

GATEWAY COVID-19 TASK FORCE

February 12, 2021



It's
Wholecare.

Executive Summary

Program Outcomes

- + Gateway launched a program that has ***shown improved COVID-19 outcomes in early studies among our most vulnerable populations***, contributing to Gateway's superior outcomes when benchmarked against state and national experiences.
- + Our program leverages ***trusted relationships with care managers and predictive analytics*** to support identification and proactive engagement of members at high risk for adverse COVID-19 outcomes.
- + Notably, our program focuses on addressing members' clinical and non-clinical needs. Early Program data show that ***rates of COVID-19 infection drop dramatically when we successfully address a member's social barriers to health*** – particularly among senior and African American populations.

Opportunity

- + Gateway's program represents a ***scalable model for Managed Care Organizations (MCOs)*** to influence the behavior of individuals that are the most clinically at risk from COVID-19 infection.
- + We believe programs that leverage ***effective predictive modeling, trusted relationships, and a focus on SDOH*** can dramatically improve community outcomes during the COVID-19 pandemic.
- + Importantly, we are in process of evolving our program to ***address reluctance among certain member populations to receive vaccines*** (flu and COVID-19).
- + ***Care managers employed by MCOs across the country can play a critical role*** to both improve COVID-19 outcomes and drive vaccinations among high risk and minority populations, with the ***potential to engage 30M – 50M*** in COVID education and SDOH screening ***over a 100 day period***.

Gateway Health Overview

Through our leading Medicaid and Medicare (DSNP) programs, Gateway Health is coordinating healthcare that goes beyond doctors and medicine that helps members achieve not just physical health, but also delivers whole person care.



Gateway Health plan is a leading managed care organization dedicated to caring for the “total health” of its members. At Gateway Health, we believe that to truly care for a person’s health, we need a different kind of healthcare - whole person care - that helps people achieve not just physical health, but whole life health.

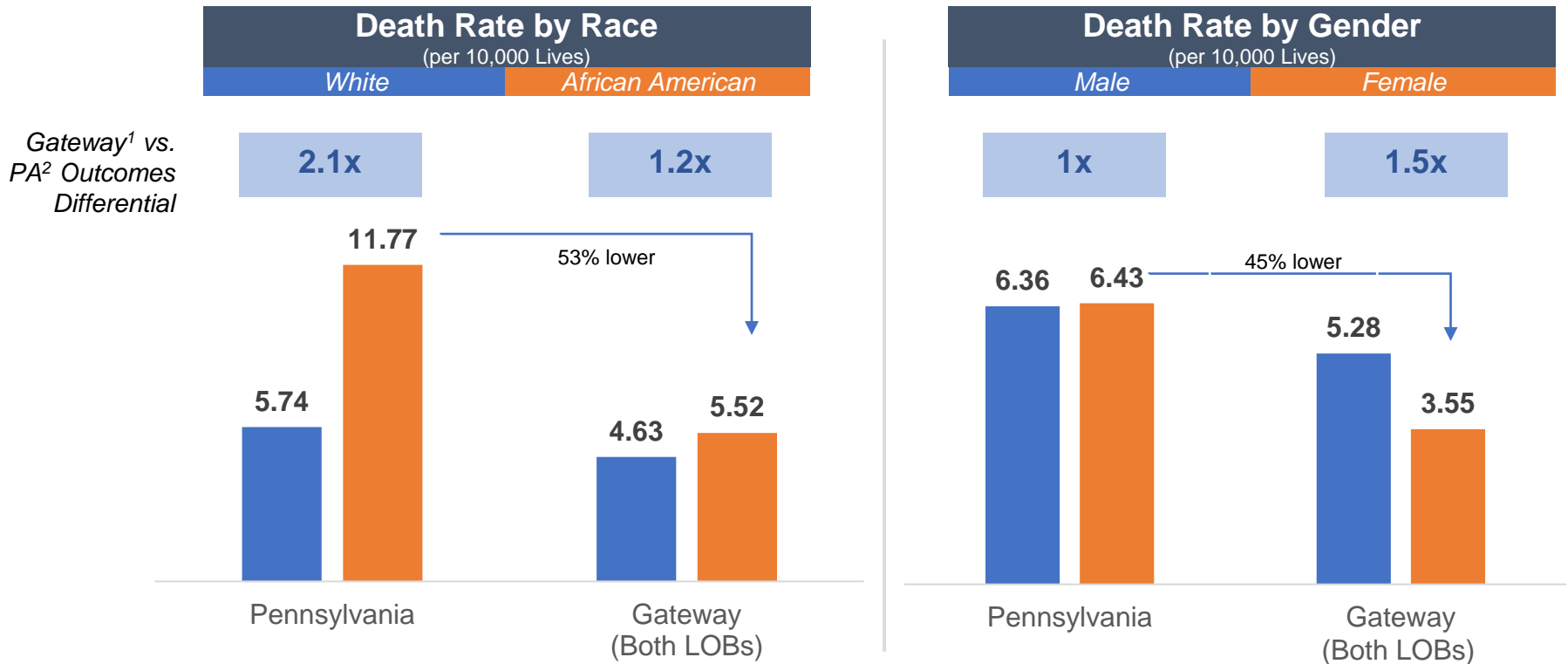


Race / Ethnicity	Medicaid		Medicare		Total	
	Lives	% Lives	Lives	% Lives	Lives	% Lives
White	161,626	55%	26,233	57%	187,859	55%
African American	62,453	21%	8,156	18%	70,609	21%
Hispanic/Latino	48,514	16%	5,744	12%	54,258	16%
All Other ¹	23,073	8%	6,110	13%	29,183	9%
Total	295,666	100%	46,243	100%	341,909	100%

1. All other includes the following races/ethnicities due to low volume: American Indian/Alaskan, Asian or Pacific Islander, Native Hawaiian, Unknown/Other

Gateway COVID-19 Outcomes by Race & Gender

Gateway COVID-19 data suggest lower death rates and greater levels of equity in outcomes compared to Pennsylvania experience, in part due to our dedicated focus on management and prevention among at-risk members.



We believe a significant contributor to our health outcomes stems from our ability to reduce the rate of COVID-19 infection among our most vulnerable populations. We have launched a COVID-19 Task Force to deliver enhanced services to these at-risk members. *(see next slide for detail)*

Sources

1. Gateway data (Medicaid & Medicare) from January – October 2020
2. Pennsylvania Department of Health from January – October 2020

Overview of Gateway COVID-19 Outreach Campaign

Our COVID-19 Task Force leverages care managers to engage members with elevated risk levels, provide COVID-19 education, and prioritize SDOH interventions which enable the member to remain in a safe environment.

COVID-19 Task Force Engagement Process



Pilot program focused on Medicaid & DSNP members already engaged in case management due to preexisting conditions



Gateway proprietary predictive modeling prioritizes members at increased risk for adverse COVID-19 outcomes



Care Manager engages the member to understand clinical and non-clinical (SDOH) needs

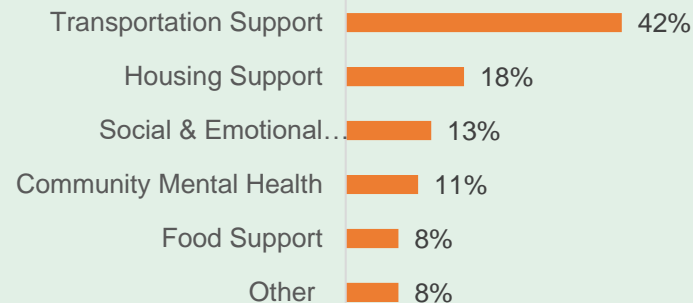


Prioritization of COVID-19 education and addressing SDOH challenges to drive reduction in infection

Program Demographic Profile

- + **8,219 Members** engaged
- + **Race:** 54% White, 22% African American, 24% Other
- + **Geography:** 87% Urban, 5% Suburban, 8% Other / Unknown
- + **Sex:** 62% Female, 38% Male
- + **Product:** 66% Medicaid, 34% Medicare

SDOH Interventions

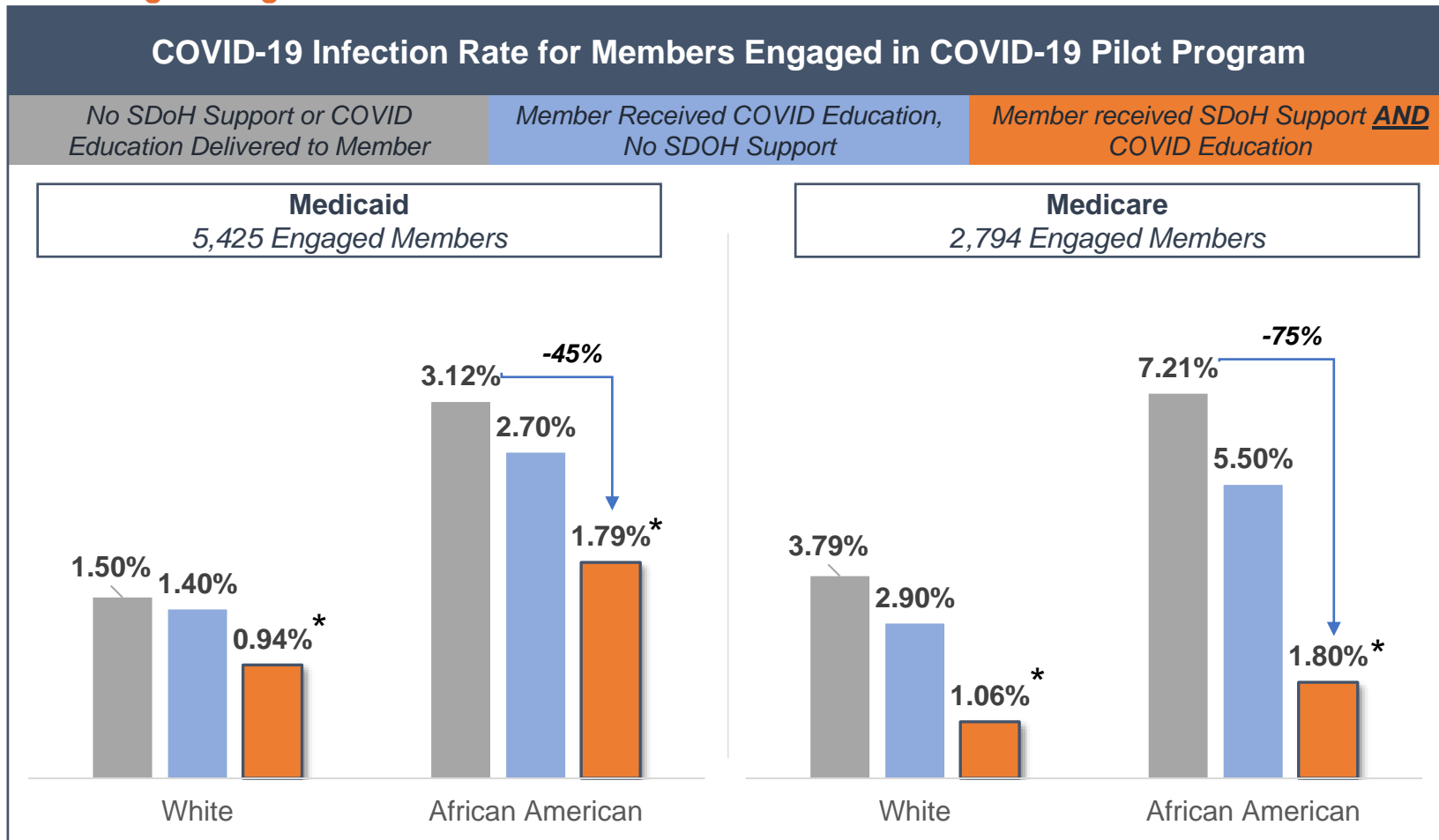


Sources

1. Gateway COVID-19 experience research and development, members engaged from March – November 2020

Program Outcomes Among Pilot Population

Our program results suggest that providing COVID-19 education is helpful to reducing infection rate, but coupling education with SDOH interventions dramatically reduces COVID-19 infections – particularly among African Americans and seniors.



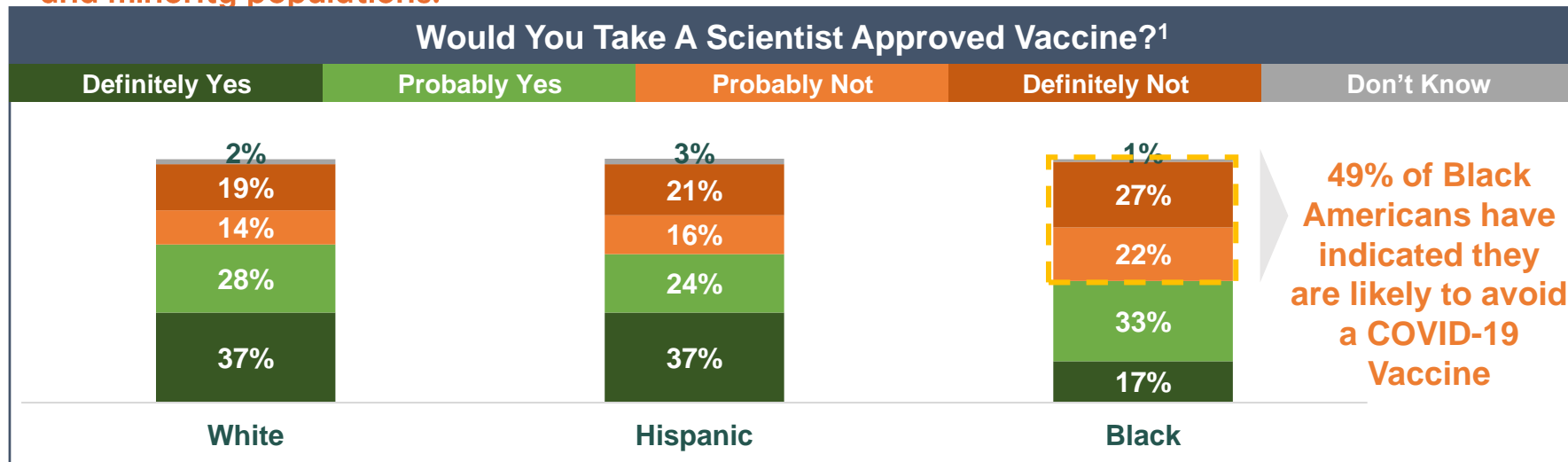
* Study results demonstrate a statistical significant reduction in COVID-19 infection rates (95% confidence interval)

Sources

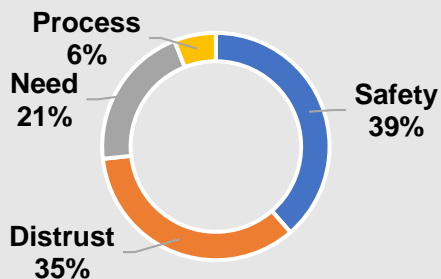
1. Gateway COVID-19 experience research and development, members engaged from March – November 2020

Opportunity: Vaccination Education & Promotion

Gateway is emphasizing vaccine advocacy during member engagement addressing the lack of trust in the safety and efficacy of COVID-19 vaccines based on national data surveying at-risk and minority populations.



Why Black Americans Will Not Get A COVID Vaccine¹



61% of Black Americans have little confidence the vaccine will be properly tested prior to distribution

65% of Black Americans do not believe the needs of Black Americans are considered in the vaccination strategy

GATEWAY SOLUTION:

Gateway leverages care managers skilled in engaging and building trust. Our program's focus on solving clinical and non-clinical needs reinforces trust in the member – care coordinator relationship.

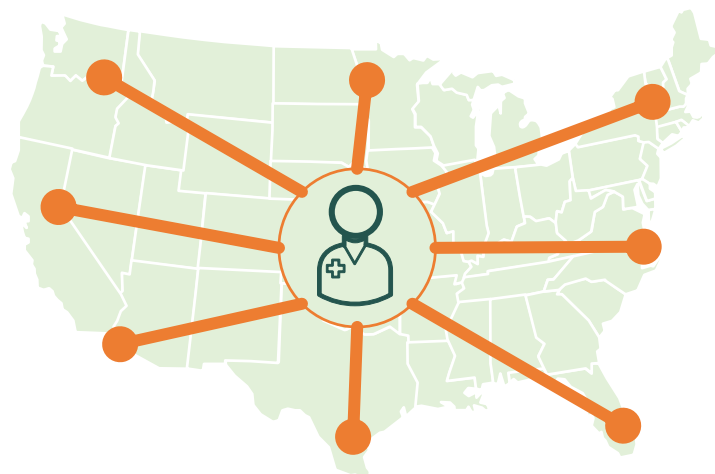
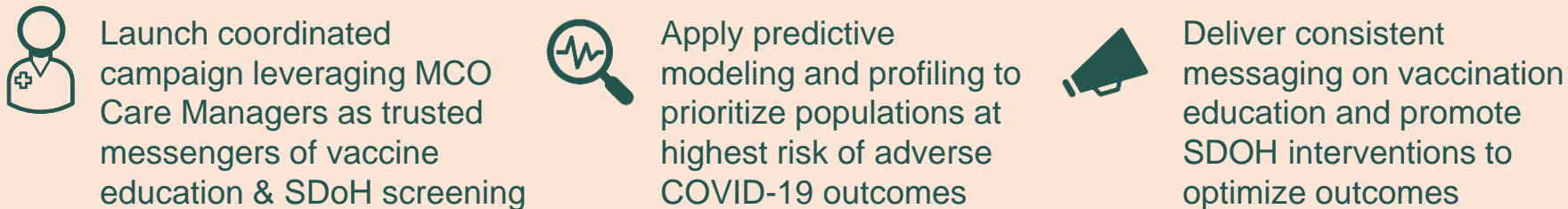
Sources

1. Kaiser Family Foundation

MCOs Serve a Critical Role in Advocacy

Our program offers a framework for MCOs across the country to promote COVID-19 vaccinations and deliver targeted interventions which will lower infection and death rates. We support a government-led coordination effort to engage MCOs as a conduit to reach millions of at risk Americans in early 2021.

100-Day Campaign



100K Care Managers Nationally¹

Per Case Manager

25-30 Total Outreach Calls per Day²

10-15 Calls Related to COVID per Day²

3-5 People Engaged in COVID Education & Prevention² per Day

300K - 500K People Engaged Nationally Per Day

30M - 50M Total Interactions Nationally over 100-Day Campaign

Sources

1. Estimates are based on assumed panel capacity of case manager and an assumed 15M members engaged in case management across lines of business nationally (sourced from Kaiser, the CDC, and The Commonwealth Fund)

2. Based on Gateway Care Manager Input