

# About Louisiana Healthcare Connections

## 11% of Louisiana's population served

- 496,000+ Medicaid members with healthcare benefits and support services
- 25% of pregnancies and babies born in Louisiana are covered by Louisiana Healthcare Connections
- 38,500+ in-network providers; 8k more than any other Medicaid MCO


## 41% of all Medicaid MCO jobs in Louisiana

- 464+ Louisiana Medicaid jobs; 68% of staff have personal Medicaid experience
- Diverse workforce: 52% people of color, 55% female
- Average annual salary: \$23,000 above the state average; minimum wage is \$16.50/hour

## BETTER health, performance, and satisfaction

- Infant mortality reduced 50.7% in north Louisiana through the Cribs for Kids program
- #1 recommended health plan by both physical and behavioral health providers\*
- #1 choice of members: 2.5x more switch to us during open enrollment over any other MCO
- 100% perfect score for our Fraud, Waste and Abuse prevention program

## LOCAL to Louisiana and responsive to our unique needs

-  **More than 360,000 meals**, 165,000 bottles of water, and **\$1.3+ million** in recovery aid to members, providers, and communities after the 2020-21 hurricanes.

\* (LDH Provider Satisfaction Survey 2020)



*Serving children and low-income families with **Medicaid**.*



*Offering affordable **Marketplace** insurance for adults.*



*Providing better **Medicare** coverage and savings.*

# Transforming the health of Louisiana, one member at a time.

## CARE MANAGEMENT SUPPORT—Jonny’s Story

Jonny became unhoused after a series of events mitigated his ability to earn sufficient income. After undergoing major surgery, his long and complex recovery meant he could not work at his job as a mechanic and, before long, he was living in his car unable to fully recover.

After learning of his dire living circumstances, Louisiana Healthcare Connections Care Manager, Monique Reno, worked directly with Jonny to help him find affordable housing. Through a grant funding request approved by senior leadership, identifying community resources for food and other support and working with the landlord on Jonny’s behalf, Monique was able to establish a stable and healthy living situation for him. Today, Jonny is healthy—working and maintaining the home Louisiana Healthcare Connections helped procure.



## 100% MULTICULTURAL HEALTHCARE DISTINCTION



Louisiana Healthcare Connections was awarded the National Committee for Quality Assurance (NCQA) Distinction in Multicultural Health Care, receiving a perfect 100% score from the accrediting board. The industry-leading accreditation is a rigorous assessment of a health plans’ structure and process, clinical quality and patient satisfaction. This distinction identifies organizations that lead in providing culturally and linguistically sensitive services and working to reduce health care disparities.

## \$1.5 MILLION EQUITY IN HEALTH AND CARE INITIATIVE

As part of our ongoing efforts to create health equity, we partnered with higher education leaders across the state to fund a \$1.5 million program to eliminate health disparities and create a more inclusive, representative healthcare system. The Equity in Health and Care initiative will implement coordinated strategies in partnership with Xavier University, Bossier Parish Community College and Delgado Community College, and be focused on four areas: equity in health outcomes, diversity and inclusion in the healthcare workforce, economic social determinants of health, and community health.

