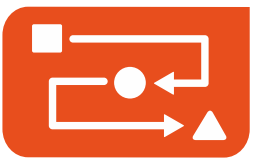
CONNECT + CATALYZE

CONNECT state, managed care plan, and community representatives to scalable innovations through a showcase event.

CATALYZE adoption of innovations by facilitating state and managed care action planning.

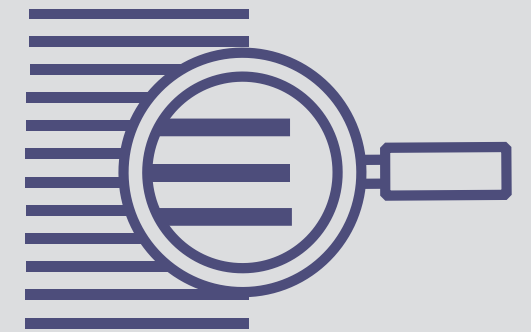
DEVELOP + SUPPORT

Qualitative and Quantitative Research

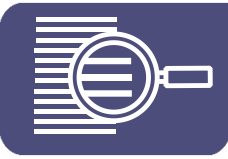


- **Phase 1:** Twelve in-depth interviews among Medicaid beneficiaries and Medicaid-eligible participants from IA, KY, NV, and NY, conducted between November 18 and December 14, 2022.
- **Phase 2:** Five focus groups among Medicaid beneficiaries and Medicaid-eligible participants from IA, KY, NV, and NY, conducted between January 10 and January 18, 2023.
- **Phase 3:** Online survey conducted among n=886 Medicaid beneficiaries and Medicaid-eligible participants from IA (n151), KY (n253), and NY (n480) from February 12 to February 19, 2023.

Key Findings



High Social Needs Drive Significant Interest in Assistance



While the vast majority faces difficulties paying for the very basics like food, housing, medical care, transportation, or heating—reaching out for support can be extremely challenging: many feel judged or embarrassed, worry their kids will be taken away, or that they will lose their benefits if they make too much money.

At the same time, strong majorities say Medicaid and other assistance programs have been *very* helpful.

Respondents consistently rank financial discounts—e.g., on food, utilities, housing, transportation—as the solutions they would find *most* helpful.

However, less than half of respondents feel comfortable sharing information about the challenges they're experiencing.

The communication mode matters: respondents are much more likely to prefer communicating about their needs via text, email, online, or filling out a form themselves than answering questions over the phone or in person.

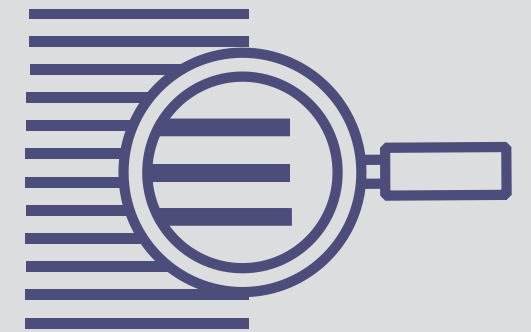
"I live in a small town, and I am a minority here. I feel like people look at me strange because I am Hispanic and I have kids. I know people [have] stereotypes of minorities leeching off the government, and I feel helpless and vulnerable when I ask for help..."

—Hispanic woman, Kentucky

"I think it is easier when you do it online. When you talk to a person ... again going back to the whole stigma thing, I feel like if you are able to do that online it just makes it less uncomfortable."

—Black man, Kentucky

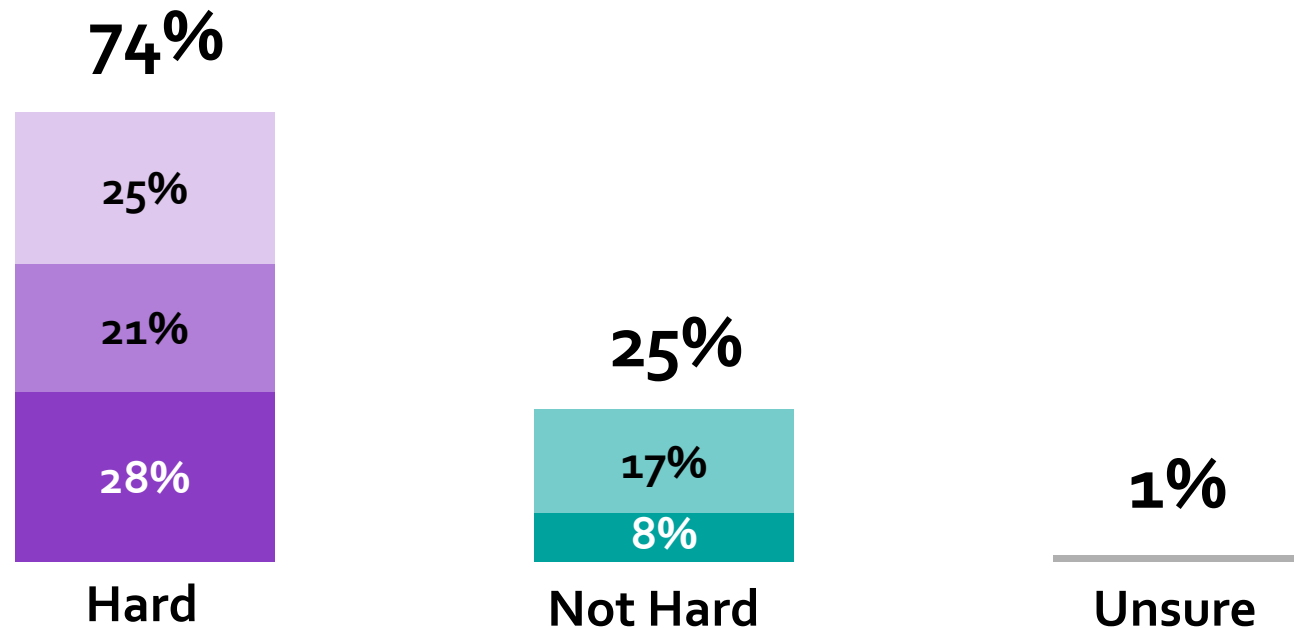
Detailed Findings



Many Find It Very or Extremely Hard to Pay for Basics

How hard is it for you to pay for the very basics like food, housing, medical care, transportation, or heating?

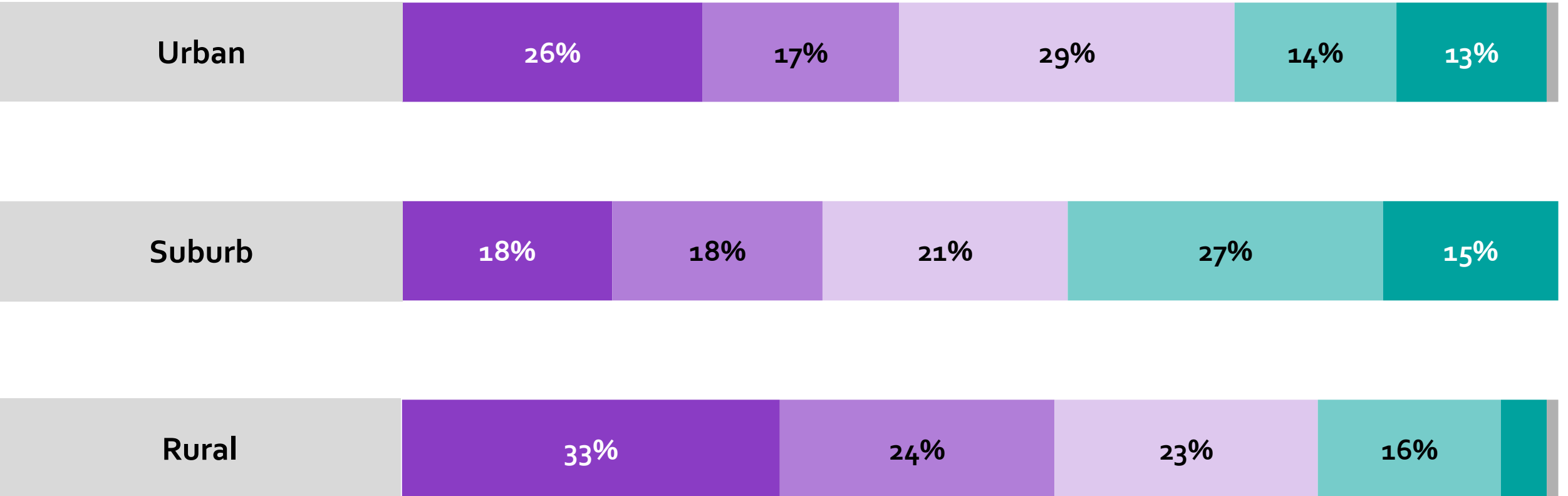
- Extremely hard
- Very hard
- Somewhat hard
- Not hard at all



Residents Living in Small Towns/Rural Areas Report Greatest Difficulty Paying for Basics

How hard is it for you to pay for the very basics like food, housing, medical care, transportation, or heating?

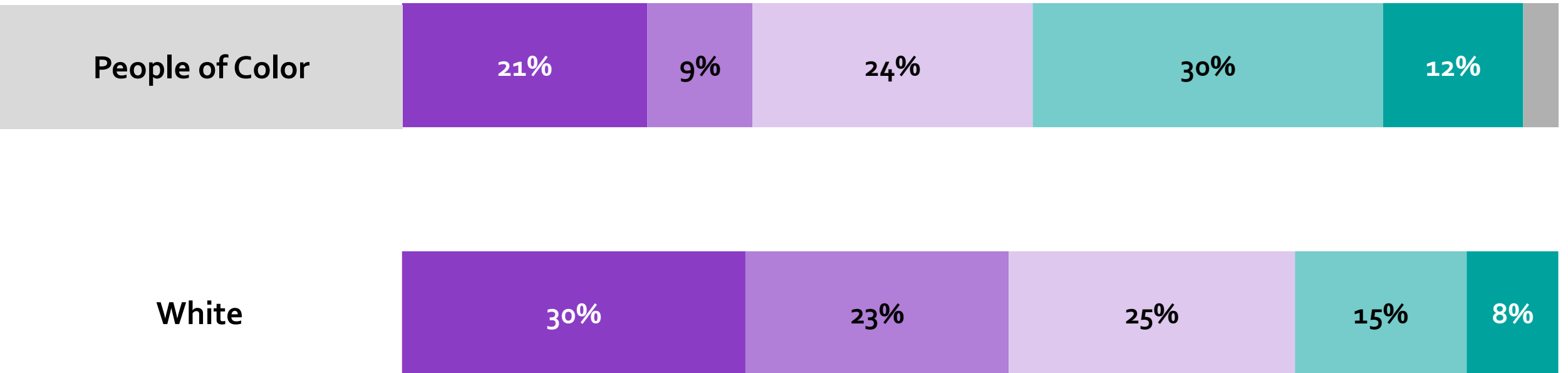
■ Extremely hard ■ Very hard ■ Somewhat hard ■ A little hard ■ Not hard at all ■ Unsure



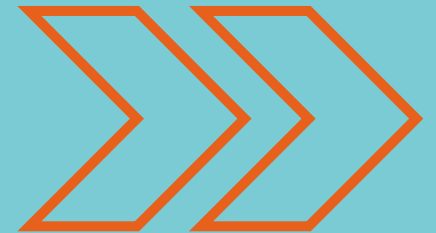
White Respondents More Likely to Report Difficulty Paying for Basics

How hard is it for you to pay for the very basics like food, housing, medical care, transportation, or heating?

■ Extremely hard ■ Very hard ■ Somewhat hard ■ A little hard ■ Not hard at all ■ Unsure

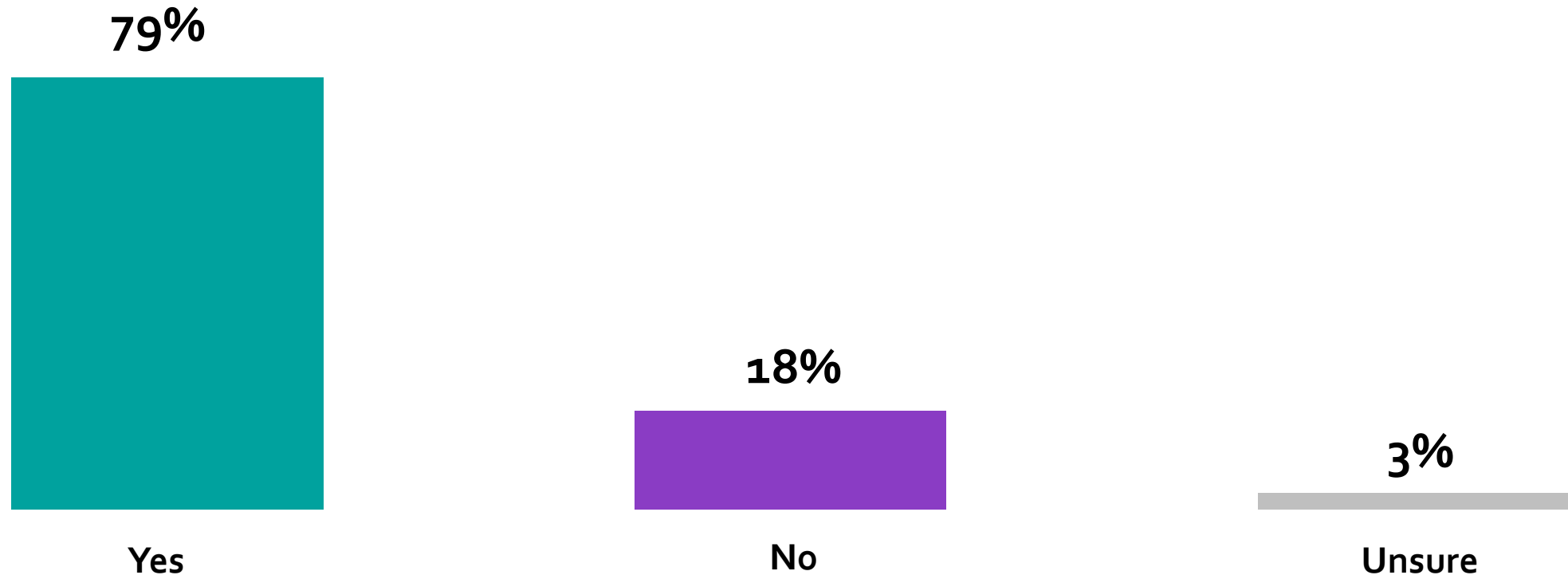


Reaching Out For Support



Most Have Reached out for Support

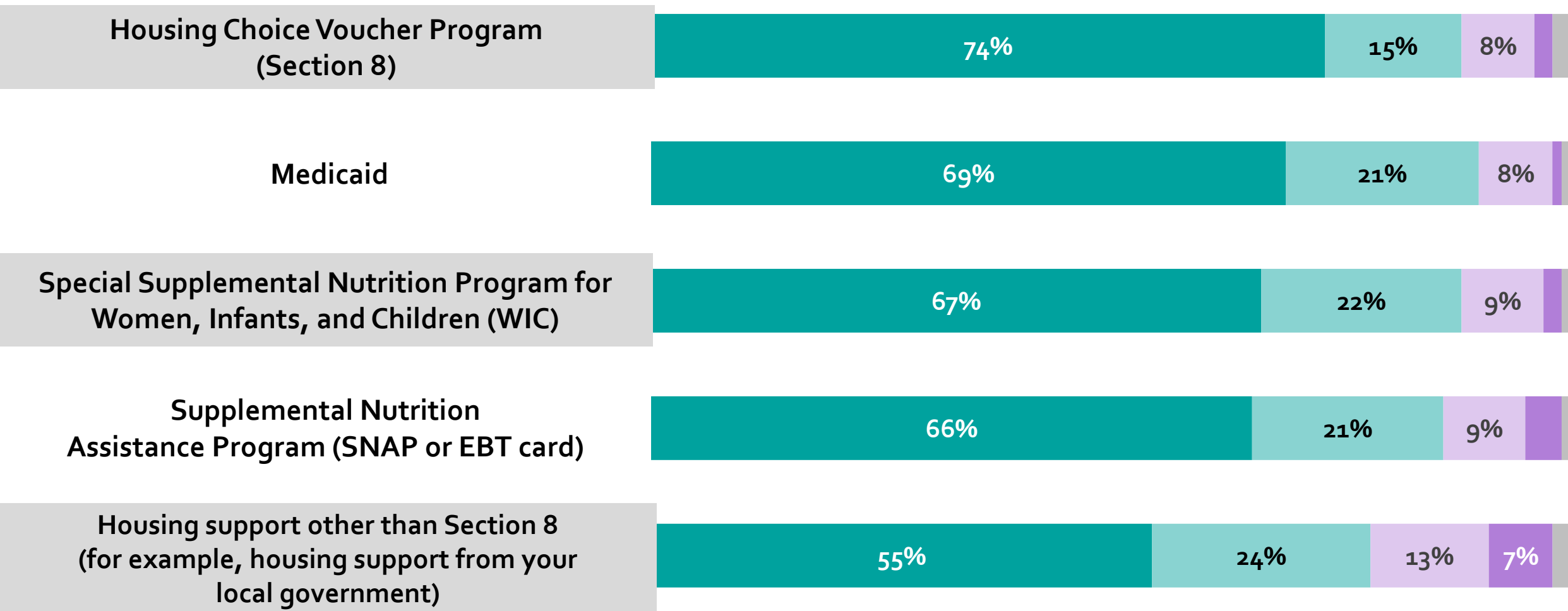
Have you ever reached out for assistance or support for things like food, housing, medical care, transportation, or heating?



Many See Assistance Programs as Helpful in Meeting Their Needs

In general, how helpful is—or was—[Assistance Program] in meeting your needs?

■ Very helpful ■ Somewhat helpful ■ A little helpful ■ Not helpful at all ■ Unsure

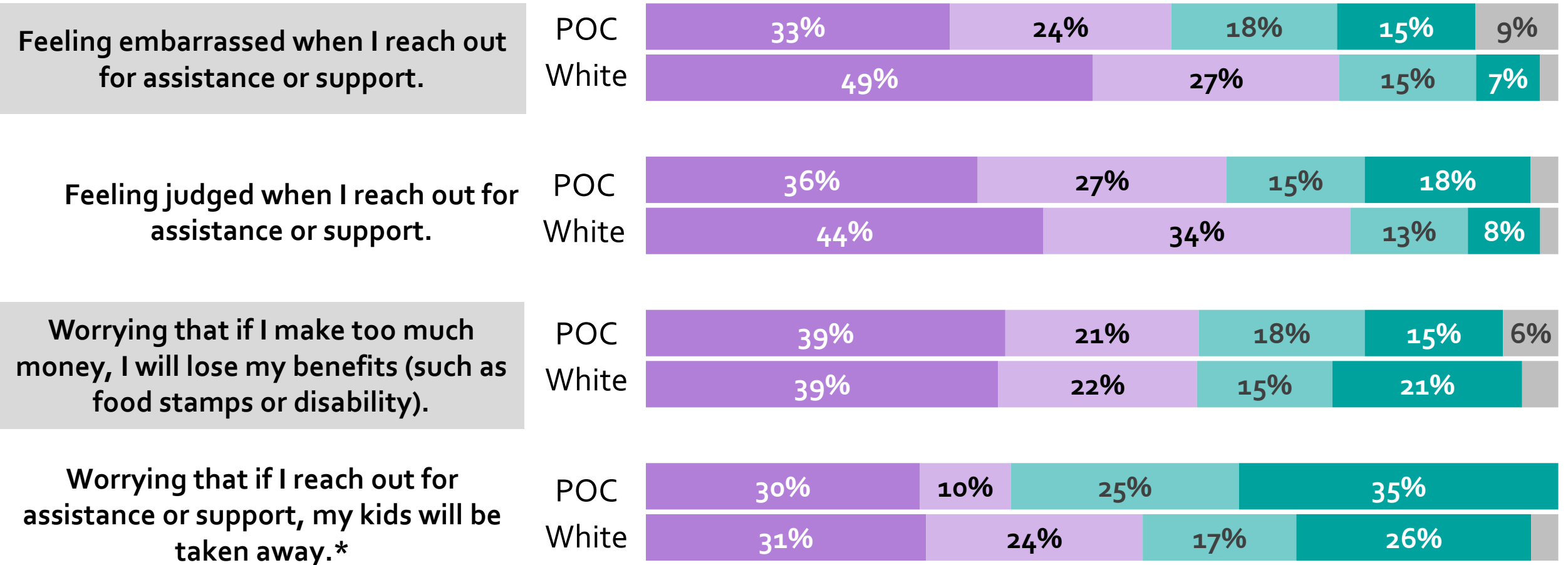


Only asked of respondents who reported participating in each assistance program.

Ranked by Very helpful

Reaching out for Support Triggers Shame and Worry, Particularly for White Respondents

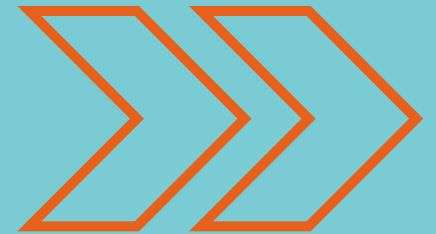
■ Very often
 ■ Somewhat often
 ■ Rarely
 ■ Never
 ■ Unsure



*Asked only of respondents who are parents (n=121).

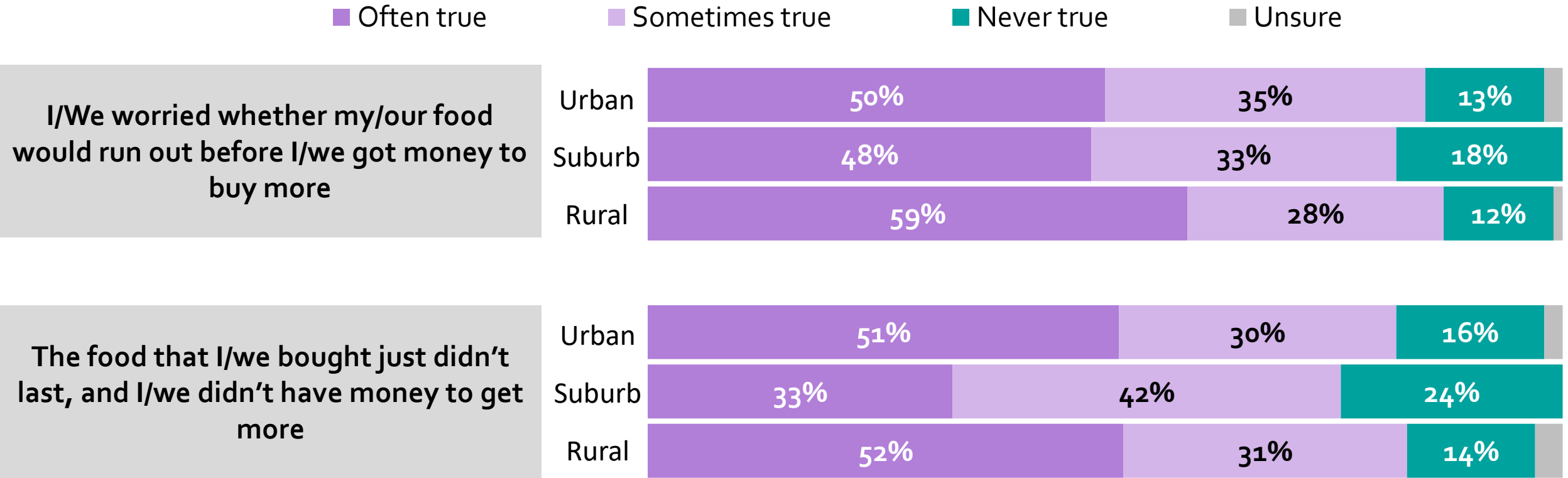
Ranked by Very often, Overall

Social Needs and Challenges: FOOD



Many Are Concerned About Their Food Situation: By Area

Below are two statements that some people have made about their food situation. For each statement, please indicate whether the statement was often true, sometimes true, or never true in the last 12 months—that is, since February 2022.

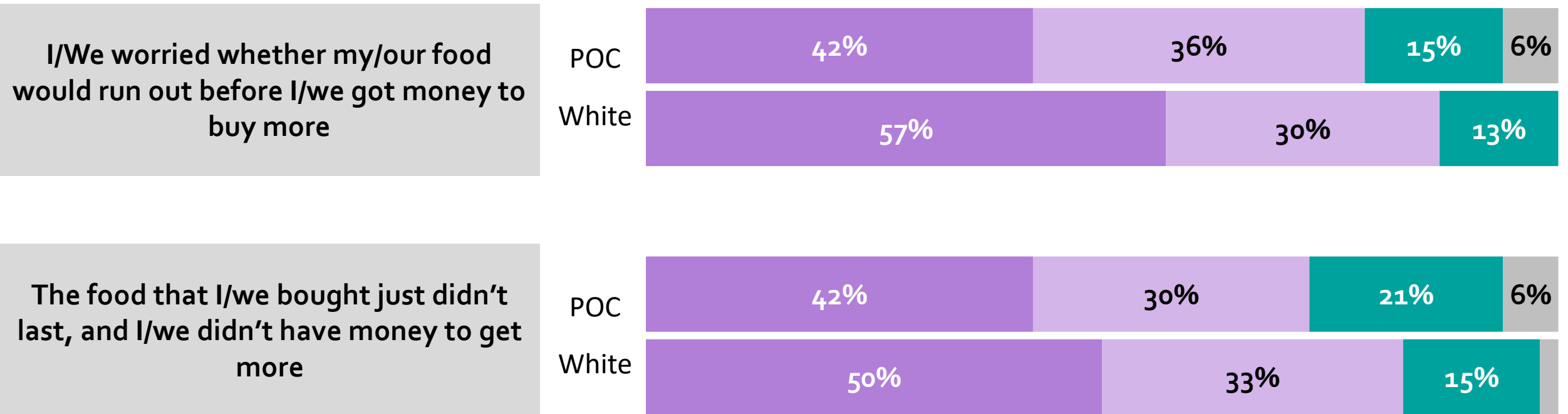


Ranked by Often true, Overall.

White Respondents More Likely to be Concerned About their Food Situation

Below are two statements that some people have made about their food situation. For each statement, please indicate whether the statement was often true, sometimes true, or never true in the last 12 months—that is, since February 2022.

■ Often true
 ■ Sometimes true
 ■ Never true
 ■ Unsure



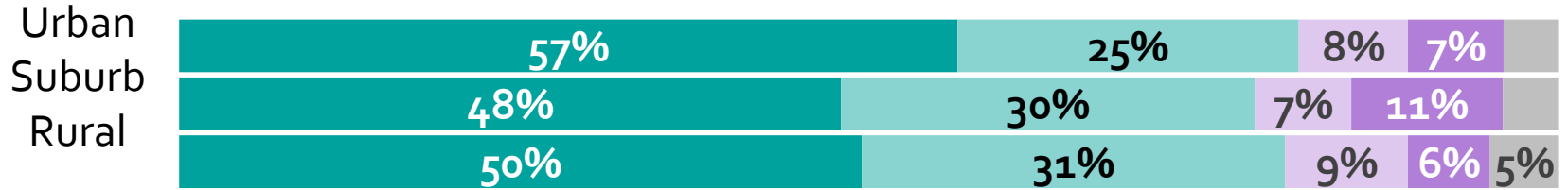
Ranked by Often true, Overall.

Food Discounts Seen as Most Helpful: By Area

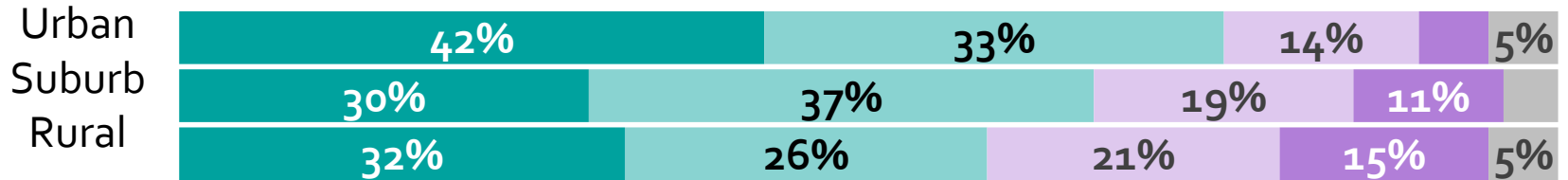
Below are different types of food supports or services that some people feel are helpful. Please indicate how helpful each of these would be to you personally.

■ Very helpful
 ■ Somewhat helpful
 ■ A little helpful
 ■ Not helpful at all
 ■ Unsure

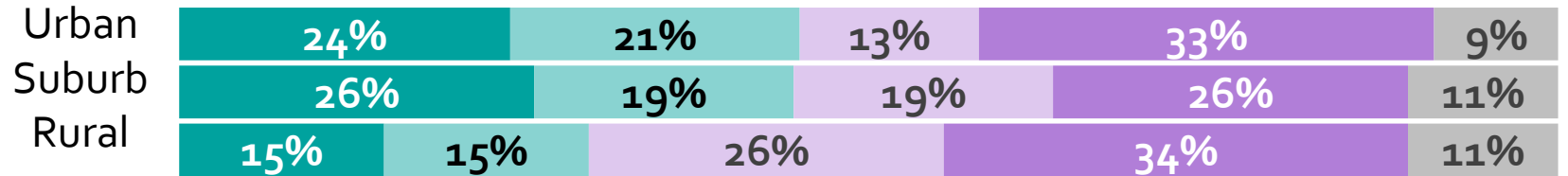
Getting a discount on food that I can prepare for myself at a later time



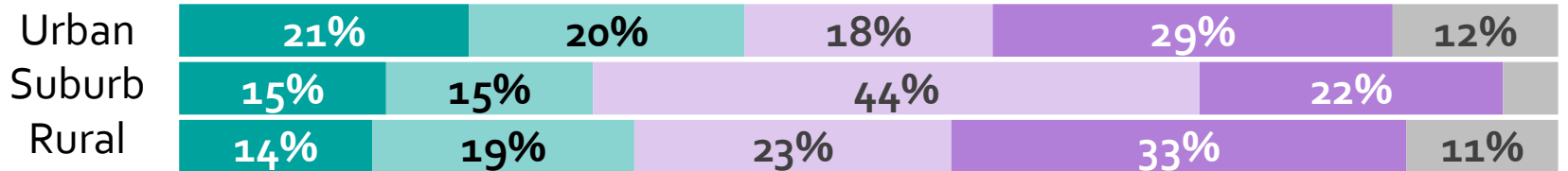
Getting a discount on ready-to-eat meals



Free online cooking classes



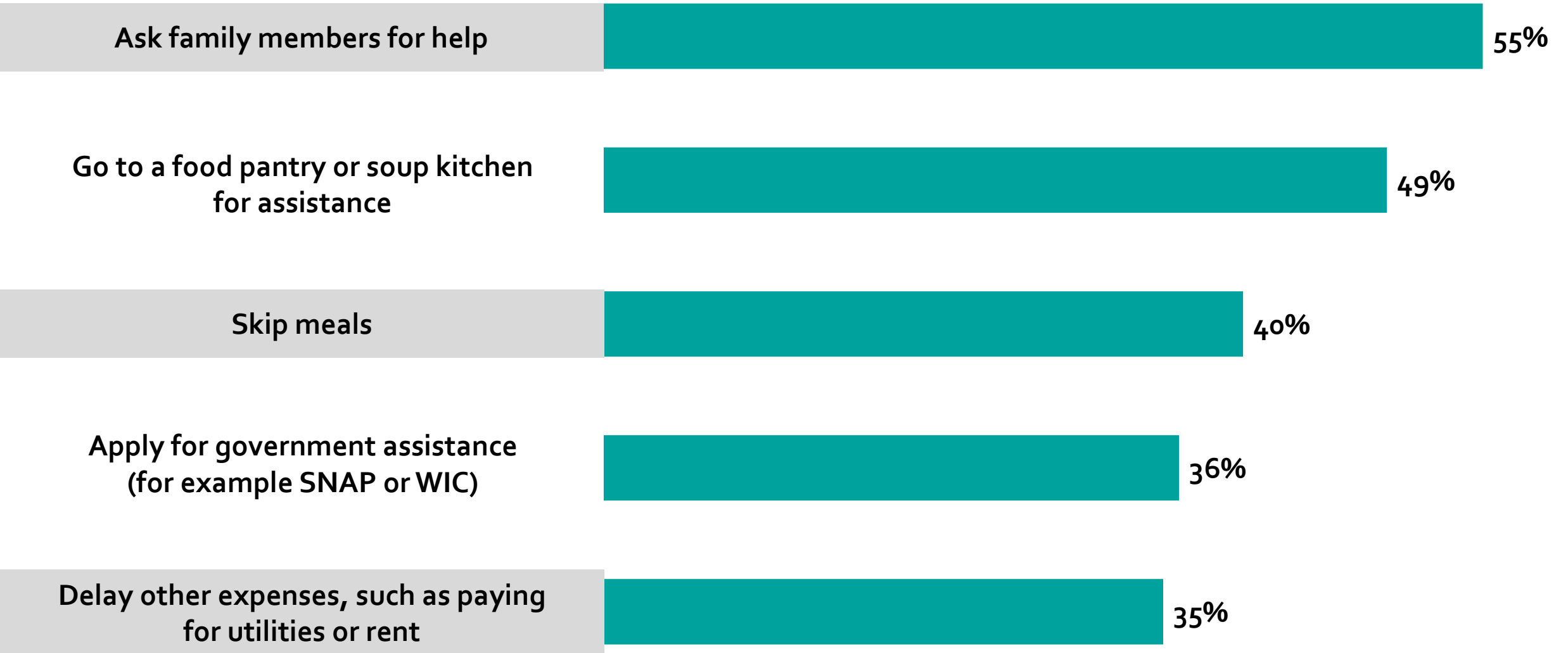
Free online nutrition coaching



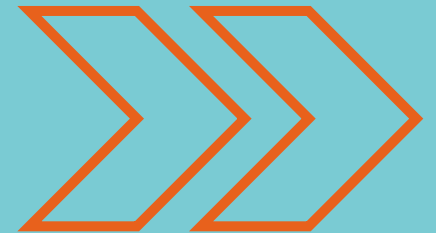
Asked only of respondents who report that they often or sometimes worry about whether food would run out or food wouldn't last (n=222). Ranked by Very helpful, Overall

Family Members and Food Pantries Seen as a Key Resource When Food Is Scarce

What would you do today if you didn't have enough food for everyone in your home? Please select all that apply.



Social Needs and Challenges: HOUSING



Current Living Situation: By Area

What is your living situation today?

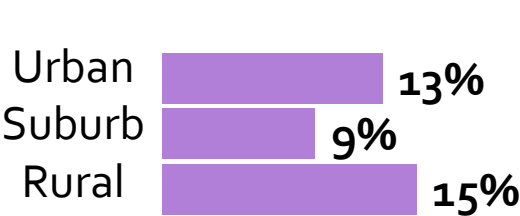
I have a steady place to live



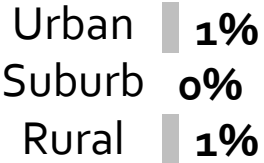
I have a place to live today, but I am worried about losing it in the future



I do not have a steady place to live (For example, I'm temporarily staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)

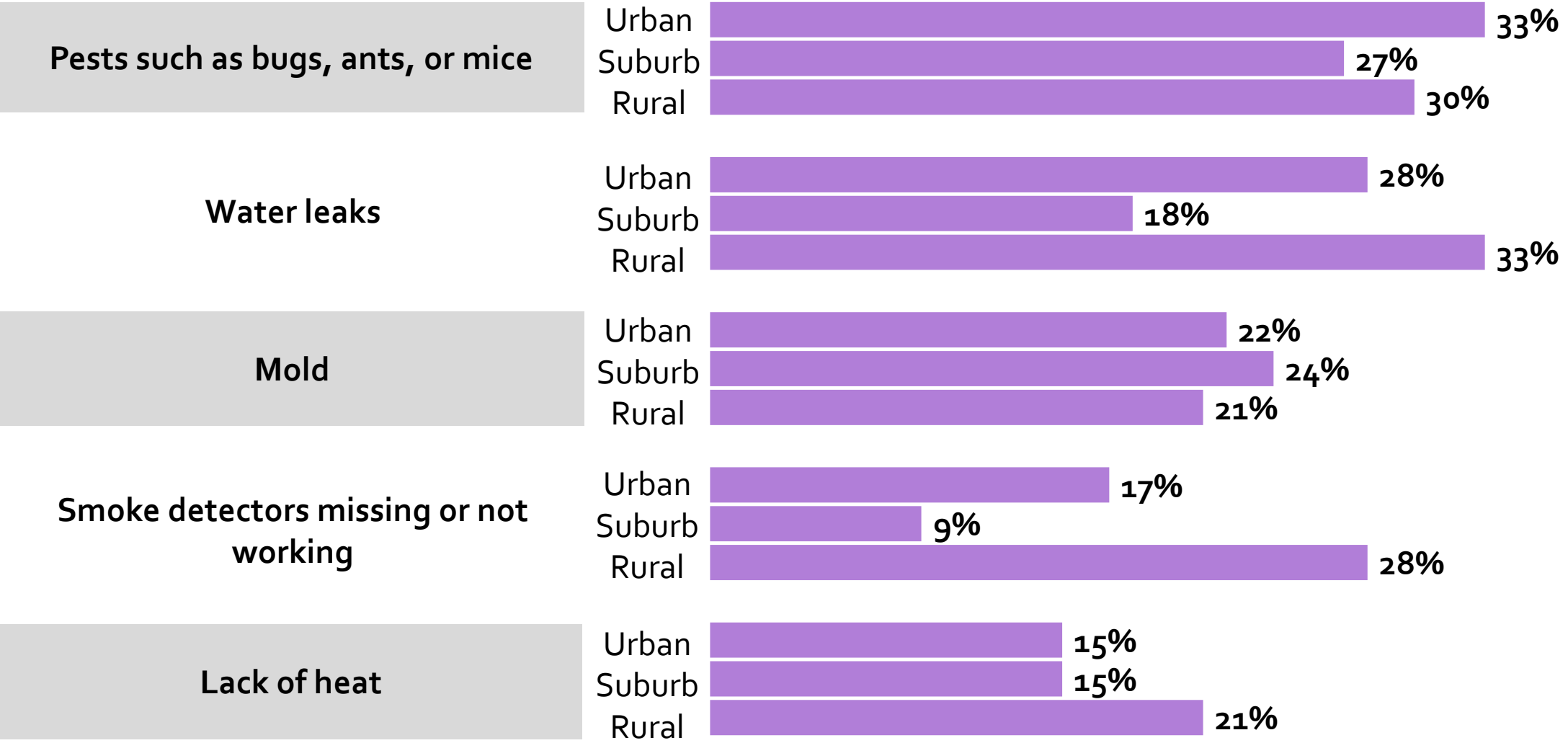


Unsure



About a Third Has Problems with Pests and Water Leaks: By Area (1 of 2)

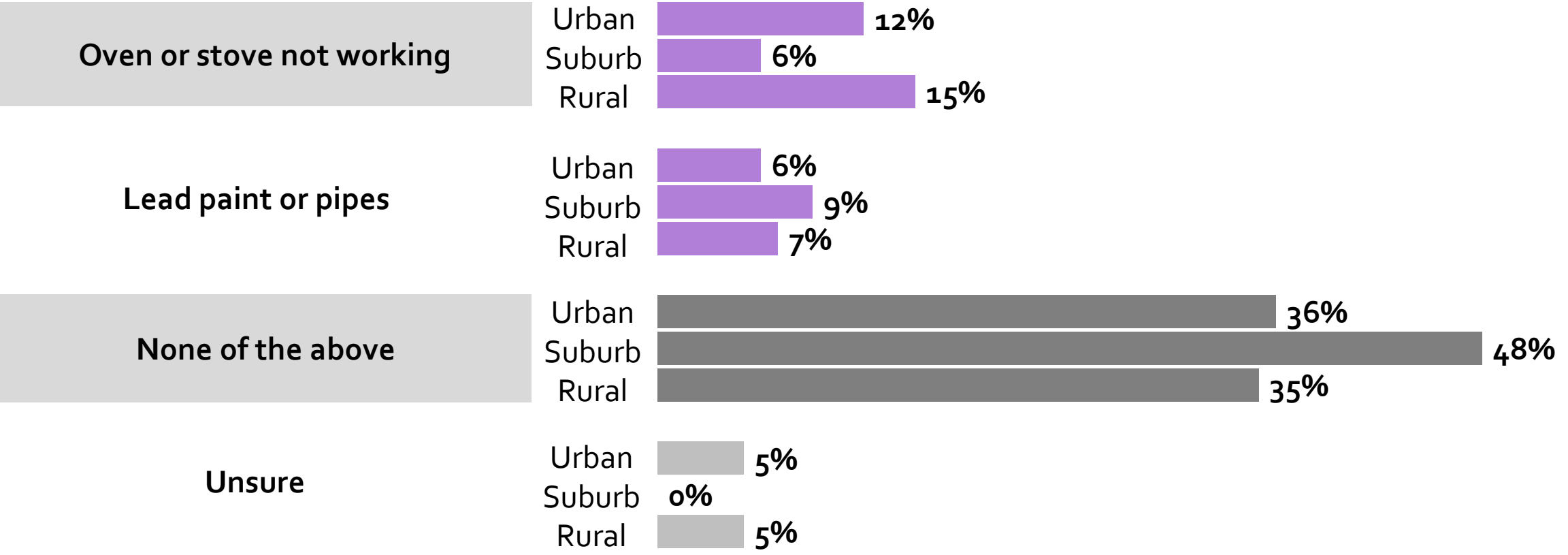
Think about the place you live. Do you have problems with any of the following? Please select all that apply.



Ranked by Overall

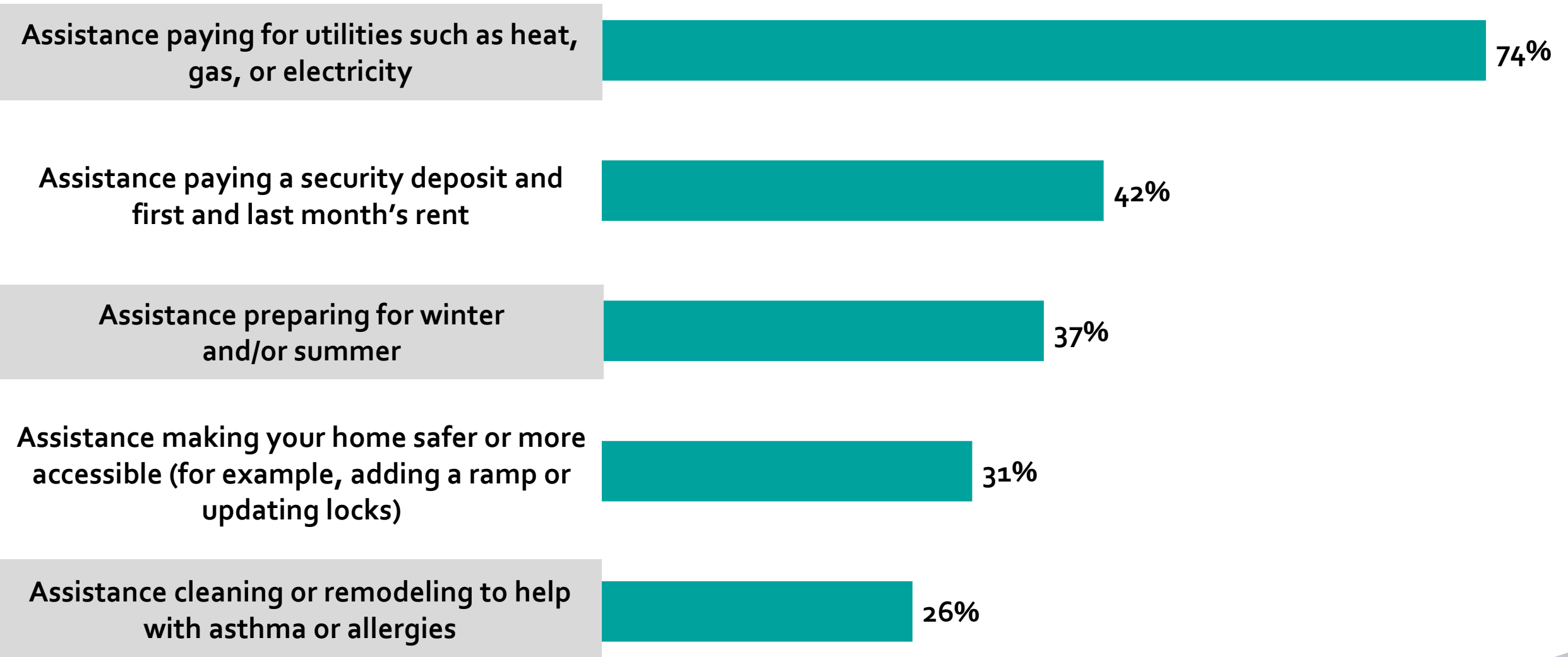
About a Third Has Problems with Pests and Water Leaks: By Area (2 of 2)

Think about the place you live. Do you have problems with any of the following? Please select all that apply.

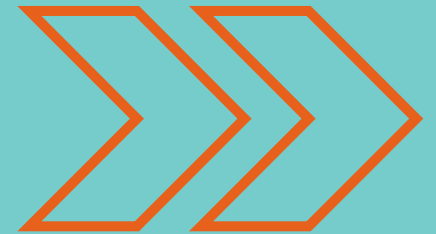


A Majority Says That Assistance Paying for Utilities Would be Most Helpful

Here is the same list. Please select the two or three types of housing supports and services that would be MOST helpful to you personally. If there are other types of housing assistance that would be helpful to you, please select "Other."



Social Needs and Challenges: TRANSPORTATION



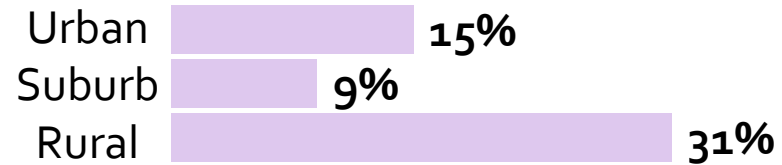
Current Transportation Situation: By Area

The next few questions ask about transportation. What is your transportation situation today?

I have a reliable way to get around



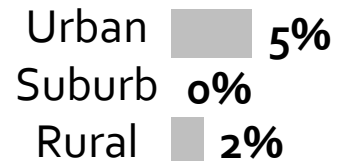
I have a reliable way to get around today, but I am worried that I may not in the future



I do not have a reliable way to get around



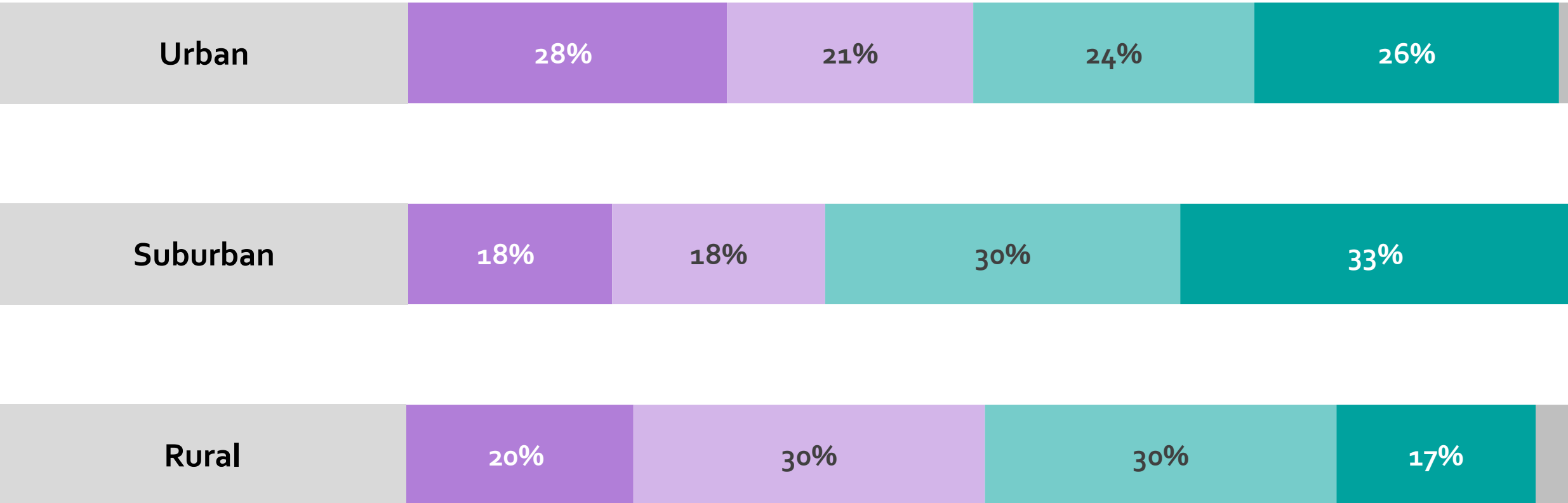
Unsure



Nearly Half Say They Often Have to Cancel or Change Plans Due to a Lack of Access to Transportation: By Area

How often do you have to cancel or change your plans or appointments because you don't have access to transportation?

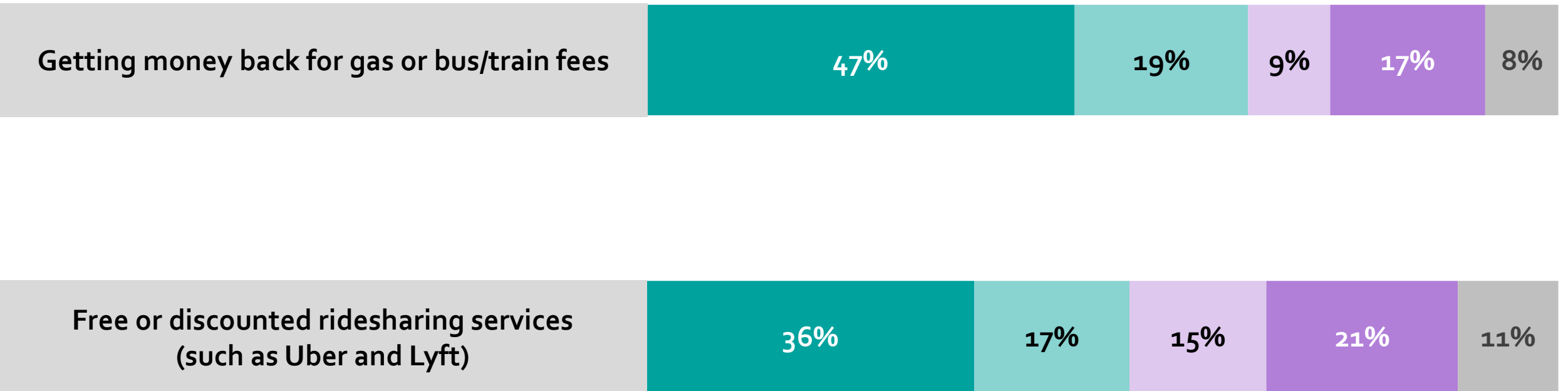
Very often Somewhat often Rarely Never Unsure



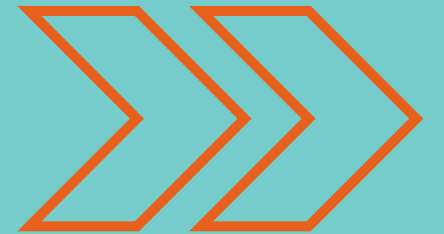
Getting Money Back for Gas or Bus/Train Fares Seen as Particularly Helpful

*Below are different types of transportation supports or services that some people feel are helpful.
Please indicate how helpful each of these would be to you personally.*

■ Very helpful ■ Somewhat helpful ■ A little helpful ■ Not helpful at all ■ Unsure



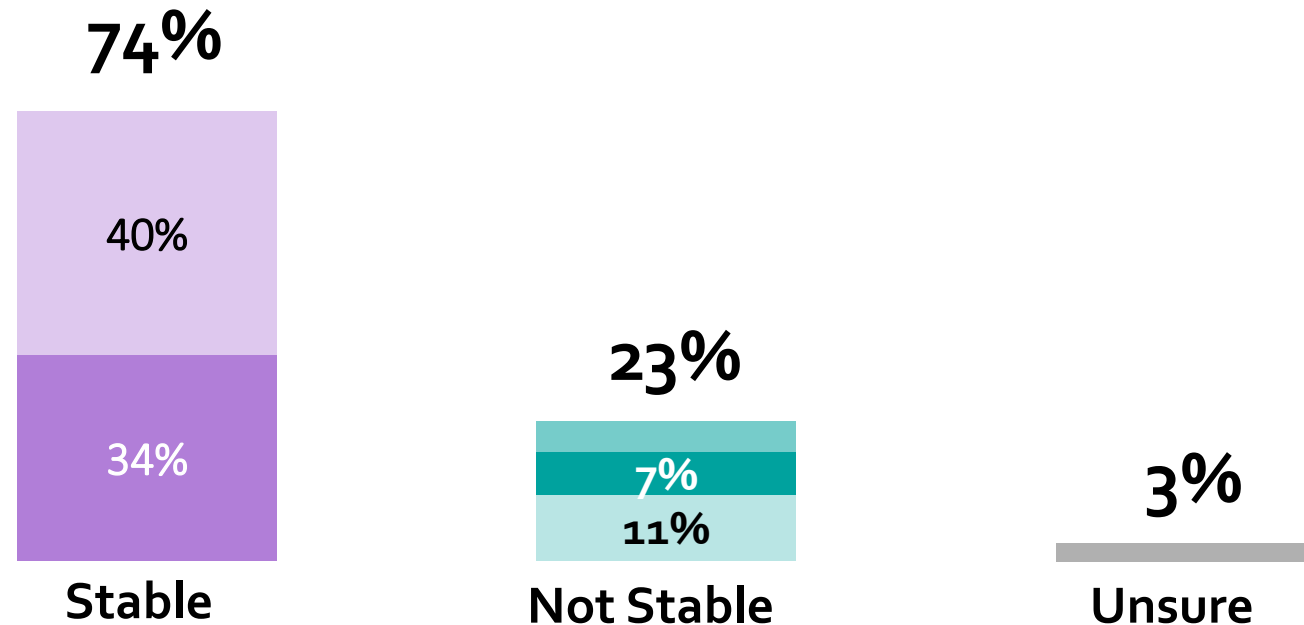
Social Needs and Challenges: EMPLOYMENT AND TRAINING



Most Say Their Current Employment Feels Stable —But Only a Third Have Employment That Feels *Very* Stable

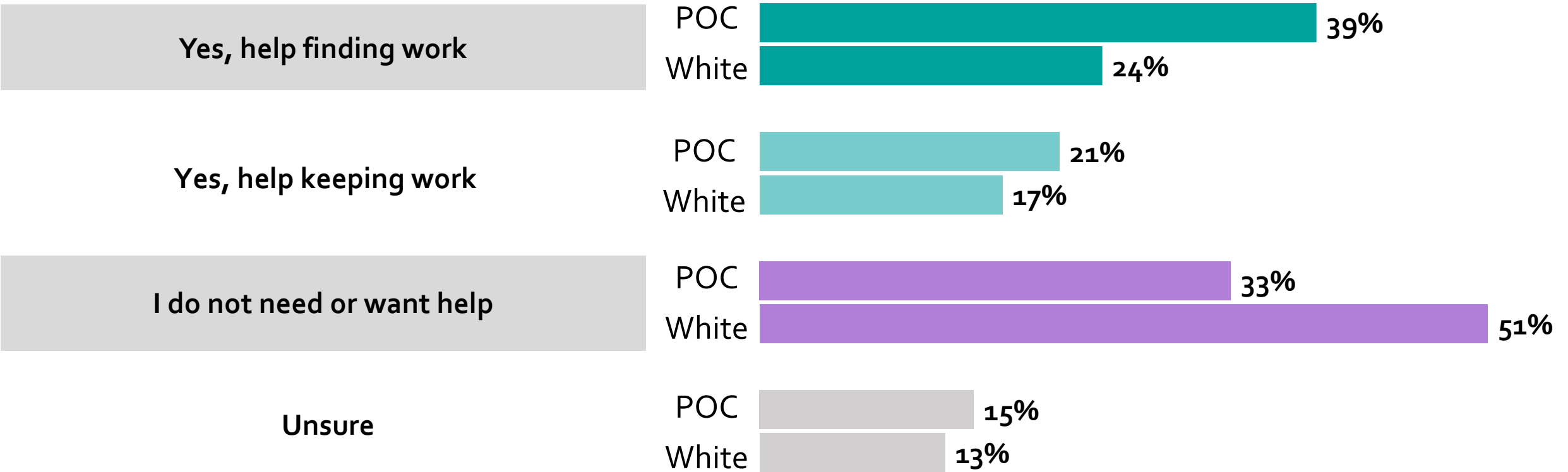
How stable or steady does your current employment situation feel to you?

- Very stable
- Somewhat stable
- A little stable
- Not stable at all
- Not very stable
- Unsure



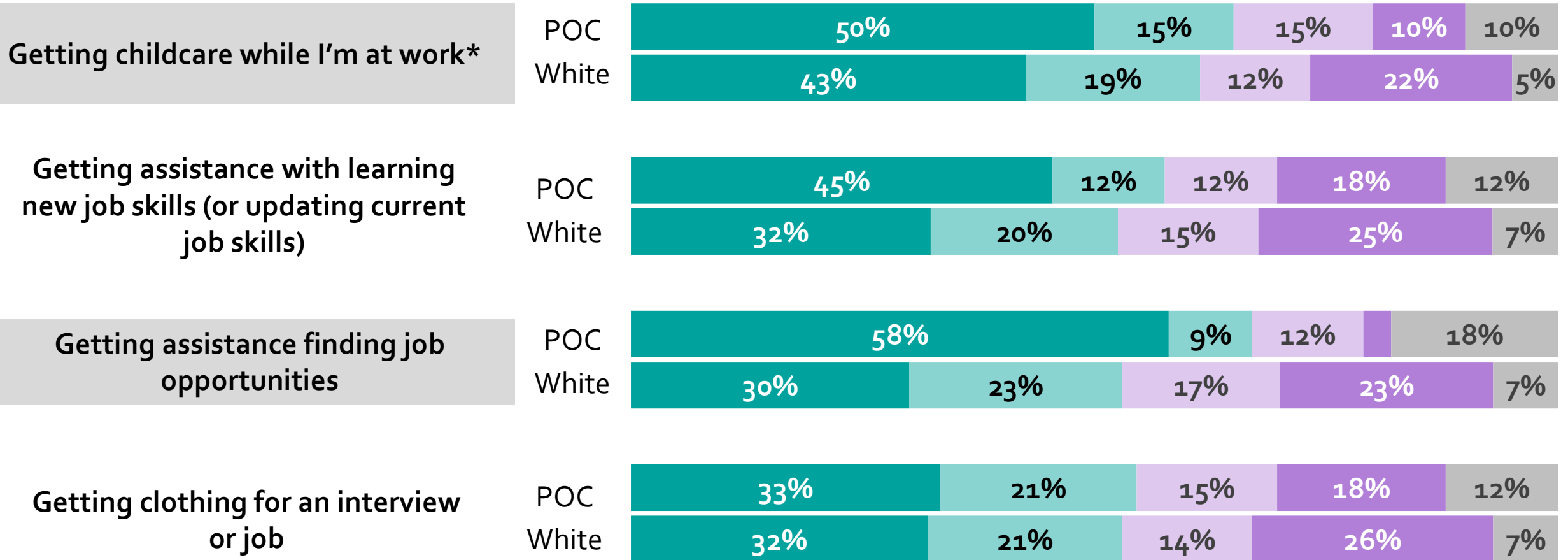
Many Say They Need Help Finding or Keeping a Job—With Greater Need among People of Color

Now we have a few questions for you about your work. Do you want help finding or keeping work or a job? You may select all that apply.



Getting Childcare Seen as Particularly Helpful When it Comes to Work Support and Services : POC & White (1 of 2)

■ Very helpful
 ■ Somewhat helpful
 ■ A little helpful
 ■ Not helpful at all
 ■ Unsure



*Asked only of respondents who report having dependent children (n=121).

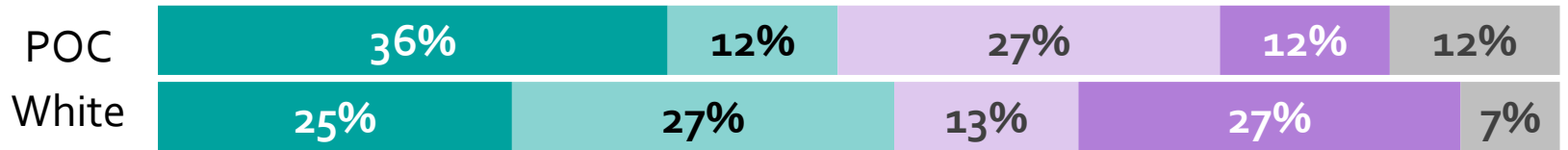
Getting Childcare Seen as Particularly Helpful When it Comes to Work Support and Services : POC & White (2 of 2)

■ Very helpful
 ■ Somewhat helpful
 ■ A little helpful
 ■ Not helpful at all
 ■ Unsure

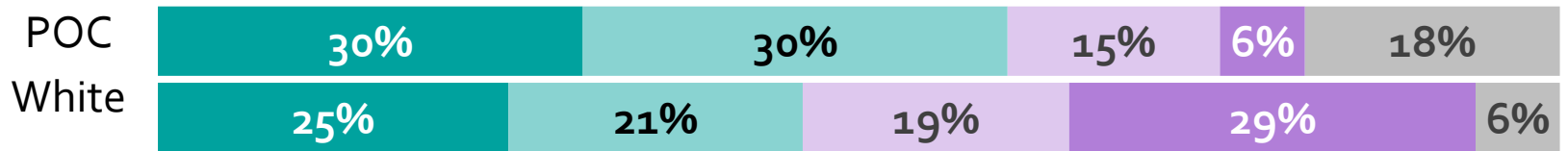
Getting assistance applying for jobs



Getting assistance creating or updating a resume

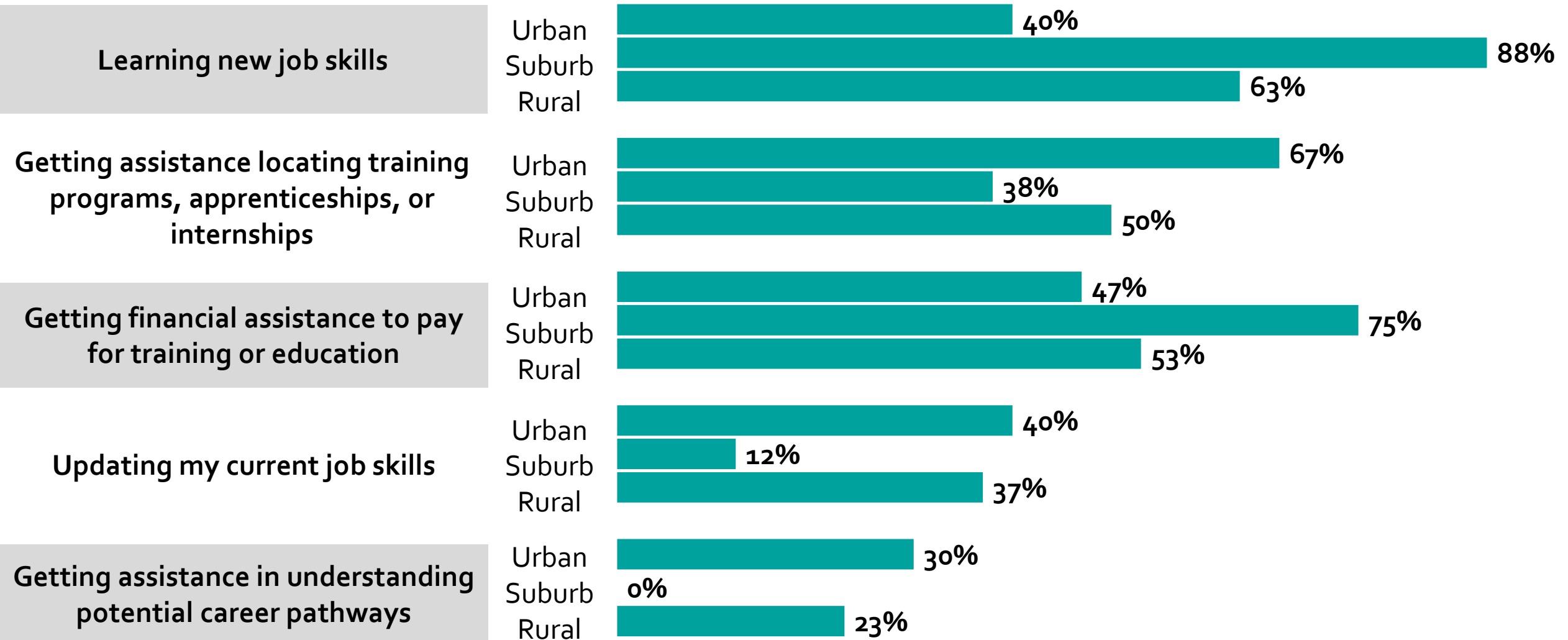


Getting assistance preparing for interviews



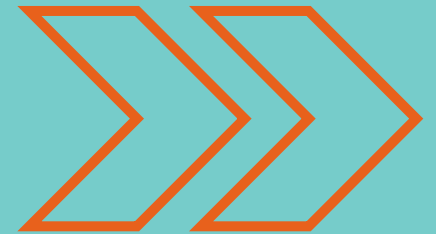
Most Helpful Types of Assistance for Job Skills: By Area

You expressed interest in learning new job skills (or updating your current job skills). Please select the two or three types of assistance that would be MOST helpful to you personally. If there are other types of assistance that would be helpful to you, please select "Other."



Asked only of respondents who say getting assistance with learning new job skills or updating current skills would be most helpful to them (n=70). Ranked by Overall

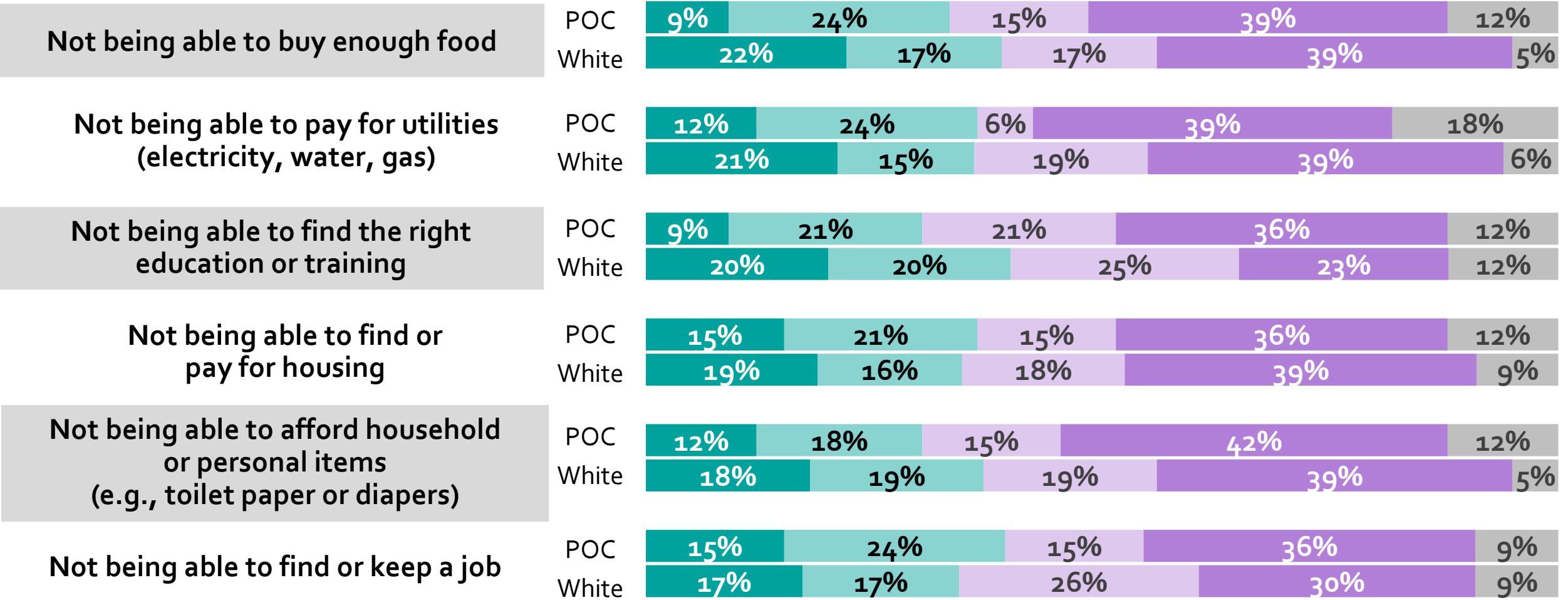
Sharing Information



Less Than Half Feel Comfortable Sharing Information

When you ask for assistance or support from people, organizations, or agencies, they sometimes request information about your life and the challenges you are facing. How comfortable do you feel about sharing information about the following kinds of challenges?

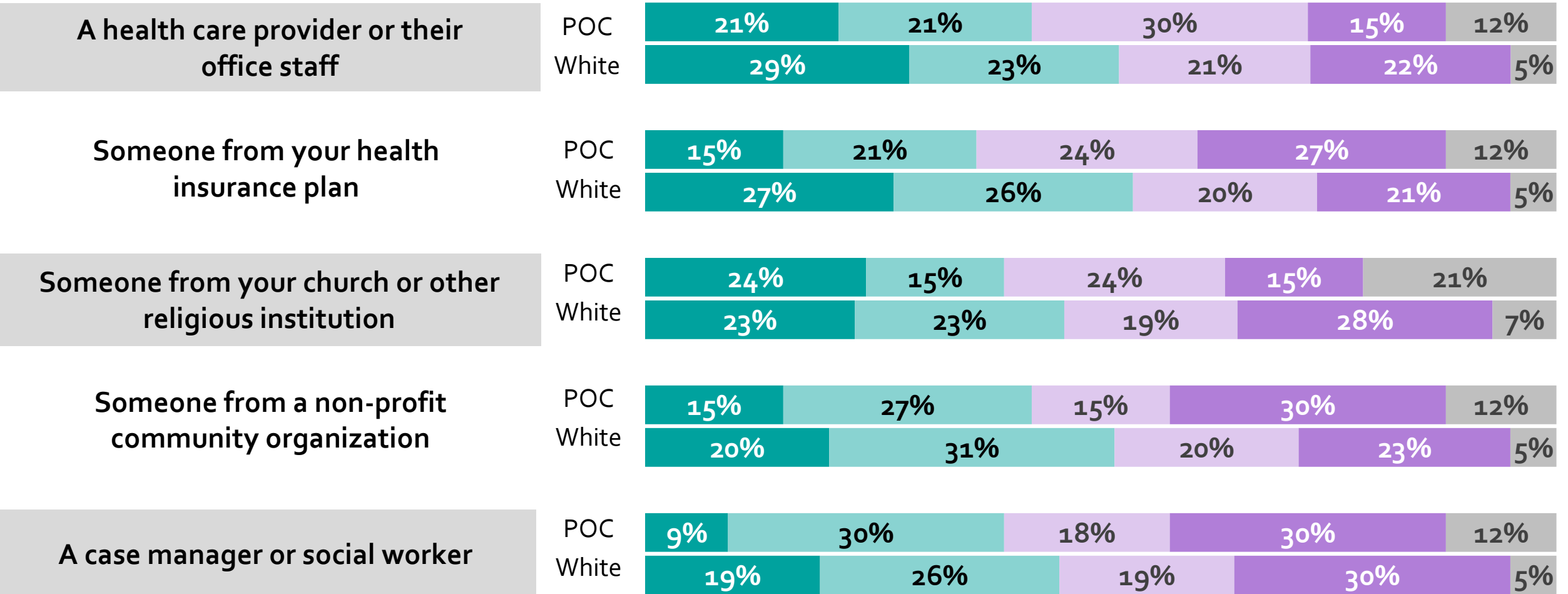
■ Very comfortable
 ■ Somewhat comfortable
 ■ A little comfortable
 ■ Not comfortable at all
 ■ Unsure



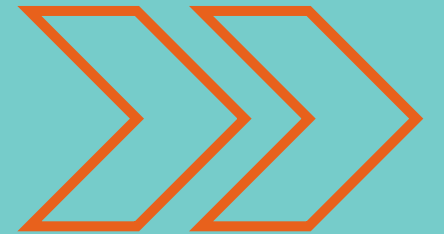
Comfort Sharing Information by Resource

Below are different kinds of people who may request information about your life and circumstances when you are seeking assistance. How comfortable do you feel about sharing information about your life and circumstances with each of the following?

■ Very comfortable
 ■ Somewhat comfortable
 ■ A little comfortable
 ■ Not comfortable at all
 ■ Unsure



Communication Preferences

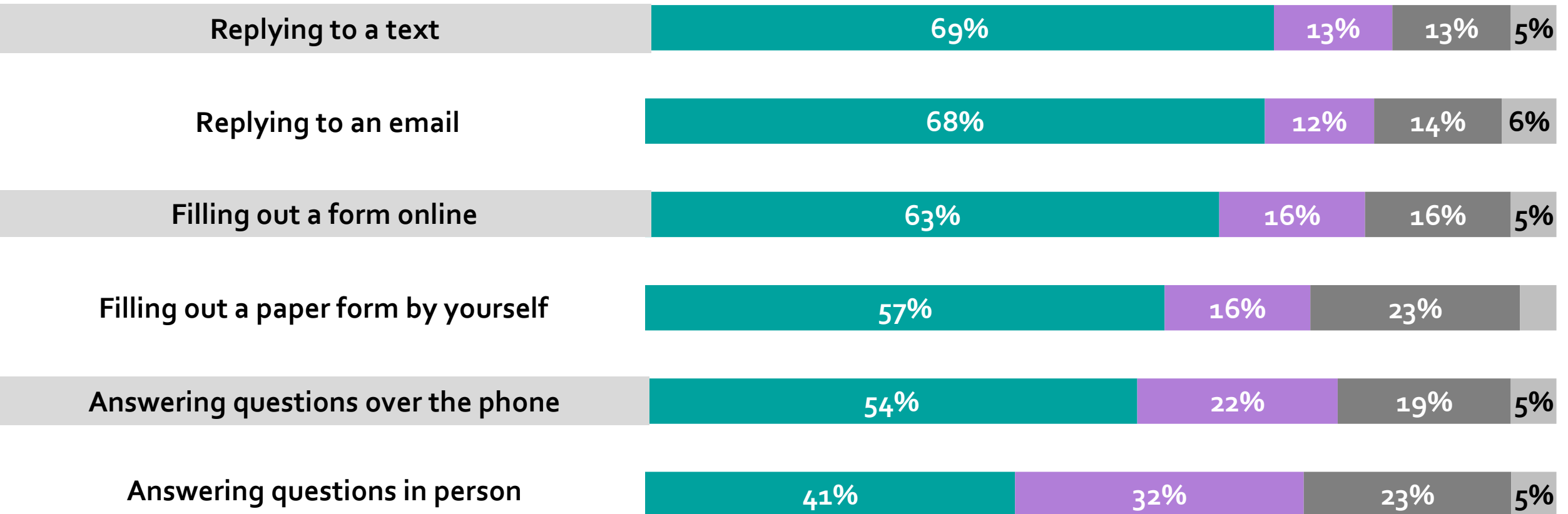


Many Prefer Communicating Digitally

Below are some different ways you could communicate with people or organizations providing assistance with things like housing, food, or transportation. For each, please indicate if you like this method of communicating, you do not like this method of communicating, or if it makes no difference to you either way.

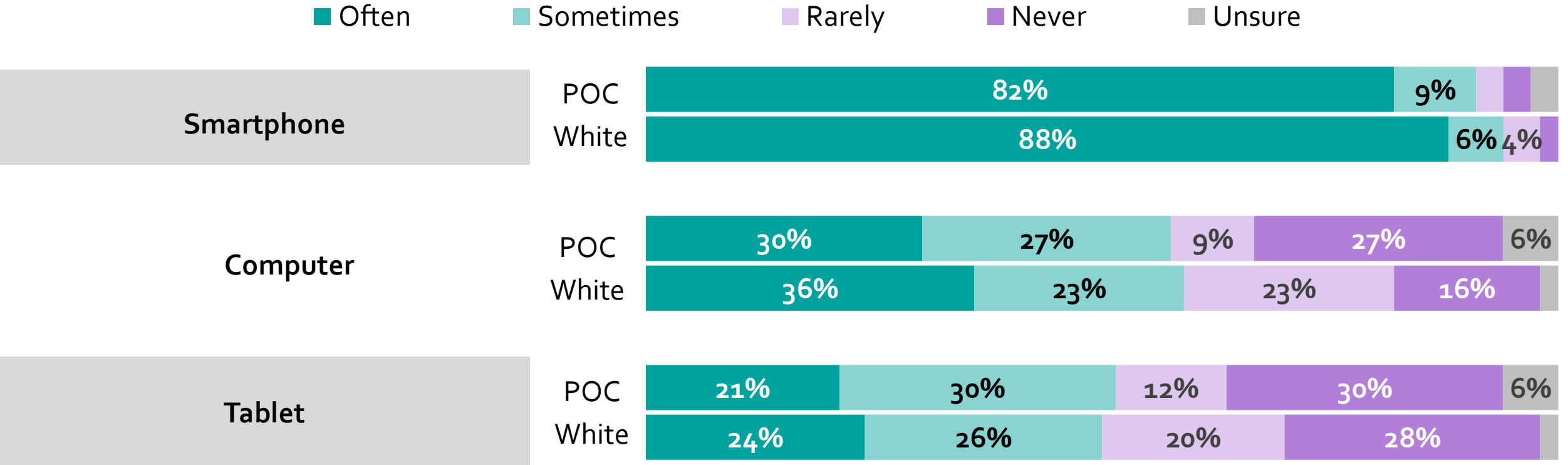
- I like this method of communicating
- Makes no difference either way

- I do not like this method of communicating
- Unsure



Widescale Smartphone Usage Among White Respondents and Respondents of Color

How often do you use the following devices to access the internet?



Ranked by Often, Overall.

thank you!

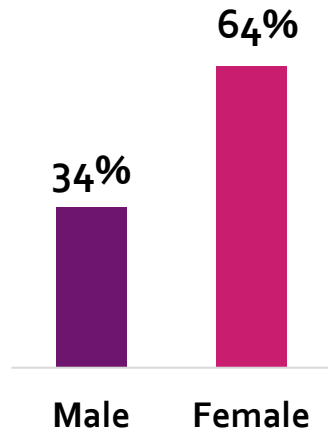
For more information,
please contact:



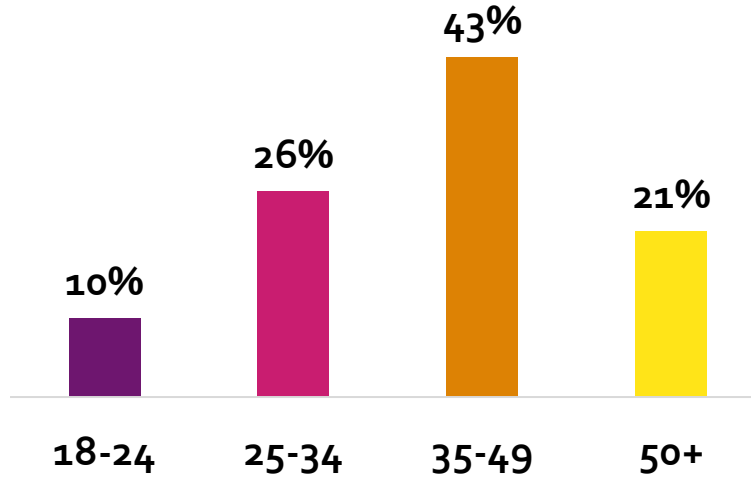
John Whaley
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Demographics: Kentucky

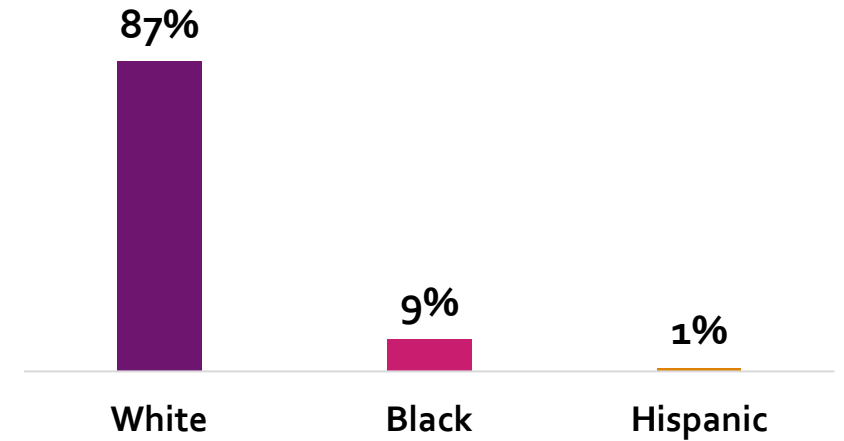
Gender



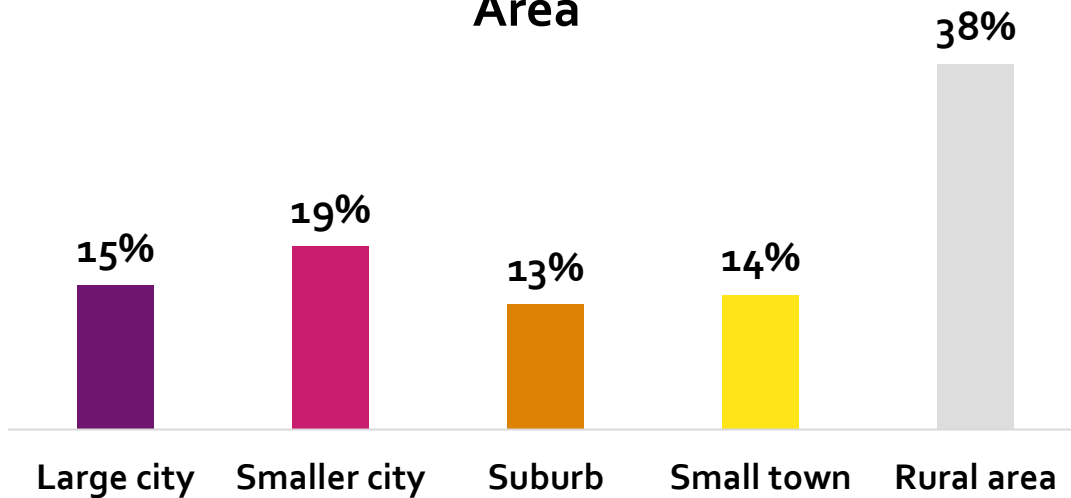
Age



Ethnicity



Area



Medicaid

