



L.A. Care
HEALTH PLAN®

For All of L.A.



L.A. Care Health Plan

2023 Population Assessment



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Executive Summary

This report is L.A. Care Health Plan's (L.A. Care's) Annual Population Health Assessment which includes a profile of the current membership along with clinical utilization metrics from June 2022 through May 2023. While the United States is emerging from the pandemic healthcare utilization still lags behind pre-Covid levels. We have reached a level of herd immunity that has allowed for most of daily life to return to normal. Covid incidence rates and deaths have remained relatively low. But the disparities in healthcare access and utilization that Covid helped to highlight have not magically disappeared. The impending unwinding of the Public Health Emergency means that Covid testing and treatment may be more difficult for Medi-Cal members to attain. A dramatic backlog and delay in preventive and chronic care still puts L.A. Care's members at high risk of negative outcomes. Now more than ever, it is critical that we address healthcare disparities, as well as the social drivers of health that underly many of those disparities. A quarter of Los Angeles County's residents, and one third of the state of California's residents are living in poverty. Issues of social unrest and gun violence persist. In 2023 the Department of Healthcare Services' California Advancing and Innovating Medi-Cal (CalAIM) is being implemented with a host of initiatives designed to improve the quality of care and reduce disparities. Included among those initiatives is a demand for more robust population health management, which includes improvements in transitional care services, data sharing, a transition of dual eligibles to a Dual Special Needs Plan (D-SNP), and assistance to help members get the right care at the right time. This document, and the data contained herein, is a critical tool that will be used to assist in all of these efforts.

The overall membership for the L.A. Care population increased by about 262,232 in this document's time period. This is likely in large part due to the massive increase in unemployment and underemployment during the pandemic. As well, L.A. Care maintains superiority in the state Medi-Cal auto-assignment percentage for the Two Plan model within which L.A. Care operates. L.A. Care competes in this program against the commercial plan, HealthNet. As a result, L.A. Care continues to receive 67% of auto-assigned members while HealthNet receives the remaining 33%. L.A. Care continues to maintain contracts with three NCQA accredited managed health organizations who assume responsibility for about half of the L.A. Care membership: Kaiser Permanente (KP), Anthem Blue Cross or Blue Cross Southern California (BCSC), and Blue Shield of California Promise Health Plan (BSCPHP). The Plan Partners, Anthem and Blue Shield, manage a sub-set of our Medi-Cal population that also has a percentage of members assigned based on L.A. Care's internal quality based auto-assignment process.

The data reflected in this report covers L.A. Care's entire population across all lines of business: Medi-Cal, DSNP (CalMediConnect or the full dual population) and Covered California, and the Health Benefit Exchange product called L.A. Care Covered (LACC). The data analyzed in this report provides guidance for the revisions that will be made to the L.A. Care Population Health Management (PHM) 2023 Program Description. This allows L.A. Care to effectively address our members' changing needs. While this population assessment supports the existence of already existing L.A. Care programs, it also highlights some potential gaps in what programs L.A. Care offers. The top diagnosis analyses confirm the main clinical initiatives for L.A. Care. Those clinical initiatives are already focused on diabetes, prenatal and postpartum care, asthma, hypertension, cardiovascular disease, chronic obstructive pulmonary disease (COPD), and heart failure. The age ranges and demographic composition also support the existence of several programs such as screenings for women's health, colorectal screening, and vaccinations for children and adults.

Health Equity continues to be a major focus for L.A. Care with a new Director and Steering Committee. Years of HEDIS clinical quality rates point to continued issues with various race and ethnic biases in care management. Significantly, asthma and diabetes medication management continue to be a challenge within the Asian Pacific Islander, American



Indian and African American Populations, and in particular geographic areas. Lead Screening for children is least consistent in a few census tracts of southern Los Angeles. Immunization rates in Asian children in eastern Los Angeles continues to be lower than other demographics. Due to these known issues and the challenges in improving those rates, L.A. Care is working to better measure Social Drivers of Health , with incentive and provider recognition programs to better impact these rates. L.A. Care continues to leverage Optum’s Impact Pro suite of tools, including measures of social determinants, such as the CDC’s Social Vulnerability Index (SVI) which we have been able to map to the member level, along with predictive analytics to support these efforts.

The CalAIM Program requires L.A. Care to provide integrated care, addressing social determinants, behavioral health, chronic conditions, healthcare access, health disparities, care transitions, and preventive care. DHCS also released multiple Value Based Payment (VBP) programs to incentivize closure of clinical care gaps related to screening, immunizations, perinatal care, and behavioral health. L.A. Care PHM leaders have been active participants in the states Population Health Management Initiative, a collaboration with DHCS, Kaiser, and local Federally Qualified Health Centers (FQHCs) who have volunteered to participate. The goal of the program is to prepare clinics for participating in the state’s voluntary Alternative Payment Model (APM) which places a small percentage of a clinic’s revenue at risk and is dependent upon achieving specific quality benchmarks. As DHCS moved toward the CMS core measure sets for clinical care focus and pediatrics in particular on behalf of the mandate by Gov. Gavin Newsom, L.A. Care has redirected efforts in these directions as well. Quality Initiatives and the Board of Governors, Children’s Health Advisory Committee help to support the efforts identified by the Population Assessment.

The Homelessness crisis in L.A. County continues to be a major focus for L.A. Care. The identified number for this population has increased significantly from last, which may be due to identification, data capture and definition changes beyond the physical population. Through large programs listed above and work with the Los Angeles Homeless Services Authority (LAHSA) with major funding from the state and voter approved propositions a few hundred L.A. Care members have gained housing through the Housing for Health program and others receive more consistent services. Also furthering the health of those at a disadvantage, the medically tailored meals service jointly run by Project Angel Food and L.A. Care continues to deliver healthy meals to members with cardiovascular risk and in areas facing increased food insecurity.

L.A. Care continues to deal with the fallout from COVID-19. The COVID-19 pandemic has disproportionately affected the most marginalized and under-resourced communities in Los Angeles County, the very communities that L.A. Care Health Plan serves. The impact is widespread – from more cases and deaths, to job losses leading to housing and food insecurity. The pandemic also shows that some hospitals and health professionals are far too vulnerable under current financial arrangements, and the failure of these providers could leave major gaps in critical health care services. Later outlined in this document, L.A. Care has used new data streams and analytic approaches targeting members, providers, and geographic areas where the pandemic has hit the hardest. As of December 2022, L.A. County has reported approximately 266,682 cases making up about 1/3 of the total cases in California alone. L.A. County has also reported approximately 5,947 COVID-related deaths since the start of the year. While COVID cases and deaths have decreased dramatically, new variants that are vaccine resistant still pose a serious risk, especially for more vulnerable populations, many of whom have been undervaccinated.

Telehealth continues to be a critical healthcare access point. Telehealth offers access to doctors by phone or video 24 hours a day, seven days a week. Teladoc is a network of board-certified doctors who can help with a wide variety of health concerns. It is one way you can get care for some health issues that are not life-threatening, like a sprained



ankle or sore throat. Teladoc doctors can diagnose and treat minor illnesses, allergies and skin conditions; all by phone or video chat. We continue to track Telehealth utilization closely, and have seen a significant increase in telehealth utilization by L.A. Care members compared to before the pandemic.

In 2022, L.A. Care will continue to pinpoint higher impact efforts with more effective retrospective and predictive analytics and prescriptive initiatives aimed both at pre-existing disparities along with emerging ones. With improved identification, stratification and programs mandated by CalAIM, L.A. Care will attempt to reach more members and providers with higher levels of digital media through online efforts, improved portal services, texting and telemedicine services. L.A. Care supports its members and providers and has committed millions of dollars to Value Based Payment Programs and funding to ensure the strength of the clinical safety net in our county. Our mission is to serve and protect the most vulnerable in Los Angeles by correctly identifying challenges, tailoring efforts and maintaining an economic return on investment to demonstrate that our presence is better for the health of all Los Angeles County residents.

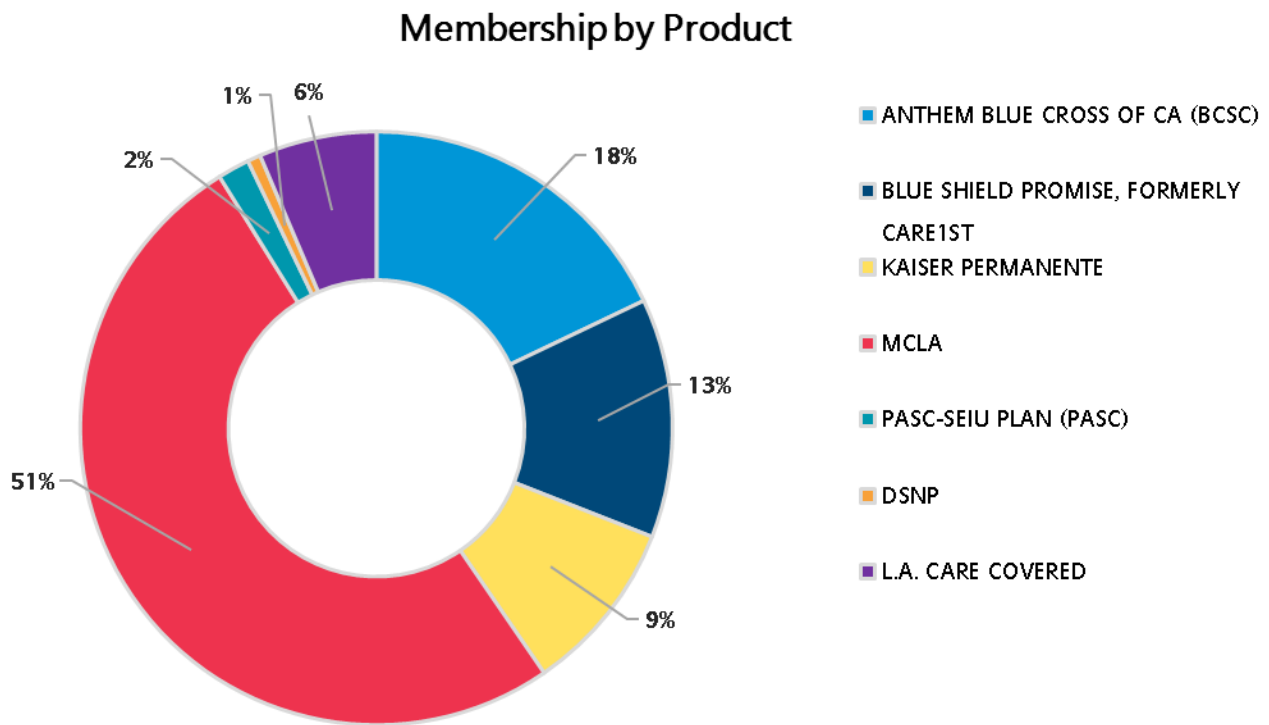


Characteristics and Needs of Population

L.A. Care divides up its population many ways in order to ensure all population subgroups demonstrate positive outcomes. The population is divided up by LOB, by SDOH categories such as the Area Deprivation Index (ADI), Age groups, Gender, Language, Ethnicity, Race, Disabilities, individuals with Severe and Persistent Mental Illness, individuals experiencing homelessness, and individuals with chronic illnesses. The data reported below all feed into programs designed to address the needs of members in these relevant subgroups.

L.A. Care has four main lines of business (LOBs): Medi-Cal (Medicaid); the duals program Cal Medi-Connect (DSNP) in 2022 (transitioning to D-SNP in 2023); L.A. Care Covered (LACC), a health benefit exchange product; and PASC-SEIU. A portion of the Medi-Cal line of business is further delegated to three plan partners: Anthem Blue Cross, Blue Shield of California Promise Health Plan (BSCPHP), and Kaiser Permanente. Medi-Cal Los Angeles (MCLA) represents the population served by L.A. Care alone. These three plans handle about one half of L.A. Care’s Med-Cal lives. L.A. Care’s total membership as of December 2023 was 2,731,312.

Figure 1 Membership by Product





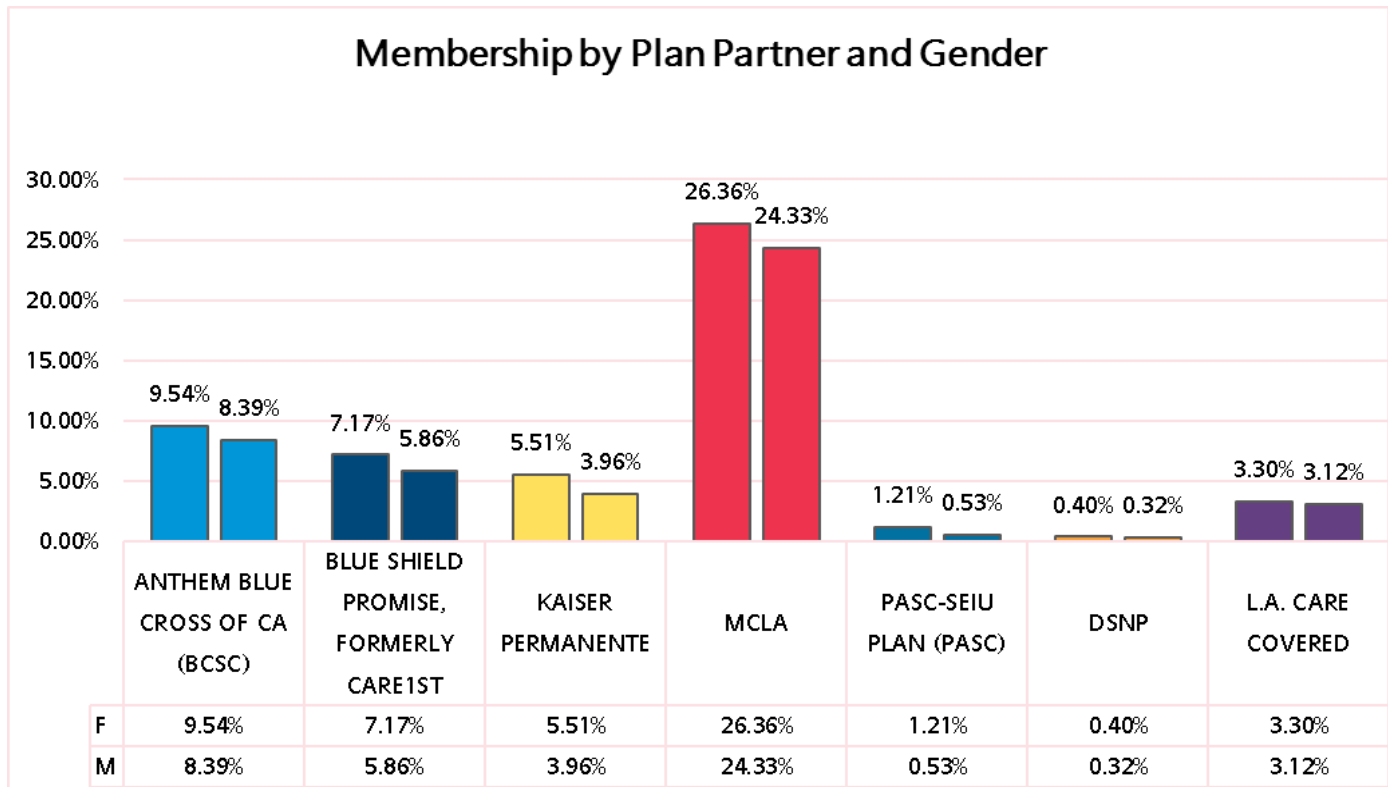
Line of Business	Total
MEDI-CAL	2,549,159
PASC-SEIU PLAN (PASC)	48,766
DSNP	20,042
L.A. CARE COVERED	179,811
Grand Total	2,731,312
Medi-Cal Plan Partners	Total
ANTHEM BLUE CROSS OF CA (BCSC)	501,482
BLUE SHIELD PROMISE, FORMERLY CARE1ST	364,718
KAISER PERMANENTE	264,816
MCLA	1,418,143
Grand Total	2,549,159

The majority of L.A. Care’s business is concentrated in MCLA (51%), followed by Anthem (18%), Blue Shield (13%), Kaiser (9%), then L.A. Care Covered, PASC-SEIU (which covers In-Home Supportive Services (IHSS)), and DSNP (see Figure 1). Since L.A. Care’s last Population Assessment completed for the measurement year of 2022 - 2023, there has been a slight increase in membership. There has been a two percent decrease in MCLA and a same percent in Anthem and Blue Shield compared as of prior year.

Looking at product divided by gender and age (See Figures 3 and 4) the majority of L.A. Care’s membership are in the MCLA LOB (i.e., L.A. Care’s directly contracted Medi-Cal LOB) between the ages of 20 and 50. Across all age ranges L.A. Care’s direct LOB, MCLA is the largest share of members. The proportion of membership with each plan partner is relatively consistent across age groups with the overall rates from Figure 1.



Figure 2 Membership by Product, Plan Partner and Gender

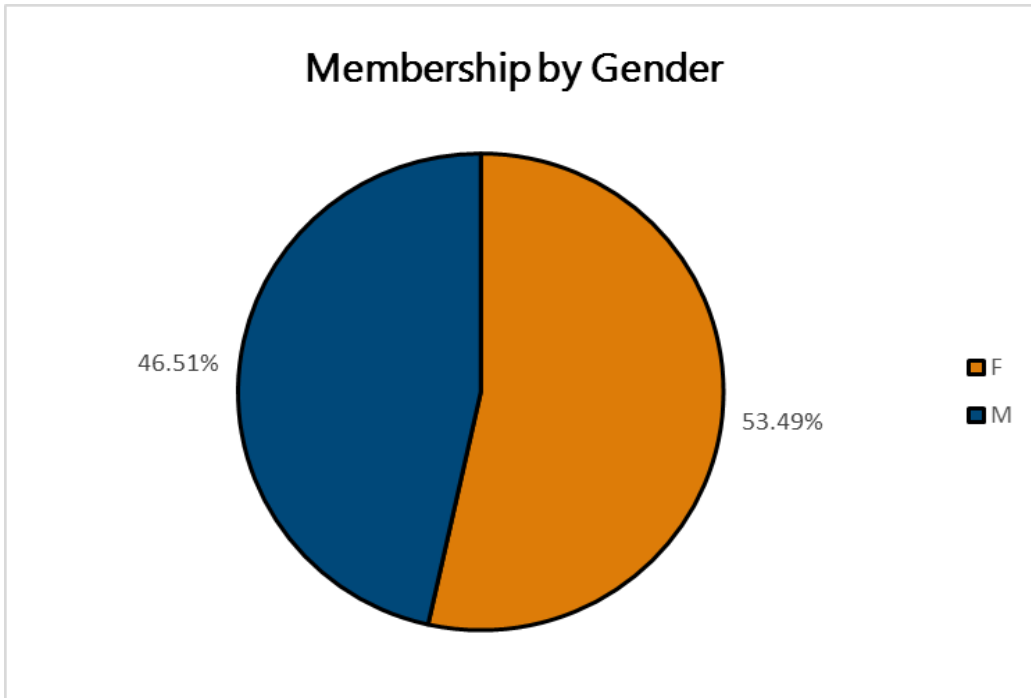


Line of Business	Female	Male
MEDI-CAL	1,359,111	1,190,055
PASC-SEIU PLAN (PASC)	33,869	14,897
CMC	11,073	8,969
L.A. CARE COVERED	92,394	87,416
Grand Total	116,882	103,159

Medi-Cal Plan Partners	Female	Male
ANTHEM BLUE CROSS OF CA (BCSC)	266,843	234,639
BLUE SHIELD PROMISE, FORMERLY CARE1ST	200,641	164,077
KAISER PERMANENTE	154,136	110,680
MCLA	737,487	680,656
Grand Total	1,359,107	1,190,052



Figure 3 Membership by Gender



Gender	Total
Female	1,496,725
Male	1,301,642
Grand Total	2,731,324



Figure 4 Male Membership by Age and Product

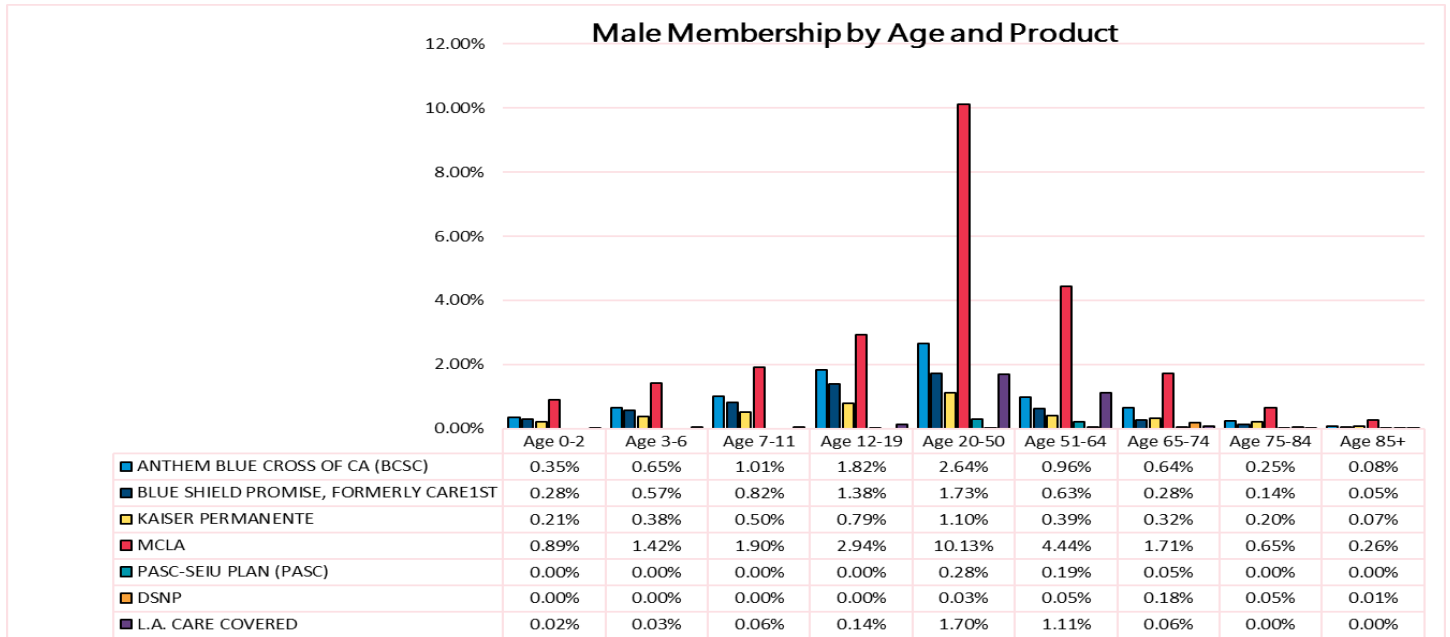
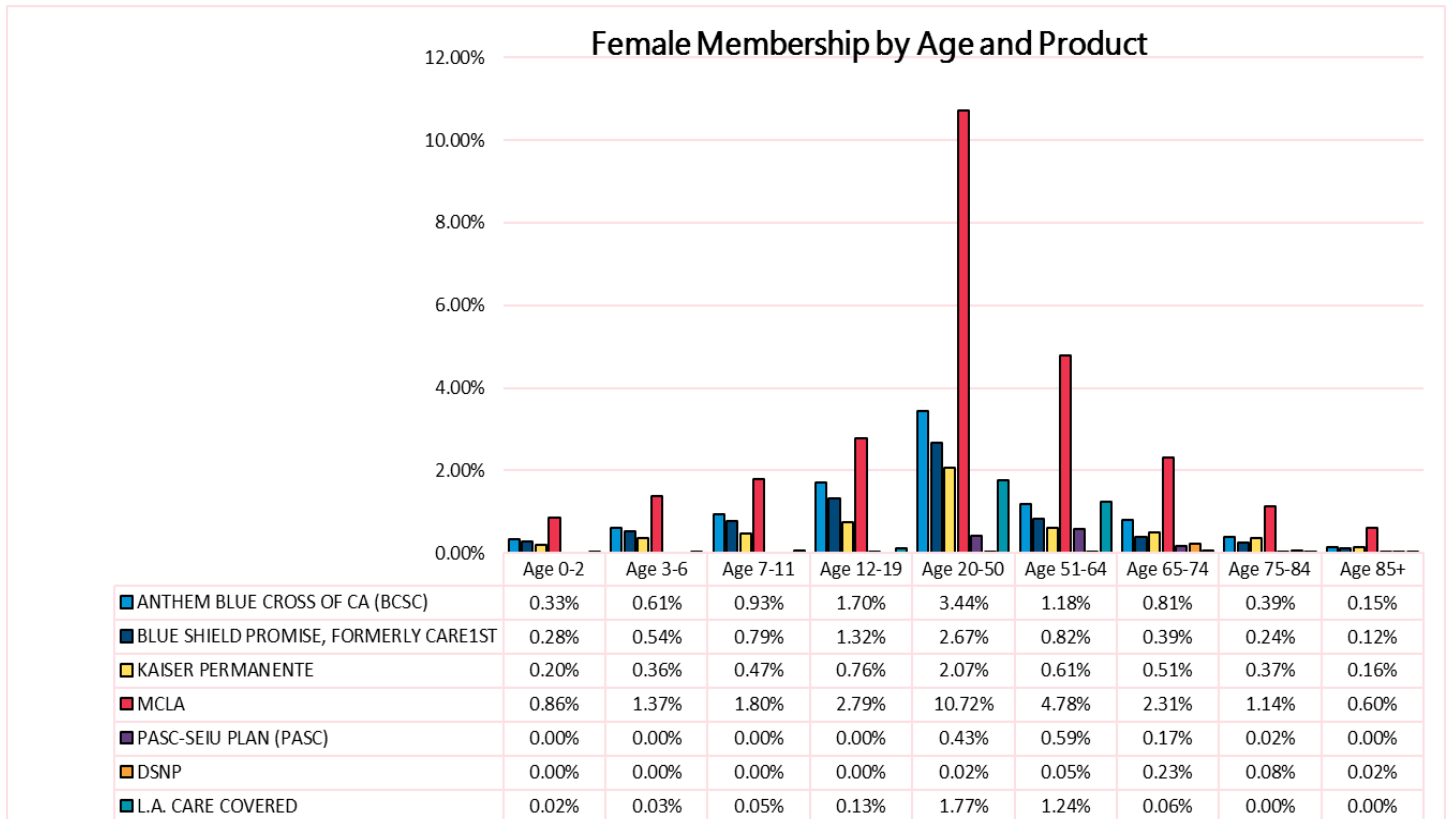


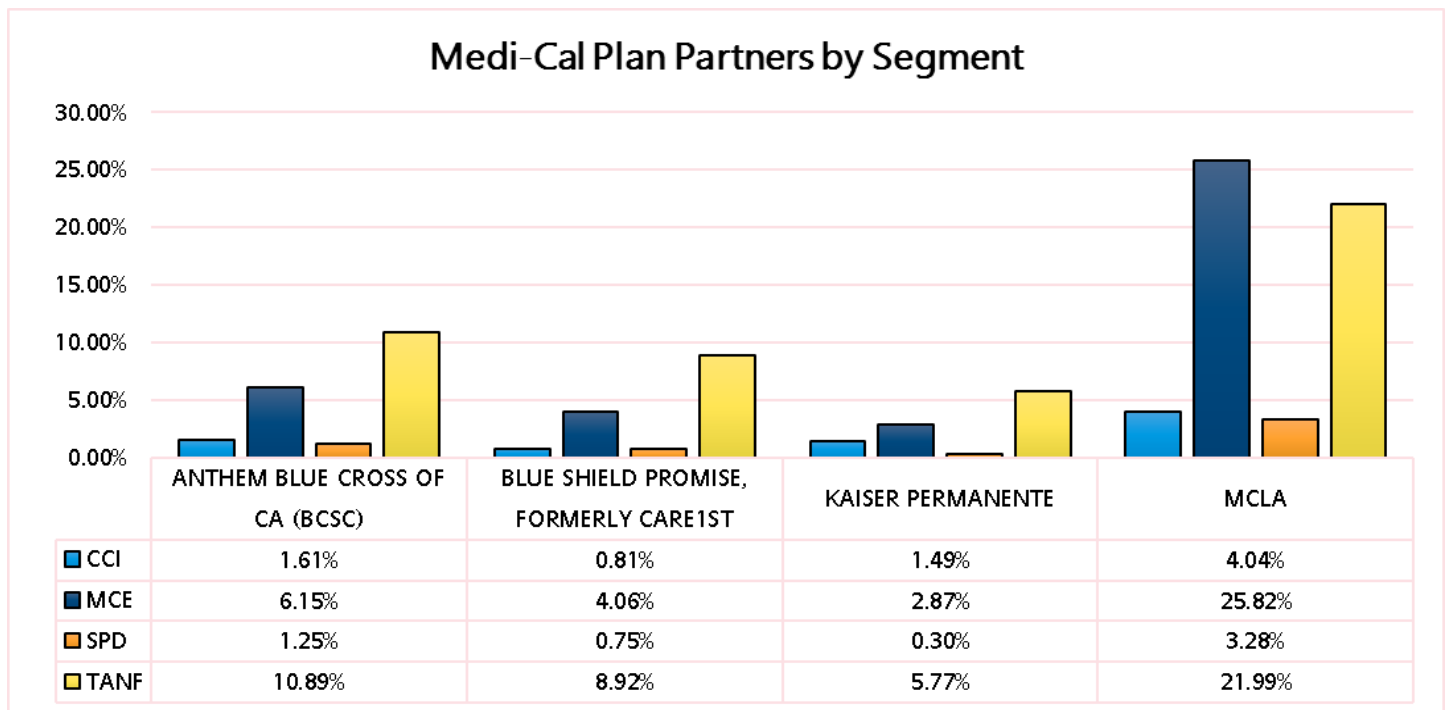
Figure 5 Female Membership by Age and Product





L.A. Care’s Medi-Cal membership can be further divided up by segment (e.g. Seniors and Persons with Disabilities (SPD), Medicaid Expansion (MCE), Temporary Aid for Needy Families (TANF) and the Coordinated Care Initiative (CCI; see Figure 6). The majority of Anthem and Blue shield membership is composed of TANF members. These members are mothers and families with small children.

Figure 6 Product and Plan Partner by Segment



For MCLA largest segment is the MCE population. The other plan partners have a smaller proportion of MCE members compared to the MCLA LOB. This is expected as there is a requirement that a portion of these members are assigned to the County Department of Health Services (DHS), which is part of the MCLA LOB. These members are mostly single childless adults. They have their own associated profile that makes them a unique group to manage. The proportion of SPD and CCI members are fairly comparable except for Kaiser. SPD members are relatively high need, as will be indicated by subsequent drill downs. CCI members are dual eligible members with L.A. Care as their secondary insurance. Management of these members is challenged by the fact that L.A. Care does not currently receive a complete picture of their care. Analyses that follow drill down further into this population.



Figure 7 Product and Gender by Segment

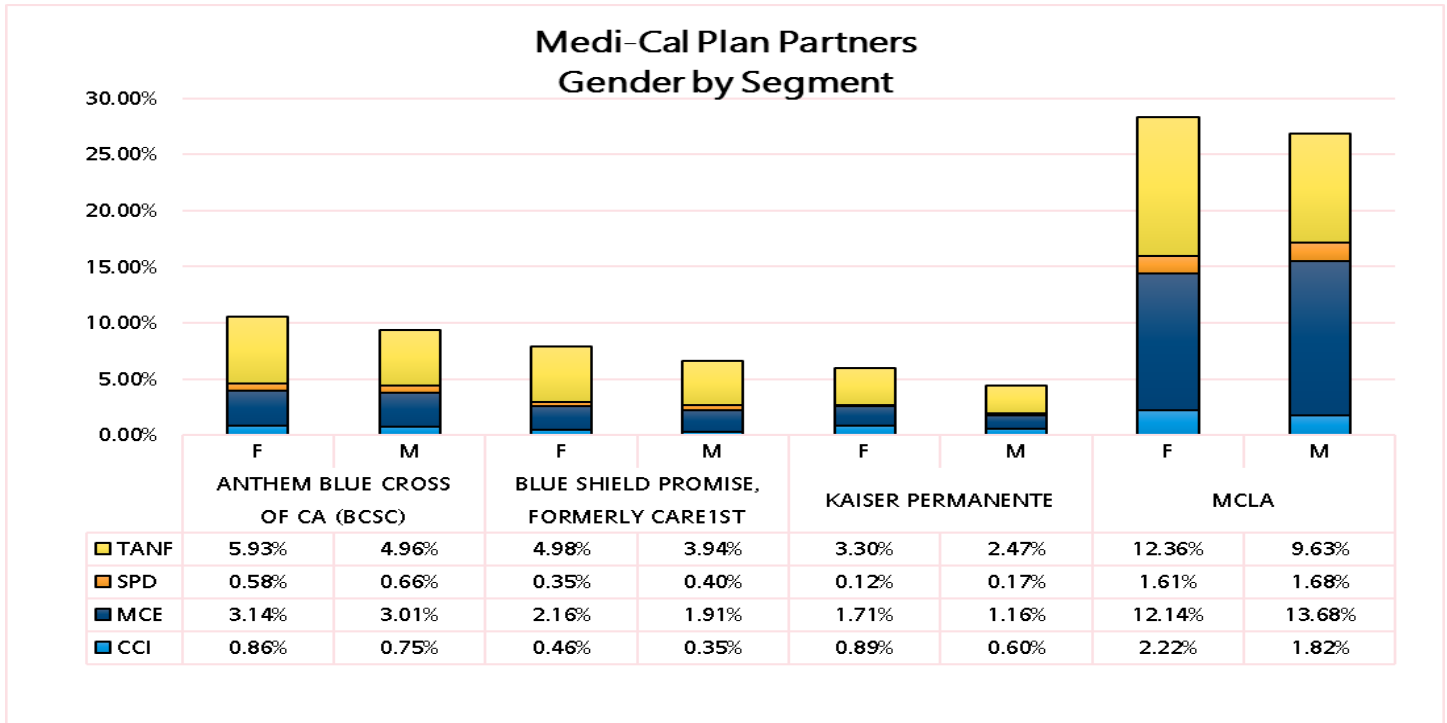


Figure 8 Female Segment by Age

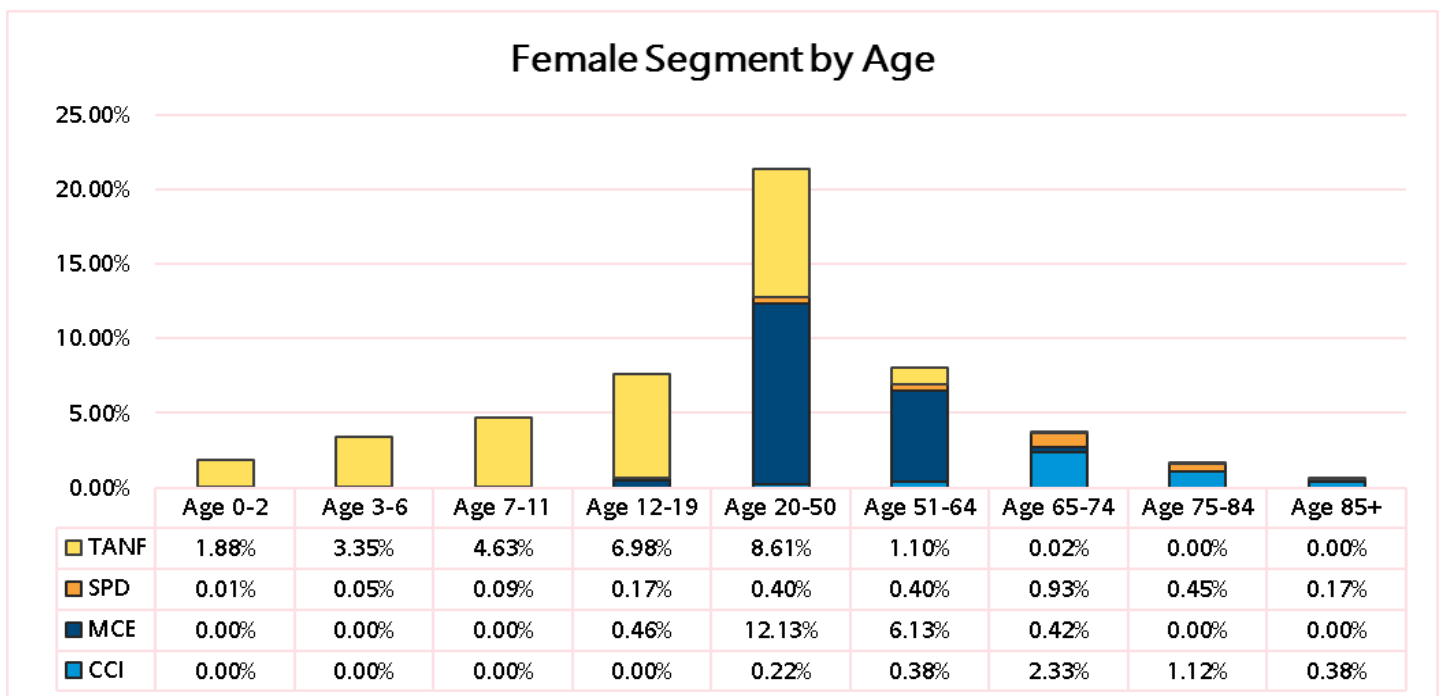
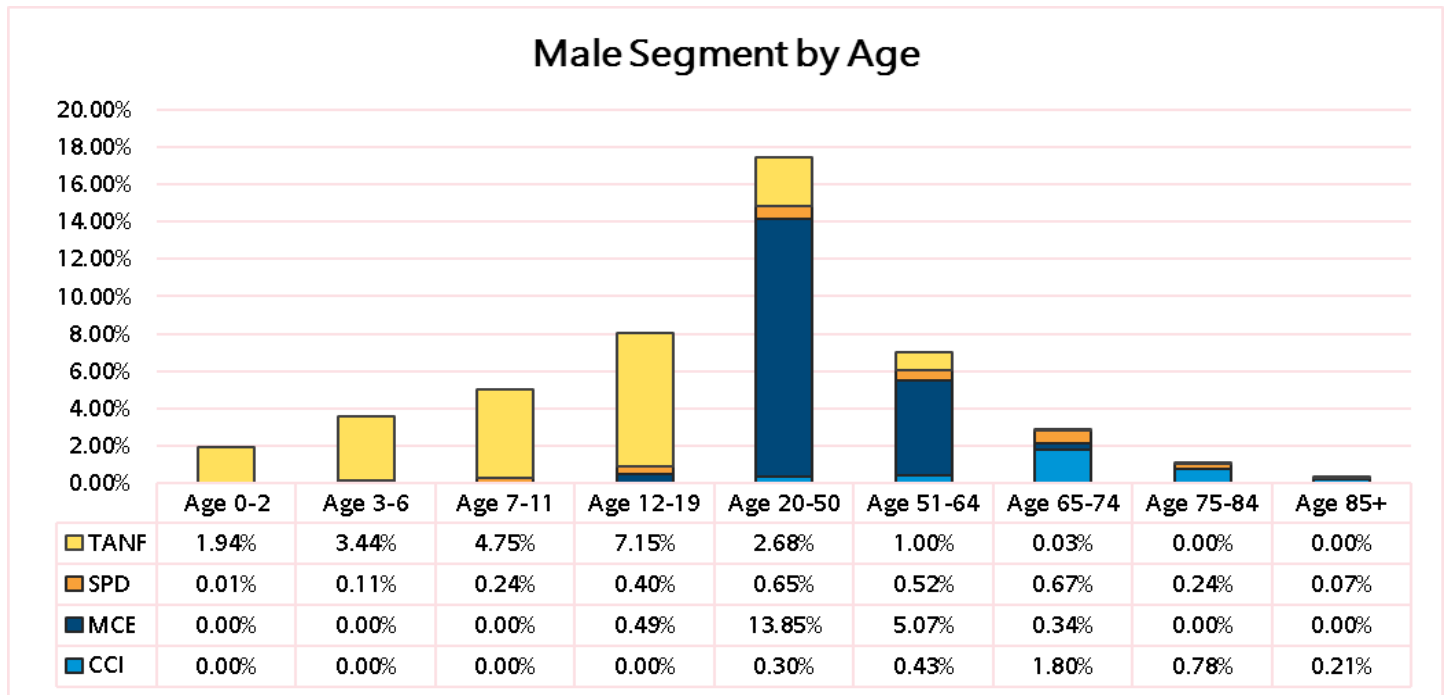




Figure 9 Male Segment by Age



L.A. Care has programs in place to support the health outcomes of subgroups by age and gender. There are initiatives to encourage flu vaccinations for all members. There are also initiatives to support the immunization of children under two years of age. With such a large population of women between 21 and 64 L.A. Care has programs for breast cancer screening, cervical cancer screening, and chlamydia screening.

Examining the segments by age and gender of Medi-Cal and plan partners elucidates some of the traits that make each of the segments unique. TANF members are mostly below 50 years of age.

MCE members are mostly in the 20-64 age range. And lastly, since CCI members are receiving Medicare coverage they are mostly found in the 65 and up range with a smaller percentage between 20-50. The male age profile by segment looks very similar (see Figure 9). The majority are in the 20-50 age group, with TANF members making up the lower age ranges and CCI and SPD covering the older age ranges. The biggest difference between the male and female profile is that there are more male MCEs relative to females, as well as more female TANFs relative to males.



Membership by Social Drivers of Health (SDOH)

In a further effort to assess SDOH L.A. Care also divides its population into eleven Regional Community Advisory Committee (RCAC, pronounced 'rack') areas. These areas participate in consumer advisory councils that meet six times a year. They are useful geographic designations that divide L.A. County up into neighborhoods.

Figure 10 RCAC Regions

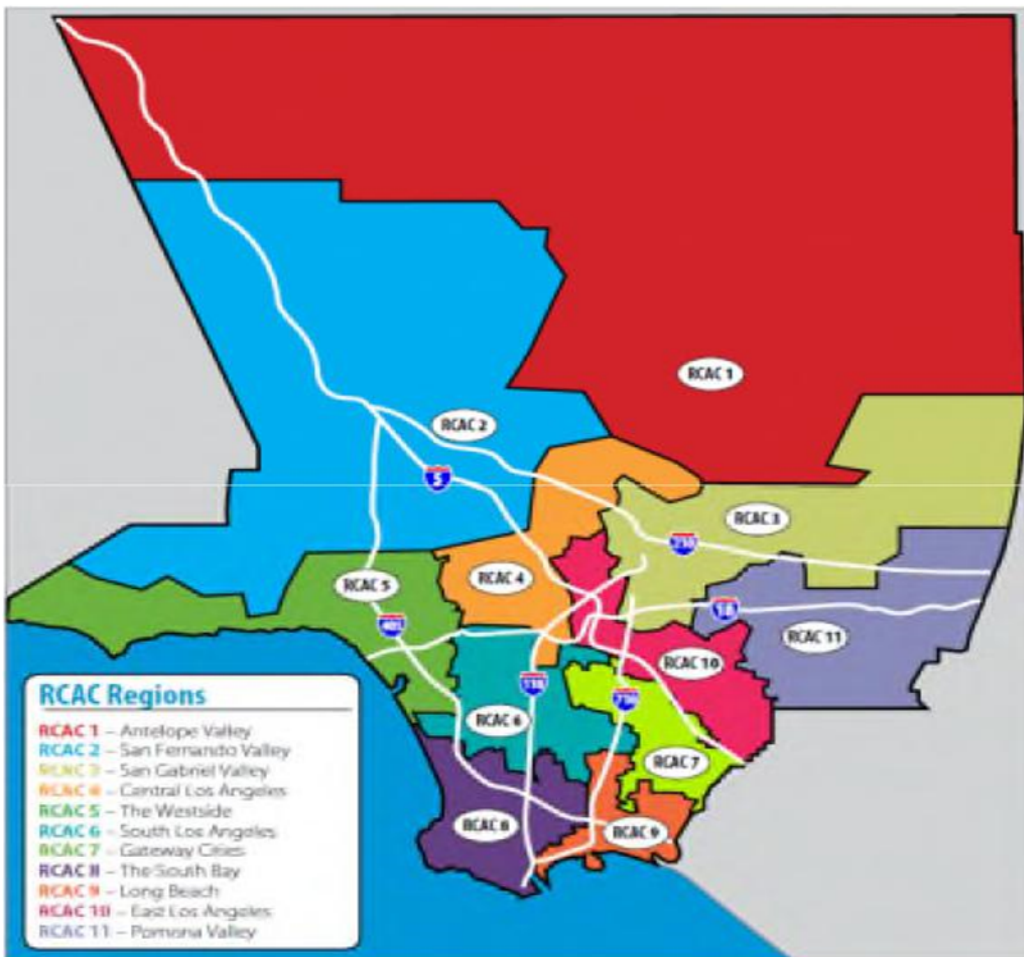




Figure 11 Area Deprivation Index by RCAC

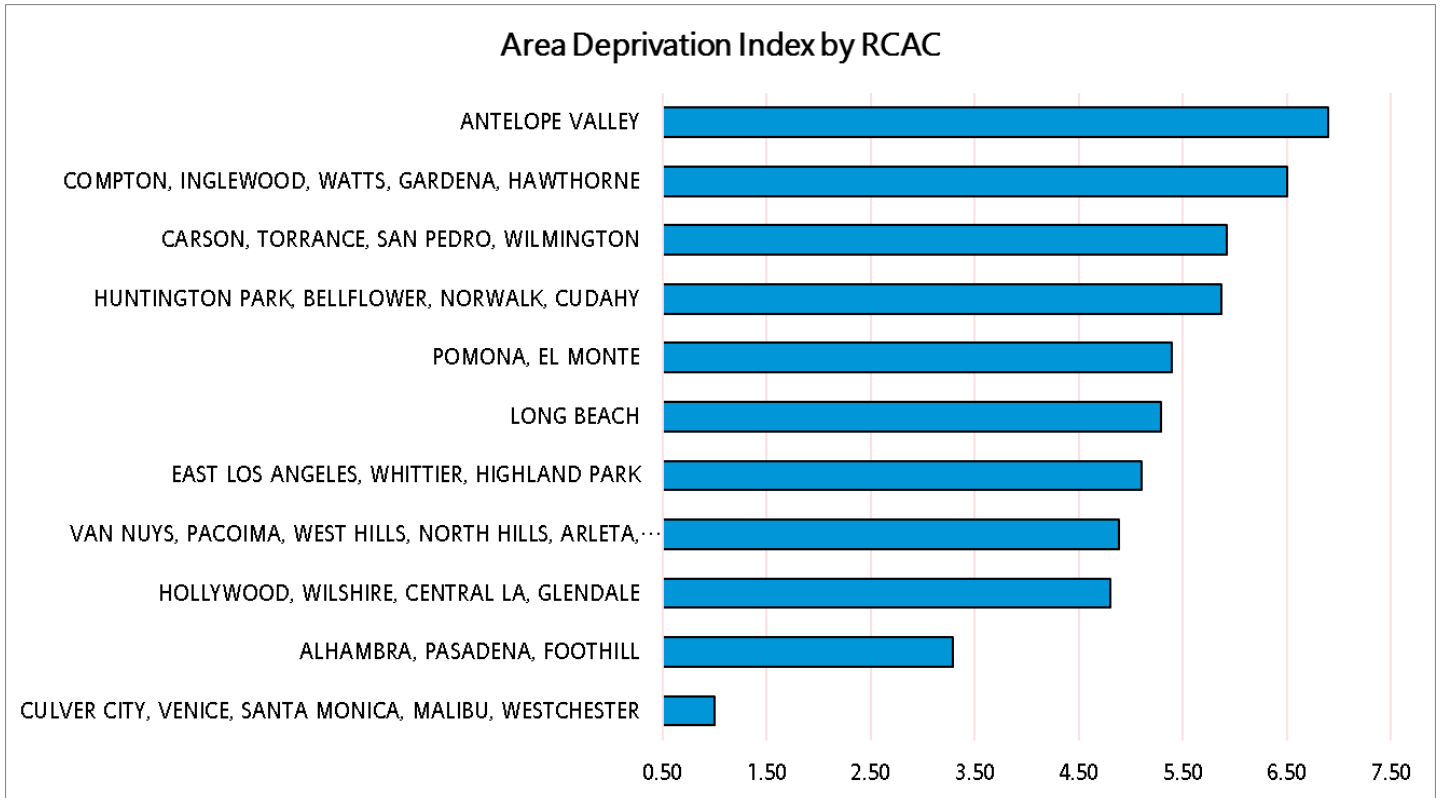


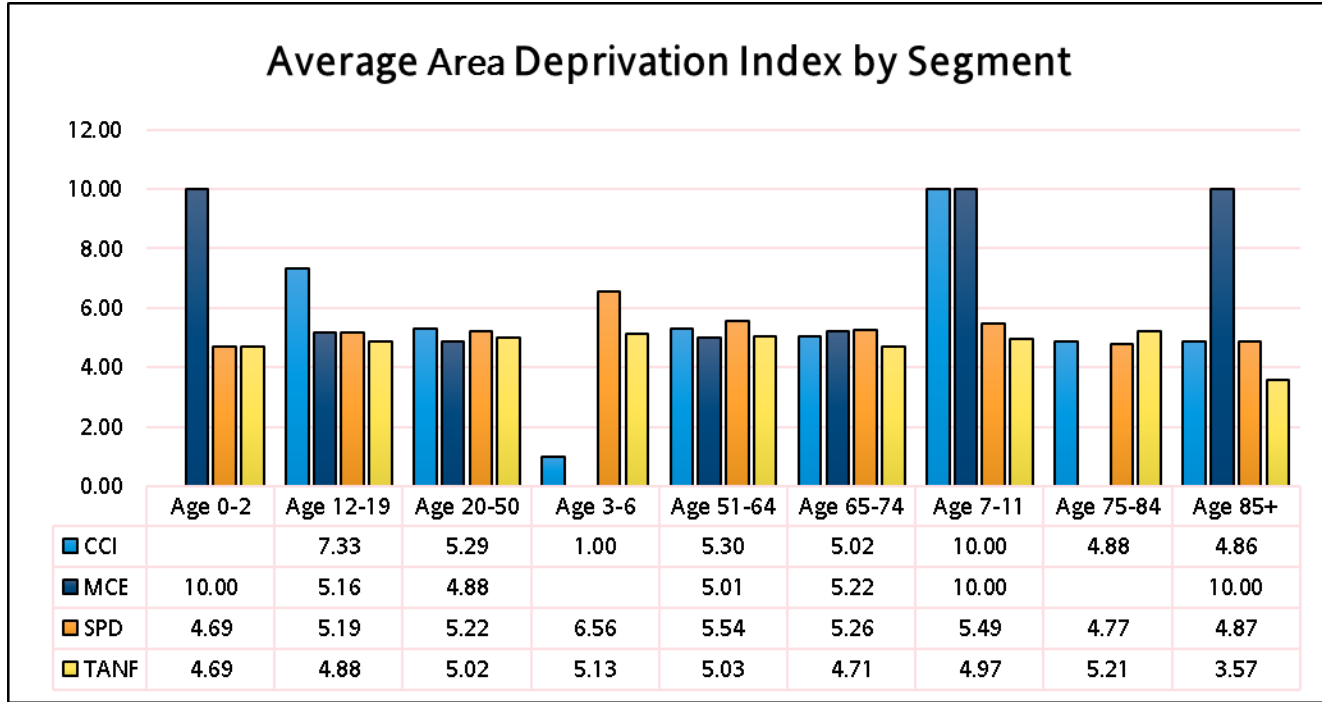
Figure 11 uses the Area Deprivation Index (ADI)¹ to measure the burden of SDOH by geographic area. The ADI takes into account things such as income, employment, and housing quality in order to derive a score that represents the SDOH burden of geographic areas. It is a score from 1-10 with higher numbers indicating a higher burden of SDOH. The data corroborates the areas known to have high SDOH burdens, such as Antelope Valley, South LA, Long Beach, and East LA.

Figure 12 illustrates the level of Social Drivers of Health (SDOH) within each age group and segment. The ADI are more similar across segments than in previous years. For L.A. Care’s Medi-Cal line of business it appears that individuals in the SPD segment face consistently higher SDOH across all age groups. CCI and TANF are a mix, both being higher than the median. Overall their ranges are quite similar.

²<https://www.neighborhoodatlas.medicine.wisc.edu/>



Figure 12 Segment by Average Area Deprivation Index



This leads logically into an examination of the ADI across gender and line of business (see Figures 13 and 14).



Figure 13 Female Area Deprivation Index by Product, Plan Partner and Age

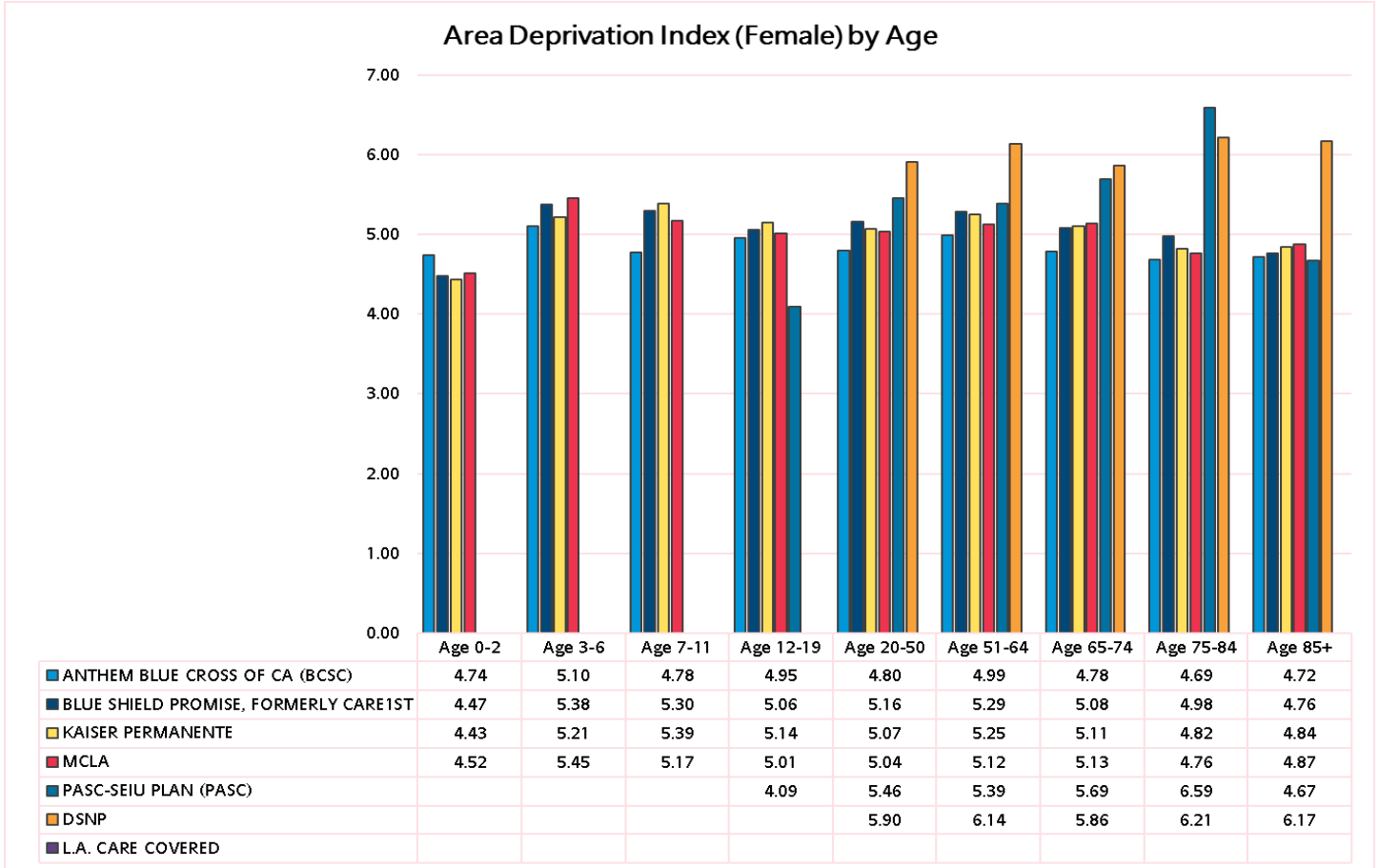
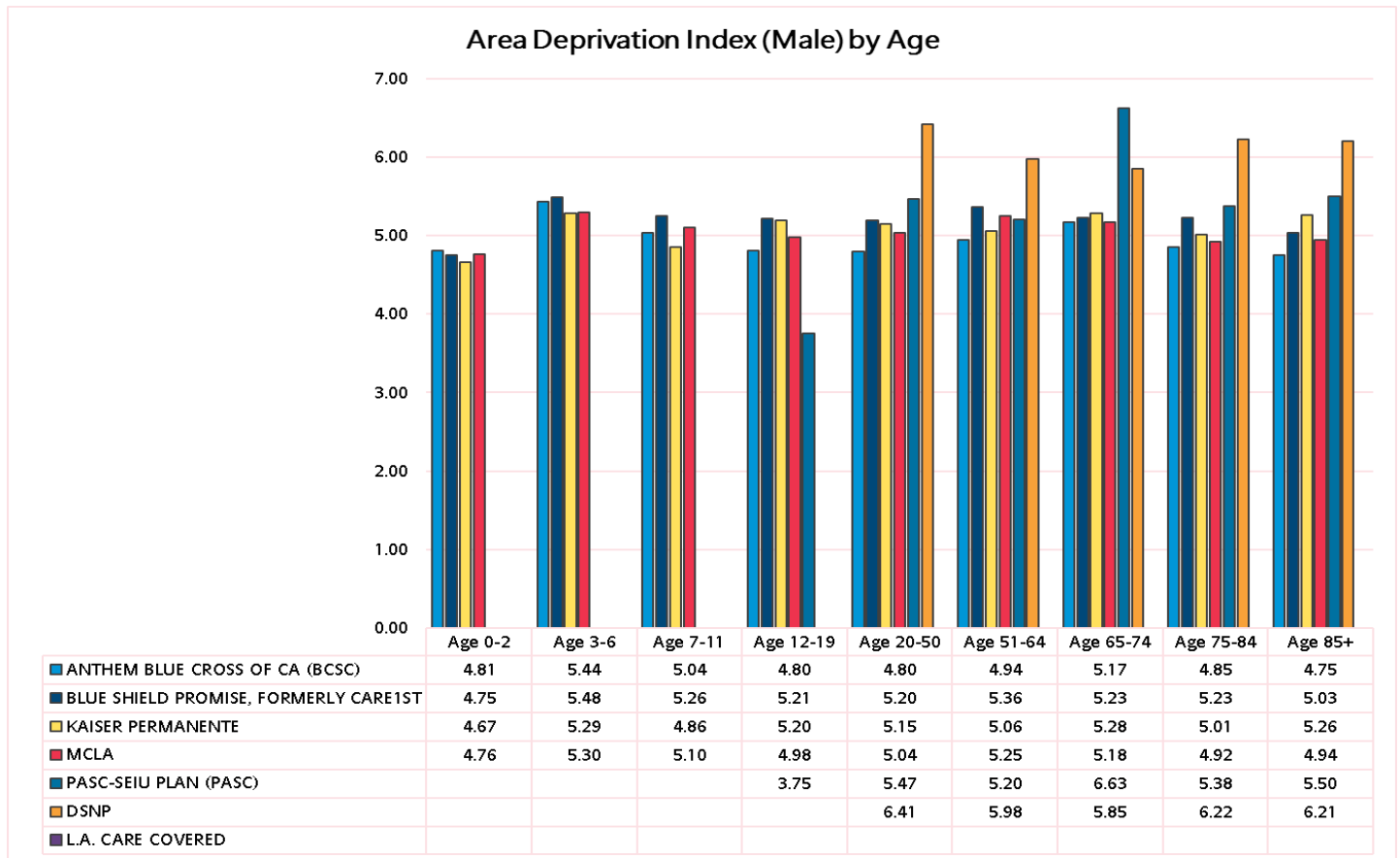




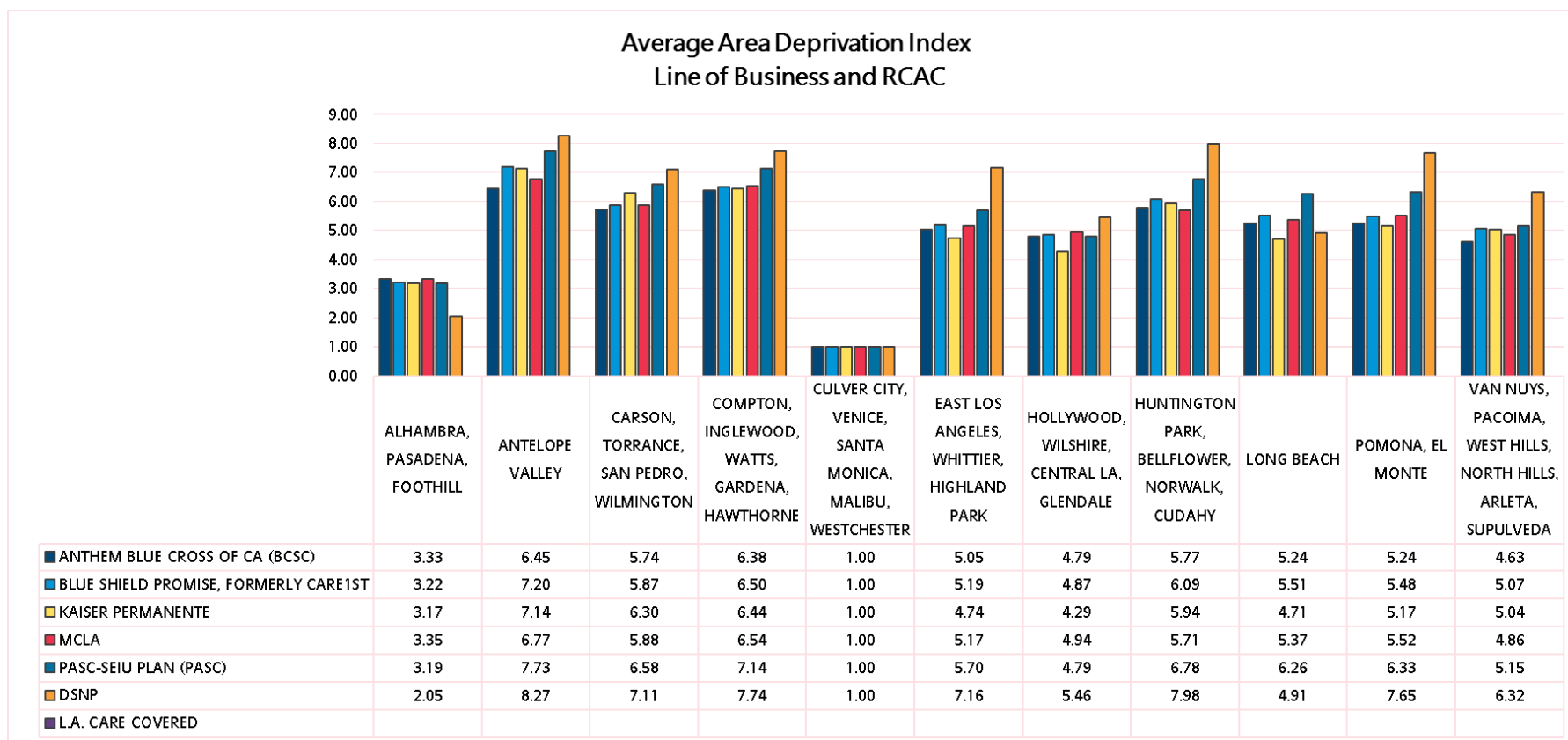
Figure 14 Male Area Deprivation Index by Product, Plan Partner and Age



Males have a different profile. Anthem high shows high ADIs at age group 0-11, BSCPHP also has a high SDOH burden for children. Male DSNP members are consistently high. And MCLA and Kaiser are quite similar.



Figure 15 Average Area Deprivation Index by Line of Business and RCAC

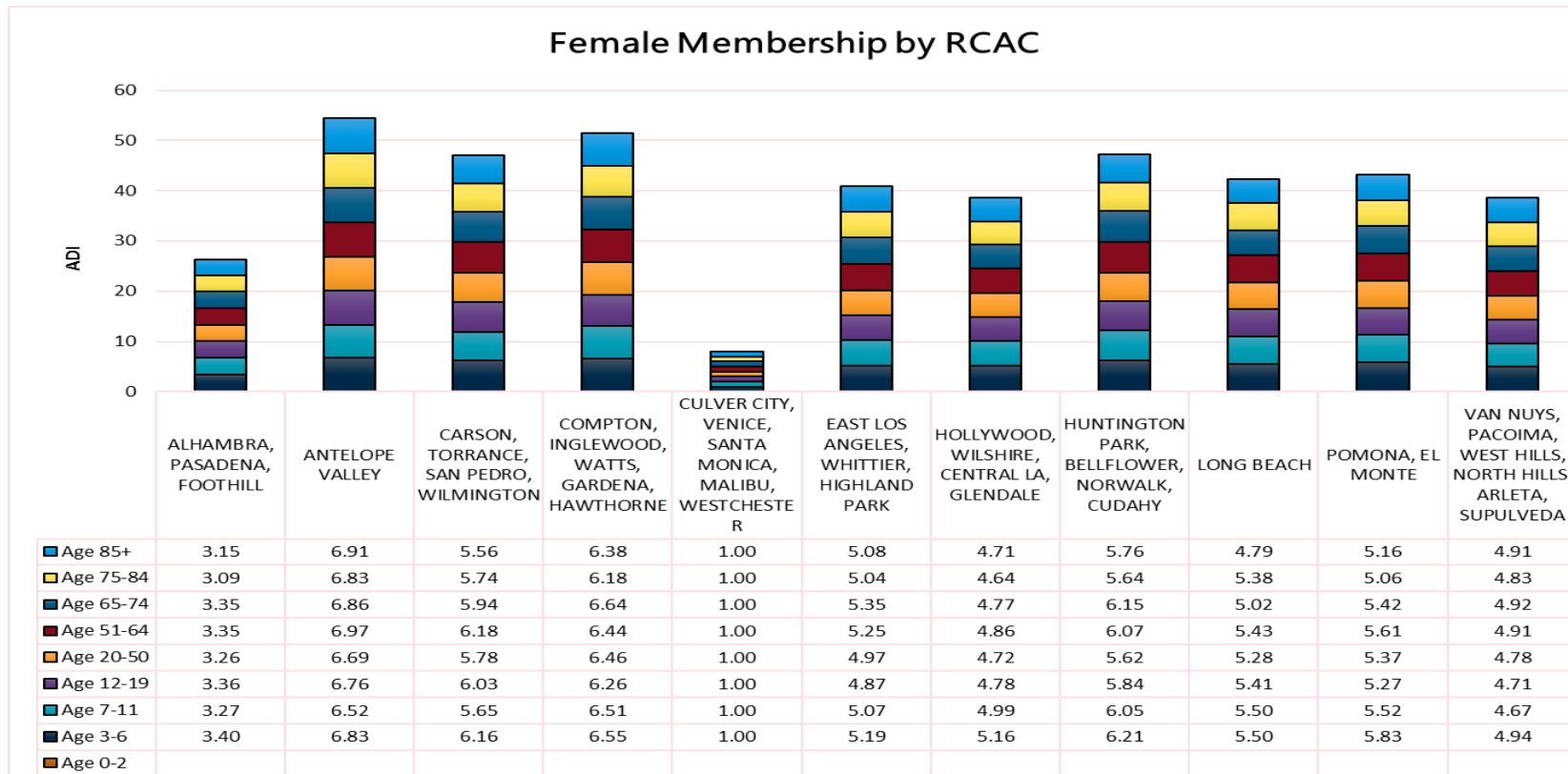




Looking across LOB and RCAC (see Figure 15) we see higher burdens of SDOH where they would be expected in RCACs 1-Antelope Valley, 6 – the Compton and 7- the Huntington Park. Figure 16 shows the percent of female membership within each of the RCACs. The largest RCACs in terms of membership are in RCAC 1-Antelope Valley, RCAC 6 – Compton and RCAC 7- the Huntington Park. These are followed by the East L.A and the Pomona Valley.



Figure 16 Female Membership by RCAC



Male membership mirrors female membership, with male members being concentrated in the same RCAC regions as females.

Looking across RCACs by LOB we see profiles by LOB that are pretty consistent with the overall profiles by gender. Profiles are quite similar across plan partners. Based on the ADI data we know that DSNP members have a higher burden of SDOH. In line with that we see that DSNP has a higher proportion of membership in the RCACs with higher SDOH, like South L.A. and East L.A.



Figure 17 Male Membership by RCAC

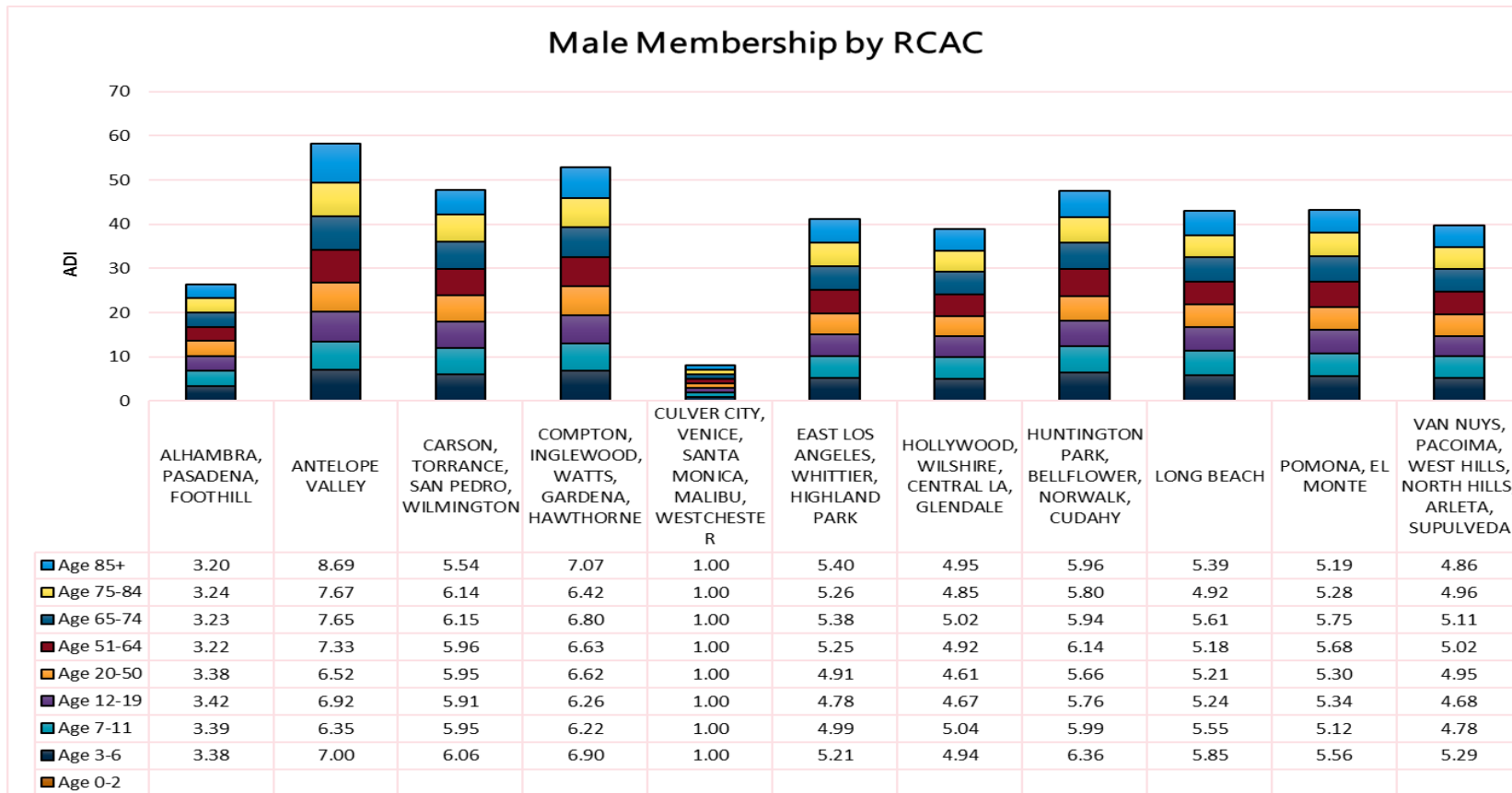
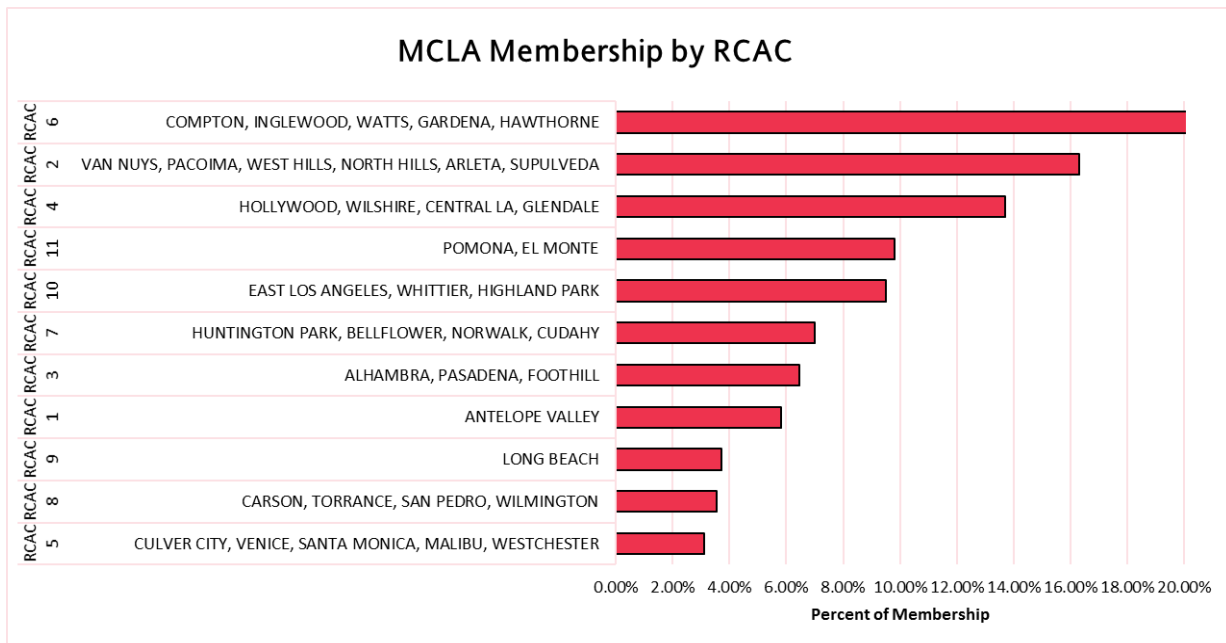
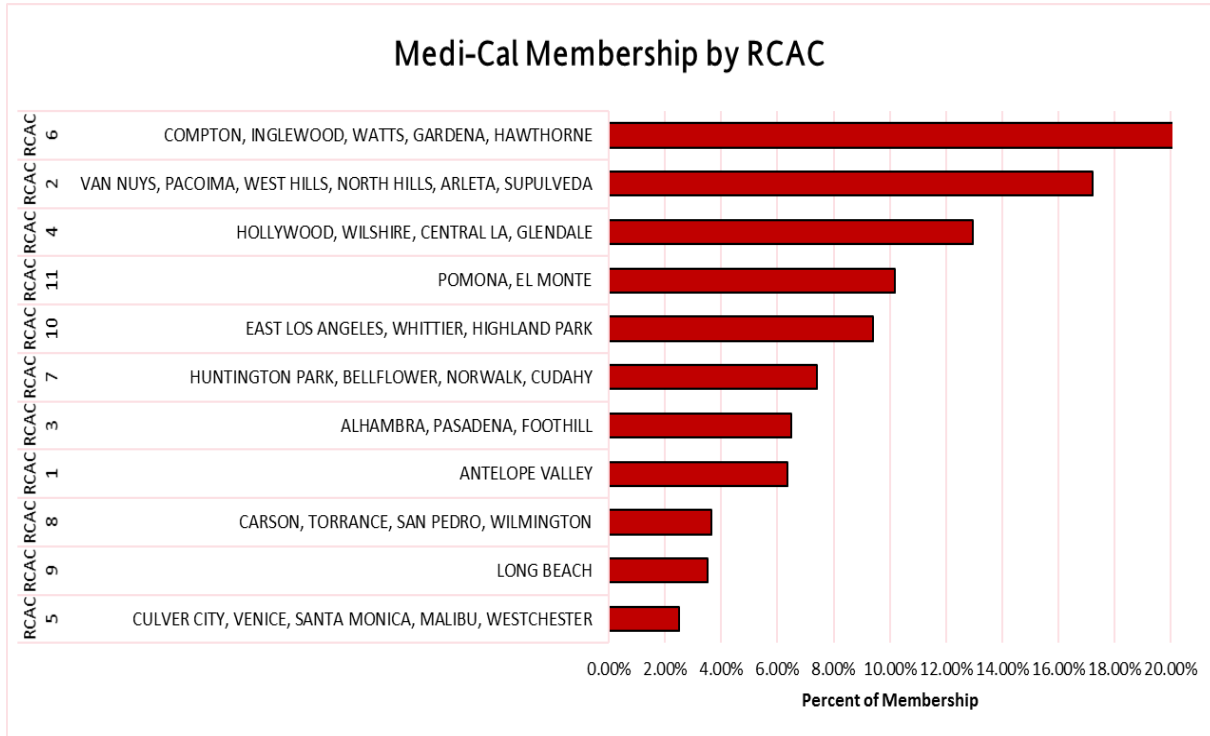


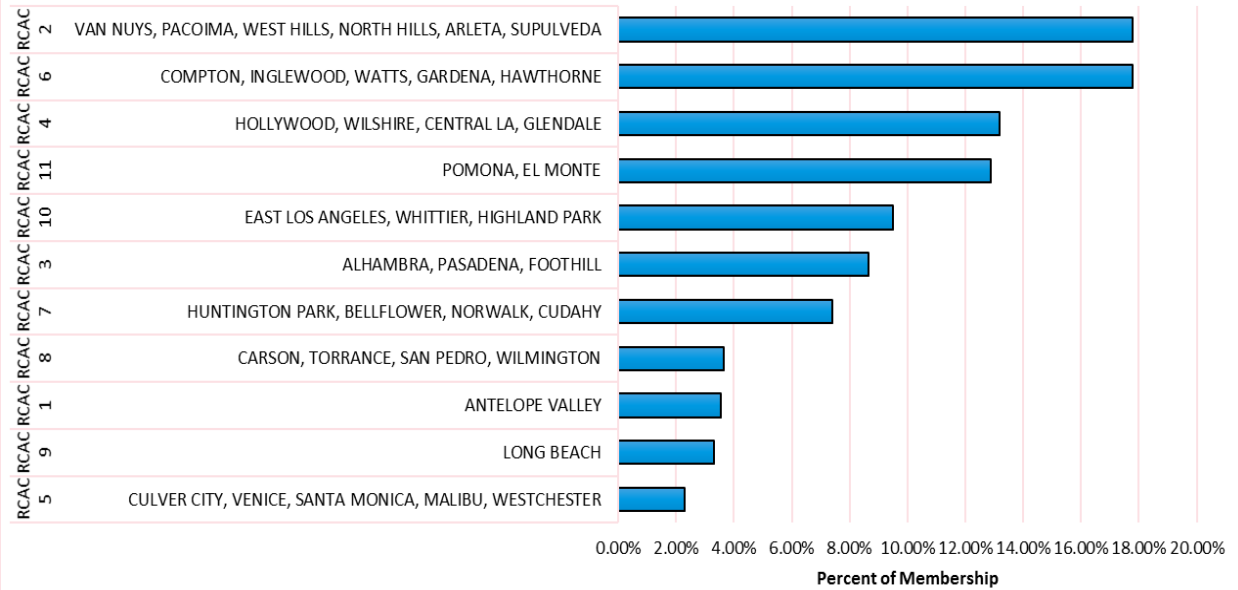


Figure 18 Plan Partner and Product Membership by RCAC

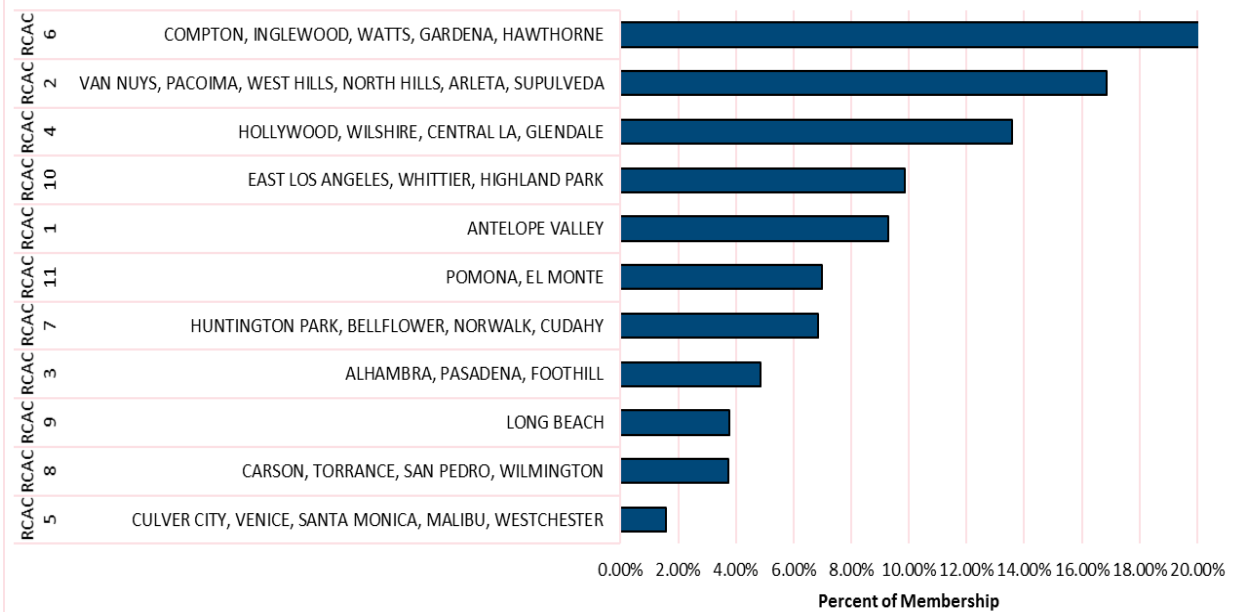




Anthem Membership by RCAC

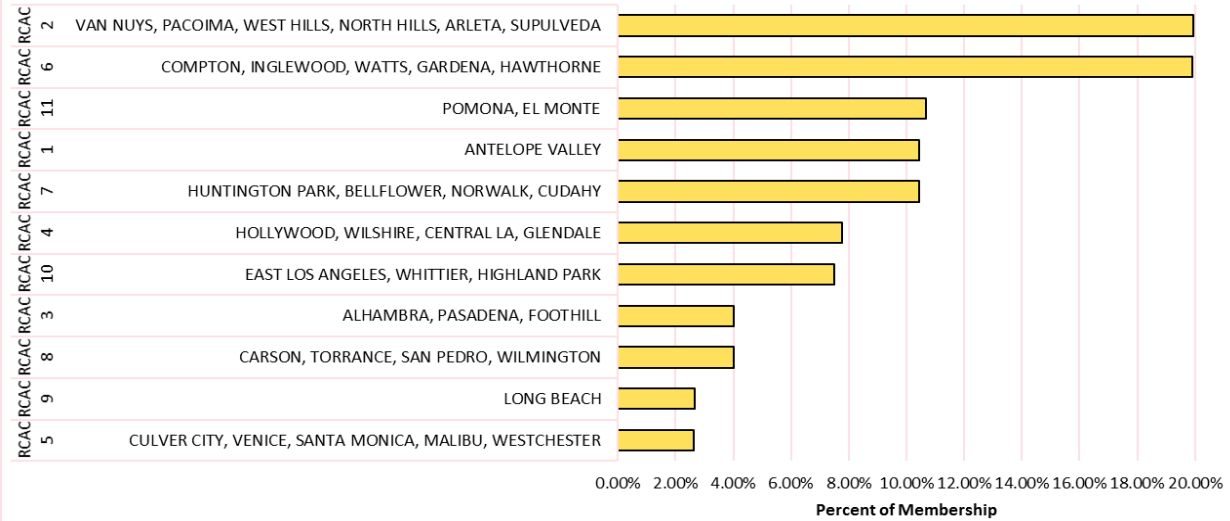


Blue Shield Membership by RCAC

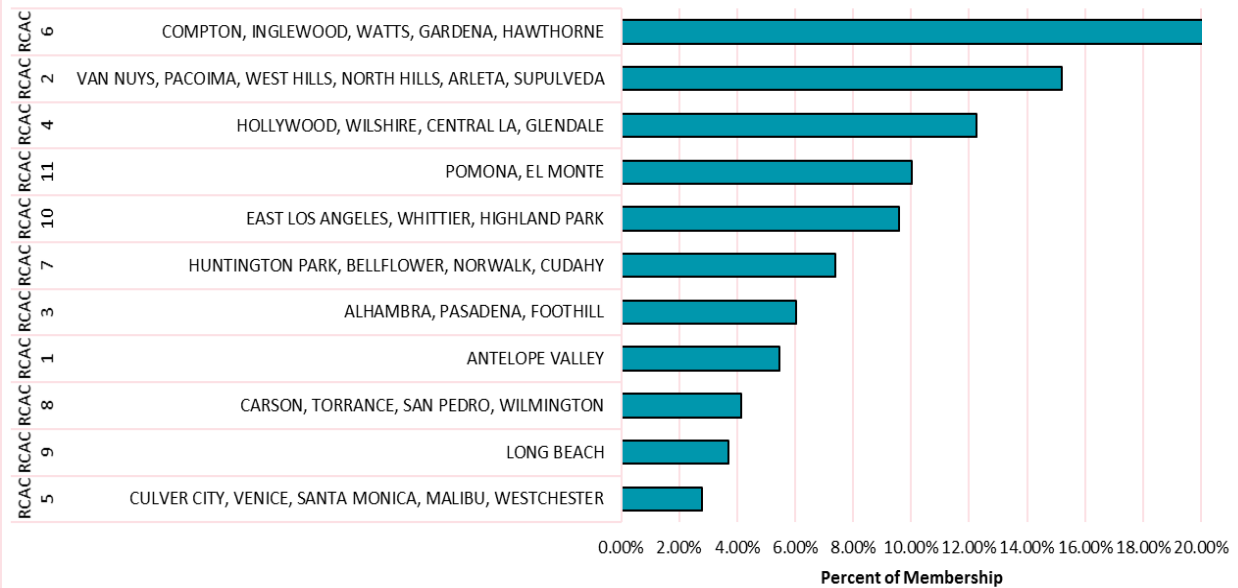




Kaiser Membership by RCAC

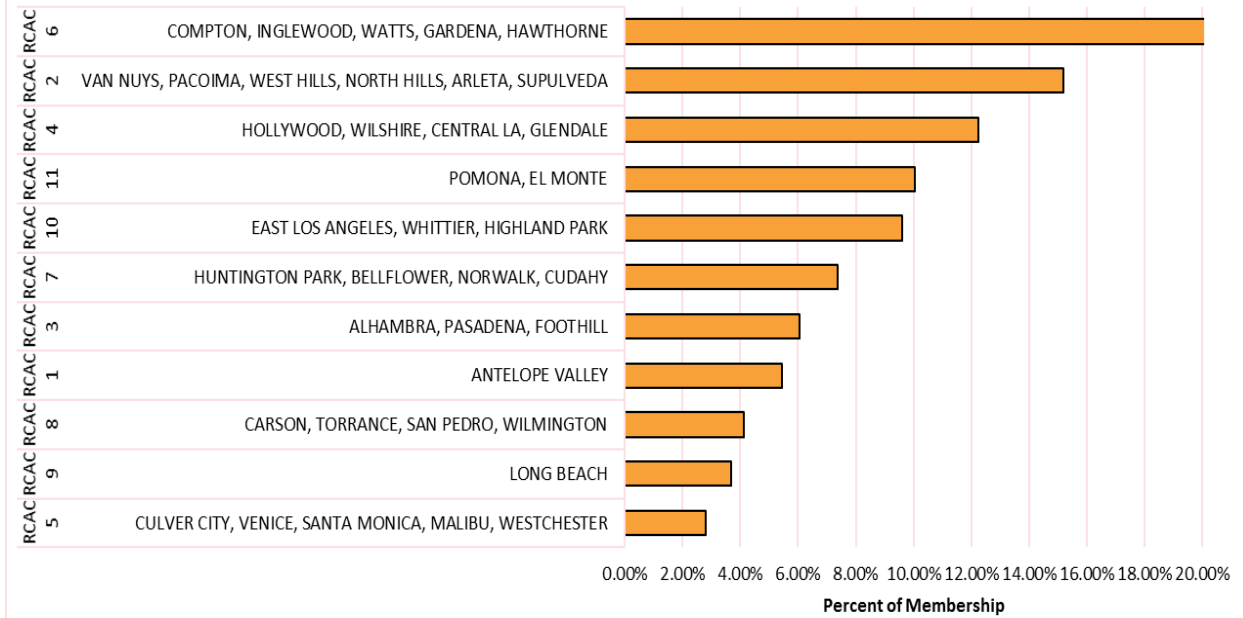


PASC-SEIU Membership by RCAC

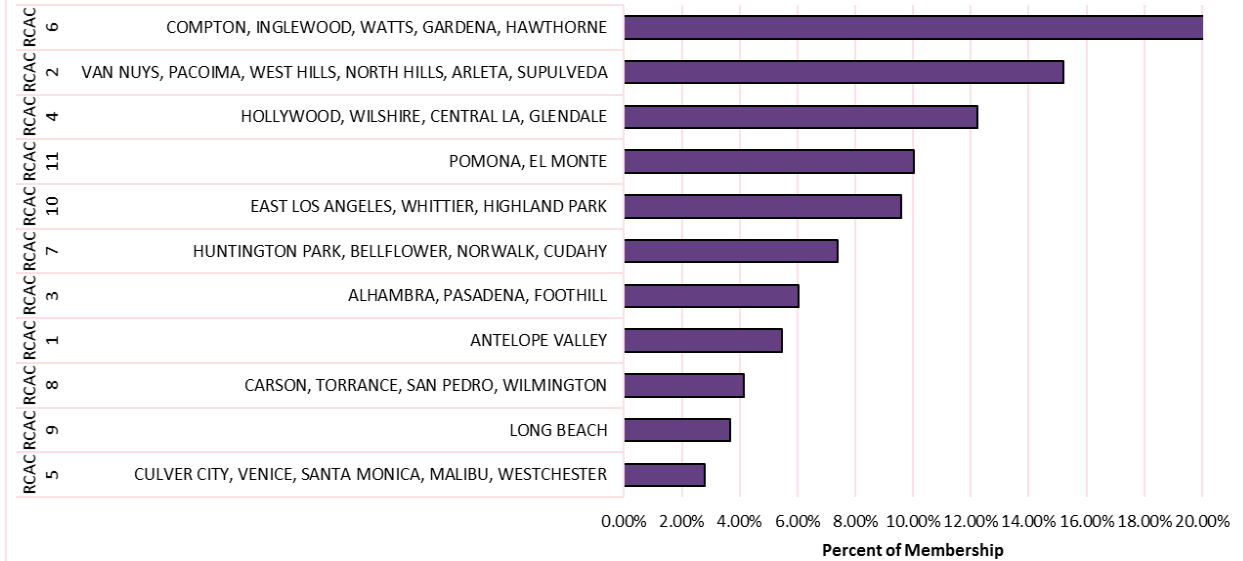




DSNP Membership by RCAC



L.A. Care Covered Membership by RCAC





L.A. Care is engaged in a number of initiatives and activities related to SDOH. In 2017 an SDOH steering committee was formed. The committee researched the components of SDOH. This included feedback from members and a prioritization of SDOH initiatives. Members expressed concerns around housing and homelessness, as well as education and safety. Initiatives were planned for areas in which SDOH gaps existed. The five areas prioritized are: housing, food security, income security, transportation, and early childhood education. There are several initiatives currently in place to address these issues. The Housing for Health program represents a \$20-million-dollar investment over five years to house L.A. Care's vulnerable homeless population. L.A. Care is also using a revised methodology to identify potentially homeless individuals. This data is provided to the care management team and used to help risk stratify members. Project Angel Food is an LA based non-profit distributor of meals under the California Food Is Medicine Coalition, specifically the "Medically Tailored Meals (MTM) Pilot Program." The goal is to reduce readmissions among members with congestive heart failure by providing members with medically-tailored meals. The Veggie Vouchers program, administered by the L.A. Care Health Education Department, provides \$10 coupons for L.A. area farmers markets to members participating in diabetes self-management classes. Related to income security L.A. Care has partnered with the vendor, Human Arc to help members maximize the public income subsidies (e.g., Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI)) that they are eligible for. Efforts are also underway to help members apply for and receive CalFresh (the supplemental Nutrition Assistance Program (SNAP)) and the Earned Income Tax Credit program. L.A. Care also runs Community Resource Centers (CRCs) which are open to L.A. Care members as well as to the community at large. At the CRCs members are able to receive health education and health promotion activities such as classes and exercise programs as well as help navigating other benefits such as CalFresh.

The recently implemented CalAIM program also requires an increased focus on social drivers of health. L.A. Care is already well ahead of the curve in its focus on those social drivers. L.A. Care continues to improve programs designed to impact social drivers such as hosting a gun violence summit, implementing incentives to recognize providers who are doing new and innovative things to impact those drivers, and to encourage the submission of SDOH ICD-10 codes.



Figure 19 Top ER Diagnosis by RCAC

Top 10 ER for RCAC 1 ANTELOPE VALLEY
Diseases of the musculoskeletal system and connective tissue
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Diseases of the genitourinary system
Mental, behavioral and neurodevelopmental disorders
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the skin and subcutaneous tissue

Top 10 ER for RCAC 2 VAN NUYS, PACOIMA, WEST HILLS, NORTH HILLS, ARLETA, SUPULVEDA
Diseases of the circulatory system
Diseases of the genitourinary system
Endocrine, nutritional and metabolic diseases
Diseases of the musculoskeletal system and connective tissue
Mental, behavioral and neurodevelopmental disorders
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the skin and subcutaneous tissue

Top 10 ER for RCAC 3 ALHAMBRA, PASADENA, Foothill
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Mental, behavioral and neurodevelopmental disorders
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Diseases of the eye and adnexa
Diseases of the skin and subcutaneous tissue



Top 10 ER for RCAC 4 HOLLYWOOD, WILSHIRE, CENTRAL LA, GLENDALE
Diseases of the genitourinary system
Diseases of the circulatory system
Diseases of the musculoskeletal system and connective tissue
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the eye and adnexa

Top 10 ER for RCAC 5 CULVER CITY, VENICE, SANTA MONICA, MALIBU, WESTCHESTER
Diseases of the circulatory system
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the respiratory system
Diseases of the nervous system
Injury, poisoning and certain other consequences of external causes
Diseases of the digestive system
Diseases of the skin and subcutaneous tissue

Top 10 ER for RCAC 6 COMPTON, INGLEWOOD, WATTS, GARDENA, HAWTHORNE
Diseases of the circulatory system
Diseases of the respiratory system
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Diseases of the nervous system
Injury, poisoning and certain other consequences of external causes
Diseases of the digestive system
Certain infectious and parasitic diseases



Top 10 ER for RCAC 7 HUNTINGTON PARK, BELLFLOWER, NORWALK, CUDAHY
Immunizations and screening for infectious disease
Diseases of the urinary system
Diseases of the heart
Diabetes
Hypertension
Other nutritional; endocrine; and metabolic disorders
Eye disorders
Other lower respiratory disease
Respiratory infections
Non-traumatic joint disorders

Top 10 ER for RCAC 8 CARSON, TORRANCE, SAN PEDRO, WILMINGTON
Diseases of the urinary system
Immunizations and screening for infectious disease
Diseases of the heart
Diabetes
Hypertension
Other nutritional; endocrine; and metabolic disorders
Other nervous system disorders
Eye disorders
Spondylosis; intervertebral disc disorders; other back problems
Non-traumatic joint disorders

Top 10 ER for RCAC 9 LONG BEACH
Immunizations and screening for infectious disease
Diseases of the urinary system
Diseases of the heart
Diabetes
Hypertension
Other nutritional; endocrine; and metabolic disorders
Other lower respiratory disease
Other nervous system disorders
Respiratory infections
Anemia



Top 10 ER for RCAC 7 HUNTINGTON PARK, BELLFLOWER, NORWALK, CUDAHY
Diseases of the circulatory system
Mental, behavioral and neurodevelopmental disorders
Endocrine, nutritional and metabolic diseases
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Certain infectious and parasitic diseases

Top 10 ER for RCAC 8 CARSON, TORRANCE, SAN PEDRO, WILMINGTON
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Certain infectious and parasitic diseases

Top 10 ER for RCAC 9 LONG BEACH
Diseases of the circulatory system
Diseases of the musculoskeletal system and connective tissue
Mental, behavioral and neurodevelopmental disorders
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Diseases of the genitourinary system
Diseases of the nervous system
Injury, poisoning and certain other consequences of external causes
Diseases of the digestive system
Certain infectious and parasitic diseases



**Top 10 ER for RCAC 10
EAST LOS ANGELES, WHITTIER, HIGHLAND PARK**

Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the skin and subcutaneous tissue

**Top 10 ER for RCAC 11
POMONA, EL MONTE**

Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Mental, behavioral and neurodevelopmental disorders
Diseases of the musculoskeletal system and connective tissue
Diseases of the genitourinary system
Diseases of the respiratory system
Diseases of the nervous system
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the skin and subcutaneous tissue



Figure 20 Top Inpatient Diagnosis by RCAC

Top 10 Inpatient Diagnosis for RCAC 1 ANTELOPE VALLEY
Diseases of the digestive system
Certain infectious and parasitic diseases
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Injury, poisoning and certain other consequences of external causes
Diseases of the genitourinary system
Diseases of the nervous system
Neoplasms
Diseases of the musculoskeletal system and connective tissue

Top 10 Inpatient Diagnosis for RCAC 2 VAN NUYS, PACOIMA, WEST HILLS, NORTH HILLS,
Diseases of the digestive system
Diseases of the circulatory system
Certain infectious and parasitic diseases
Diseases of the respiratory system
Endocrine, nutritional and metabolic diseases
Injury, poisoning and certain other consequences of external causes
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Neoplasms
Diseases of the nervous system

Top 10 Inpatient Diagnosis for RCAC 3 ALHAMBRA, PASADENA, FOOTHILL
Diseases of the digestive system
Diseases of the circulatory system
Certain infectious and parasitic diseases
Diseases of the respiratory system
Endocrine, nutritional and metabolic diseases
Injury, poisoning and certain other consequences of external causes
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Neoplasms
Diseases of the nervous system



Top 10 Inpatient Diagnosis for RCAC 4 HOLLYWOOD, WILSHIRE, CENTRAL LA, GLENDALE
Diseases of the circulatory system
Certain infectious and parasitic diseases
Diseases of the digestive system
Diseases of the respiratory system
Injury, poisoning and certain other consequences of external causes
Endocrine, nutritional and metabolic diseases
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Neoplasms
Diseases of the skin and subcutaneous tissue

Top 10 Inpatient Diagnosis for RCAC 5 CULVER CITY, VENICE, SANTA MONICA, MALIBU, WESTCHESTER
Diseases of the circulatory system
Certain infectious and parasitic diseases
Diseases of the digestive system
Injury, poisoning and certain other consequences of external causes
Diseases of the respiratory system
Endocrine, nutritional and metabolic diseases
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Mental, behavioral and neurodevelopmental disorders
Diseases of the skin and subcutaneous tissue

Top 10 Inpatient Diagnosis for RCAC 6 COMPTON, INGLEWOOD, WATTS, GARDENA, HAWTHORNE
Diseases of the circulatory system
Certain infectious and parasitic diseases
Diseases of the digestive system
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Injury, poisoning and certain other consequences of external causes
Diseases of the genitourinary system
Diseases of the nervous system
Diseases of the musculoskeletal system and connective tissue
Neoplasms



Top 10 Inpatient Diagnosis for RCAC 7 HUNTINGTON PARK, BELLFLOWER, NORWALK, CUDAHY
Diseases of the digestive system
Certain infectious and parasitic diseases
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Diseases of the genitourinary system
Injury, poisoning and certain other consequences of external causes
Diseases of the musculoskeletal system and connective tissue
Diseases of the nervous system
Neoplasms

Top 10 Inpatient Diagnosis for RCAC 8 CARSON, TORRANCE, SAN PEDRO, WILMINGTON
Diseases of the circulatory system
Diseases of the digestive system
Certain infectious and parasitic diseases
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Diseases of the genitourinary system
Injury, poisoning and certain other consequences of external causes
Neoplasms
Diseases of the musculoskeletal system and connective tissue
Diseases of the nervous system

Top 10 Inpatient Diagnosis for RCAC 9 LONG BEACH
Diseases of the circulatory system
Diseases of the digestive system
Certain infectious and parasitic diseases
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Injury, poisoning and certain other consequences of external causes
Diseases of the genitourinary system
Diseases of the musculoskeletal system and connective tissue
Diseases of the nervous system
Neoplasms



**Top 10 Inpatient Diagnosis for RCAC 10
EAST LOS ANGELES, WHITTIER, HIGHLAND PARK**

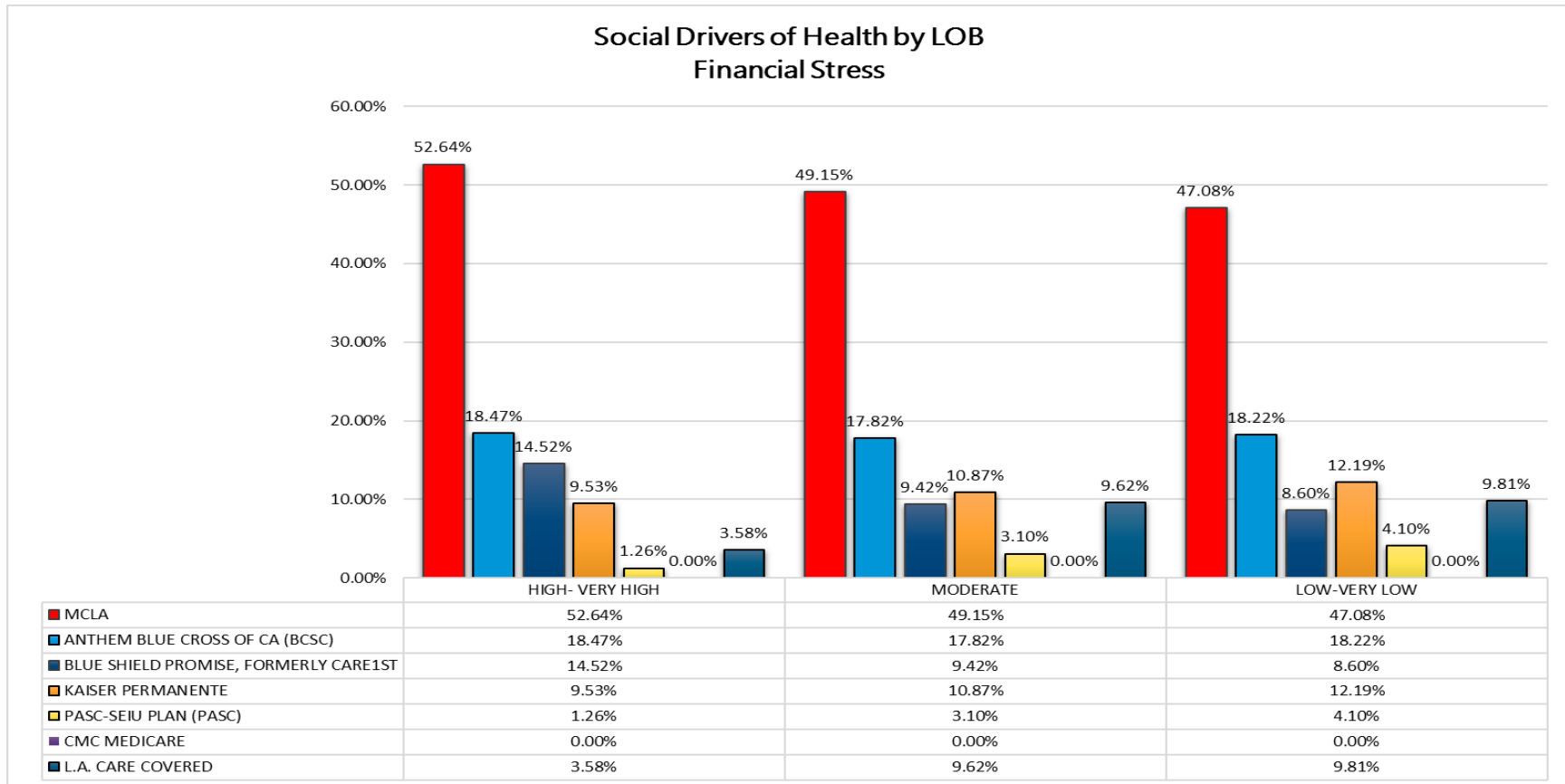
Diseases of the digestive system
Certain infectious and parasitic diseases
Diseases of the circulatory system
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Diseases of the genitourinary system
Injury, poisoning and certain other consequences of external causes
Diseases of the musculoskeletal system and connective tissue
Neoplasms
Diseases of the nervous system

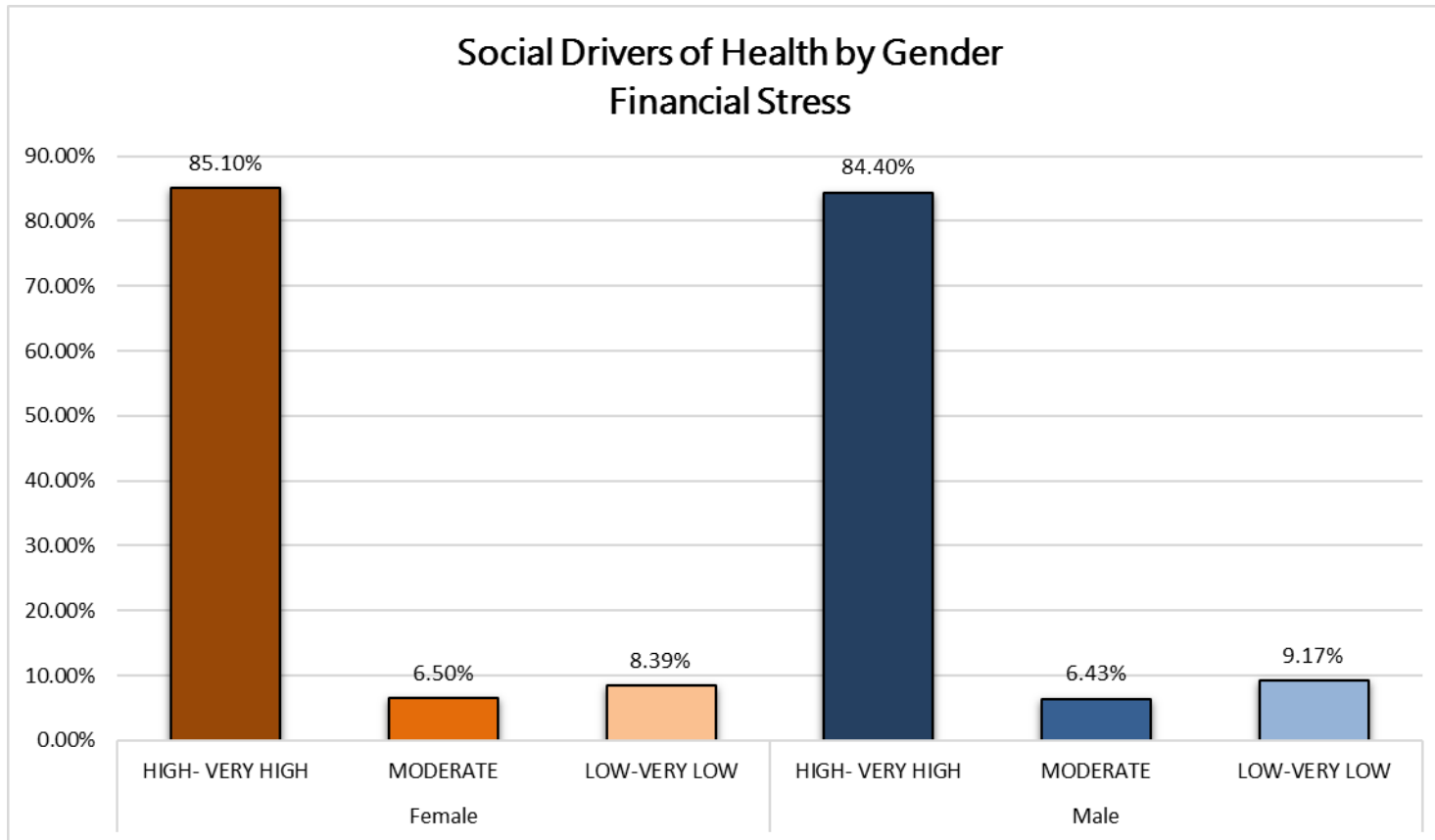
**Top 10 Inpatient Diagnosis for RCAC 11
POMONA, EL MONTE**

Diseases of the digestive system
Diseases of the circulatory system
Certain infectious and parasitic diseases
Endocrine, nutritional and metabolic diseases
Diseases of the respiratory system
Diseases of the genitourinary system
Injury, poisoning and certain other consequences of external causes
Diseases of the musculoskeletal system and connective tissue
Neoplasms
Diseases of the nervous system



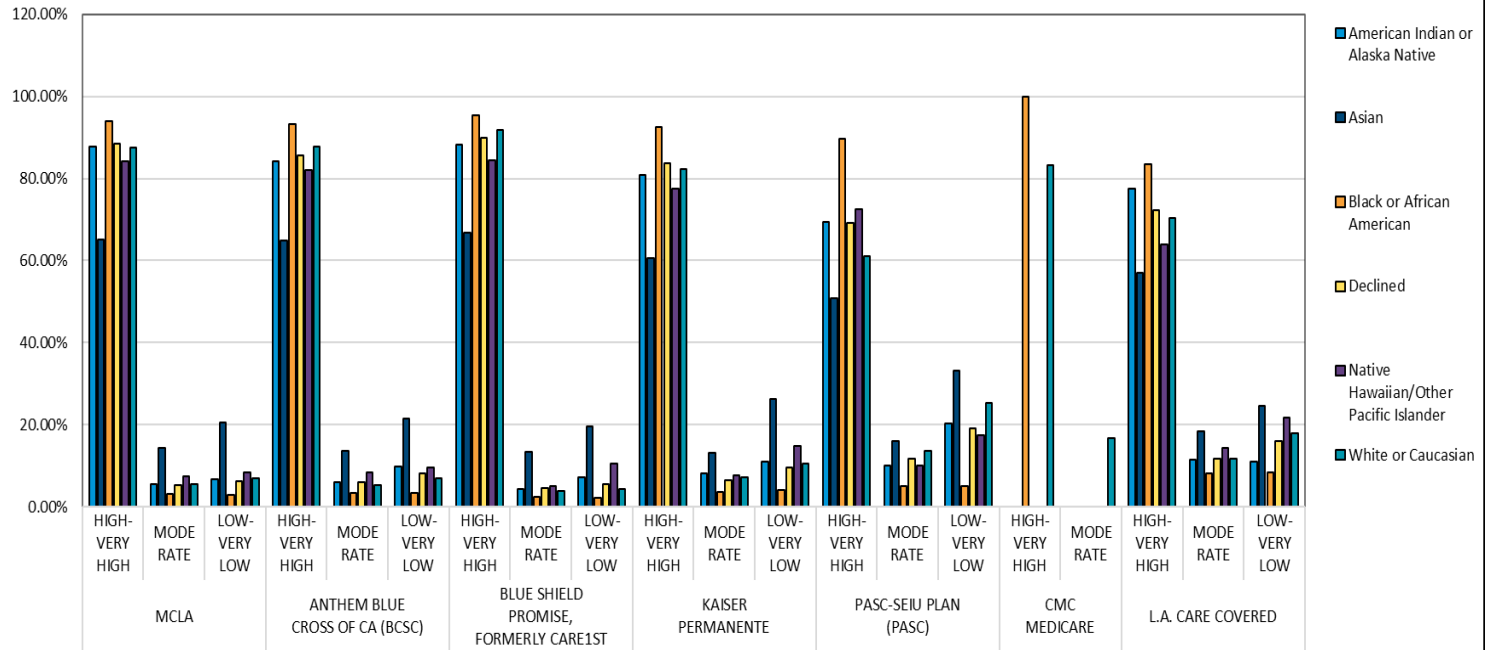
Figure 21 Social Drivers of Health : Financial Stress







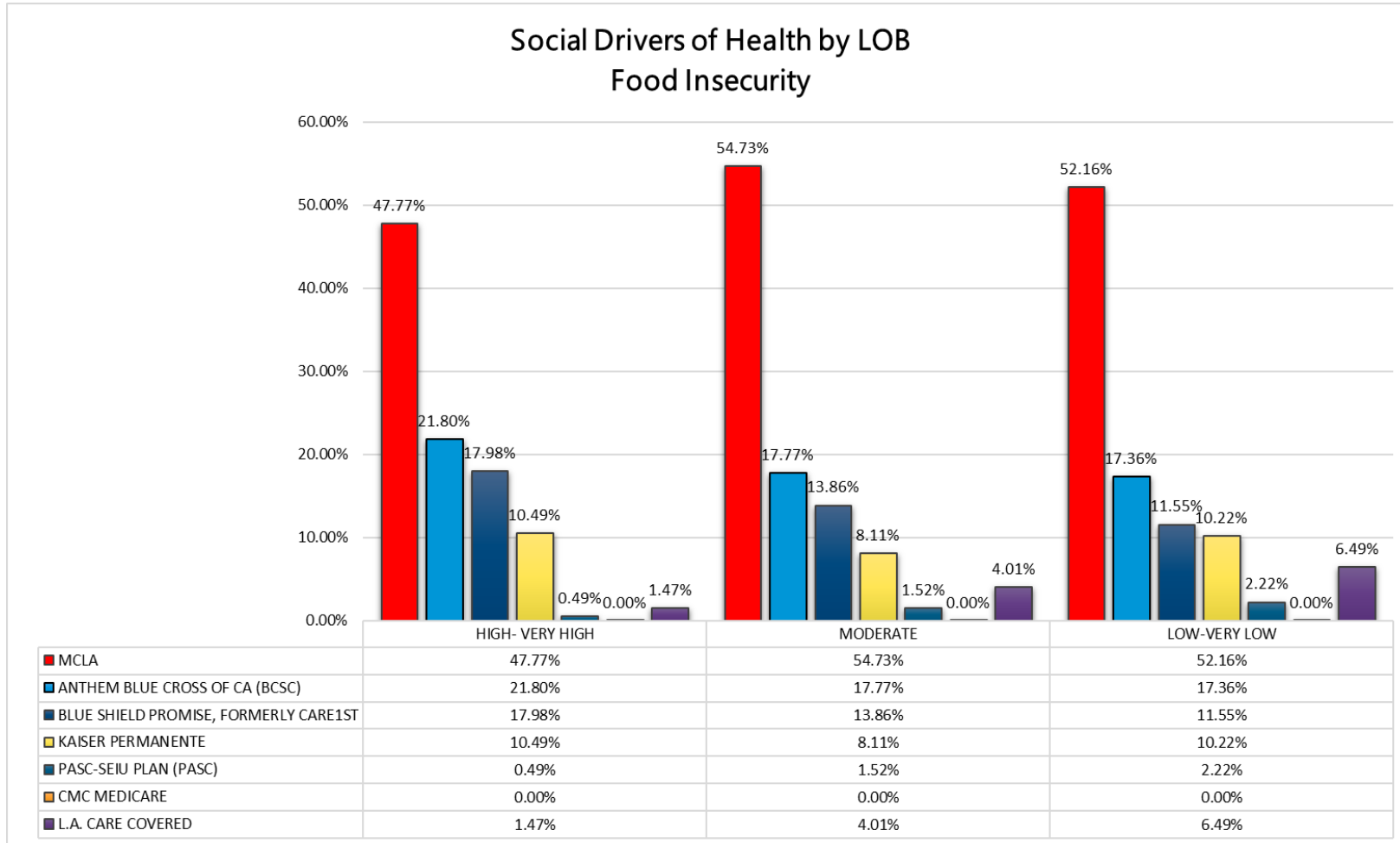
Social Drivers of Health by Race
Financial Stress

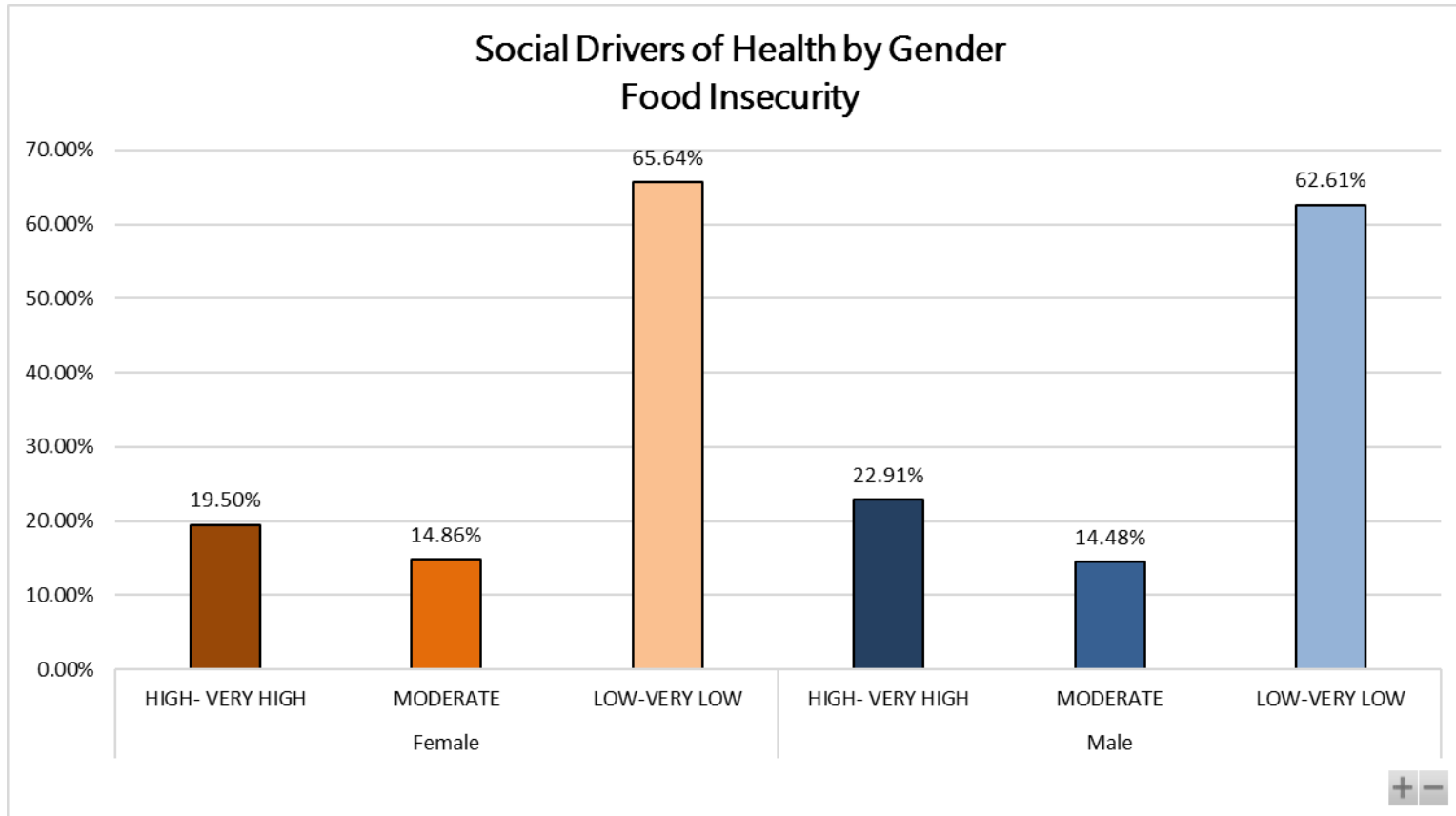


	MCLA			ANTHEM BLUE CROSS OF CA (BCSC)			BLUE SHIELD PROMISE, FORMERLY CARE1ST			KAISER PERMANENTE			PASC-SEIU PLAN (PASC)			CMC MEDICARE		L.A. CARE COVERED		
	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW
American Indian or Alaska Native	87.80%	5.48%	6.72%	84.10%	6.04%	9.86%	88.32%	4.42%	7.26%	80.88%	8.19%	10.92%	69.49%	10.17%	20.34%			77.52%	11.41%	11.07%
Asian	65.16%	14.37%	20.47%	64.98%	13.60%	21.41%	66.87%	13.41%	19.73%	60.52%	13.18%	26.30%	50.83%	16.02%	33.14%			57.04%	18.33%	24.63%
Black or African American	93.91%	3.10%	2.99%	93.16%	3.46%	3.38%	95.28%	2.51%	2.21%	92.43%	3.54%	4.03%	89.72%	5.19%	5.10%	100.00%	0.00%	83.45%	8.20%	8.35%
Declined	88.58%	5.23%	6.19%	85.64%	6.12%	8.24%	89.80%	4.57%	5.63%	83.79%	6.58%	9.63%	69.26%	11.69%	19.04%			72.34%	11.66%	16.00%
Native Hawaiian/Other Pacific Islander	84.09%	7.42%	8.49%	82.00%	8.50%	9.50%	84.38%	5.00%	10.63%	77.40%	7.69%	14.90%	72.46%	10.14%	17.39%			63.88%	14.45%	21.67%
White or Caucasian	87.43%	5.54%	7.03%	87.69%	5.34%	6.97%	91.70%	3.86%	4.44%	82.24%	7.28%	10.48%	61.09%	13.57%	25.34%	83.33%	16.67%	70.33%	11.67%	18.00%



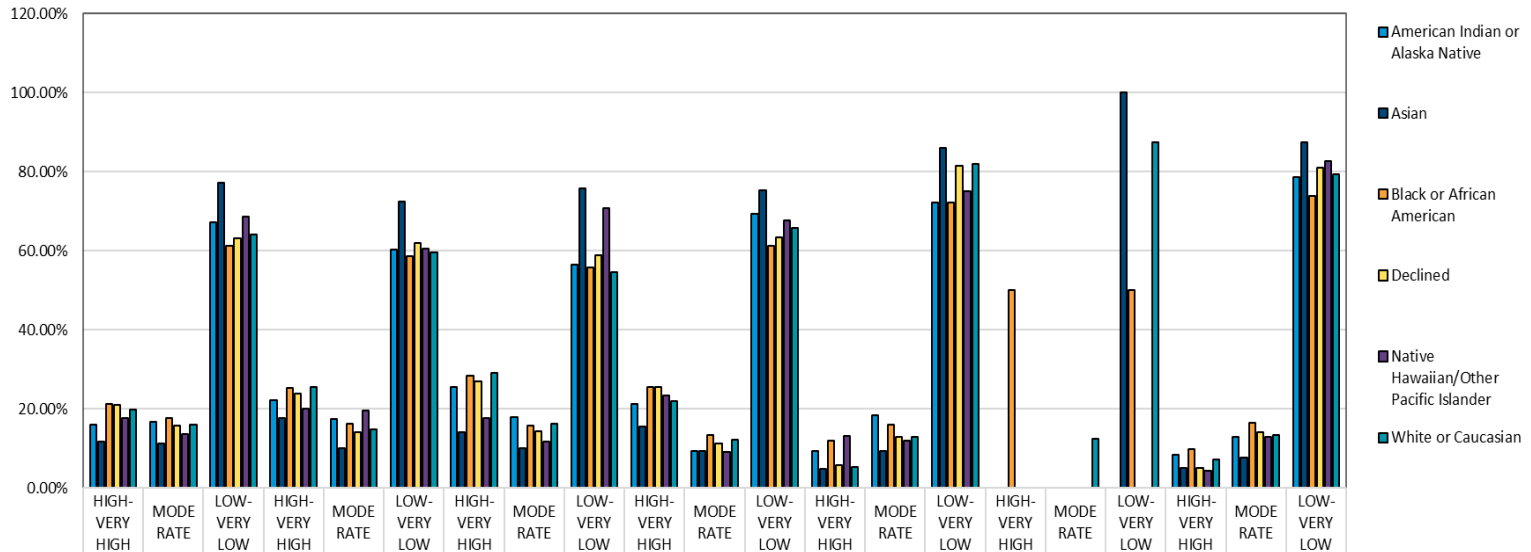
Figure 22 Social Drivers of Health : Food Insecurity







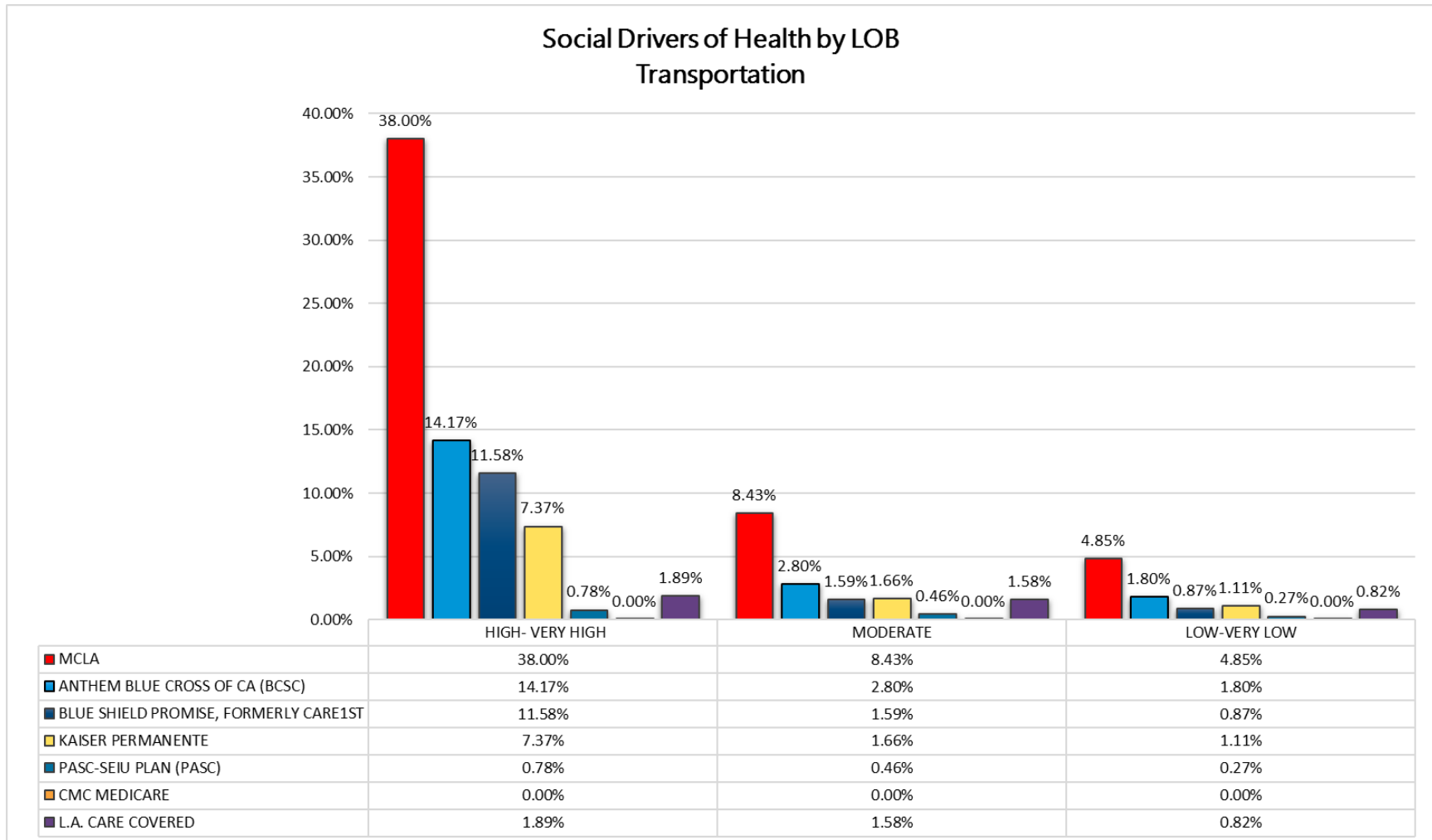
Social Drivers of Health by Race
Food Insecurity

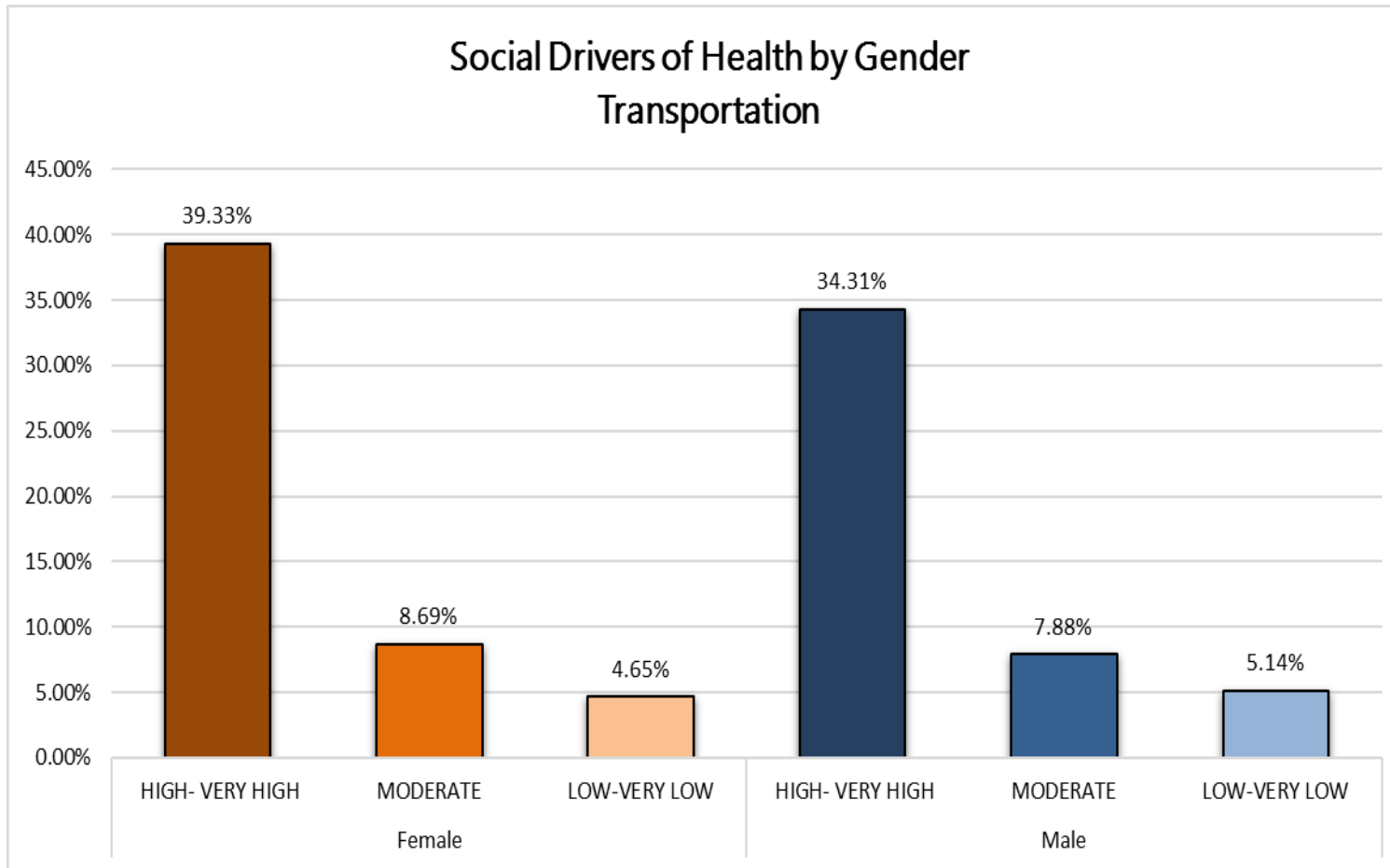


	MCLA		ANTHEM BLUE CROSS OF CA (BCSC)			BLUE SHIELD PROMISE, FORMERLY CARE1ST			KAISER PERMANENTE			PASC-SEIU PLAN (PASC)			CMC MEDICARE			L.A. CARE COVERED			
	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW	HIGH-VERY HIGH	MODE RATE	LOW-VERY LOW			
American Indian or Alaska Native	15.98%	16.78%	67.24%	22.25%	17.34%	60.41%	25.61%	17.99%	56.40%	21.33%	9.33%	69.33%	9.23%	18.46%	72.31%				8.46%	12.99%	78.55%
Asian	11.73%	11.15%	77.11%	17.56%	10.07%	72.37%	14.14%	10.02%	75.85%	15.41%	9.38%	75.21%	4.67%	9.20%	86.13%	0.00%	0.00%	100.00%	4.98%	7.60%	87.42%
Black or African American	21.10%	17.54%	61.36%	25.17%	16.30%	58.53%	28.36%	15.81%	55.83%	25.51%	13.35%	61.14%	11.95%	15.95%	72.10%	50.00%	0.00%	50.00%	9.66%	16.36%	73.98%
Declined	21.01%	15.84%	63.15%	23.93%	14.09%	61.98%	26.85%	14.28%	58.87%	25.54%	11.14%	63.32%	5.63%	12.79%	81.58%				4.92%	14.01%	81.07%
Native Hawaiian/Other Pacific Islander	17.60%	13.66%	68.74%	20.00%	19.50%	60.50%	17.68%	11.59%	70.73%	23.45%	8.97%	67.59%	13.16%	11.84%	75.00%				4.32%	12.96%	82.72%
White or Caucasian	19.90%	16.03%	64.08%	25.52%	14.83%	59.64%	29.13%	16.19%	54.68%	22.05%	12.06%	65.90%	5.19%	12.76%	82.05%	0.00%	12.50%	87.50%	7.16%	13.42%	79.42%



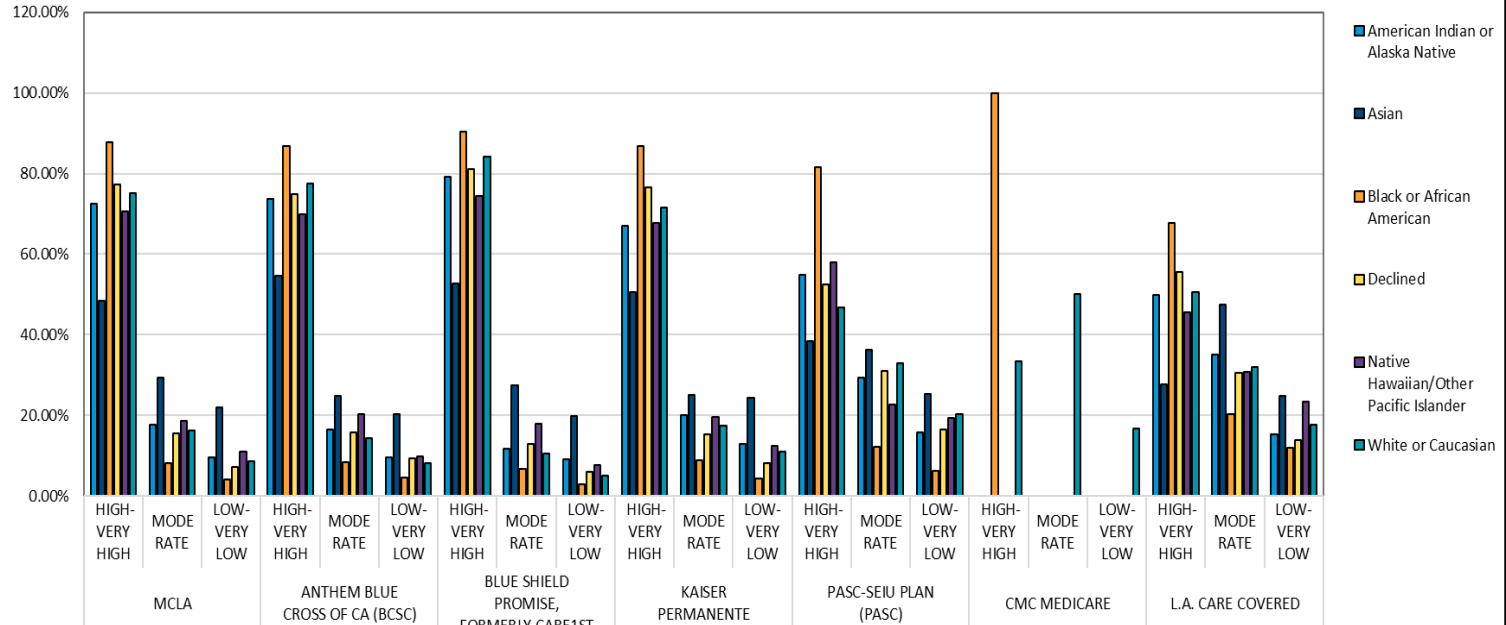
Figure 23 Social Drivers of Health : Transportation







Social Drivers of Health by Race
Transportation





Assesses the characteristics and needs, including Social Drivers of Health , of its member population

L.A. Care has membership in four lines of business (LOBs) that each have their own somewhat unique set of characteristics and needs. The Medi-Cal line of business is made up of more females than males with ages peaking in the 20-50 year age range. The Department of Healthcare Services (DHCS) segments the population further to illustrate the needs of this population. The population is composed of about equal proportions of Temporary Assistance for Needy Families (TANF), Medicaid Expansion (MCE), and Seniors and Persons with Disabilities (SPD) members. L.A. Care also categorizes members based on where they live in Los Angeles County. These geographic regions, referred to as Regional Community Action Committees (RCACs) each have their own distinct member profile. L.A. Care uses the Area Deprivation Index (ADI) to assess the levels of Social Drivers of Health (SDOH) within each of these RCACs. The RCAC regions known to have higher SDOH burdens have higher ADI scores (e.g., “Antelope Valley”, “Compton, Inglewood, Watts, Gardena”, “Long Beach”, and “East Los Angeles, Whittier, Highland Park”). This indicates that members in those regions are faced with greater levels of SDOH burdens such as financial stress, food insecurity, and crime. Across RCAC regions L.A. Care sees similar disease states, such as Diseases of the Heart, Diseases of the Urinary System, Hypertension, and Diabetes. All LOBs have high levels of Financial Stress, Low-Very Low levels of food insecurity, and high levels of transportation issues. L.A. Care has multiple programs focused on RCAC regions with higher burdens of SDOH, such as immunization campaigns, and interventions to improve prenatal and postpartum outcomes.



Membership by Language

Language is another measure that is both a proxy measure for SDOH and is also associated with a host of lifestyle and cultural factors that are associated with different health problems and outcomes. With these factors under consideration L.A. Care designs programs and member outreach efforts taking into account member language, SDOH, and member ethnicity.

The MCLA language profile is very similar to Medi-Cal, with a slightly smaller percentage of Spanish speakers. Spanish is followed by Armenian, Korean, other and then the Chinese dialects as with Anthem and Blue Shield. The profile for Kaiser is noticeably different. There are fewer Spanish speakers, and Armenian and Chinese dialects are now superseded by other Asian and Pacific Islander languages such as Tagalog and Vietnamese. For Anthem the dominant language is English, followed by Spanish, Armenian, Korean, Chinese dialects, Mandarin, Vietnamese, Other, Russian and Farsi. For BSCPHP the profile is very similar, with some of the languages with smaller percentages switching places, but the dominant languages being the same for other lines of business.

Figure 24 Plan Partner and Product Membership by Language

Medi-Cal Membership by Top Ten Languages	
Language	Percentage
English	57.31%
Spanish	31.60%
Armenian	1.99%
Cantonese (Yue Chinese)	1.38%
Korean	1.28%
Mandarin (Mandarin Chinese)	1.15%
Vietnamese	0.86%
Other	0.51%
Russian	0.35%
Tagalog	0.25%

MCLA Membership by Top Ten Languages	
Language	Percentage
English	61.79%
Spanish	27.65%
Armenian	2.37%
Cantonese (Yue Chinese)	1.86%
Mandarin (Mandarin Chinese)	1.50%
Korean	1.49%
Vietnamese	0.83%
Other	0.71%
Russian	0.57%
Khmer	0.35%



Anthem Membership by Top Ten Languages	
Language	Percentage
English	56.38%
Spanish	32.75%
Armenian	3.08%
Korean	2.04%
Cantonese (Yue Chinese)	1.57%
Mandarin (Mandarin Chinese)	1.36%
Vietnamese	1.24%
Other	0.34%
Russian	0.30%
Farsi (Persian)	0.26%

Blue Shield Membership by Top Ten Languages	
Language	Percentage
English	52.00%
Spanish	42.69%
Cantonese (Yue Chinese)	0.91%
Armenian	0.90%
Mandarin (Mandarin Chinese)	0.77%
Vietnamese	0.74%
Korean	0.47%
Other	0.38%
Tagalog	0.24%
Khmer	0.22%

Kaiser Membership by Top Ten Languages	
Language	Percentage
English	68.91%
Spanish	28.07%
Other	0.62%
Tagalog	0.49%
Vietnamese	0.33%
Cantonese (Yue Chinese)	0.29%
Korean	0.26%
Mandarin (Mandarin Chinese)	0.20%
Armenian	0.17%
Khmer	0.14%

PASC-SEIU Membership by Top Ten Languages	
Language	Percentage
English	59.31%
Armenian	15.72%
Spanish	13.49%
Cantonese (Yue Chinese)	2.55%
Korean	2.10%
Mandarin (Mandarin Chinese)	1.88%
Russian	1.30%
Khmer	1.03%
Farsi (Persian)	0.76%
Vietnamese	0.67%



CMC Membership by Top Ten Languages	
Language	Percentage
Spanish	48.97%
English	45.28%
Other	1.62%
Tagalog	1.18%
Korean	0.88%
Mandarin (Mandarin Chinese)	0.59%
Cantonese (Yue Chinese)	0.59%
Vietnamese	0.44%
Khmer	0.29%
Arabic	0.15%

L.A. Care Covered Membership by Top Ten Languages	
Language	Percentage
English	63.55%
Spanish	22.52%
Mandarin (Mandarin Chinese)	5.13%
Cantonese (Yue Chinese)	3.50%
Armenian	1.43%
Korean	1.34%
Vietnamese	1.15%
Farsi (Persian)	0.47%
American Sign Language	0.33%
Russian	0.21%



Membership by Ethnicity

L.A. Care understands that communication with patients can be improved and patient care optimized if individuals involved in members’ health care delivery team can bridge the divide between the culture of medicine and the beliefs and practices that make up the member’s value system. This value system may be based on ethnic heritage, nationality of family origin, age, or socioeconomic status. Ensuring that L.A. Care’s members receive culturally sensitive care and service is an important organizational value and vital for patients and families to be actively engaged in their care. For all of these reasons, plus the unique profile of health problems and outcomes that are often associated with these groups, the population assessment provides member demographic information that includes ethnicity. (see Figure 25). Ethnicity data helps inform how programs are developed.

First off, there are a large number of blank ethnicities. The cause of this is being investigated. In the absence of ethnicities for all of our members we do have the extensive SDOH data reviewed above, plus data on member race which will be reported on below. For all six LOBs and Plan Partners the largest category is consistently Mexican. This is followed by the blank ethnicities. For MCLA, Anthem and PASC-SEIU the next highest percentage is Chinese. For Kaiser and LACC the next highest percentage is other, Chinese and Filipino. And for DSNP the next highest proportion after other is Mexican Hispanic or Latino followed by Chinese.

Figure 25 Plan Partner and Product Membership by Ethnicity

Medi-Cal Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	76.44%
Other	5.91%
Chinese	5.69%
Korean	2.71%
Filipino	2.66%
Hispanic or Latino	2.43%
Vietnamese	2.08%
Cambodian	0.82%
Asian Indian	0.68%
Japanese	0.28%

MCLA Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	71.79%
Chinese	7.09%
Other	6.61%
Korean	3.94%
Filipino	3.17%
Hispanic or Latino	2.75%
Vietnamese	2.09%
Cambodian	1.06%
Asian Indian	0.76%
Japanese	0.36%



Anthem Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	74.87%
Chinese	6.26%
Other	5.86%
Korean	3.94%
Vietnamese	2.82%
Filipino	2.29%
Hispanic or Latino	2.14%
Cambodian	0.63%
Asian Indian	0.60%
Japanese	0.29%

Blue Shield Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	84.25%
Other	4.21%
Chinese	3.45%
Hispanic or Latino	2.36%
Filipino	1.80%
Vietnamese	1.45%
Korean	0.90%
Cambodian	0.70%
Asian Indian	0.50%
Japanese	0.16%

Kaiser Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	78.34%
Other	7.53%
Filipino	4.57%
Chinese	2.52%
Hispanic or Latino	2.48%
Asian Indian	1.20%
Vietnamese	1.12%
Korean	0.92%
Cambodian	0.63%
Japanese	0.32%

PASC-SEIU Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	51.57%
Chinese	13.26%
Other	11.59%
Korean	6.89%
Filipino	5.11%
Cambodian	4.18%
Vietnamese	3.24%
Hispanic or Latino	1.46%
Asian Indian	1.46%
Japanese	0.52%



CMC Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	48.38%
Hispanic or Latino	28.01%
Chinese	6.25%
Filipino	6.02%
Other	4.63%
Korean	2.31%
Cambodian	1.62%
Vietnamese	1.16%
Samoan	0.46%
Asian Indian	0.46%

L.A. Care Covered Membership by Top Ten Ethnicities	
Ethnicity	Percentage
Mexican	49.49%
Other	18.62%
Chinese	16.58%
Filipino	4.19%
Korean	3.85%
Vietnamese	3.14%
Hispanic or Latino	1.74%
Asian Indian	0.87%
Cambodian	0.70%
Japanese	0.56%

Membership by Race

The racial makeup of the population is very similar across the three lines of business and three plan partners. White (which includes Hispanic/Latino) is the predominant category. For MCLA, Anthem and Kaiser the next largest category is Black or African American followed Asian. For PASC-SEIU and LACC the predominant category is White, followed by Asian and Black or African American. White is predominant category for DSNP followed by Black or African American, Asian.

Figure 26 Plan Partner and Product Membership by Race

Medi-Cal Membership by Race	
Race	Percentage
White	79.55%
Black or African American	10.94%
Asian	9.31%
American Indian or Alaska Native	0.15%
Declined	0.05%

MCLA Membership by Race	
Race	Percentage
White	76.64%
Black or African American	12.45%
Asian	10.68%
American Indian or Alaska Native	0.18%
Declined	0.06%



Race	Percentage
White	80.82%
Asian	10.94%
Black or African American	8.03%
American Indian or Alaska Native	0.15%
Declined	0.07%

Race	Percentage
White	83.38%
Black or African American	10.21%
Asian	6.27%
American Indian or Alaska Native	0.13%
Declined	0.01%

Race	Percentage
White	78.90%
Black or African American	15.18%
Asian	5.76%
American Indian or Alaska Native	0.14%
Declined	0.02%

Race	Percentage
Declined	45.27%
White	39.58%
Black or African American	8.84%
Asian	6.22%
American Indian or Alaska Native	0.09%

Race	Percentage
White	75.84%
Asian	13.15%
Black or African American	10.70%
American Indian or Alaska Native	0.31%

Race	Percentage
White	73.73%
Asian	20.38%
Black or African American	5.37%
American Indian or Alaska Native	0.36%
Declined	0.16%



Programs and Demographic Groups

L.A. Care has programs in place designed specifically to address the needs of L.A. Care members in dominant and vulnerable racial, ethnic, and language groups. L.A. Care has been awarded the multicultural distinction by NCQA indicating L.A. Care's high prioritization of culture as a driver of health outcomes. L.A. Care is now in the process of submitting documents to NCQA to attain NCQA's new Health Equity Accreditation that replaces the Multicultural Distinction accreditation. Based on data from Health Care Effectiveness Data Information Set (HEDIS) indicating that African Americans are disproportionately affected by diabetes, an intervention was designed to improve medication adherence in African Americans. Also, based on HEDIS data it was noted that there is a disparity in the completion of Childhood Immunizations Status, with Chinese children receiving significantly fewer needed immunizations. A program was developed to target this population. It was determined that the majority of these children lived in the San Gabriel valley, so the program was further narrowed to include only those children. We will next go through our findings around HEDIS measures by language, ethnicity, and race.

HEDIS by Language

This section along with accompanying charts below highlights HEDIS rates stratified by language. Three main language categories were examined: English, Spanish, and Other. The Other category consists of Chinese, Unknown, and Declined.

For the MCLA populace, Spanish speakers performed better than other languages in Breast Cancer Screening (BCS) and Prenatal Care (PPC). Those categorized as "Other" performed better rest of the measures. English speakers under-performed in most of the measures.

For the DSNP population, English speakers under-performed for Asthma Medication Management for Acute Phase Treatment (AMM) and PBH; Spanish speakers had higher rates for these two measures.

Regarding the LACC population, English speakers under-performed compared to other languages for Asthma Medication Ratio (AMR; representing the use of controllers to total asthma controllers and relievers) and BCS while Other language speakers performed better in these measures.



HEDIS Measure Description

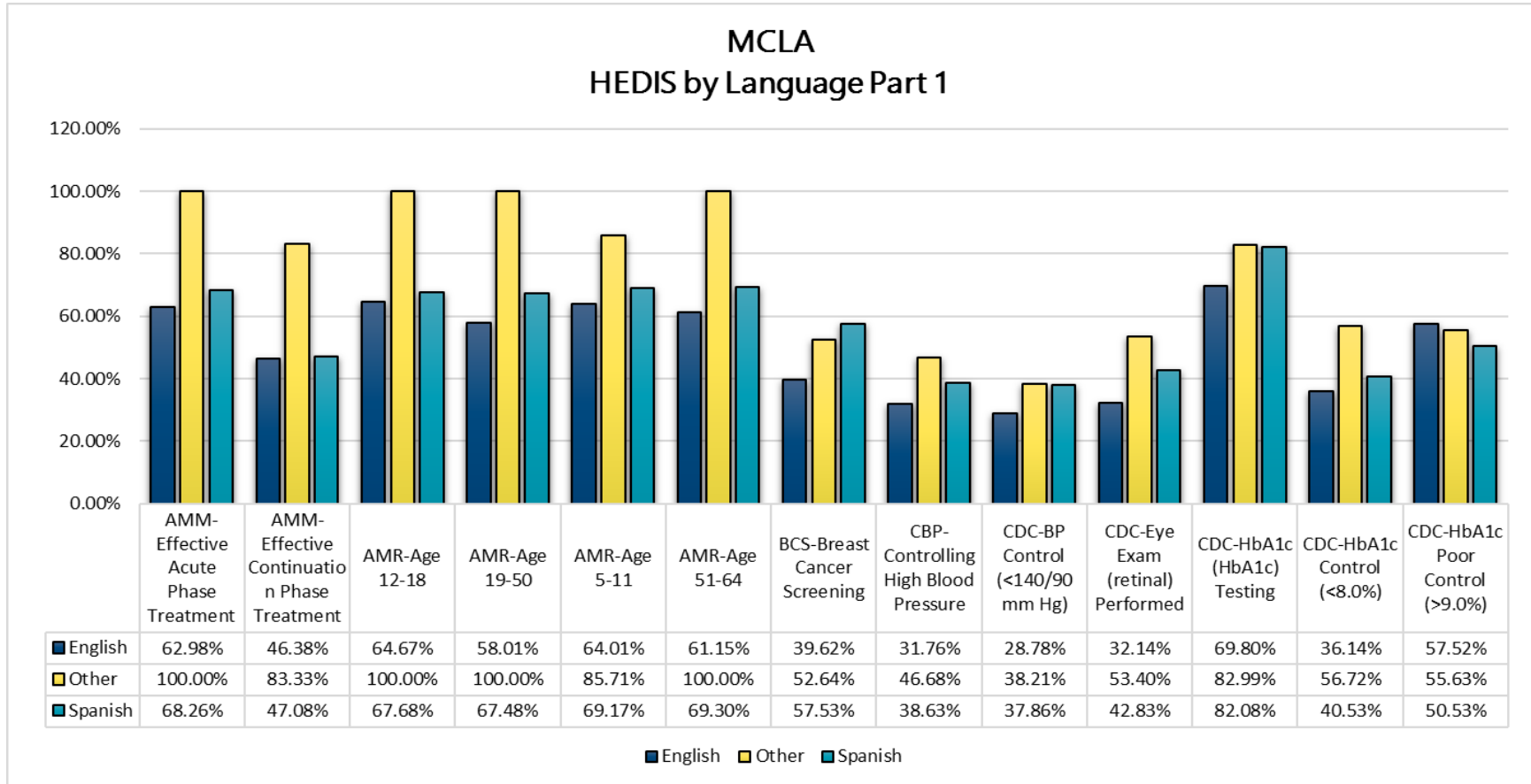
Base Measure ID	Measure ID	Measure Description	Sub Measure Description
AAB	AAB	Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis (AAB)	Avoidance of Antibiotic Treatment for Adults with Acute Bronchitis
ABA	ABA	Adult BMI Assessment (ABA)	Adult BMI Assessment
AMM	AMM3	Antidepressant Medication Management (AMM)	Effective Continuation Phase Treatment
AMR	AMR0	Asthma Medication Ratio (AMR)	Asthma Medication Ratio - Total
AMR	AMR1	Asthma Medication Ratio (AMR)	Age 5-11
AMR	AMR2	Asthma Medication Ratio (AMR)	Age 12-18
AMR	AMR3	Asthma Medication Ratio (AMR)	Age 19-50
AMR	AMR4	Asthma Medication Ratio (AMR)	Age 51-64
AWC	AWC	Adolescent Well-Care Visits (AWC)	Adolescent Well-Care Visits
BCS	BCS	Breast Cancer Screening (BCS)	Breast Cancer Screening
CBP	CBP	Controlling High Blood Pressure (CBP)	Controlling High Blood Pressure
CCS	CCS	Cervical Cancer Screening (CCS)	Cervical Cancer Screening
CDC	CDC1	Comprehensive Diabetes Care (CDC)	HbA1c (HbA1c) Testing
CDC	CDC10	Comprehensive Diabetes Care (CDC)	HbA1c control (<8.0%)
CDC	CDC2	Comprehensive Diabetes Care (CDC)	HbA1c Poor Control (>9.0%)
CDC	CDC4	Comprehensive Diabetes Care (CDC)	Eye exam (retinal) performed
CDC	CDC7	Comprehensive Diabetes Care (CDC)	Medical attention for nephropathy
CDC	CDC9	Comprehensive Diabetes Care (CDC)	BP control (<140/90 mm Hg)
CDC	CDC3	Comprehensive Diabetes Care (CDC)	HbA1c control (<7.0%)
CHL	CHL0	Chlamydia Screening in Women (CHL)	Chlamydia Screening - Total
CHL	CHL1	Chlamydia Screening in Women (CHL)	Age 16-20 years
CHL	CHL2	Chlamydia Screening in Women (CHL)	Age 21-24 years
CIS	CIS1	Childhood Immunization Status (CIS)	Diphtheria Tetanus and Acellular Pertussis
CIS	CIS10	Childhood Immunization Status (CIS)	Influenza
CIS	CIS11	Childhood Immunization Status (CIS)	Combination 2 (DTap IPV MMR HiB Hep B VZV)
CIS	CIS12	Childhood Immunization Status (CIS)	Combination 3 (DTap IPV MMR HiB Hep B VZV PCV)
CIS	CIS13	Childhood Immunization Status (CIS)	Combination 4 (DTap IPV MMR HiB Hep B VZV PCV Hep A)
CIS	CIS14	Childhood Immunization Status (CIS)	Combination 5 (DTap IPV MMR HiB Hep B VZV PCV RV)
CIS	CIS15	Childhood Immunization Status (CIS)	Combination 6 (DTap IPV MMR HiB Hep B VZV PCV Influenza)



CIS	CIS16	Childhood Immunization Status (CIS)	Combination 7 (DTap IPV MMR HiB Hep B VZV PCV Hep A RV)
CIS	CIS17	Childhood Immunization Status (CIS)	Combination 8 (DTap IPV MMR HiB Hep B VZV PCV Hep A Influenza)
CIS	CIS18	Childhood Immunization Status (CIS)	Combination 9 (DTap IPV MMR HiB Hep B VZV PCV RV Influenza)
CIS	CIS19	Childhood Immunization Status (CIS)	Combination 10 (DTap IPV MMR HiB Hep B VZV PCV Hep A RV Influenza)
CIS	CIS2	Childhood Immunization Status (CIS)	Polio Vaccine
CIS	CIS3	Childhood Immunization Status (CIS)	Measles Mumps and Rubella Vaccine
CIS	CIS4	Childhood Immunization Status (CIS)	Haemophilus Influenza type B Vaccine
CIS	CIS5	Childhood Immunization Status (CIS)	Hepatitis B
CIS	CIS6	Childhood Immunization Status (CIS)	Chicken Pox Vaccine
CIS	CIS7	Childhood Immunization Status (CIS)	Pneumococcal conjugate
CIS	CIS8	Childhood Immunization Status (CIS)	Hepatitis A
CIS	CIS9	Childhood Immunization Status (CIS)	Rotavirus
COL	COL	Colorectal Cancer Screening (COL)	Colorectal Cancer Screening
CWP	CWP	Appropriate Testing for Children With Pharyngitis (CWP)	Children with Pharyngitis
IMA	IMA1	Immunizations for Adolescents (IMA)	Meningococcal
IMA	IMA5	Immunizations for Adolescents (IMA)	Combination 2 (Meningococcal Tdap HPV)
PBH	PBH	Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)	Persistence of BB Treatment After a Heart Attack
PPC	PPC1	Prenatal and Postpartum Care (PPC)	Timeliness of Prenatal Care
PPC	PPC2	Prenatal and Postpartum Care (PPC)	Post Partum Care
PSA	PSA	Non-Recommended PSA-Based Screening in Older Men(PSA)	Non-Recommended PSA-Based Screening in Older Men
W15	W150	Well-Child Visits in the First 15 Months of Life (W15)	No well-child visits
W15	W156	Well-Child Visits in the First 15 Months of Life (W15)	Six or more well-child visits
W34	W34	Well-Child Visits in the Third Fourth Fifth and Sixth Years of Life (W34)	Well-Child Visits in the Third Fourth Fifth and Sixth Years of Life
WCC	WCC0A	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Weight Assessment and Counseling - BMI Percentile - Total
WCC	WCC0B	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Weight Assessment and Counseling - Counseling for Nutrition - Total
WCC	WCC0C	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Weight Assessment and Counseling - Counseling for Physical Activity - Total
WCC	WCC1A	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 3-11 BMI Percentile
WCC	WCC1B	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 3-11 Counseling for Nutrition
WCC	WCC1C	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 3-11 Counseling for Physical Activity
WCC	WCC2A	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 12-17 BMI Percentile
WCC	WCC2B	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 12-17 Counseling for Nutrition
WCC	WCC2C	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	Age 12-17 Counseling for Physical Activity

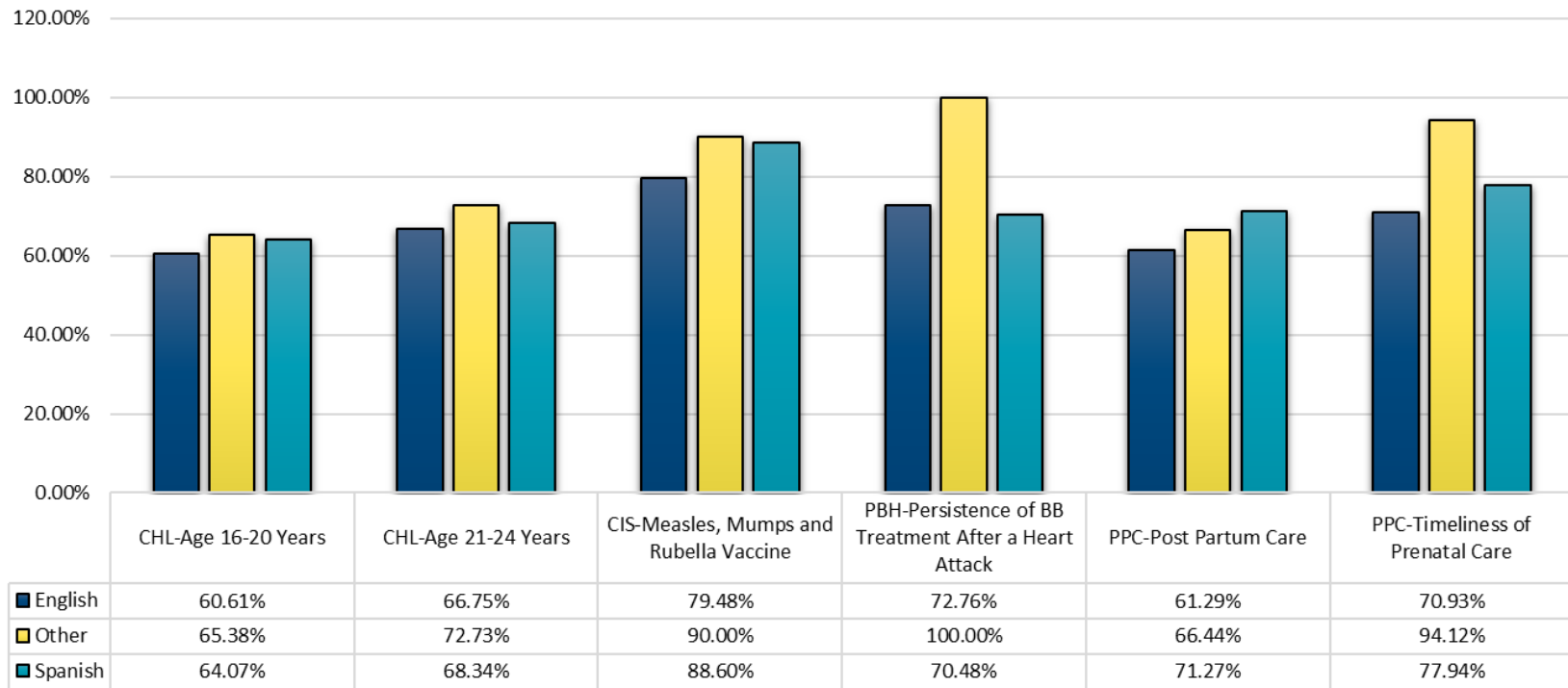


Figure 27 HEDIS Performance by Product and Language





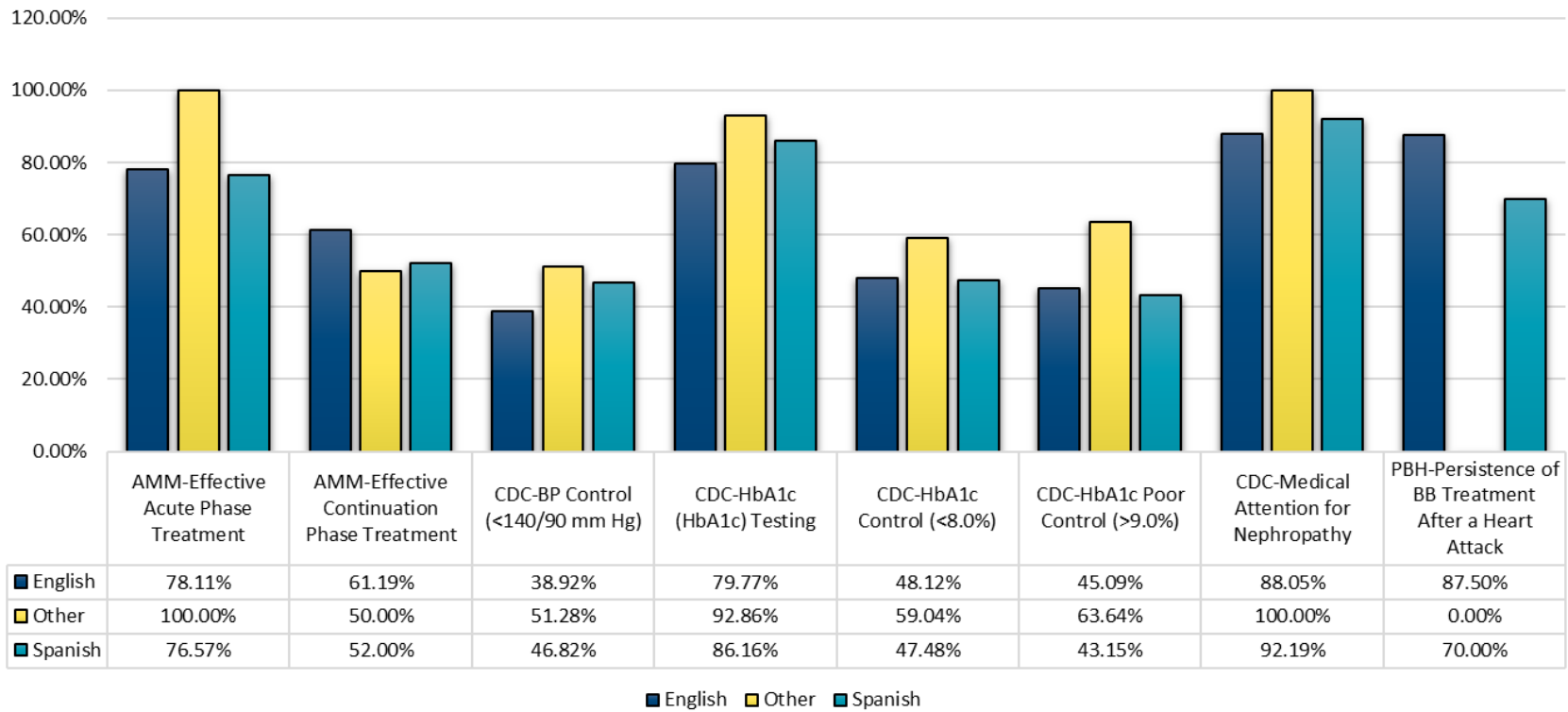
MCLA HEDIS by Language Part 2



English Other Spanish

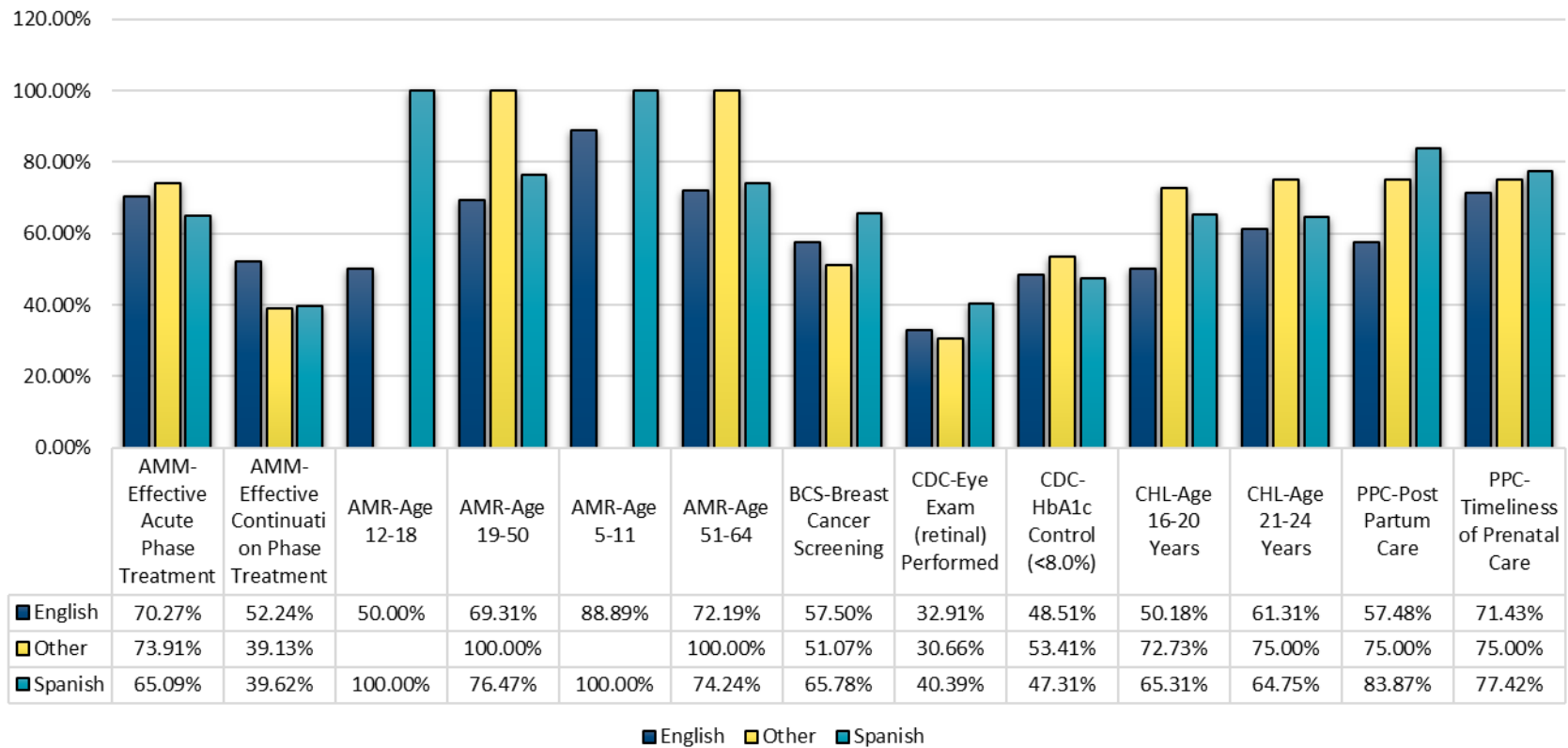


DSNP HEDIS by Language





LACC HEDIS by Language





In the same way that LA Care uses HEDIS rates to identify racial and ethnic disparities LA Care also examine HEDIS performance by language group. For the MCLA populace, Spanish speakers performed better than other languages in all the measures except CDC-H1B Control. Those categorized as “Other” performed better in AMM,AMR, CIS, CDC-H1B Control, PPC and PBH. English speakers under-performed in many of the measures.

For the DSNP population, English speakers under-performed for AMM and CBP; Spanish speakers had higher rates for these two measures.

Regarding the LACC population, English speakers under-performed compared to other languages for AMM; representing the use of relievers, BCS, CIS and PPC while Other language speakers performed better in these measures.

HEDIS by Ethnicity

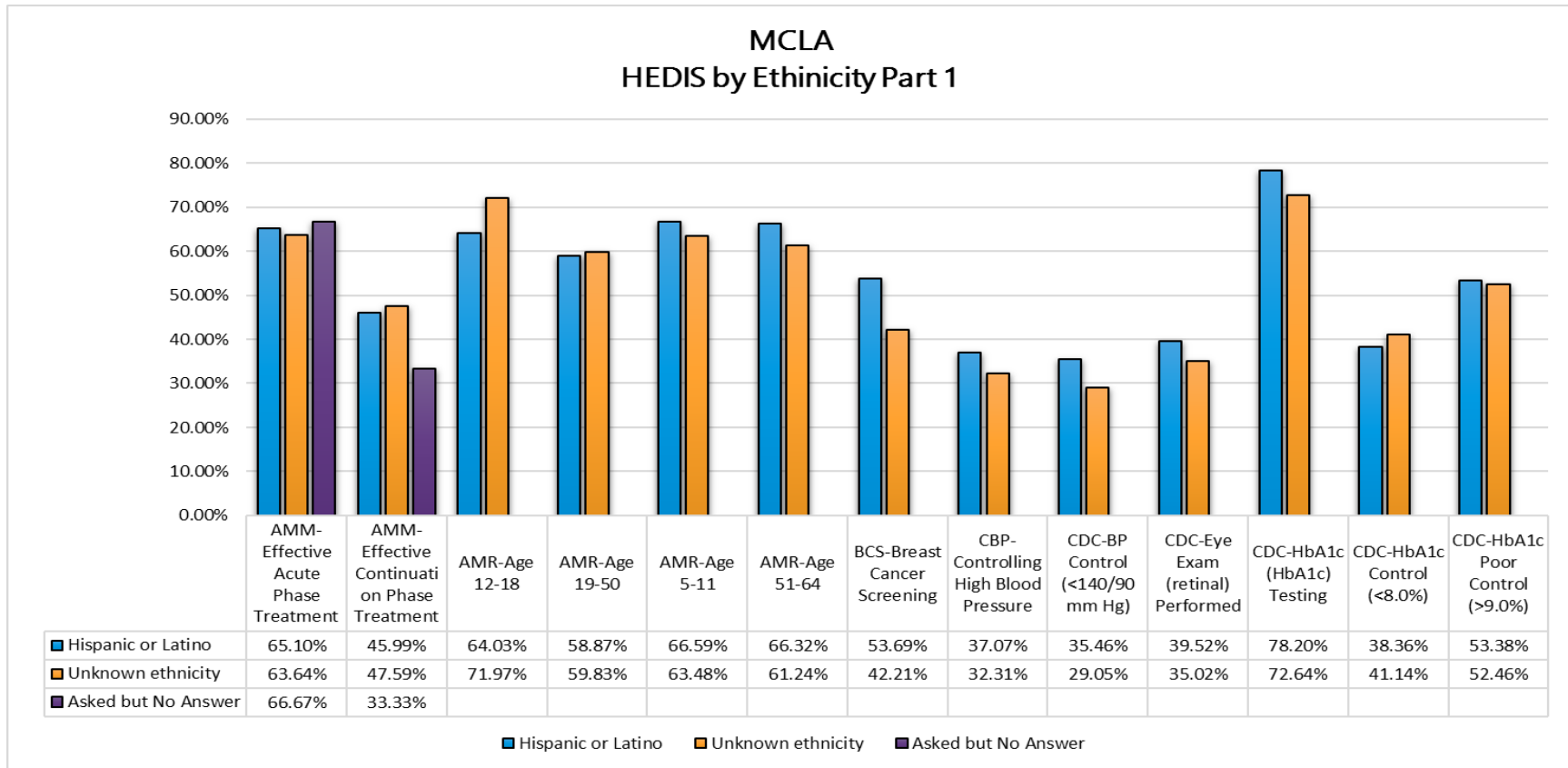
HEDIS data breakouts by ethnicity is illustrated in the figures below. For MCLA, Hispanic or Latino scored high on almost all measures except PBH. Unknown scored relatively average but low on Postnatal Care.

DSNP showed fairly well distributed rates across all ethnicity breakouts with the exception of low rates for the PBH, CDC HbA1c <8 and AMM-Effective Continuation. Unknown ethnicity category has scored fairly on most of the measures respective to Hispanic or Latino.

For LACC, Hispanic or Latino scored high on the measures listed below.

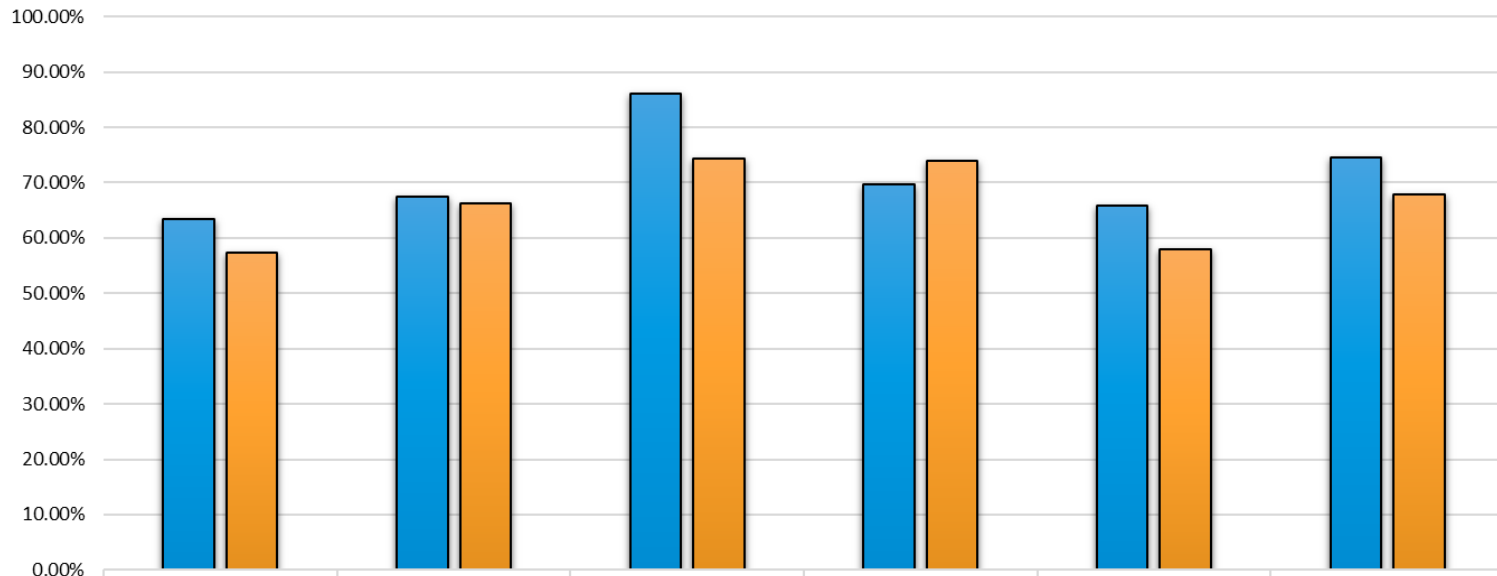


Figure 28 HEDIS Performance by Product and Ethnicity





MCLA
HEDIS by Ethnicity Part 2

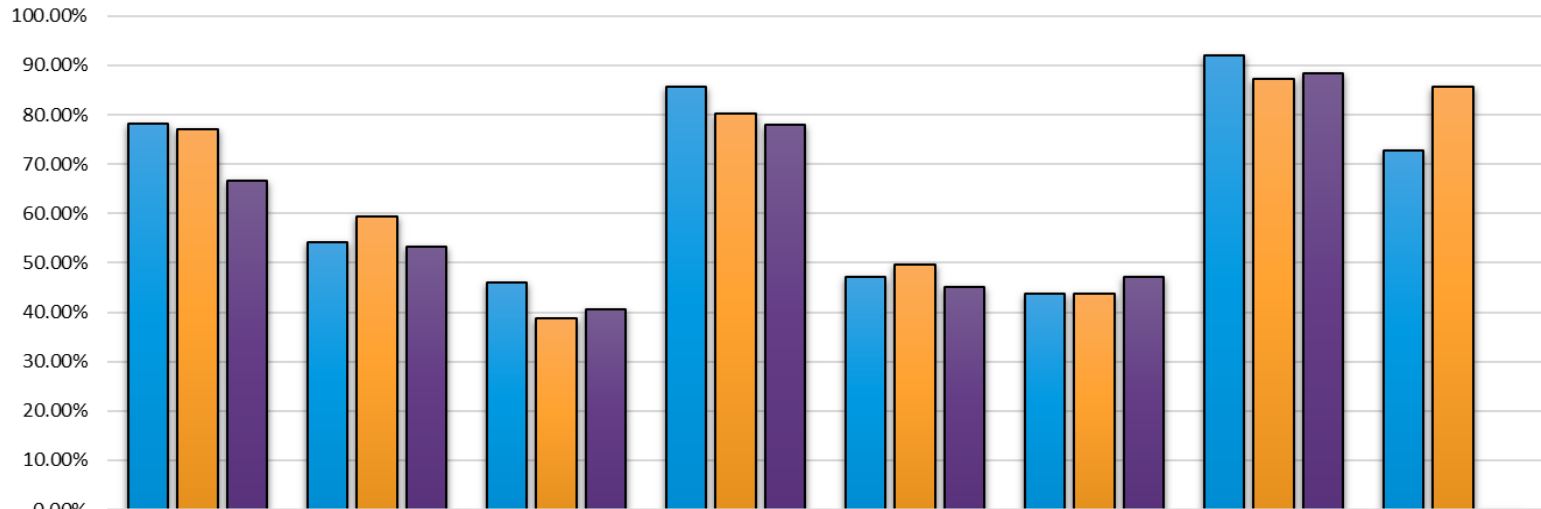


	CHL-Age 16-20 Years	CHL-Age 21-24 Years	CIS-Measles, Mumps and Rubella Vaccine	PBH-Persistence of BB Treatment After a Heart Attack	PPC-Post Partum Care	PPC-Timeliness of Prenatal Care
Hispanic or Latino	63.42%	67.38%	86.14%	69.66%	65.88%	74.61%
Unknown ethnicity	57.35%	66.26%	74.26%	73.95%	58.00%	67.93%

Hispanic or Latino Unknown ethnicity

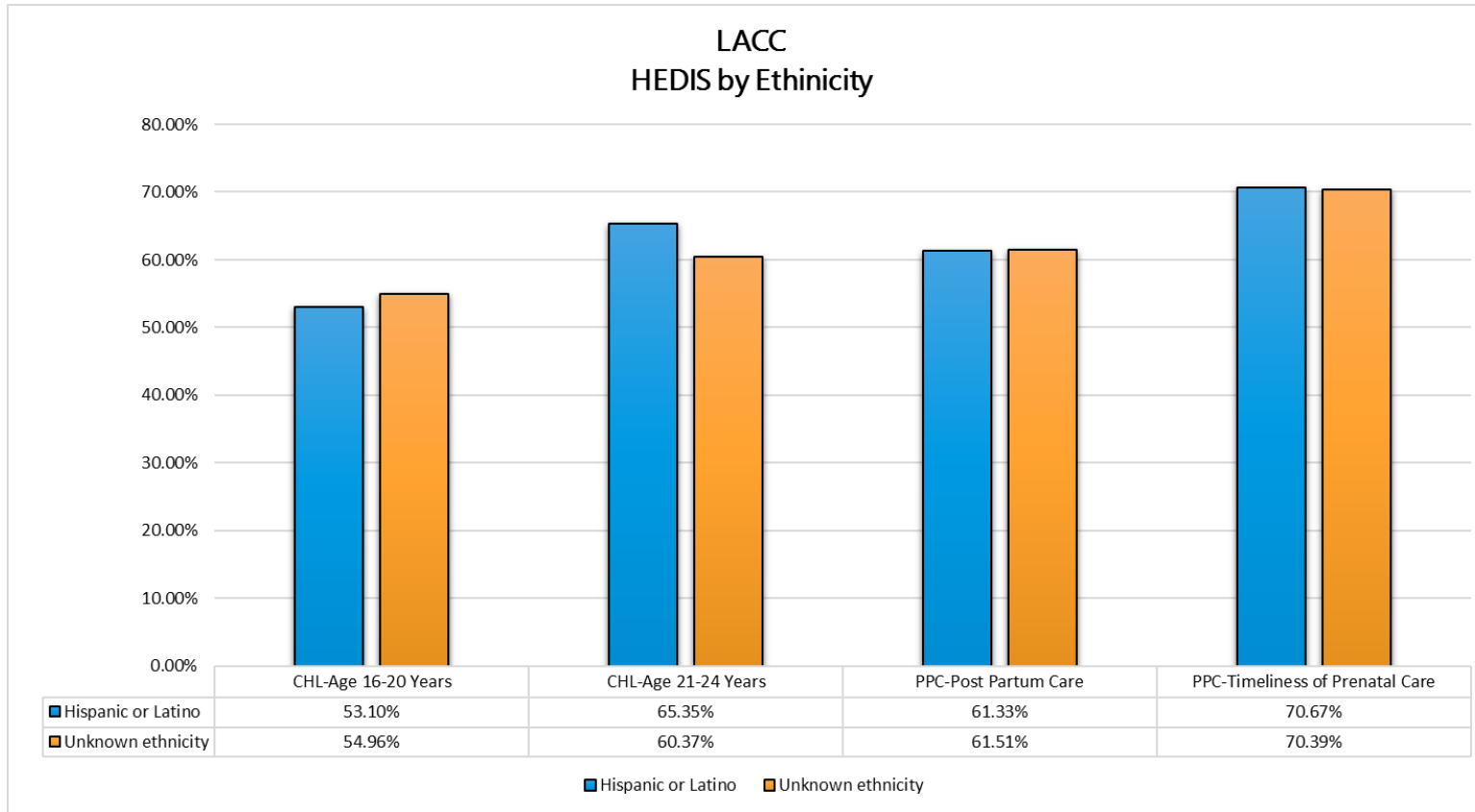


DSNP HEDIS by Ethnicity



	AMM-Effective Acute Phase Treatment	AMM-Effective Continuation Phase Treatment	CDC-BP Control (<140/90 mm Hg)	CDC-HbA1c (HbA1c) Testing	CDC-HbA1c Control (<8.0%)	CDC-HbA1c Poor Control (>9.0%)	CDC-Medical Attention for Nephropathy	PBH-Persistence of BB Treatment After a Heart Attack
Hispanic or Latino	78.24%	54.17%	45.94%	85.57%	47.14%	43.68%	92.11%	72.73%
Unknown ethnicity	77.12%	59.48%	38.73%	80.16%	49.55%	43.66%	87.19%	85.71%
Asked but No Answer	66.67%	53.33%	40.66%	78.02%	45.05%	47.25%	88.46%	0.00%

Hispanic or Latino Unknown ethnicity Asked but No Answer







HEDIS by Race

There are several disparities when we look at the population by race. Race categories were aggregated to four categories—White, African-American, Asian, and “Some Other Race”. The “Some Other Race” category combined American-Indian, Native-Hawaiian/Pacific Islander, and Some Other Race.

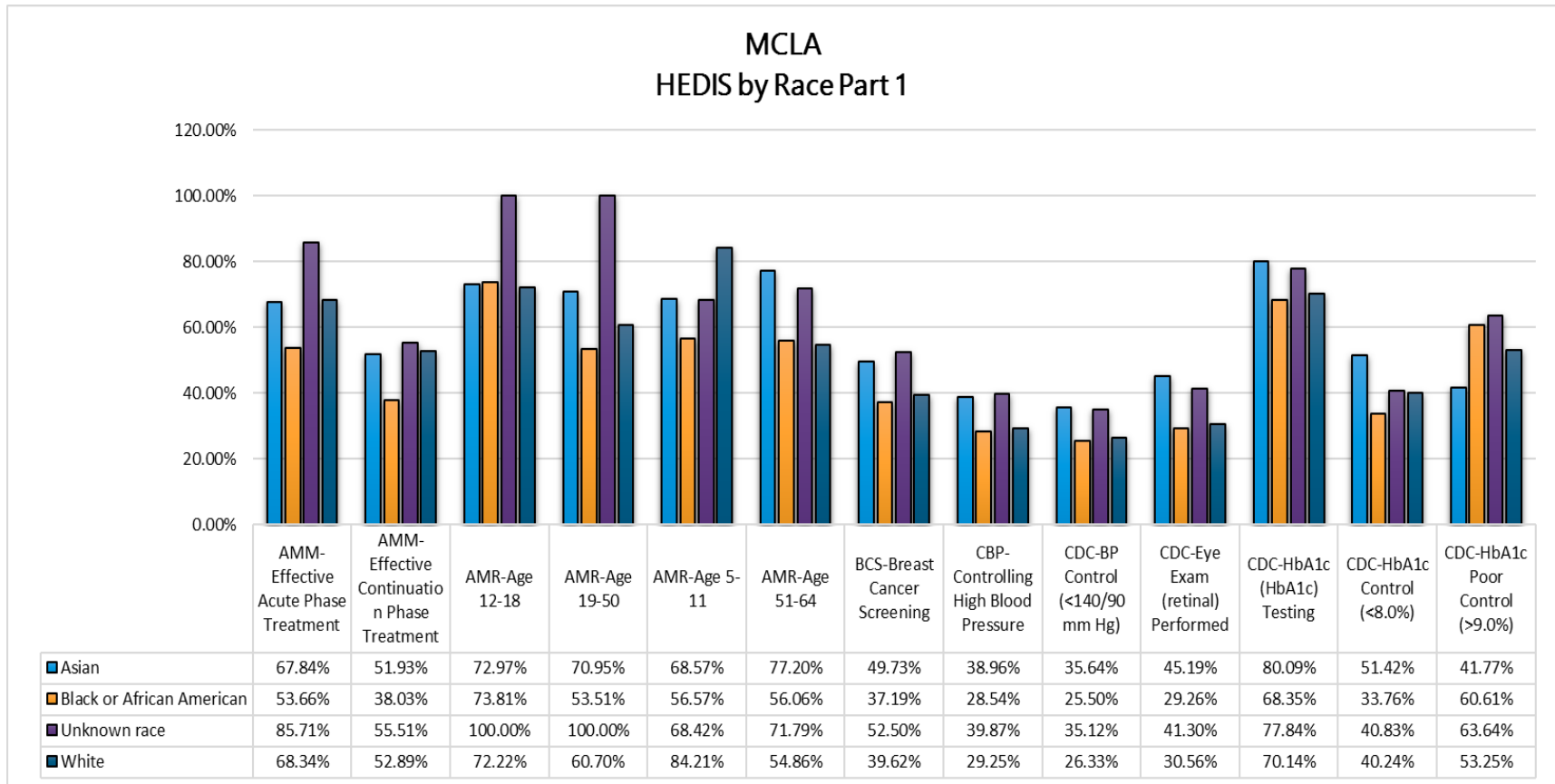
For the MCLA population, African-American’s under-performed in most of the measures listed below except CDC-HbA1c >9 and CHL. Those falling into the Asian race category out-performed their contemporaries; of the 30 measures shown below, Asians had the highest rate for 18 measures. The measures where Asians performed the worst of all race categories was—CHL 21-22 and PPC. Those members grouped into the White category performed average to high in most all measures.

The DSNP population showed mixed results. Asians scored high on all measures listed below except CDC-HbA1c poor control. African-Americans exhibited high rate for PBH and showed low on rest of the measures. White members scored average to high on most all measures.

LACC saw similar trends as MCLA for the African-American population. Asians showed high on BCS and CDC-HbA1c control <8 and showed relatively average on rest of the measures listed below. African-Americans scored low rates on 3 of the 7 measures shown below. The two measures African-Americans scored high on were CDC-HbA1c and PPC. The White race category scored average to high on all measures.

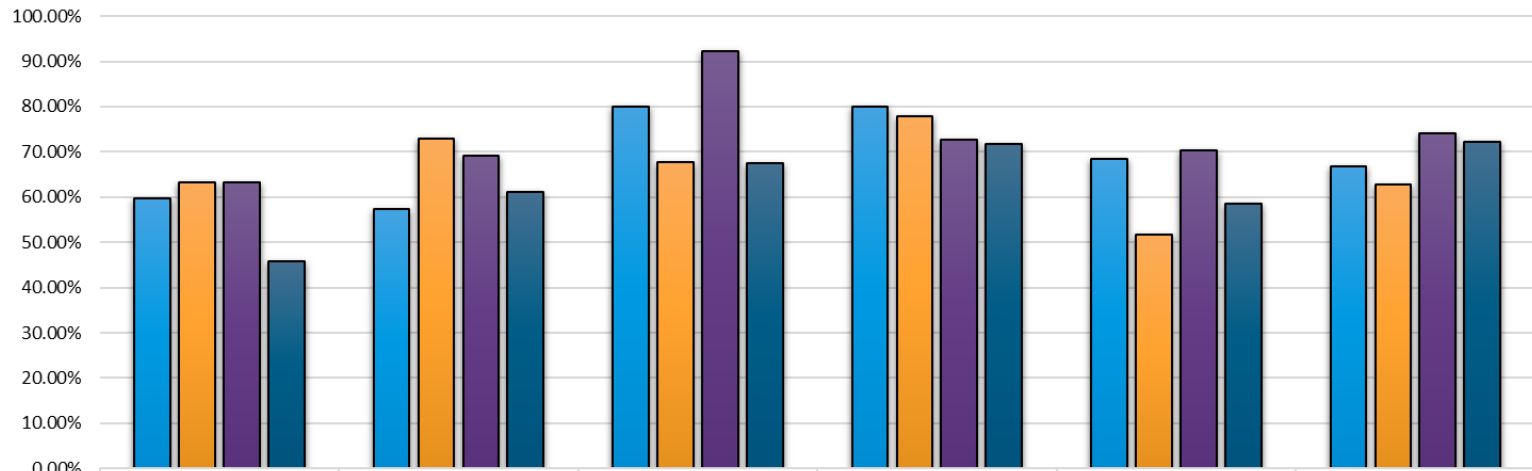


Figure 29 HEDIS Performance by Product and Race





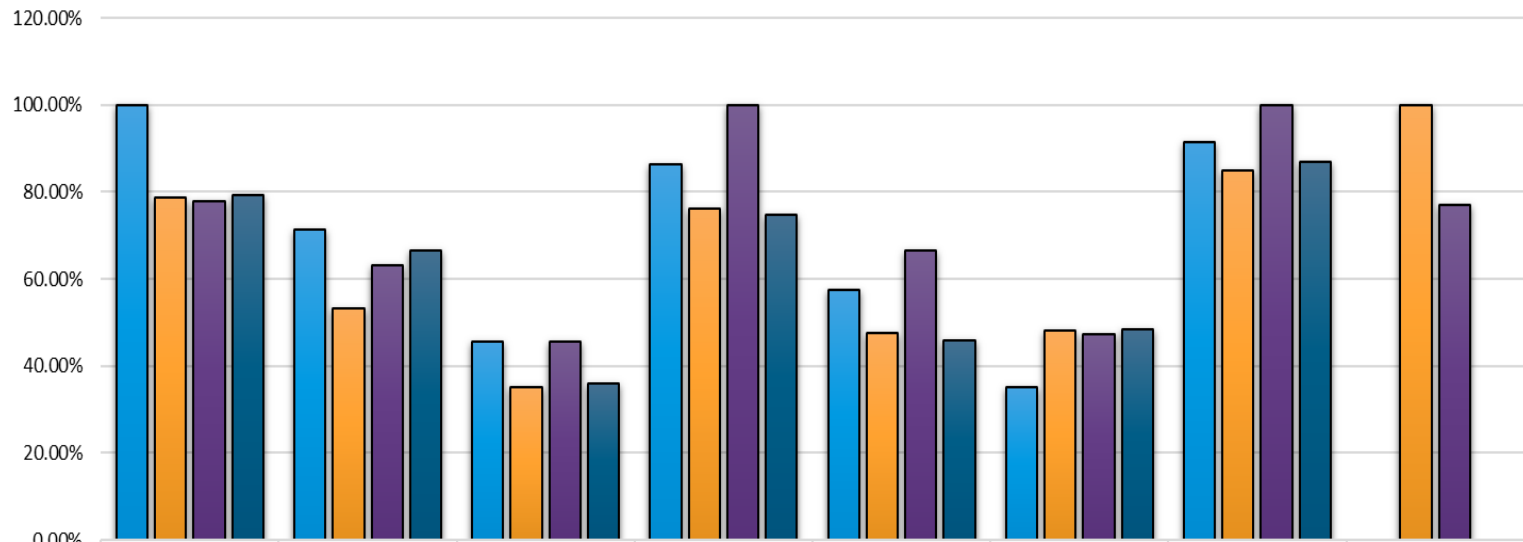
MCLA
HEDIS by Race Part 2



	CHL-Age 16-20 Years	CHL-Age 21-24 Years	CIS-Measles, Mumps and Rubella Vaccine	PBH-Persistence of BB Treatment After a Heart Attack	PPC-Post Partum Care	PPC-Timeliness of Prenatal Care
Asian	59.59%	57.43%	80.03%	80.00%	68.39%	66.67%
Black or African American	63.24%	72.98%	67.70%	77.86%	51.73%	62.86%
Unknown race	63.36%	69.23%	92.31%	72.73%	70.21%	74.12%
White	45.68%	61.06%	67.50%	71.64%	58.57%	72.29%



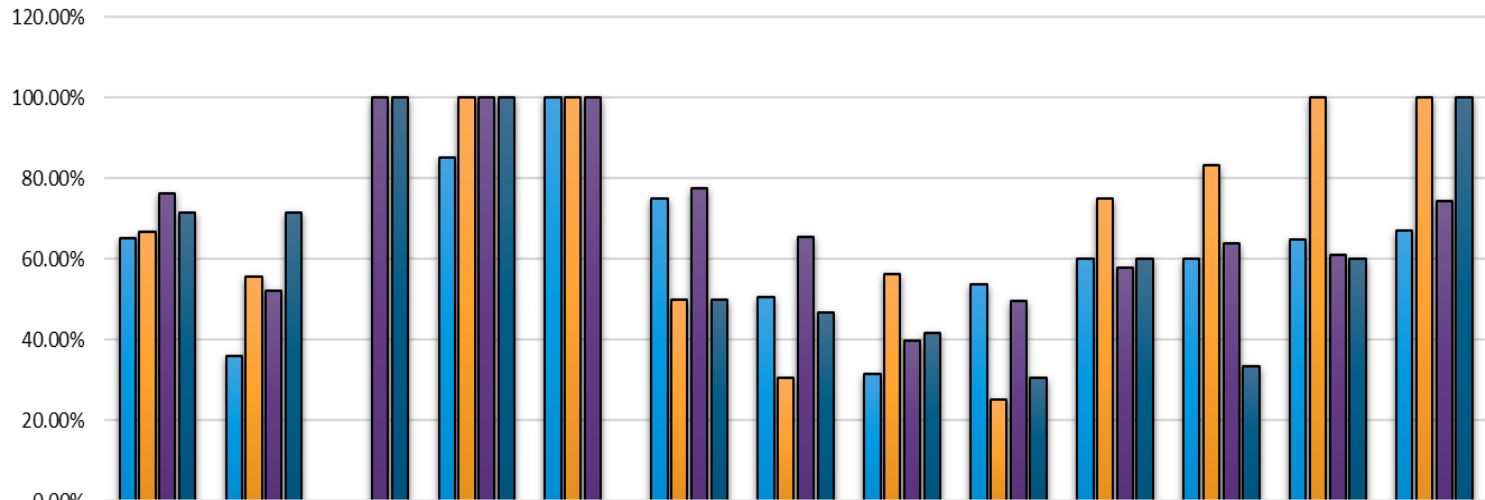
DSNP HEDIS by Race



	AMM-Effective Acute Phase Treatment	AMM-Effective Continuation Phase Treatment	CDC-BP Control (<140/90 mm Hg)	CDC-HbA1c (HbA1c) Testing	CDC-HbA1c Control (<8.0%)	CDC-HbA1c Poor Control (>9.0%)	CDC-Medical Attention for Nephropathy	PBH-Persistence of BB Treatment After a Heart Attack
■ Asian	100.00%	71.43%	45.62%	86.21%	57.56%	35.01%	91.51%	
■ Black or African American	78.72%	53.19%	35.00%	76.19%	47.62%	48.10%	85.00%	100.00%
■ Unknown race	77.73%	63.27%	45.56%	100.00%	66.67%	47.25%	100.00%	76.92%
■ White	79.17%	66.67%	35.85%	74.84%	45.91%	48.43%	86.79%	



LACC
HEDIS by Race



	AMM-Effective Acute Phase Treatment	AMM-Effective Continuation Phase Treatment	AMR-Age 12-18	AMR-Age 19-50	AMR-Age 5-11	AMR-Age 51-64	BCS-Breast Cancer Screening	CDC-Eye Exam (retinal) Performed	CDC-HbA1c Control (<8.0%)	CHL-Age 16-20 Years	CHL-Age 21-24 Years	PPC-Post Partum Care	PPC-Timeliness of Prenatal Care
Asian	65.17%	35.96%		85.19%	100.00%	75.00%	50.55%	31.48%	53.56%	60.00%	60.00%	64.89%	67.02%
Black or African American	66.67%	55.56%		100.00%	100.00%	50.00%	30.56%	56.25%	25.00%	75.00%	83.33%	100.00%	100.00%
Unknown race	76.24%	52.05%	100.00%	100.00%	100.00%	77.42%	65.33%	39.66%	49.45%	57.89%	63.78%	60.94%	74.47%
White	71.43%	71.43%	100.00%	100.00%		50.00%	46.67%	41.67%	30.56%	60.00%	33.33%	60.00%	100.00%

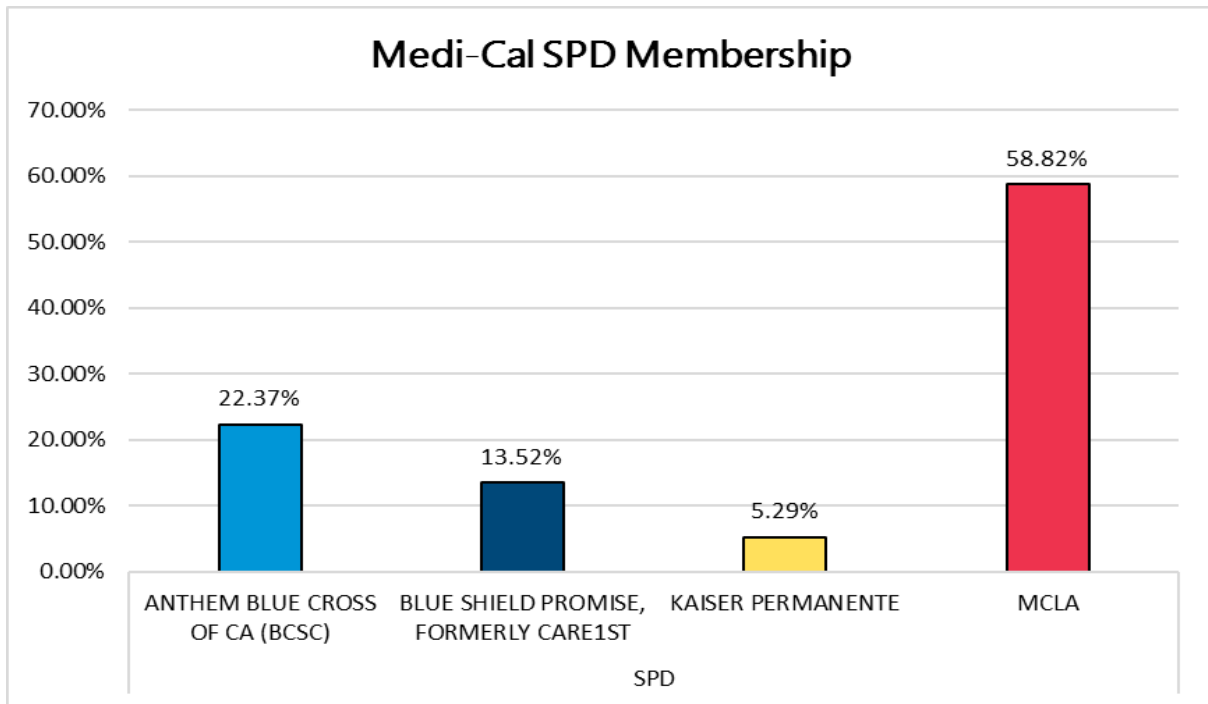


Assesses the Needs of Members with Disabilities

L.A. Care assesses the needs of members with disabilities in a couple different areas. Medi-Cal members are identified as Seniors and Persons with Disabilities (SPD) by DHCS. SPD members receive Medi-Cal services because they meet the Federal or State Social Security Administration (SSA) definition of a disability. Cal MediConnect members are identified as disabled based on their use of Managed Long-Term Services & Supports (MLTSS).

Medi-Cal SPD Members

Medi-Cal SPD members are identified by DHCS by specific aid codes that align with the SSA categorization of members as disabled. L.A. Care's directly contracted Independent Practice Associations (IPAs; MCLA) manage the bulk of L.A. Care's SPD membership.





The top ten diagnosis codes for Medi-Cal SPD members are very similar to top diagnoses that are seen in the rest of the Medi-Cal population. See the full Medi-Cal top diagnoses below. L.A. Care addresses members in this category through a number of different programs. The Social Services Team administers several assessments to this group (e.g., psychosocial assessments, connections with community health workers (CHWs) to help manage transitions of care, and the PRAPARE assessment). The case management department conducts further assessments including a Complex/Comprehensive Care Management Assessment, the PHQ9 (for depression), and the AD8 (for dementia). If candidates for enhanced care management (ECM) they would also be given the ECM Assessment.

Medi-Cal SPMI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mood disorders	17.06%
Anxiety disorders	14.33%
Non-traumatic joint disorders	12.97%
Spondylosis; intervertebral disc disorders; other back problems	12.84%
Diseases of the heart	10.08%
Eye disorders	8.88%
Immunizations and screening for infectious disease	7.51%
Diabetes	6.48%
Diseases of the urinary system	6.32%
Ear conditions	3.55%



Members Receiving LTSS/IHSS Services

As part of California’s Coordinated Care Initiative (CCI), patients with Medi-Cal coverage including DSNP members and full duals members who have opted to remain in Fee-for-Services (FFS) Medicare receive their MLTSS through a managed care plan instead of as a FFS Medi-Cal benefit. MLTSS refers to a wide range of services that support people living independently in the community and in long-term care facilities. The MLTSS services for our members include Community-Based Adult Services (CBAS), In-Home Supportive Services (IHSS), Long-Term Care (LTC) in Skilled Nursing Facilities, and Multipurpose Senior Services Programs (MSSP).

The shift from these benefits being managed in a fee-for-service manner to the managed care plans gives the Plan the ability to quickly connect members to vital social support services and is a valuable part of the member-centric care plan. Having assessment documentation available from MLTSS providers and incorporating necessary actions into the member’s care plan, following up with member referrals to ensure that members are getting the services they need from MLTSS providers, including MLTSS providers in Interdisciplinary Care Team (ICT) discussions, and coordinating MLTSS services with other health plan benefits. The majority of L.A. Care’s members receiving MLTSS services are older adults, individuals with physical, cognitive, or behavioral disabilities, and people with multiple chronic conditions. These individuals require a wide range of services coordinated across many providers.

Figure 30 shows that the number of members receiving these services remained fairly stable across the year except for the month of January. This is consistent with last year’s report except for the month of January.

Figure 30 Membership by MLTSS Program Over Time

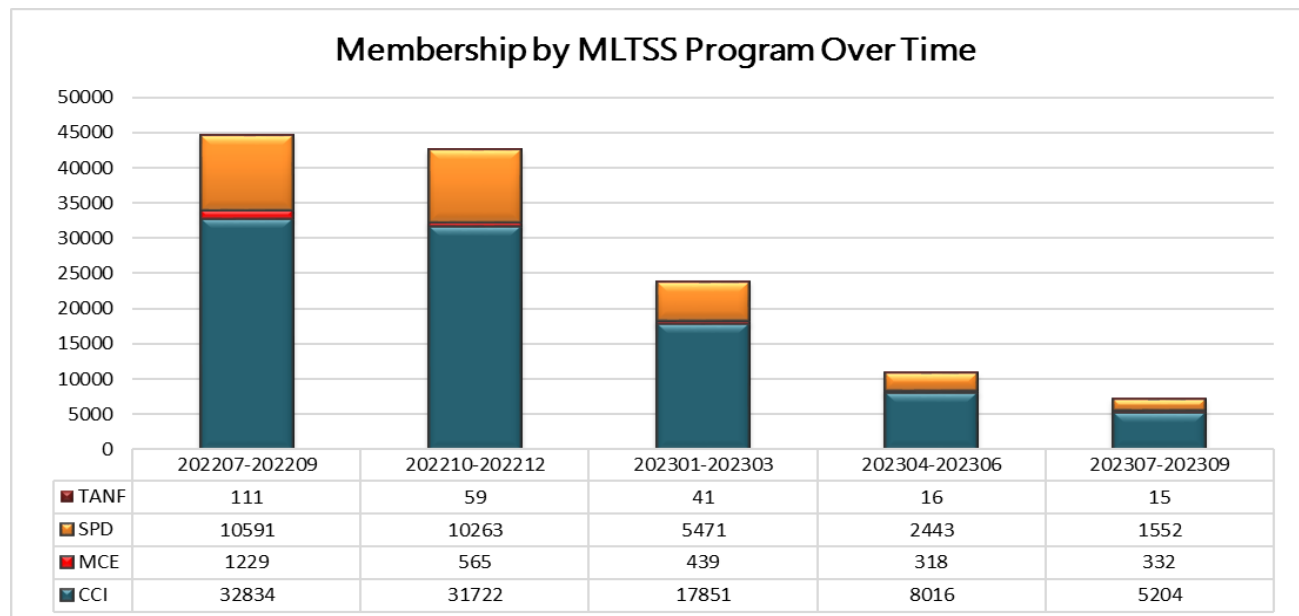




Figure 31 Male Membership Using MSSP Services by Age Over Time

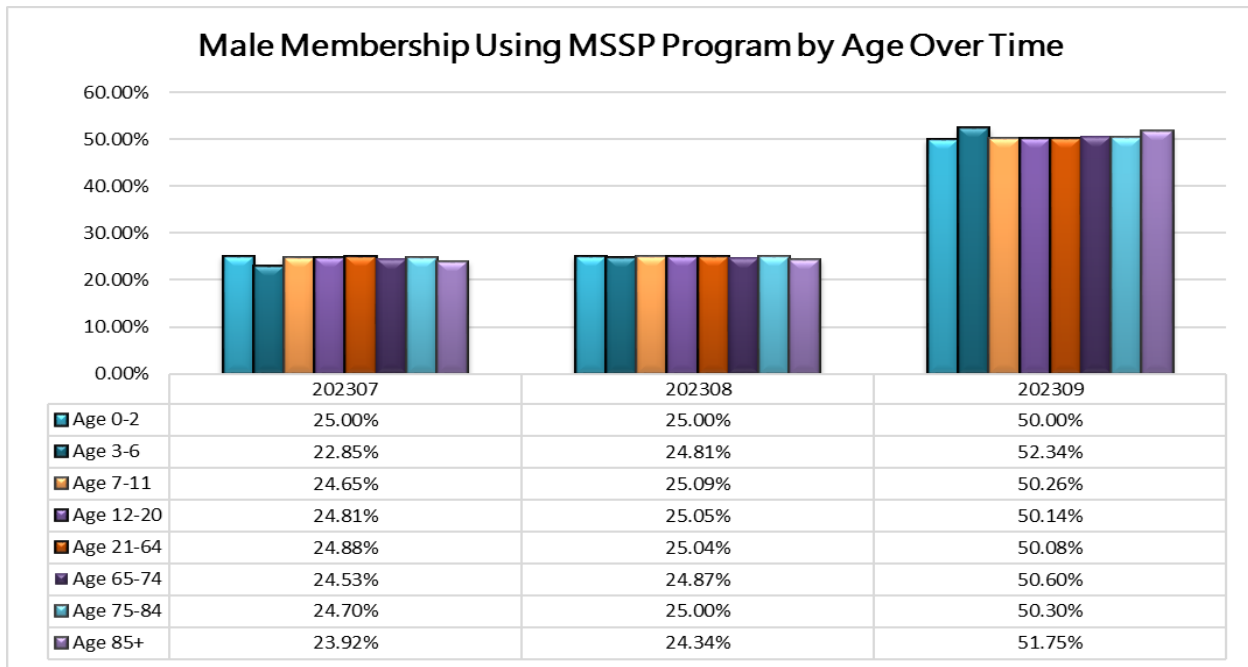
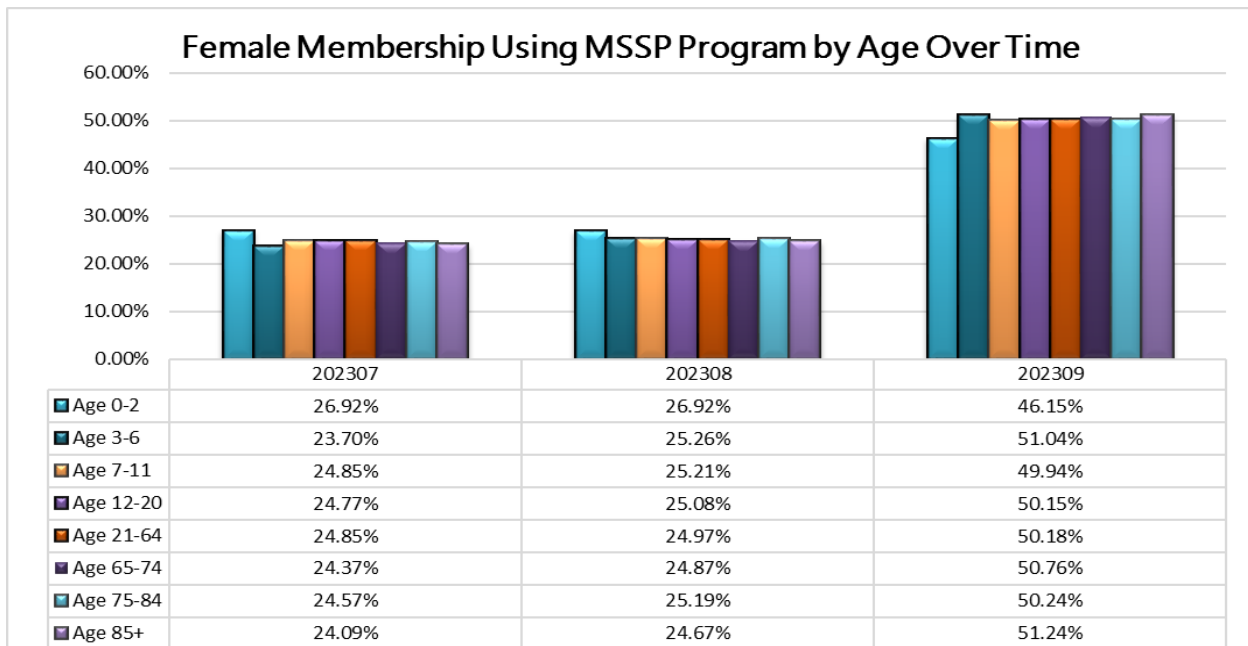


Figure 32 Female Membership Using MSSP Services by Age Over Time



Figures 31 through 32 appear to be consistent in male and female members using MSSP services.



Figure 33 Male Membership Using IHSS Services by Age Over Time

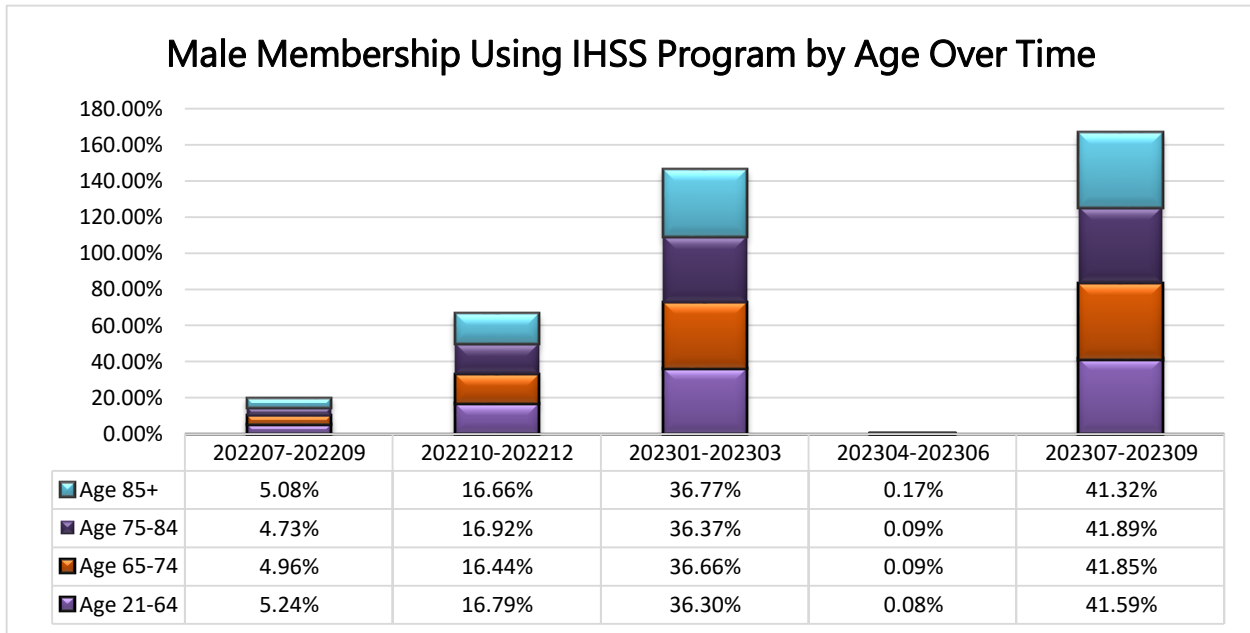
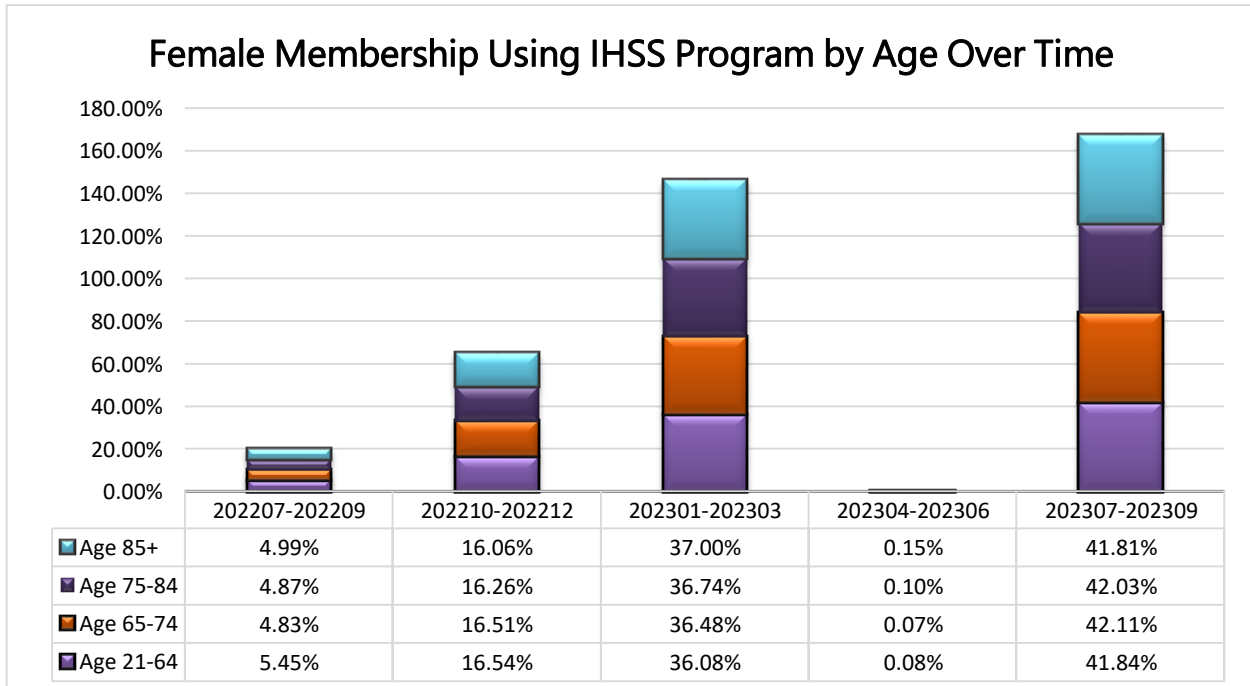


Figure 34 Female Membership Using IHSS Services by Age Over Time



Figures 33 through 34 show use of IHSS services has been fairly stable, showing a increase during January of the year 2022. Also Female and Male members are using the services consistency throughout the year.



Figure 35 Male Membership Using LTC Services by Age Over Time

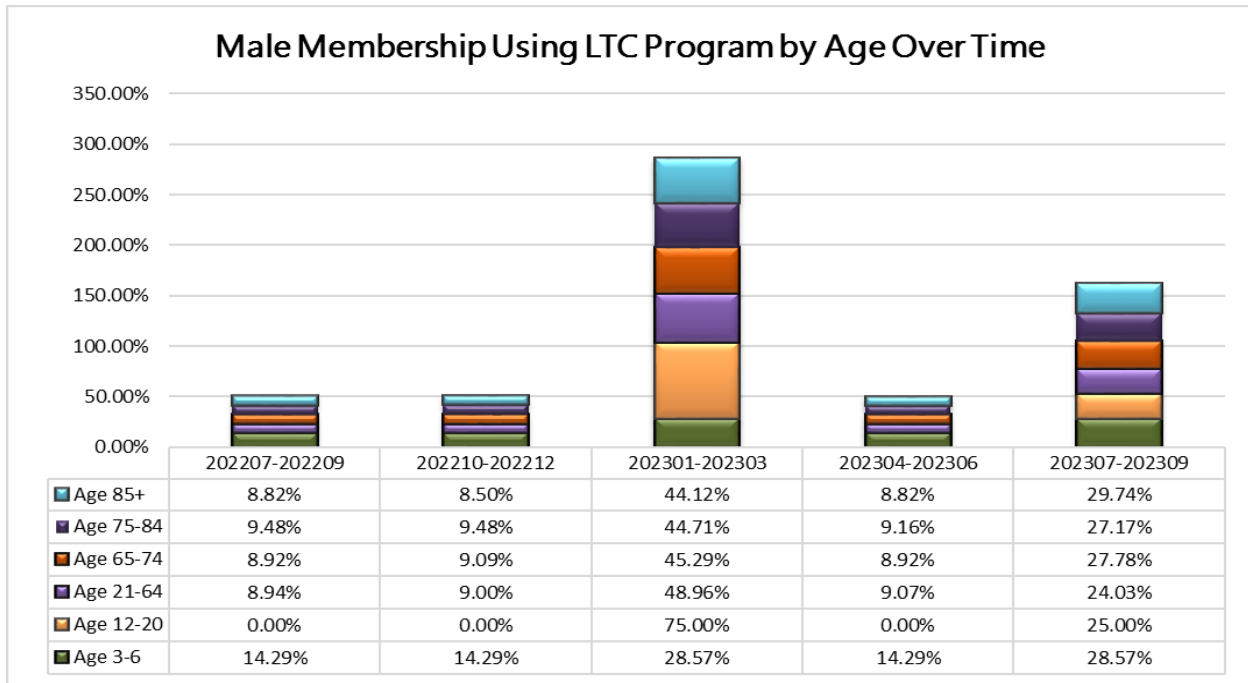
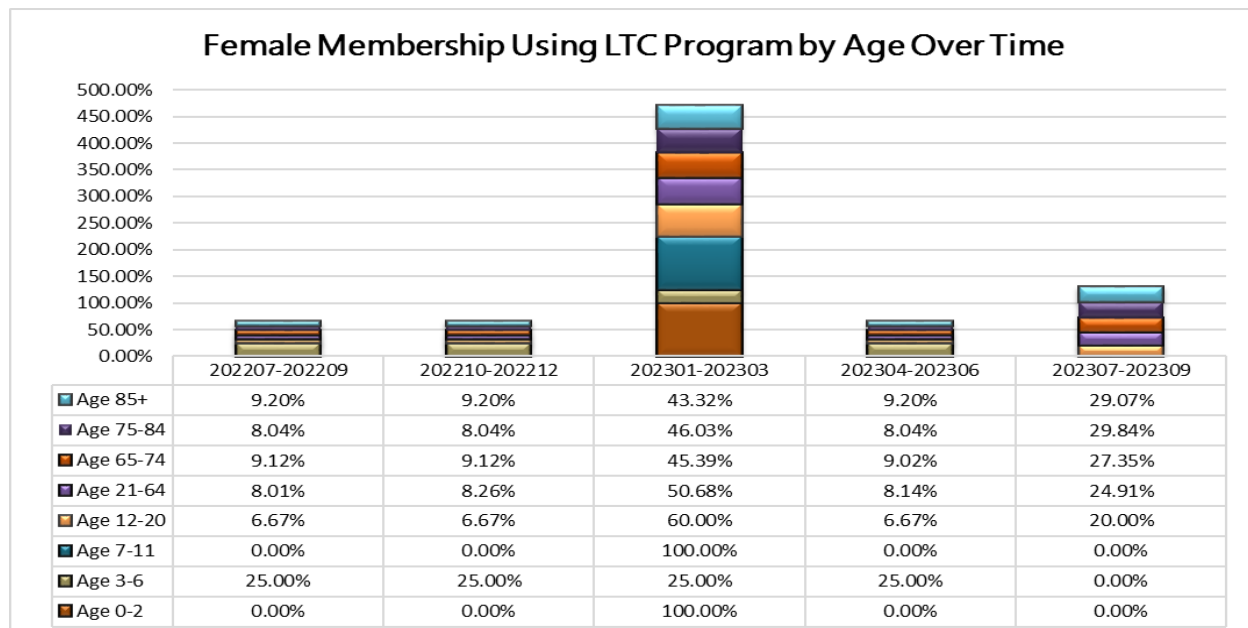


Figure 36 Female Membership Using LTC Services by Age Over Time



The Female and male use of LTC services has increased in the month of January. There is significant decrease in November of 2021.



Figure 37 Male Membership Using CBAS Services by Age Over Time

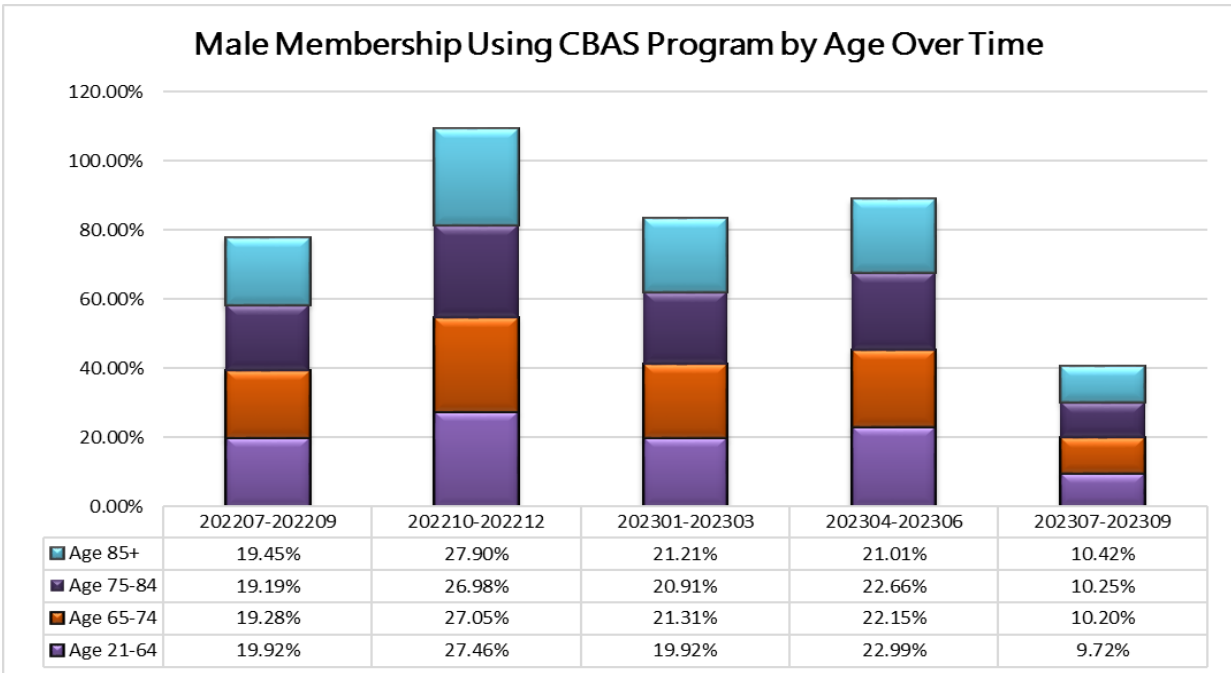
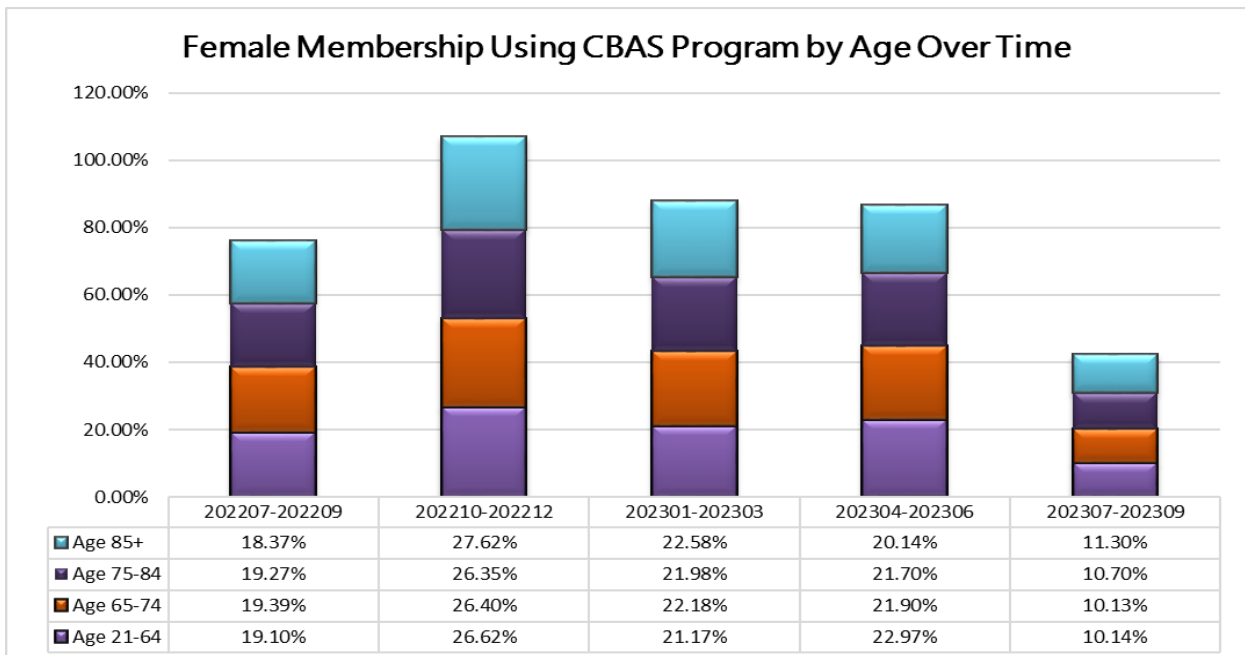


Figure 38 Female Membership Using CBAS Services by Age Over Time



CBAS service utilization is consistent in male and female members throughout the year except in January.



L.A. Care currently has programs in place to managed the care of individuals using MLTSS services. Interactive calls are conducted with MLTSS members to assess unmet needs, determine barriers to care and risk factors. A care coordination summary is also given to the members' providers.

Diagnosis Trends by Line of Business

Each population not only has unique demographic and socioeconomic characteristics, but often have a distinct medical signature. This section (Figures 39-47) provides detail on the top 10 Outpatient, and ER, and Inpatient Diagnoses for our population. Utilization data pulled for the period June 2022 through May 2023. This is the most recent period for which we would expect nearly complete claims and encounters, given the time it takes L.A. Care to receive this data. The Medi-Cal population was also separated out by segment. The Healthcare Cost and Utilization Project's (HCUP) Clinical Classification Software (CCSR) was used to group the Diagnoses into clinically meaningful categories. That methodology groups ICD-10 codes into higher level categories that are more clinically meaningful than raw diagnosis codes.

Top Outpatient Diagnosis

Diagnosis by LOB

The data shows that the most common outpatient Diagnoses are Hypertension, Diabetes, diseases of heart and diseases of the urinary system. The fact that this is the most frequent outpatient diagnosis is in line with expectations, as outpatient visits are mostly wellness checks or visits for non-emergent illnesses. In line with findings from L.A. Care's past population assessments and HEDIS reporting the next three diagnosis categories are Eye Disorders, Fractures, and Non-traumatic joint disorders. L.A. Care has developed programs around all of these diseases based on past analyses, and those programs continue as outlined in the current Population Health Management Strategy Program Description. These are programs developed by the Care Management, and Quality Improvement Departments, as well as product line leads, such as Medi-Cal and Medicare Operations. The top Diagnoses are consistent across all plan partners. The top Diagnosis across LOB, Segment, and for members with serious and persistent mental illness (SPMI) were all similar to what has been seen in prior years.



Figure 39 Top Outpatient Diagnosis by Plan Partner and Product

Medi-Cal Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.15%
Endocrine, nutritional and metabolic diseases	13.28%
Diseases of the digestive system	9.74%
Certain infectious and parasitic diseases	8.34%
Diseases of the genitourinary system	7.63%
Mental, behavioral and neurodevelopmental disorders	6.76%
Injury, poisoning and certain other consequences of external causes	6.73%
Diseases of the respiratory system	6.46%
Diseases of the musculoskeletal system and connective tissue	5.12%
Diseases of the nervous system	4.85%

MCLA Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.43%
Endocrine, nutritional and metabolic diseases	14.57%
Diseases of the digestive system	9.70%
Certain infectious and parasitic diseases	7.97%
Diseases of the genitourinary system	7.60%
Injury, poisoning and certain other consequences of external causes	6.90%
Neoplasms	6.01%
Diseases of the respiratory system	5.99%
Diseases of the musculoskeletal system and connective tissue	5.54%
Mental, behavioral and neurodevelopmental disorders	4.13%



Anthem	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.60%
Diseases of the digestive system	12.69%
Endocrine, nutritional and metabolic diseases	11.00%
Certain infectious and parasitic diseases	8.65%
Injury, poisoning and certain other consequences of external causes	7.99%
Diseases of the respiratory system	7.14%
Diseases of the genitourinary system	6.95%
Mental, behavioral and neurodevelopmental disorders	5.83%
Diseases of the nervous system	5.08%
Diseases of the musculoskeletal system and connective tissue	4.89%

Blue Shield	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	13.86%
Endocrine, nutritional and metabolic diseases	13.24%
Diseases of the digestive system	11.54%
Certain infectious and parasitic diseases	8.54%
Diseases of the genitourinary system	7.98%
Injury, poisoning and certain other consequences of external causes	7.81%
Diseases of the respiratory system	6.56%
Diseases of the musculoskeletal system and connective tissue	6.33%
Diseases of the nervous system	5.94%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	3.96%



Kaiser	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	21.94%
Diseases of the circulatory system	18.49%
Endocrine, nutritional and metabolic diseases	10.27%
Certain infectious and parasitic diseases	9.24%
Diseases of the genitourinary system	7.78%
Diseases of the respiratory system	7.56%
Diseases of the nervous system	5.94%
Diseases of the digestive system	5.28%
Injury, poisoning and certain other consequences of external causes	3.74%
Neoplasms	2.27%

PASC-SEU	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	22.78%
Endocrine, nutritional and metabolic diseases	14.79%
Certain infectious and parasitic diseases	9.17%
Diseases of the digestive system	7.99%
Diseases of the circulatory system	7.99%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	6.80%
Diseases of the genitourinary system	5.92%
Diseases of the musculoskeletal system and connective tissue	5.33%
Injury, poisoning and certain other consequences of external causes	5.22%
Mental, behavioral and neurodevelopmental disorders	4.48%



DSNP Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	20.83%
Mental, behavioral and neurodevelopmental disorders	12.50%
Certain infectious and parasitic diseases	11.11%
Diseases of the genitourinary system	11.11%
Endocrine, nutritional and metabolic diseases	9.72%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	8.33%
Diseases of the respiratory system	6.94%
Diseases of the musculoskeletal system and connective tissue	4.17%
Diseases of the nervous system	4.17%
Diseases of the digestive system	2.78%

L.A. Care Covered Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	19.63%
Neoplasms	13.55%
Endocrine, nutritional and metabolic diseases	13.08%
Diseases of the digestive system	10.28%
Diseases of the circulatory system	8.41%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	7.01%
Diseases of the genitourinary system	5.61%
Certain infectious and parasitic diseases	5.61%
Diseases of the musculoskeletal system and connective tissue	5.14%
Injury, poisoning and certain other consequences of external causes	3.27%



Diagnosis by Age Group

Looking at outpatient utilization by age groups across all line of business the profiles look very similar to the data at the LOB level.

L.A. Care has a large population of pediatric members, ages 2-19. L.A. Care looks at the SDOH, top diagnoses, as well as HEDIS gaps in care for these members. Most of the care needed for this population is preventive in nature, although there is a significant number of members under age 20 that have been identified as homeless (see below). L.A. Care also notes the typical disease diagnoses in this population, such as respiratory infections, ear infections, asthma, and fractures. L.A. Care has programs in place to encourage preventive care visits per HEDIS specifications, and a strong Asthma monitoring program.

Figure 40 Top Outpatient Diagnosis by Age Group

Ages 0-2 Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	30.00%
Certain conditions originating in the perinatal period	24.50%
Diseases of the digestive system	8.00%
Endocrine, nutritional and metabolic diseases	7.50%
Diseases of the nervous system	7.00%
Injury, poisoning and certain other consequences of external causes	4.50%
Congenital malformations, deformations and chromosomal abnormalities	4.00%
Certain infectious and parasitic diseases	4.00%
Diseases of the skin and subcutaneous tissue	3.00%
Diseases of the genitourinary system	3.00%



Ages 3-6 Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	33.77%
Injury, poisoning and certain other consequences of external causes	11.92%
Diseases of the nervous system	9.93%
Endocrine, nutritional and metabolic diseases	7.28%
Diseases of the digestive system	6.62%
Diseases of the musculoskeletal system and connective tissue	5.30%
Certain infectious and parasitic diseases	4.64%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	3.97%
Diseases of the genitourinary system	3.31%
Diseases of the skin and subcutaneous tissue	2.65%

Ages 7-11 Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Injury, poisoning and certain other consequences of external causes	23.28%
Diseases of the respiratory system	18.10%
Diseases of the digestive system	17.24%
Endocrine, nutritional and metabolic diseases	14.66%
Diseases of the nervous system	6.03%
Diseases of the blood and blood-forming organs and certain disorders	4.31%
Diseases of the genitourinary system	3.45%
Certain infectious and parasitic diseases	2.59%
Diseases of the musculoskeletal system and connective tissue	2.59%
Diseases of the ear and mastoid process	1.72%



Ages 12-19 Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	33.42%
Injury, poisoning and certain other consequences of external causes	14.07%
Diseases of the digestive system	11.31%
Diseases of the respiratory system	7.54%
Endocrine, nutritional and metabolic diseases	6.28%
Certain infectious and parasitic diseases	4.52%
Diseases of the nervous system	4.27%
Diseases of the genitourinary system	3.02%
Diseases of the musculoskeletal system and connective tissue	3.02%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	2.76%

Ages 20-50	
Diagnosis	Percentage
Endocrine, nutritional and metabolic diseases	13.36%
Mental, behavioral and neurodevelopmental disorders	11.73%
Diseases of the digestive system	10.74%
Injury, poisoning and certain other consequences of external causes	9.89%
Diseases of the circulatory system	9.14%
Certain infectious and parasitic diseases	6.70%
Diseases of the genitourinary system	6.22%
Diseases of the nervous system	5.06%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	5.00%
Diseases of the musculoskeletal system and connective tissue	4.62%



Ages 51-64	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.60%
Endocrine, nutritional and metabolic diseases	14.44%
Diseases of the digestive system	9.16%
Certain infectious and parasitic diseases	7.95%
Diseases of the genitourinary system	7.71%
Diseases of the musculoskeletal system and connective tissue	6.36%
Mental, behavioral and neurodevelopmental disorders	6.23%
Neoplasms	6.20%
Diseases of the respiratory system	4.65%
Injury, poisoning and certain other consequences of external causes	4.31%

Ages 65-74	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	20.03%
Endocrine, nutritional and metabolic diseases	13.91%
Diseases of the genitourinary system	10.29%
Certain infectious and parasitic diseases	10.02%
Diseases of the digestive system	8.46%
Neoplasms	6.07%
Diseases of the musculoskeletal system and connective tissue	6.01%
Diseases of the respiratory system	5.56%
Mental, behavioral and neurodevelopmental disorders	4.34%
Diseases of the nervous system	4.28%



Ages 75-84	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	22.81%
Endocrine, nutritional and metabolic diseases	12.40%
Certain infectious and parasitic diseases	11.46%
Diseases of the genitourinary system	9.90%
Diseases of the digestive system	8.96%
Diseases of the respiratory system	7.19%
Diseases of the nervous system	6.15%
Diseases of the musculoskeletal system and connective tissue	4.69%
Injury, poisoning and certain other consequences of external causes	3.75%
Neoplasms	3.54%

Ages 85+	
Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	25.09%
Endocrine, nutritional and metabolic diseases	15.02%
Certain infectious and parasitic diseases	13.60%
Diseases of the respiratory system	9.72%
Diseases of the digestive system	8.66%
Diseases of the genitourinary system	7.77%
Diseases of the nervous system	4.77%
Injury, poisoning and certain other consequences of external causes	4.06%
Diseases of the musculoskeletal system and connective tissue	3.18%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	2.83%



Diagnosis by Segment

Figure 41 Top Outpatient Diagnosis by Segment

CCI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	21.19%
Endocrine, nutritional and metabolic diseases	13.37%
Certain infectious and parasitic diseases	11.65%
Diseases of the genitourinary system	9.54%
Mental, behavioral and neurodevelopmental disorders	8.43%
Diseases of the digestive system	7.47%
Diseases of the respiratory system	7.21%
Diseases of the nervous system	5.25%
Diseases of the musculoskeletal system and connective tissue	3.63%
Injury, poisoning and certain other consequences of external causes	2.83%



MCE Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	14.87%
Endocrine, nutritional and metabolic diseases	14.47%
Diseases of the digestive system	11.01%
Injury, poisoning and certain other consequences of external causes	8.84%
Diseases of the genitourinary system	6.94%
Certain infectious and parasitic diseases	6.94%
Mental, behavioral and neurodevelopmental disorders	6.63%
Neoplasms	6.10%
Diseases of the musculoskeletal system and connective tissue	5.54%
Diseases of the respiratory system	3.95%

SPD Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.58%
Endocrine, nutritional and metabolic diseases	12.36%
Certain infectious and parasitic diseases	9.25%
Diseases of the genitourinary system	9.01%
Diseases of the digestive system	8.37%
Diseases of the nervous system	6.14%
Diseases of the musculoskeletal system and connective tissue	6.14%
Diseases of the respiratory system	5.90%
Mental, behavioral and neurodevelopmental disorders	4.63%
Neoplasms	4.63%



TANF Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Endocrine, nutritional and metabolic diseases	12.21%
Diseases of the digestive system	12.15%
Diseases of the respiratory system	11.46%
Injury, poisoning and certain other consequences of external causes	11.08%
Mental, behavioral and neurodevelopmental disorders	8.33%
Diseases of the circulatory system	7.08%
Certain infectious and parasitic diseases	5.64%
Diseases of the nervous system	4.76%
Diseases of the genitourinary system	4.51%
Diseases of the musculoskeletal system and connective tissue	4.51%



Top ER Diagnosis

Diagnosis by LOB

The Top Diagnosis for ER utilization are also consistent across LOB.

Figure 42 Top ER Diagnosis by Plan Partners and Product

Medi-Cal Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	14.30%
Endocrine, nutritional and metabolic diseases	10.85%
Diseases of the genitourinary system	10.84%
Diseases of the musculoskeletal system and connective tissue	9.52%
Diseases of the respiratory system	8.68%
Mental, behavioral and neurodevelopmental disorders	8.29%
Diseases of the nervous system	5.48%
Diseases of the digestive system	4.68%
Injury, poisoning and certain other consequences of external causes	3.94%
Certain infectious and parasitic diseases	3.44%



MCLA Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	14.30%
Endocrine, nutritional and metabolic diseases	10.86%
Diseases of the genitourinary system	10.86%
Diseases of the musculoskeletal system and connective tissue	9.53%
Diseases of the respiratory system	8.68%
Mental, behavioral and neurodevelopmental disorders	8.32%
Diseases of the nervous system	5.49%
Diseases of the digestive system	4.65%
Injury, poisoning and certain other consequences of external causes	3.93%
Certain infectious and parasitic diseases	3.40%

Anthem Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	13.83%
Diseases of the musculoskeletal system and connective tissue	10.49%
Endocrine, nutritional and metabolic diseases	8.96%
Diseases of the respiratory system	8.94%
Diseases of the genitourinary system	8.69%
Diseases of the digestive system	7.90%
Certain infectious and parasitic diseases	7.00%
Injury, poisoning and certain other consequences of external causes	5.66%
Diseases of the nervous system	5.58%
Mental, behavioral and neurodevelopmental disorders	4.78%



Blue Shield Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.18%
Endocrine, nutritional and metabolic diseases	9.67%
Diseases of the musculoskeletal system and connective tissue	9.32%
Diseases of the digestive system	8.71%
Diseases of the respiratory system	8.40%
Diseases of the genitourinary system	7.48%
Certain infectious and parasitic diseases	7.18%
Injury, poisoning and certain other consequences of external causes	5.48%
Diseases of the nervous system	5.27%
Mental, behavioral and neurodevelopmental disorders	3.67%

Kaiser Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.56%
Certain infectious and parasitic diseases	15.53%
Endocrine, nutritional and metabolic diseases	10.40%
Diseases of the digestive system	9.12%
Diseases of the respiratory system	8.60%
Diseases of the genitourinary system	7.38%
Certain conditions originating in the perinatal period	5.65%
Injury, poisoning and certain other consequences of external causes	4.95%
Diseases of the musculoskeletal system and connective tissue	4.73%
Mental, behavioral and neurodevelopmental disorders	4.00%



PASC-SEU Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	17.46%
Endocrine, nutritional and metabolic diseases	11.32%
Diseases of the musculoskeletal system and connective tissue	10.74%
Diseases of the respiratory system	9.13%
Diseases of the genitourinary system	8.44%
Diseases of the digestive system	7.57%
Injury, poisoning and certain other consequences of external causes	6.15%
Diseases of the nervous system	5.24%
Neoplasms	4.67%
Certain infectious and parasitic diseases	3.83%

DSNP Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.05%
Diseases of the respiratory system	11.54%
Endocrine, nutritional and metabolic diseases	11.39%
Diseases of the musculoskeletal system and connective tissue	10.51%
Diseases of the genitourinary system	8.55%
Diseases of the nervous system	6.81%
Mental, behavioral and neurodevelopmental disorders	6.04%
Diseases of the digestive system	4.48%
Certain infectious and parasitic diseases	4.46%
Injury, poisoning and certain other consequences of external causes	4.04%



L.A. Care Covered Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the musculoskeletal system and connective tissue	13.01%
Diseases of the circulatory system	10.98%
Endocrine, nutritional and metabolic diseases	10.22%
Diseases of the respiratory system	8.31%
Diseases of the digestive system	7.10%
Diseases of the genitourinary system	6.58%
Diseases of the nervous system	6.25%
Injury, poisoning and certain other consequences of external causes	6.00%
Mental, behavioral and neurodevelopmental disorders	5.65%
Neoplasms	5.40%

Diagnosis by Age Group

The Diagnosis by age group across all line of business within the ER are also in line with expectations.



Figure 43 Top ER Diagnosis by Age Group

Ages 0-2 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	57.05%
Diseases of the digestive system	9.86%
Certain infectious and parasitic diseases	6.78%
Diseases of the nervous system	5.88%
Injury, poisoning and certain other consequences of external causes	4.88%
Diseases of the genitourinary system	3.62%
Endocrine, nutritional and metabolic diseases	3.44%
Diseases of the skin and subcutaneous tissue	3.07%
Certain conditions originating in the perinatal period	2.17%
Diseases of the ear and mastoid process	1.18%

Ages 3-6 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	54.49%
Diseases of the digestive system	10.19%
Injury, poisoning and certain other consequences of external causes	8.22%
Certain infectious and parasitic diseases	7.48%
Endocrine, nutritional and metabolic diseases	4.86%
Diseases of the nervous system	4.67%
Diseases of the genitourinary system	2.71%
Diseases of the skin and subcutaneous tissue	1.59%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	1.50%
Diseases of the musculoskeletal system and connective tissue	1.40%



Ages 7-11 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	34.89%
Diseases of the digestive system	22.43%
Injury, poisoning and certain other consequences of external causes	10.90%
Certain infectious and parasitic diseases	9.50%
Diseases of the nervous system	5.14%
Endocrine, nutritional and metabolic diseases	4.52%
Diseases of the skin and subcutaneous tissue	3.27%
Diseases of the genitourinary system	2.34%
Diseases of the musculoskeletal system and connective tissue	2.02%
Diseases of the ear and mastoid process	1.40%

Ages 12-19 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	27.37%
Injury, poisoning and certain other consequences of external causes	14.37%
Diseases of the respiratory system	11.70%
Certain infectious and parasitic diseases	9.64%
Endocrine, nutritional and metabolic diseases	6.54%
Mental, behavioral and neurodevelopmental disorders	5.77%
Diseases of the nervous system	5.59%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	4.22%
Diseases of the genitourinary system	4.13%
Diseases of the skin and subcutaneous tissue	3.27%



Ages 20-50 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	18.29%
Certain infectious and parasitic diseases	17.14%
Diseases of the circulatory system	11.46%
Endocrine, nutritional and metabolic diseases	9.79%
Injury, poisoning and certain other consequences of external causes	9.38%
Diseases of the genitourinary system	6.11%
Diseases of the nervous system	4.85%
Diseases of the respiratory system	4.73%
Mental, behavioral and neurodevelopmental disorders	4.13%
Diseases of the skin and subcutaneous tissue	3.86%

Ages 51-64 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	21.06%
Diseases of the digestive system	16.27%
Certain infectious and parasitic diseases	16.26%
Endocrine, nutritional and metabolic diseases	9.67%
Diseases of the genitourinary system	7.80%
Diseases of the respiratory system	6.01%
Injury, poisoning and certain other consequences of external causes	5.21%
Neoplasms	4.12%
Diseases of the skin and subcutaneous tissue	3.51%
Diseases of the nervous system	3.21%



Ages 65-74 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	22.00%
Certain infectious and parasitic diseases	20.11%
Diseases of the digestive system	13.59%
Diseases of the genitourinary system	8.88%
Endocrine, nutritional and metabolic diseases	8.37%
Diseases of the respiratory system	7.39%
Injury, poisoning and certain other consequences of external causes	4.81%
Neoplasms	4.61%
Diseases of the nervous system	2.92%
Diseases of the musculoskeletal system and connective tissue	2.55%

Ages 75-84 Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	22.91%
Diseases of the circulatory system	20.44%
Diseases of the digestive system	13.98%
Diseases of the genitourinary system	9.09%
Diseases of the respiratory system	7.94%
Endocrine, nutritional and metabolic diseases	7.89%
Injury, poisoning and certain other consequences of external causes	5.86%
Neoplasms	3.70%
Diseases of the nervous system	2.65%
Diseases of the musculoskeletal system and connective tissue	2.36%



Ages 85+ Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	26.15%
Diseases of the circulatory system	20.23%
Diseases of the digestive system	10.48%
Diseases of the respiratory system	10.02%
Diseases of the genitourinary system	8.73%
Injury, poisoning and certain other consequences of external causes	7.68%
Endocrine, nutritional and metabolic diseases	6.17%
Neoplasms	2.83%
Diseases of the nervous system	2.72%
Diseases of the musculoskeletal system and connective tissue	2.50%

Diagnosis by Segment

The ER Diagnosis by segment across all line of business closely mirror the utilization by age group. As CCI members are enrolled in Medicare we see the same conditions noted above for more elderly members. MCE members mirror the age groups which they denominate – the 20-64 age groups. TANF members do not have similar profile. SPD members also overlap significantly with older members as shown above in the gender by age group and segment section.



Figure 44 Top ER Diagnosis by Segment

CCI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.45%
Diseases of the genitourinary system	15.37%
Endocrine, nutritional and metabolic diseases	12.61%
Diseases of the musculoskeletal system and connective tissue	12.30%
Diseases of the respiratory system	6.87%
Diseases of the nervous system	5.64%
Diseases of the digestive system	4.27%
Diseases of the eye and adnexa	3.52%
Neoplasms	3.34%
Diseases of the skin and subcutaneous tissue	3.21%

MCE Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	12.36%
Endocrine, nutritional and metabolic diseases	10.60%
Diseases of the respiratory system	9.62%
Diseases of the musculoskeletal system and connective tissue	9.06%
Diseases of the genitourinary system	7.54%
Mental, behavioral and neurodevelopmental disorders	7.30%
Injury, poisoning and certain other consequences of external causes	6.64%
Diseases of the digestive system	5.92%
Diseases of the nervous system	5.26%
Certain infectious and parasitic diseases	4.40%



SPD Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	13.87%
Mental, behavioral and neurodevelopmental disorders	13.67%
Endocrine, nutritional and metabolic diseases	10.18%
Diseases of the respiratory system	10.08%
Diseases of the genitourinary system	9.12%
Diseases of the musculoskeletal system and connective tissue	6.94%
Diseases of the nervous system	6.78%
Diseases of the digestive system	4.47%
Certain infectious and parasitic diseases	4.04%
Diseases of the skin and subcutaneous tissue	3.70%

TANF Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	19.84%
Diseases of the respiratory system	10.65%
Pregnancy, childbirth and the puerperium	6.88%
Endocrine, nutritional and metabolic diseases	6.11%
Diseases of the musculoskeletal system and connective tissue	5.20%
Diseases of the genitourinary system	4.47%
Injury, poisoning and certain other consequences of external causes	4.25%
Diseases of the digestive system	3.84%
Diseases of the circulatory system	3.79%
Certain infectious and parasitic diseases	3.32%



Top Inpatient Diagnosis

Diagnosis by LOB

The profiles of inpatient Diagnosis are quite similar across LOB.

Figure 45 Top Inpatient Diagnosis by Plan Partners and Product

Medi-Cal Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	15.50%
Diseases of the circulatory system	14.93%
Diseases of the digestive system	14.63%
Endocrine, nutritional and metabolic diseases	8.87%
Diseases of the respiratory system	8.53%
Injury, poisoning and certain other consequences of external causes	7.16%
Diseases of the genitourinary system	6.95%
Neoplasms	4.81%
Diseases of the musculoskeletal system and connective tissue	4.32%
Diseases of the nervous system	3.99%



MCLA Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.25%
Certain infectious and parasitic diseases	14.78%
Diseases of the digestive system	14.38%
Endocrine, nutritional and metabolic diseases	8.90%
Diseases of the respiratory system	8.21%
Injury, poisoning and certain other consequences of external causes	7.55%
Diseases of the genitourinary system	7.26%
Neoplasms	4.93%
Diseases of the musculoskeletal system and connective tissue	4.21%
Diseases of the nervous system	4.07%

Anthem Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	16.93%
Certain infectious and parasitic diseases	14.30%
Diseases of the circulatory system	13.71%
Diseases of the respiratory system	8.80%
Endocrine, nutritional and metabolic diseases	8.78%
Injury, poisoning and certain other consequences of external causes	6.90%
Diseases of the genitourinary system	6.51%
Neoplasms	4.98%
Diseases of the musculoskeletal system and connective tissue	4.70%
Diseases of the nervous system	3.80%



Blue Shield Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	16.03%
Certain infectious and parasitic diseases	15.90%
Diseases of the circulatory system	12.98%
Diseases of the respiratory system	10.21%
Endocrine, nutritional and metabolic diseases	9.04%
Diseases of the genitourinary system	7.12%
Injury, poisoning and certain other consequences of external causes	6.76%
Diseases of the musculoskeletal system and connective tissue	4.66%
Diseases of the nervous system	4.31%
Neoplasms	3.73%

Kaiser Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	20.75%
Diseases of the circulatory system	16.28%
Diseases of the digestive system	12.13%
Endocrine, nutritional and metabolic diseases	8.61%
Diseases of the respiratory system	8.56%
Injury, poisoning and certain other consequences of external causes	5.56%
Diseases of the genitourinary system	5.43%
Neoplasms	4.97%
Diseases of the musculoskeletal system and connective tissue	4.18%
Mental, behavioral and neurodevelopmental disorders	4.05%



PASC-SEU Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.93%
Diseases of the digestive system	14.30%
Neoplasms	13.24%
Certain infectious and parasitic diseases	10.07%
Endocrine, nutritional and metabolic diseases	9.34%
Diseases of the genitourinary system	7.96%
Diseases of the respiratory system	6.01%
Diseases of the musculoskeletal system and connective tissue	4.31%
Injury, poisoning and certain other consequences of external causes	4.14%
Mental, behavioral and neurodevelopmental disorders	3.49%

DSNP Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	21.25%
Diseases of the circulatory system	19.94%
Diseases of the digestive system	10.04%
Endocrine, nutritional and metabolic diseases	9.17%
Diseases of the genitourinary system	8.59%
Diseases of the respiratory system	6.84%
Injury, poisoning and certain other consequences of external causes	5.53%
Diseases of the musculoskeletal system and connective tissue	5.24%
Neoplasms	3.35%
Diseases of the nervous system	2.62%



L.A. Care Covered Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	16.86%
Diseases of the circulatory system	15.64%
Certain infectious and parasitic diseases	12.01%
Neoplasms	11.14%
Endocrine, nutritional and metabolic diseases	7.38%
Mental, behavioral and neurodevelopmental disorders	7.03%
Injury, poisoning and certain other consequences of external causes	6.07%
Diseases of the musculoskeletal system and connective tissue	5.20%
Diseases of the genitourinary system	5.11%
Diseases of the respiratory system	3.93%

Diagnosis by Age Group

The top inpatient Diagnosis across all line of business by age group are largely as expected with the most prominent diagnosis category as below.



Figure 46 Top Inpatient Diagnosis by Age Group

Ages 0-2 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	53.14%
Diseases of the digestive system	8.67%
Diseases of the nervous system	6.46%
Certain infectious and parasitic diseases	5.97%
Injury, poisoning and certain other consequences of external causes	5.00%
Endocrine, nutritional and metabolic diseases	3.76%
Diseases of the genitourinary system	3.76%
Certain conditions originating in the perinatal period	2.74%
Diseases of the skin and subcutaneous tissue	2.48%
Congenital malformations, deformations and chromosomal abnormalities	1.46%

Ages 3-6 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	52.97%
Diseases of the digestive system	9.66%
Injury, poisoning and certain other consequences of external causes	8.19%
Certain infectious and parasitic diseases	6.21%
Diseases of the nervous system	4.83%
Endocrine, nutritional and metabolic diseases	4.65%
Diseases of the genitourinary system	3.18%
Diseases of the musculoskeletal system and connective tissue	1.75%
Diseases of the skin and subcutaneous tissue	1.70%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	1.56%



Ages 7-11 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	33.53%
Diseases of the digestive system	21.18%
Injury, poisoning and certain other consequences of external causes	10.23%
Certain infectious and parasitic diseases	6.94%
Diseases of the nervous system	6.43%
Endocrine, nutritional and metabolic diseases	3.94%
Diseases of the skin and subcutaneous tissue	3.65%
Diseases of the genitourinary system	3.21%
Diseases of the musculoskeletal system and connective tissue	2.63%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	1.53%

Ages 12-19 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	25.69%
Injury, poisoning and certain other consequences of external causes	12.41%
Diseases of the respiratory system	11.66%
Mental, behavioral and neurodevelopmental disorders	9.16%
Certain infectious and parasitic diseases	6.99%
Diseases of the nervous system	6.16%
Endocrine, nutritional and metabolic diseases	5.45%
Diseases of the genitourinary system	3.71%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	3.41%
Diseases of the skin and subcutaneous tissue	3.37%



Ages 20-50 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	16.48%
Certain infectious and parasitic diseases	14.83%
Endocrine, nutritional and metabolic diseases	10.50%
Diseases of the circulatory system	10.03%
Injury, poisoning and certain other consequences of external causes	9.48%
Diseases of the genitourinary system	5.80%
Mental, behavioral and neurodevelopmental disorders	5.12%
Diseases of the nervous system	4.92%
Neoplasms	4.62%
Diseases of the respiratory system	4.34%

Ages 51-64 Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.09%
Diseases of the digestive system	14.62%
Certain infectious and parasitic diseases	14.49%
Endocrine, nutritional and metabolic diseases	9.41%
Diseases of the genitourinary system	7.52%
Neoplasms	6.20%
Diseases of the respiratory system	5.57%
Diseases of the musculoskeletal system and connective tissue	5.41%
Injury, poisoning and certain other consequences of external causes	5.40%
Diseases of the skin and subcutaneous tissue	3.45%



Ages 65-74	
Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	20.37%
Certain infectious and parasitic diseases	18.10%
Diseases of the digestive system	12.23%
Diseases of the genitourinary system	8.59%
Endocrine, nutritional and metabolic diseases	7.95%
Diseases of the respiratory system	6.63%
Neoplasms	6.36%
Diseases of the musculoskeletal system and connective tissue	5.20%
Injury, poisoning and certain other consequences of external causes	4.76%
Diseases of the nervous system	3.05%

Ages 75-84	
Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	20.95%
Diseases of the circulatory system	20.18%
Diseases of the digestive system	12.49%
Diseases of the genitourinary system	8.58%
Diseases of the respiratory system	7.84%
Endocrine, nutritional and metabolic diseases	7.17%
Injury, poisoning and certain other consequences of external causes	6.15%
Neoplasms	4.75%
Diseases of the musculoskeletal system and connective tissue	4.19%
Diseases of the nervous system	2.73%



Ages 85+ Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	24.59%
Diseases of the circulatory system	19.66%
Diseases of the respiratory system	9.84%
Diseases of the digestive system	9.70%
Diseases of the genitourinary system	8.47%
Injury, poisoning and certain other consequences of external causes	8.41%
Endocrine, nutritional and metabolic diseases	6.05%
Neoplasms	3.12%
Diseases of the nervous system	3.08%
Diseases of the musculoskeletal system and connective tissue	2.81%

Diagnosis by Segment

As we saw with ER visits by segment across all line of business, the segment profile closely mirrors the age group that predominates the segment.



Figure 47 Top Inpatient Diagnosis by Segment

CCI Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	22.49%
Diseases of the circulatory system	19.29%
Diseases of the digestive system	10.93%
Diseases of the genitourinary system	8.28%
Endocrine, nutritional and metabolic diseases	7.51%
Diseases of the respiratory system	7.46%
Injury, poisoning and certain other consequences of external causes	5.29%
Diseases of the musculoskeletal system and connective tissue	4.33%
Neoplasms	4.20%
Diseases of the nervous system	3.04%

MCE Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the digestive system	16.26%
Diseases of the circulatory system	15.35%
Certain infectious and parasitic diseases	13.99%
Endocrine, nutritional and metabolic diseases	9.81%
Injury, poisoning and certain other consequences of external causes	8.62%
Diseases of the genitourinary system	6.23%
Neoplasms	5.59%
Diseases of the musculoskeletal system and connective tissue	4.67%
Diseases of the respiratory system	4.35%
Diseases of the skin and subcutaneous tissue	3.89%



SPD Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	17.67%
Certain infectious and parasitic diseases	17.66%
Diseases of the digestive system	11.33%
Endocrine, nutritional and metabolic diseases	8.73%
Diseases of the genitourinary system	8.31%
Diseases of the respiratory system	8.11%
Injury, poisoning and certain other consequences of external causes	5.74%
Diseases of the nervous system	4.83%
Diseases of the musculoskeletal system and connective tissue	4.43%
Neoplasms	4.21%

TANF Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the respiratory system	19.27%
Diseases of the digestive system	18.98%
Certain infectious and parasitic diseases	10.02%
Endocrine, nutritional and metabolic diseases	8.06%
Injury, poisoning and certain other consequences of external causes	7.60%
Diseases of the circulatory system	6.39%
Diseases of the genitourinary system	5.41%
Neoplasms	4.48%
Diseases of the nervous system	4.48%
Diseases of the musculoskeletal system and connective tissue	3.34%



Needs of Individuals with Serious and Persistent Mental Illness (SPMI)

Severe and persistent mental illness is a term that is commonly used to refer to a collection of mental health disorders that usually begin to affect people in early adulthood and often have profound effects on family relations, educational attainment, occupational productivity, and social role functioning over the life course. Disorders typically considered under this rubric include schizophrenia, schizoaffective disorder, bipolar disorder, major depression, autism, and obsessive-compulsive disorder. See data tables below for top SPMI diagnoses from ER, inpatient, and outpatient visits. Most common SPMI's diagnosed within the Plan included Mood Disorders and Anxiety. The other more serious SPMI's have a low prevalence rate within the members served by LA Care.

For the SPMI population, L.A. Care coordinates a comprehensive range of services: treatment, rehabilitation, and support through a multidisciplinary team approach called the Interdisciplinary Care Team (ICT). The ICT includes social workers and behavioral health specialists who are able to provide input into the members' individualized care plan (ICP) as well as provide resource support. One very important initiative that the Behavioral Health department has developed is the strong relationship building between L.A. Care, Department of Mental Health (DMH), and Department of Public Health (DPH). In addition, the BH department has facilitated the receipt of the DMH and DPH care plans to incorporate in the member's ICP at L.A. Care.

For the following data tables, SPMI members were identified from L.A. Care claims and encounters based on an SPMI diagnosis code list. Data were incorporated from L.A. Care's claims and encounter system, for the measurement period Jun2022-May2023. For L.A. Care claims and encounters up to ten diagnosis codes were included in the tables below. For data from DHCS primary and secondary Diagnosis were evaluated, and for DMH data only primary Diagnosis were available.



Top SPMI Outpatient Diagnosis

The top outpatient Diagnosis for Medi-Cal cover mental health related Diagnosis and physical health comorbidities for SPMI members than the general population. Also, as expected, these individuals are likely dealing with multiple physical health comorbidities. The physical health Diagnosis are similar to what was reported on above for Medi-Cal overall. LACC and DSNP mirror each other.

Figure 48 Top SPMI Outpatient Diagnosis by Product

Medi-Cal SPMI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	85.29%
Diseases of the circulatory system	2.94%
Injury, poisoning and certain other consequences of external caus	2.94%
Diseases of the nervous system	2.94%
Endocrine, nutritional and metabolic diseases	1.96%
Diseases of the musculoskeletal system and connective tissue	0.98%
Diseases of the digestive system	0.98%
External causes of morbidity	0.98%
Diseases of the skin and subcutaneous tissue	0.98%

DSNP SPMI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	83.33%
Diseases of the blood and blood-forming organs and certain disor	16.67%

L.A. Care Covered SPMI Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	95.83%
Diseases of the musculoskeletal system and connective tissue	4.17%



Top SPMI ER Diagnosis

For Medi-Cal members with Diagnosis for serious and persistent mental illness (SPMI) the most common diagnosis category includes those vague codes indicative of non-specific coding practices. Disease of Respiratory, Nervous System and Digestive System are the most common diagnosis. The LACC membership with SPMI mostly uses the ER for chronic illnesses and physical health Diagnosis. Behavioral and neurological disorders are the only mental health Diagnosis in the top ten. And lastly, PASC-SEIU, D-SNP and LACC members are using similar ER services.

Figure 49 Top SPMI ER Diagnosis by Product

Medi-Cal SPMI Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	25.79%
Diseases of the circulatory system	16.90%
Endocrine, nutritional and metabolic diseases	12.18%
Diseases of the respiratory system	8.11%
Diseases of the digestive system	6.18%
Diseases of the musculoskeletal system and connective tissue	5.71%
Diseases of the genitourinary system	5.08%
Diseases of the nervous system	4.48%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	4.31%
Certain infectious and parasitic diseases	3.39%

PASC-SEU SPMI Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	39.69%
Diseases of the nervous system	20.61%
Diseases of the circulatory system	15.27%
Endocrine, nutritional and metabolic diseases	9.92%
Diseases of the digestive system	5.34%
Diseases of the respiratory system	3.82%
External causes of morbidity	2.29%
Injury, poisoning and certain other consequences of external causes	1.53%
Diseases of the musculoskeletal system and connective tissue	0.76%
Certain infectious and parasitic diseases	0.76%

DSNP SPMI Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	36.31%
Endocrine, nutritional and metabolic diseases	10.13%
Diseases of the nervous system	8.97%
Diseases of the musculoskeletal system and connective tissue	7.07%
Diseases of the circulatory system	6.81%
Certain infectious and parasitic diseases	6.02%
Diseases of the respiratory system	6.02%
Diseases of the digestive system	4.64%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	3.96%
Injury, poisoning and certain other consequences of external causes	3.75%

L.A. Care Covered SPMI Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	59.52%
Diseases of the circulatory system	10.88%
Diseases of the nervous system	7.82%
Endocrine, nutritional and metabolic diseases	5.44%
Diseases of the musculoskeletal system and connective tissue	2.72%
Injury, poisoning and certain other consequences of external causes	2.04%
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	2.04%
Diseases of the respiratory system	1.70%
Diseases of the genitourinary system	1.70%
Diseases of the ear and mastoid process	1.36%

Top SPMI Inpatient Diagnosis

The inpatient top diagnosis profile by LOB is similar to the top Diagnosis for ER utilization. It is interesting that the top inpatient Diagnosis for individuals with SPMI in Medi-Cal closely mirror the top Diagnosis for the greater Medi-Cal population. This contrast with Medi-Cal may indicate that Medi-Cal members are not being admitted for issues mainly related to their SPMI status but more related to other physical health conditions.

Figure 50 Top SPMI Inpatient Diagnosis by Product

Medi-Cal SPMI Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	79.56%
Certain infectious and parasitic diseases	3.24%
Diseases of the digestive system	2.90%
Diseases of the circulatory system	2.73%
External causes of morbidity	2.21%
Endocrine, nutritional and metabolic diseases	1.70%
Diseases of the skin and subcutaneous tissue	1.53%
Diseases of the genitourinary system	1.53%
Injury, poisoning and certain other consequences of external causes	1.19%
Diseases of the respiratory system	1.19%

PASC-SEU SPMI Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	94.12%
Diseases of the circulatory system	5.88%

CMC SPMI Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	87.16%
Certain infectious and parasitic diseases	2.70%
Diseases of the nervous system	2.70%
Diseases of the digestive system	2.03%
Endocrine, nutritional and metabolic diseases	2.03%
Diseases of the genitourinary system	1.35%
External causes of morbidity	1.35%
Injury, poisoning and certain other consequences of external causes	0.68%

L.A. Care Covered SPMI Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	95.92%
Endocrine, nutritional and metabolic diseases	2.04%
Certain infectious and parasitic diseases	1.02%
Diseases of the circulatory system	1.02%

Individuals with Serious and Persistent Mental Illness (SPMI) were identified by diagnosis codes. The disease states of individuals with SPMI were assessed by examining top diagnoses for inpatient, outpatient, and ER utilization. L.A. Care sees that the disease states that typify each of the LOBs is reflected in the SPMI members. For example, L.A. Care continues to see Diseases of the Heart, Hypertension, and Diabetes in the top ten diagnoses for Medi-Cal and L.A. Care Covered (LACC), and Diseases of the Heart for PASC-SEIU Homecare Workers Health Plan for In-Home Supportive Services Workers (PASC-SEIU). For the Cal Medi-Connect (DSNP) line of business L.A. Care sees the most marked deviation from the LOB disease states, with the addition of Mood Disorders, Alcohol-Related Disorders, Schizophrenia and Other Psychotic Disorders, and Substance-Related Disorders.

Homeless Membership

Membership by Product

LA Care recently created an algorithm to better identify the homeless population. In prior years, LA Care primarily used enrollment/eligibility member data tables received from the State. In this assessment of the homeless populace, LA Care used the following combination of data sources in the identification of the homeless population:

- Member Healthcare Encounters using ICD-10 codes
- DHCS provided Member Enrollment/Eligibility data

In using the new identification method as of May 2023, LA Care was able to identify 109,466 homeless individuals across all lines of business.

Membership Counts by Product

Figure 51 Homeless Membership by Product

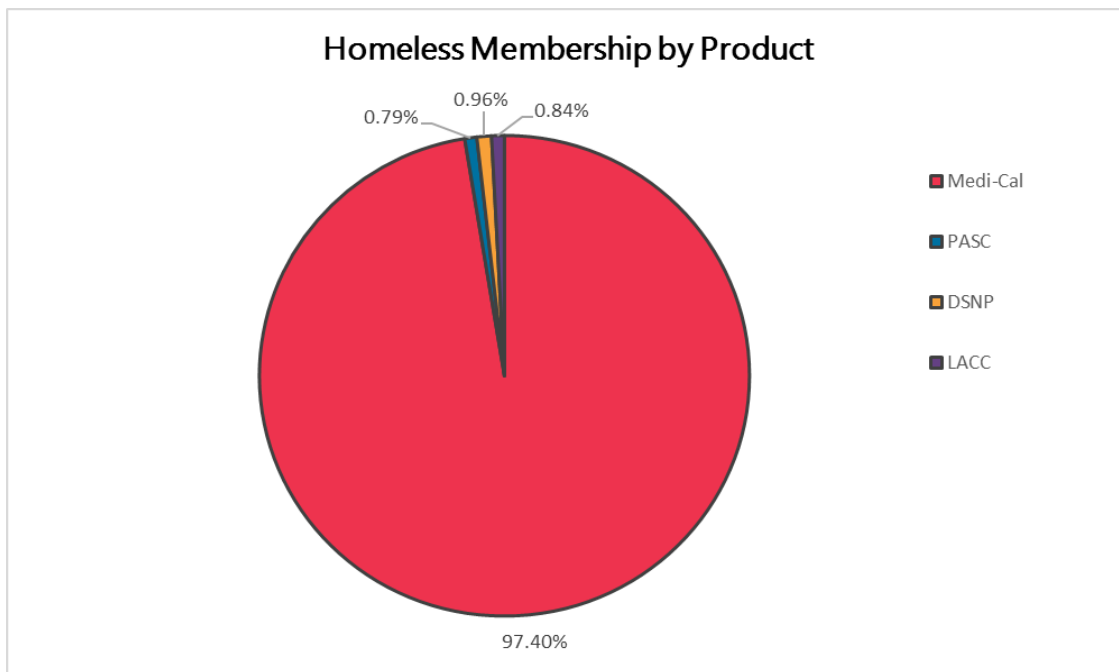
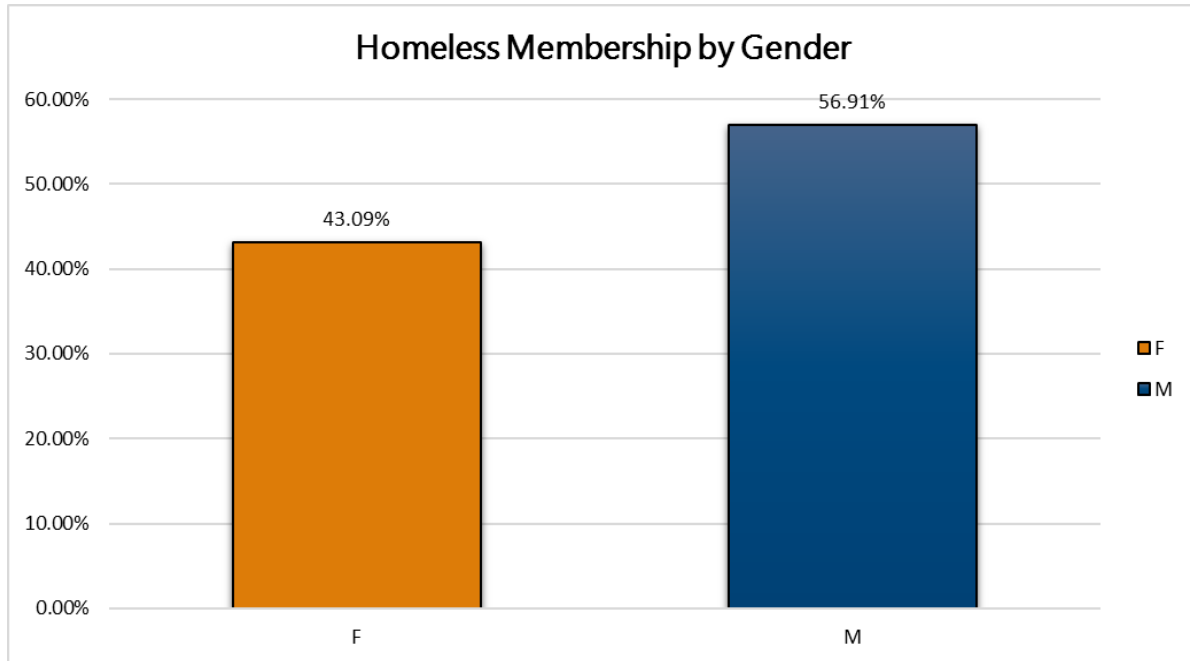


Figure 51 above shows the percentage breakdown of the homeless population across LA Care’s various Line of business. The data table above shows the number counts of homeless individuals across LA Care’s Line of business. The Medi-Cal product has the highest percentage of homeless members (97.40%) which encompasses 103,316 individuals. The counts and percentages decrease thereafter with DSNP with (0.96%) 1,053 individuals, LACC with (0.84%) 921 members and PASC-SEIU with (0.79%) 868 members.

Membership by Gender

Membership Counts by Gender

Figure 52 Homeless Membership by Gender



The homeless data was next stratified and analyzed across various demographic factors. Figure 51 above shows the homeless breakouts by gender. Males account for the higher number of homeless members compared to female with counts of 47,305 and males with 62,478 respectively. Females comprised 43.09% of the population and males 56.91%.

Membership by Age Group

Figure 53 Homeless Membership by Age Group

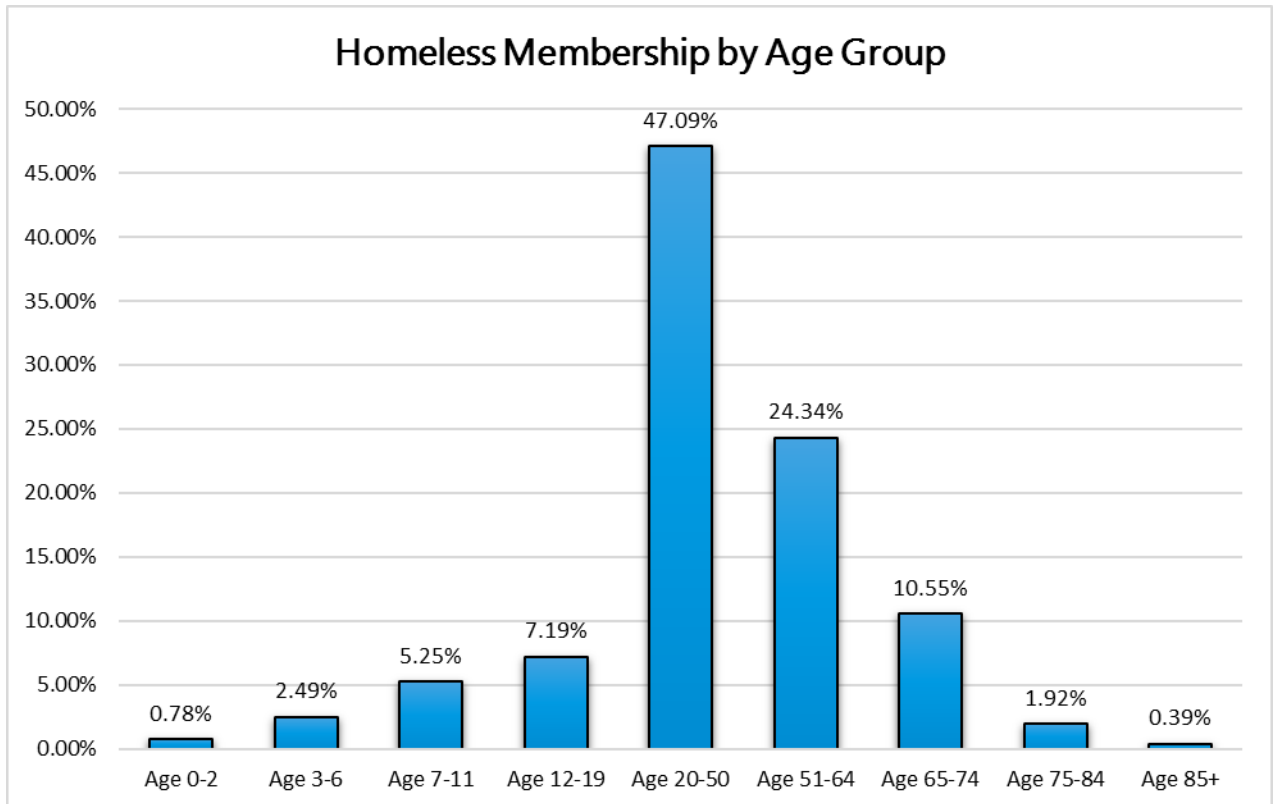


Figure 52 above shows the percentage breakdown of the homeless population across various age groups. The highest percentage of homeless members with age group are between 20-50 (47.09%) which encompasses 51,699 individuals, next highest members are age group between 51-64 (24.34%) encompass 26,717 individuals.

Membership by Race

Figure 54 Homeless Membership by Race

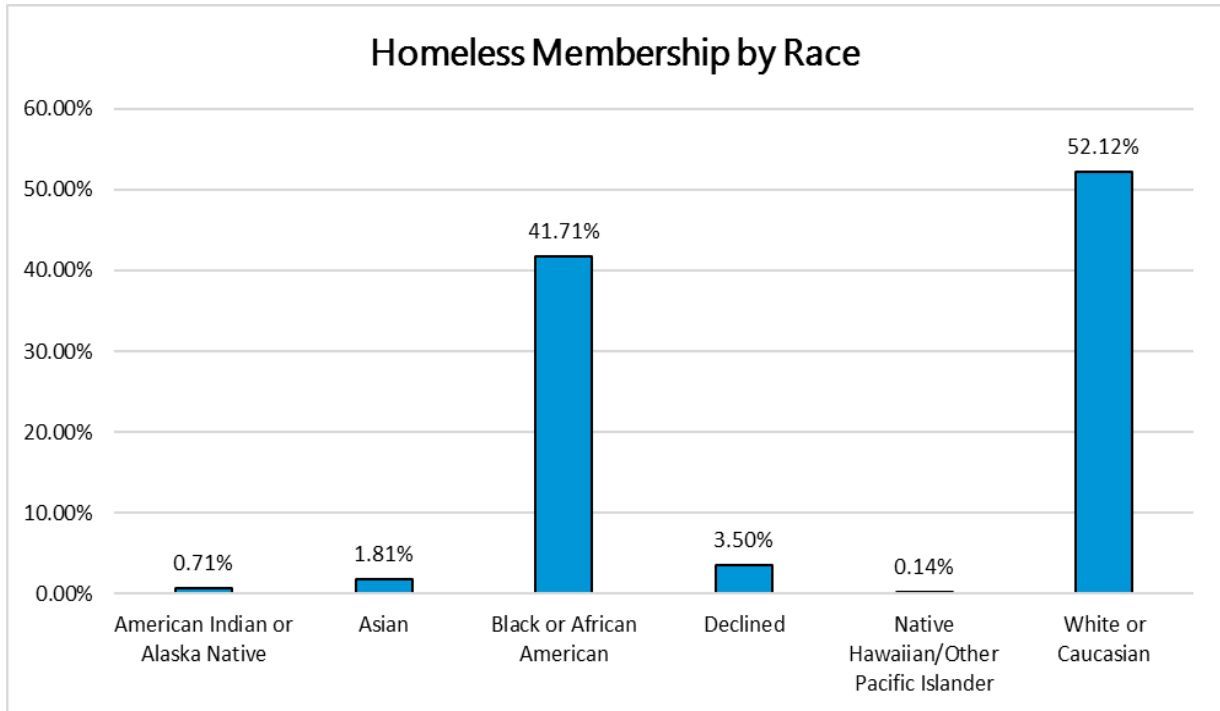


Figure 53 above shows the homeless population by race. The highest percentage of homeless members by race are White or Caucasian with 52.12% which encompasses 52,964 individuals, next highest members belong to Black or African American with 41.71% encompass 42,383 individuals whereas declined with 3.50%, Asian with 1.81%.

Membership by Language

Figure 55 Homeless Membership by Language

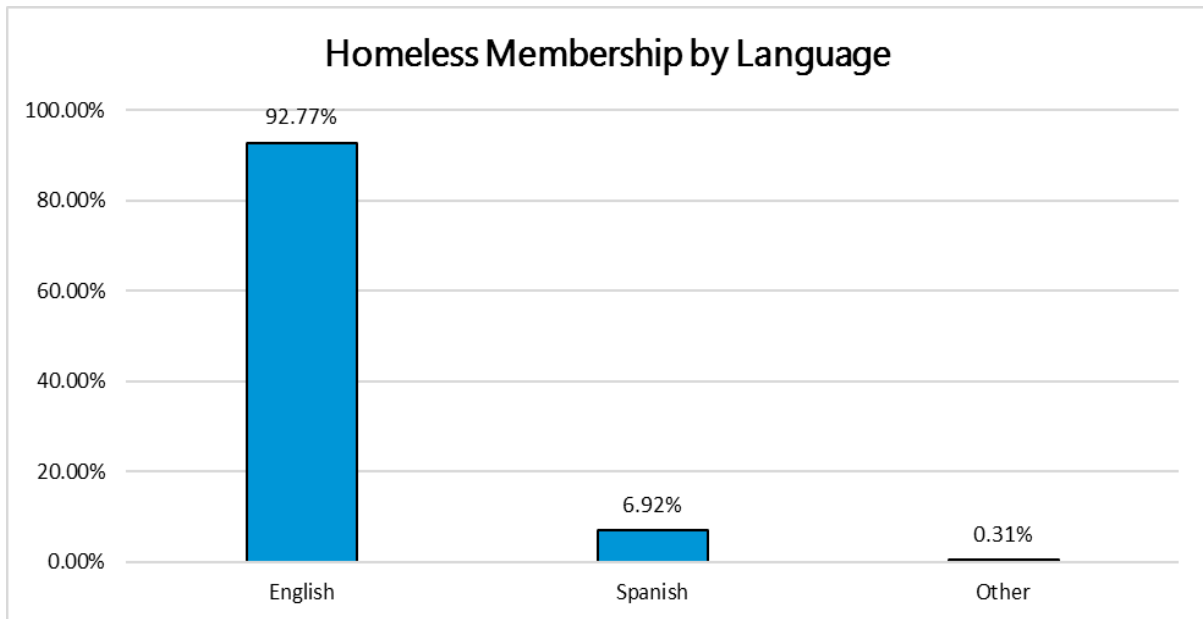


Figure 54 above shows the homeless population by Language. The highest percentage of homeless members are English speaker with 92.77% which encompasses 97,539 individuals, next follow Spanish with 6.92% and others less than 0.31%.

Homeless Top Diagnosis

Homeless Top Outpatient Diagnosis

The top 10 outpatient Diagnosis categories were associated with homeless members' encounters/claims. Utilization data pulled, for the period June 2022 through May 2023. In creating Diagnosis categories, the primary diagnosis for each encounter was collapsed into broader categories using AHRQ's Clinical Classifications Software (CCSR) logic.

Figures 56 below shows the top 10 CCSR Diagnosis for the Medi-Cal, MCLA, Anthem, Blue Shield, Kaiser, PASC-SEIU, DSNP and LACC population. The Top Diagnosis for Outpatient utilization are Disease of Circulatory System, Endocrine and Behavioral are consistent with across all line of business. Diseases such as Digestive System, Respiratory System and Nervous System are consistent with Medi-Cal including plan partners and DSNP. Blood Related disorders are seen in PASC-SEIU.

Figure 56 Homeless Top Outpatient Diagnosis by Plan Partner and Product

Medi-Cal Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.63%
Endocrine, nutritional and metabolic diseases	12.11%
Mental, behavioral and neurodevelopmental disorders	11.29%
Certain infectious and parasitic diseases	9.90%
Diseases of the digestive system	6.52%
Injury, poisoning and certain other consequences of external causes	6.29%
Diseases of the genitourinary system	5.47%
Diseases of the respiratory system	5.36%
Diseases of the musculoskeletal system and connective tissue	5.36%
Diseases of the nervous system	5.01%

MCLA Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.59%
Endocrine, nutritional and metabolic diseases	13.68%
Certain infectious and parasitic diseases	10.14%
Mental, behavioral and neurodevelopmental disorders	8.61%
Diseases of the digestive system	7.26%
Injury, poisoning and certain other consequences of external causes	6.76%
Diseases of the genitourinary system	5.91%
Diseases of the respiratory system	5.24%
Diseases of the musculoskeletal system and connective tissue	4.90%
Diseases of the nervous system	4.39%

Anthem Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.85%
Certain infectious and parasitic diseases	13.48%
Mental, behavioral and neurodevelopmental disorders	12.36%
Diseases of the nervous system	10.11%
Diseases of the skin and subcutaneous tissue	8.99%
Injury, poisoning and certain other consequences of external causes	7.87%
Diseases of the respiratory system	6.74%
Diseases of the digestive system	4.49%
Diseases of the musculoskeletal system and connective tissue	4.49%
Diseases of the genitourinary system	4.49%

Blue Shield Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.46%
Endocrine, nutritional and metabolic diseases	12.31%
Diseases of the skin and subcutaneous tissue	9.23%
Diseases of the musculoskeletal system and connective tissue	8.46%
Certain infectious and parasitic diseases	7.69%
Mental, behavioral and neurodevelopmental disorders	6.92%
Diseases of the digestive system	6.92%
Diseases of the respiratory system	6.15%
Injury, poisoning and certain other consequences of external causes	5.38%
Diseases of the genitourinary system	5.38%

Kaiser Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	54.17%
Endocrine, nutritional and metabolic diseases	10.42%
Diseases of the circulatory system	10.42%
Neoplasms	6.25%
Certain infectious and parasitic diseases	6.25%
Diseases of the musculoskeletal system and connective tissue	4.17%
Diseases of the nervous system	2.08%
Certain conditions originating in the perinatal period	2.08%
Diseases of the respiratory system	2.08%
Diseases of the genitourinary system	2.08%

PASC-SEIU Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the blood and blood-forming organs and certain disorder	33.33%
Injury, poisoning and certain other consequences of external causes	33.33%
Diseases of the circulatory system	33.33%

DSNP Homeless Top 10 Outpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	66.00%
Certain infectious and parasitic diseases	8.00%
Diseases of the musculoskeletal system and connective tissue	6.00%
Diseases of the genitourinary system	4.00%
Injury, poisoning and certain other consequences of external causes	4.00%
Endocrine, nutritional and metabolic diseases	4.00%
Diseases of the skin and subcutaneous tissue	4.00%
Neoplasms	2.00%
Diseases of the circulatory system	2.00%

Homeless Top ER Diagnosis

Homeless people are more likely than members of the general public to use emergency services (ER). Compared with the general population, homeless individuals are 3 times more likely to use an ER at least once in a year. Nearly three out of four inpatient stays by homeless individuals began in the ER, compared with half of stays for no homeless patients. Various factors may contribute to this outcome. Utilization data pulled for homeless members from June 2022 through May 2023.

Figures 57 below shows the top 10 ER Diagnosis for the Medi-Cal, MCLA, Anthem, Blue Shield, Kaiser, PASC-SEIU, DSNP AND LACC population. The Top Diagnosis for ER utilization are Disease of Circulatory System, Endocrine and Behavioral are consistent with across all line of business. Diseases such as Neoplasm, Musculoskeletal System and Nervous System are common in LACC.

Figure 57 Homeless Top ER Diagnosis by Plan Partner and Product

Medi-Cal Homeless Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.12%
Mental, behavioral and neurodevelopmental disorders	13.04%
Endocrine, nutritional and metabolic diseases	10.79%
Diseases of the respiratory system	10.10%
Diseases of the musculoskeletal system and connective tissue	9.67%
Injury, poisoning and certain other consequences of external causes	6.82%
Diseases of the nervous system	6.14%
Diseases of the genitourinary system	6.13%
Certain infectious and parasitic diseases	4.61%
Diseases of the skin and subcutaneous tissue	4.43%

MCLA Homeless Top 10 ERDiagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	15.10%
Mental, behavioral and neurodevelopmental disorders	13.06%
Endocrine, nutritional and metabolic diseases	10.79%
Diseases of the respiratory system	10.11%
Diseases of the musculoskeletal system and connective tissue	9.69%
Injury, poisoning and certain other consequences of external causes	6.83%
Diseases of the nervous system	6.15%
Diseases of the genitourinary system	6.13%
Certain infectious and parasitic diseases	4.59%
Diseases of the skin and subcutaneous tissue	4.44%

Anthem Homeless Top 10 ERDiagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.56%
Diseases of the respiratory system	9.75%
Endocrine, nutritional and metabolic diseases	9.65%
Diseases of the musculoskeletal system and connective tissue	9.56%
Mental, behavioral and neurodevelopmental disorders	9.47%
Certain infectious and parasitic diseases	7.95%
Injury, poisoning and certain other consequences of external causes	6.72%
Diseases of the digestive system	6.01%
Diseases of the genitourinary system	5.68%
Diseases of the nervous system	5.06%

Blue Shield Homeless Top 10 ERDiagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	21.84%
Endocrine, nutritional and metabolic diseases	10.18%
Diseases of the respiratory system	8.76%
Mental, behavioral and neurodevelopmental disorders	8.65%
Diseases of the genitourinary system	7.57%
Diseases of the digestive system	7.22%
Certain infectious and parasitic diseases	6.03%
Diseases of the nervous system	6.03%
Injury, poisoning and certain other consequences of external causes	4.95%
Diseases of the musculoskeletal system and connective tissue	4.66%

Kaiser Homeless Top 10 ERDiagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	16.03%
Mental, behavioral and neurodevelopmental disorders	15.65%
Certain infectious and parasitic diseases	13.36%
Endocrine, nutritional and metabolic diseases	10.31%
Diseases of the digestive system	8.02%
Diseases of the genitourinary system	5.73%
Diseases of the musculoskeletal system and connective tissue	5.34%
Injury, poisoning and certain other consequences of external causes	5.34%
External causes of morbidity	3.82%
Pregnancy, childbirth and the puerperium	3.82%

PASC-SEU Homeless Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	21.48%
Endocrine, nutritional and metabolic diseases	16.79%
Diseases of the respiratory system	12.56%
Diseases of the genitourinary system	9.68%
Mental, behavioral and neurodevelopmental disorders	8.93%
Diseases of the musculoskeletal system and connective tissue	6.96%
Diseases of the digestive system	4.84%
Injury, poisoning and certain other consequences of external causes	4.84%
Diseases of the nervous system	4.54%
Certain infectious and parasitic diseases	3.48%

DSNP Homeless Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.06%
Mental, behavioral and neurodevelopmental disorders	15.92%
Diseases of the respiratory system	12.11%
Diseases of the musculoskeletal system and connective tissue	11.20%
Endocrine, nutritional and metabolic diseases	10.64%
Diseases of the nervous system	6.18%
Diseases of the genitourinary system	5.49%
Injury, poisoning and certain other consequences of external causes	4.22%
Diseases of the skin and subcutaneous tissue	4.02%
Certain infectious and parasitic diseases	3.46%

L.A. Care Covered Homeless Top 10 ER Diagnosis Categories	
Diagnosis	Percentage
Neoplasms	16.03%
Diseases of the nervous system	15.19%
Diseases of the musculoskeletal system and connective tissue	15.19%
Endocrine, nutritional and metabolic diseases	11.39%
Diseases of the circulatory system	10.13%
Mental, behavioral and neurodevelopmental disorders	6.33%
Diseases of the digestive system	5.49%
Injury, poisoning and certain other consequences of external causes	4.22%
Diseases of the respiratory system	3.80%
Certain infectious and parasitic diseases	3.38%

Homeless Top Inpatient Diagnosis

The profiles of inpatient diagnosis are quite similar across LOB's. Utilization data pulled for homeless members is during June 2022 through May 2023. Figures 57 below shows the top 10 CCSR Diagnosis for the MCLA, Anthem, Blue Shield, Kaiser, PASC-SEIU, DSNP and LACC population. The Top Diagnosis for Inpatient utilization are Disease of Circulatory System, Infectious Diseases and Digestive System, these are consistent with Medi-Cal and Plan Partners, PASC-SEIU and DSNP. Behavioral related disorders are seen for Kaiser, PASC-SEIU, DSNP and LACC LOB'S.

Figure 58 Homeless Top Inpatient Diagnosis by Plan Partner and Product

Medi-Cal Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.47%
Certain infectious and parasitic diseases	14.79%
Diseases of the digestive system	10.89%
Endocrine, nutritional and metabolic diseases	9.13%
Diseases of the skin and subcutaneous tissue	6.81%
Diseases of the respiratory system	6.70%
Injury, poisoning and certain other consequences of external causes	6.60%
Mental, behavioral and neurodevelopmental disorders	4.92%
Diseases of the genitourinary system	4.88%
Diseases of the musculoskeletal system and connective tissue	4.78%

MCLA Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.56%
Certain infectious and parasitic diseases	14.87%
Diseases of the digestive system	11.04%
Endocrine, nutritional and metabolic diseases	9.03%
Diseases of the skin and subcutaneous tissue	6.94%
Diseases of the respiratory system	6.59%
Injury, poisoning and certain other consequences of external causes	6.47%
Diseases of the musculoskeletal system and connective tissue	4.93%
Diseases of the genitourinary system	4.90%
Mental, behavioral and neurodevelopmental disorders	4.51%

Anthem Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	18.27%
Certain infectious and parasitic diseases	14.34%
Diseases of the digestive system	9.94%
Injury, poisoning and certain other consequences of external causes	9.25%
Diseases of the skin and subcutaneous tissue	7.63%
Diseases of the respiratory system	7.05%
Endocrine, nutritional and metabolic diseases	6.71%
Mental, behavioral and neurodevelopmental disorders	5.43%
Diseases of the genitourinary system	4.86%
Diseases of the musculoskeletal system and connective tissue	4.74%

Blue Shield Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	20.27%
Certain infectious and parasitic diseases	15.68%
Endocrine, nutritional and metabolic diseases	11.54%
Diseases of the digestive system	11.54%
Diseases of the respiratory system	7.69%
Diseases of the skin and subcutaneous tissue	5.77%
Diseases of the genitourinary system	5.33%
Injury, poisoning and certain other consequences of external causes	5.03%
Diseases of the musculoskeletal system and connective tissue	3.85%
Diseases of the nervous system	3.70%

Kaiser Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	19.10%
Mental, behavioral and neurodevelopmental disorders	16.67%
Endocrine, nutritional and metabolic diseases	13.19%
Certain infectious and parasitic diseases	12.15%
Diseases of the digestive system	8.68%
Diseases of the respiratory system	5.90%
Injury, poisoning and certain other consequences of external causes	5.21%
Diseases of the nervous system	4.17%
Diseases of the skin and subcutaneous tissue	3.47%
Diseases of the genitourinary system	3.47%

PASC-SEU Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Diseases of the circulatory system	35.00%
Certain infectious and parasitic diseases	20.00%
Endocrine, nutritional and metabolic diseases	20.00%
Diseases of the digestive system	15.00%
Mental, behavioral and neurodevelopmental disorders	10.00%

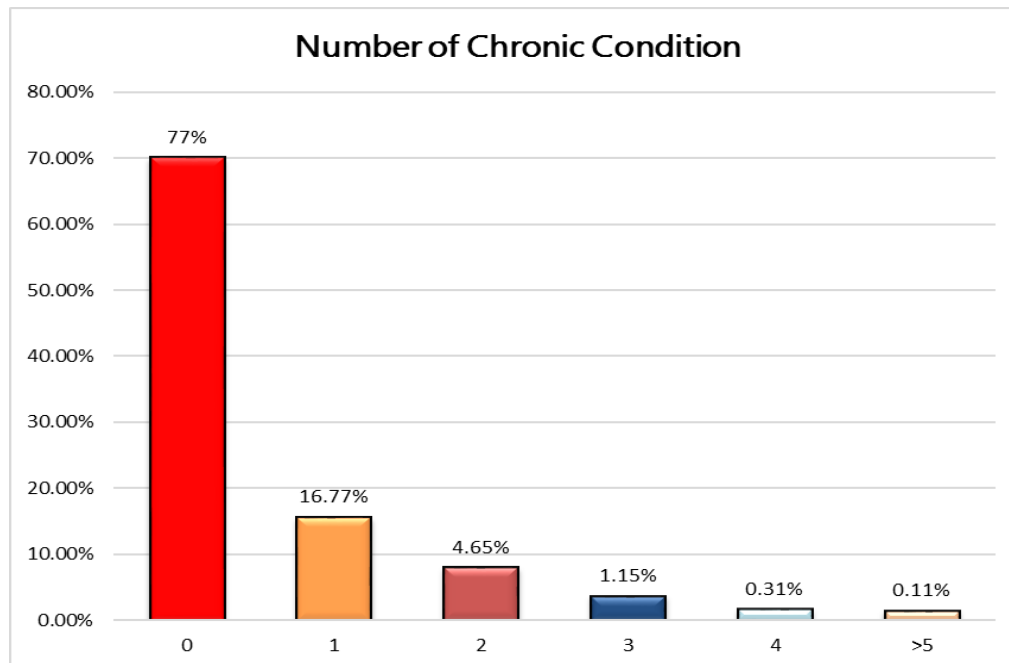
DSNP Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Mental, behavioral and neurodevelopmental disorders	24.47%
Diseases of the circulatory system	19.15%
Certain infectious and parasitic diseases	12.23%
Endocrine, nutritional and metabolic diseases	9.04%
Diseases of the digestive system	7.98%
Diseases of the respiratory system	7.98%
Diseases of the musculoskeletal system and connective tissue	4.26%
Diseases of the skin and subcutaneous tissue	3.72%
Diseases of the genitourinary system	3.19%
Diseases of the nervous system	2.66%

L.A. Care Covered Homeless Top 10 Inpatient Diagnosis Categories	
Diagnosis	Percentage
Certain infectious and parasitic diseases	28.57%
Neoplasms	28.57%
Mental, behavioral and neurodevelopmental disorders	14.29%
Diseases of the circulatory system	14.29%
Diseases of the respiratory system	14.29%

Chronic Condition Prevalence

Chronic conditions, defined as those conditions in members requiring ongoing treatment lasting longer than a year, was examined for the L.A. Care population.

Figure 59 Chronic Condition Prevalence



Number of Chronic Condition	Total_Counts	Percentage
0	1,624,738	77.00%
1	353,869	16.77%
2	98,117	4.65%
3	24,246	1.15%
4	6,599	0.31%
>5	2,400	0.11%

Figure 59 displays a listing of those conditions examined. Encounters and claims data were analyzed for the previous measurement period June2022 – May2023 to establish prevalence. Above illustrates the number of chronic conditions in L.A. Care membership. Around 77% or approximately 1.6 million members have 0 chronic conditions. At least 16.77% have 1 chronic condition, followed by 4.65% having 2 chronic conditions. Approximately 2% of L.A. Care members have 3 or more chronic conditions.

Figure 60 Name of Chronic Condition Prevalence

Name of Chronic Conditions	Total_Counts	Percentage
Hypertension	218,194	32.96%
Diabetes	197,115	29.78%
Depression	65,595	9.91%
Chronic Liver Disease	36,248	5.48%
Chronic Renal Disease	25,723	3.89%
Coronary Artery Disease	25,044	3.78%
Congestive Heart Failure	21,805	3.29%
Chronic Obstructive Pulmonary Disease	20,051	3.03%
Psychiatric Disorder	16,618	2.51%
Dementia	10,083	1.52%
Alcohol Related	8,966	1.35%
Traumatic Brain Injury	8,576	1.30%

Figure 60 above illustrates the most common chronic conditions found within L.A. Care's membership. The three most common chronic conditions are hypertension, diabetes, and depression. Mental health disorders (Dementia and Psychiatric Disorders) affects around 4%. Substance Use Disorders along with alcohol-related conditions affect around 1% of L.A. Care's members.

Figure 61 Chronic Condition Prevalence by LOB

Medi-Cal Chronic Condition Prevalence	
Name of Chronic Conditions	Percentage
Hypertension	31.19%
Diabetes	29.55%
Depression	10.47%
Chronic Liver Disease	5.59%
Chronic Renal Disease	4.07%
Coronary Artery Disease	3.92%
Congestive Heart Failure	3.51%
Chronic Obstructive Pulmonary Disease	3.16%
Psychiatric Disorder	2.72%
Dementia	1.65%
Alcohol Related	1.45%
Traumatic Brain Injury	1.42%
Substance Use Disorder	1.30%

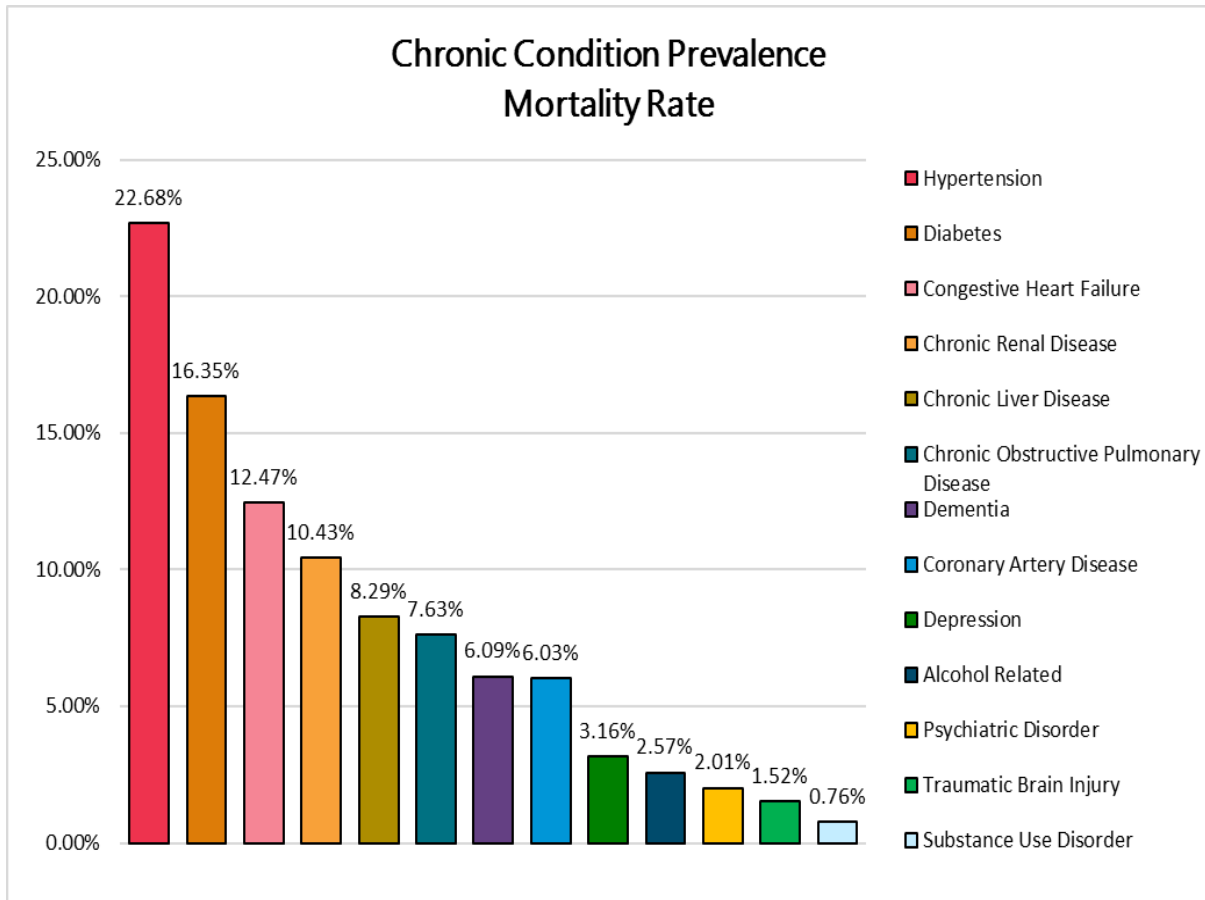
PASC-SEIU Chronic Condition Prevalance	
Name of Chronic Conditions	Percentage
Hypertension	47.72%
Diabetes	32.23%
Chronic Liver Disease	5.08%
Depression	4.24%
Coronary Artery Disease	3.19%
Chronic Renal Disease	2.84%
Chronic Obstructive Pulmonary Disease	1.55%
Congestive Heart Failure	1.41%
Alcohol Related	0.51%
Traumatic Brain Injury	0.48%
Substance Use Disorder	0.30%
Psychiatric Disorder	0.26%
Dementia	0.18%

DSNP Chronic Condition Prevalance	
Name of Chronic Conditions	Percentage
Hypertension	45.88%
Diabetes	29.67%
Depression	4.60%
Chronic Obstructive Pulmonary Disease	3.51%
Chronic Renal Disease	3.26%
Coronary Artery Disease	3.12%
Congestive Heart Failure	2.80%
Chronic Liver Disease	2.34%
Psychiatric Disorder	2.14%
Dementia	1.45%
Alcohol Related	0.54%
Substance Use Disorder	0.39%
Traumatic Brain Injury	0.31%

L.A.Care Covered Chronic Condition Prevalance

Name of Chronic Conditions	Percentage
Hypertension	44.58%
Diabetes	33.22%
Depression	7.45%
Chronic Liver Disease	6.01%
Coronary Artery Disease	2.49%
Chronic Renal Disease	1.98%
Chronic Obstructive Pulmonary Disease	1.20%
Congestive Heart Failure	1.07%
Alcohol Related	0.70%
Traumatic Brain Injury	0.48%
Psychiatric Disorder	0.33%
Substance Use Disorder	0.32%
Dementia	0.18%

Figure 62 Chronic Condition Prevalence: Mortality Rate

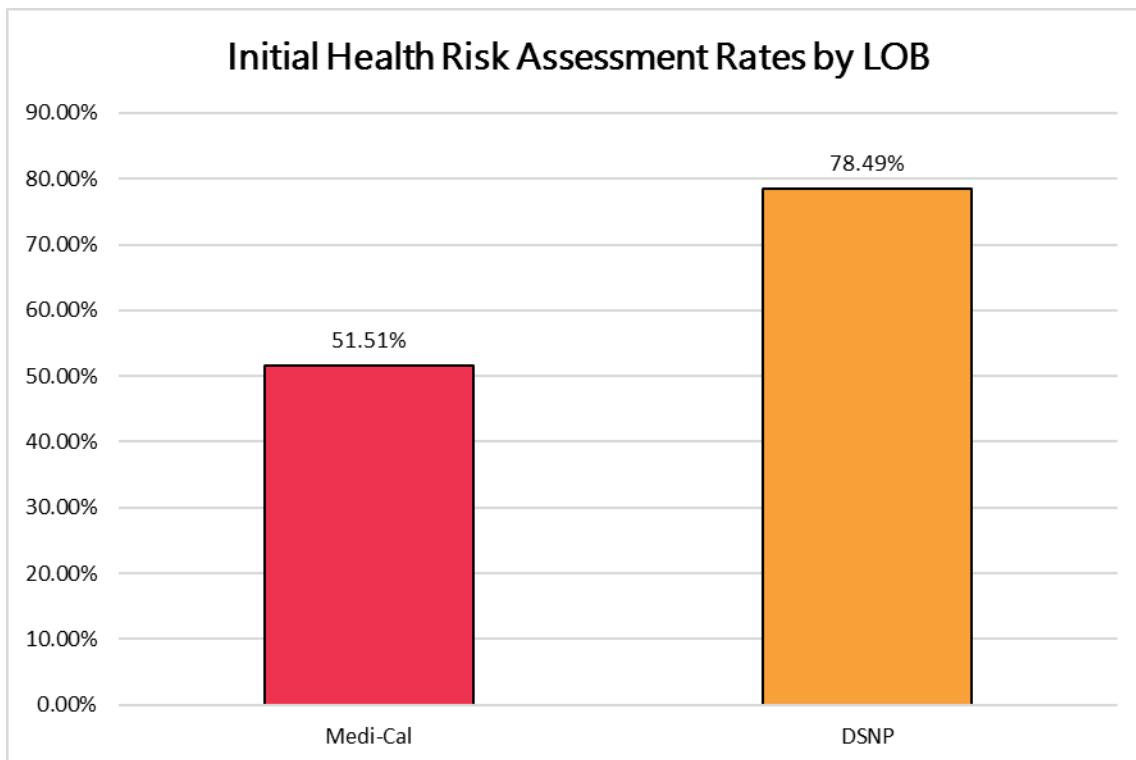


The above figure 62 shows the mortality rate associated with chronic conditions. Hypertension has highest mortality rate with 22.68%, followed by Diabetes with 16.35%, Heart disease with 12.47%, Chronic Renal Disease with 10.43%, others follows as shown in the figure.

Initial Health Risk Assessment

L.A. Care’s Care Management program emphasizes the members’ needs. The goal of the Health Risk Assessment (HRA) is to gather member self-reported information to proactively identify members who may have high risk needs and therefore need prioritized engagement for further assessment. The HRA information is used as a starting point to develop an Individualized Care Plan (ICP) with the member, which is shared with an Individualized Care Team (ICT).

Figure 63 Initial Health Risk Assessment



The above figure shows the Initial Health Risk Assessment rates by line of business: Medi-Cal and DSNP. The risk rates are higher for DSNP with 78.49% than Medi-Cal with 51.51%.

COVID-19

The most significant health care crisis of 2020 moving onto 2022-2023 has been COVID-19. L.A. Care, serving members residing in L.A. County—one of the most affected counties in the country—has been at forefront of tracking, monitoring, and outreach for COVID-19 related health care emergencies. By monitoring encounters, claims, lab results, and health information exchanges with hospitals and clinics, this data has been consolidated from various sources in observing the impacts of COVID-19 on L.A. Care’s membership.

Figure 64 COVID-19 Overall Trends

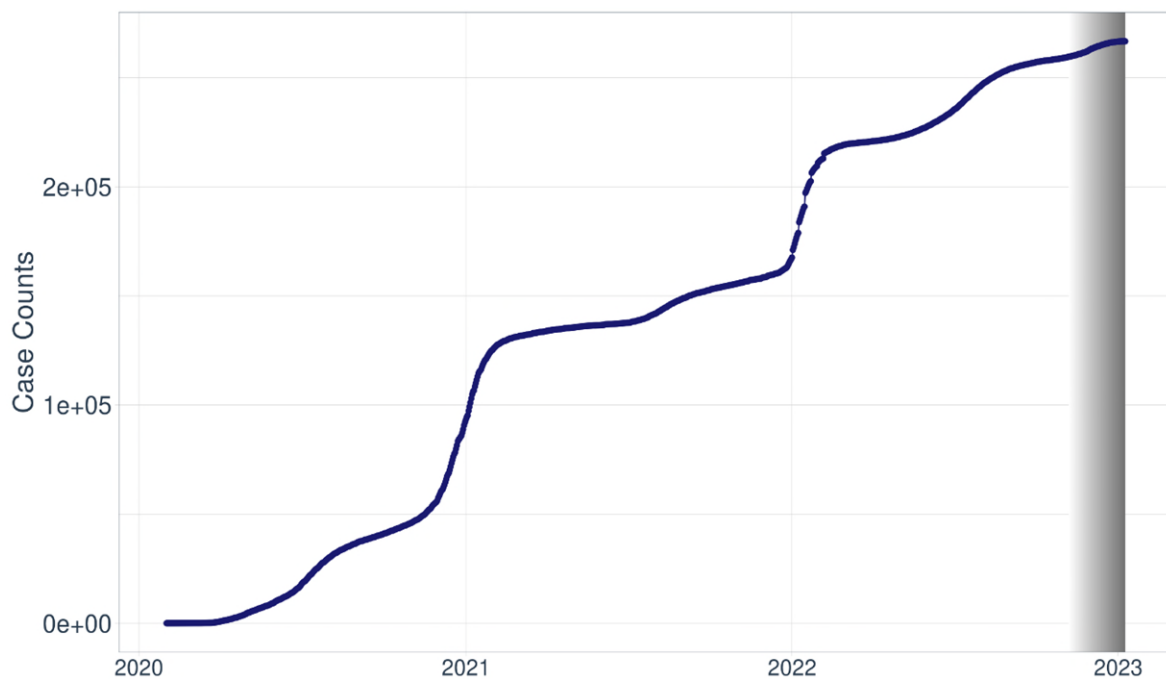


Figure 66 COVID-19 Cases by Line of Business

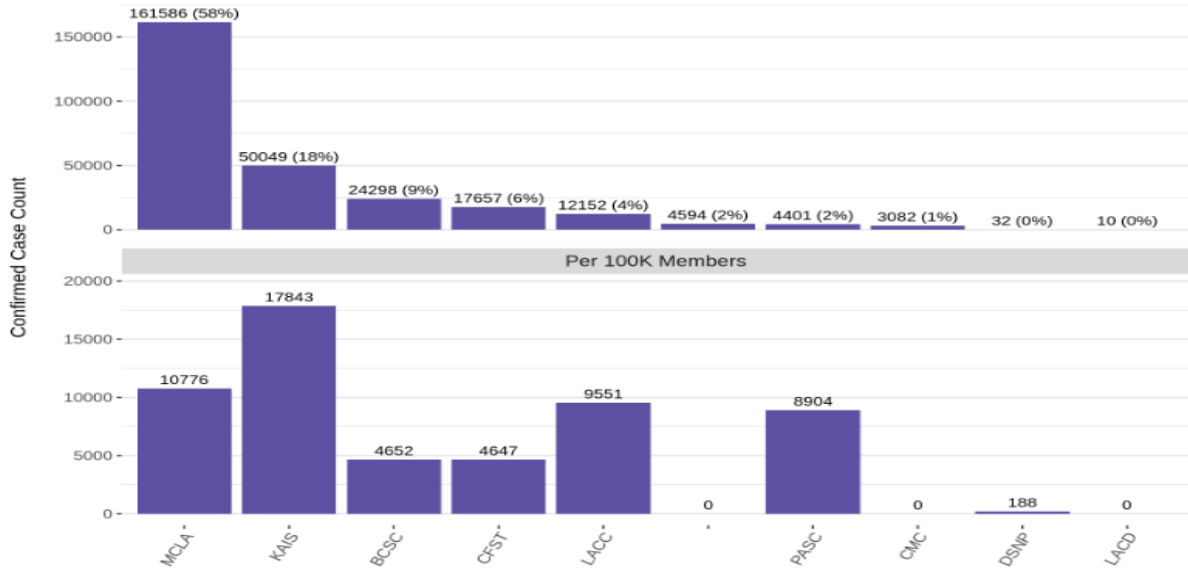


Figure 65 COVID-19 Cases by Gender

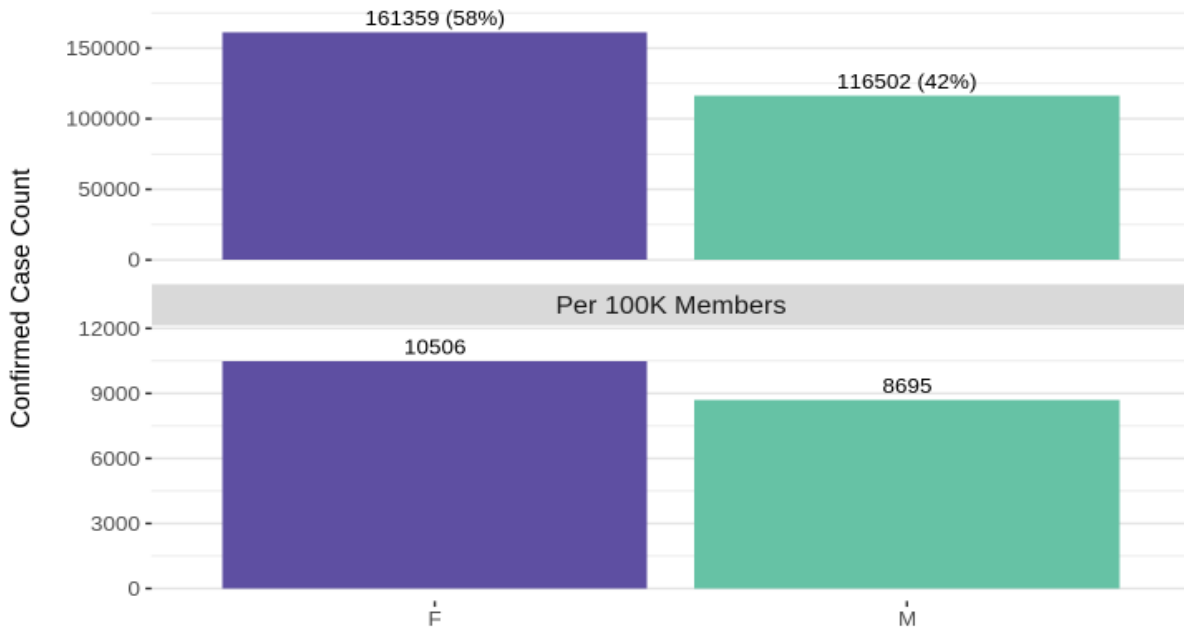


Figure 67 COVID-19 Cases by Age Group

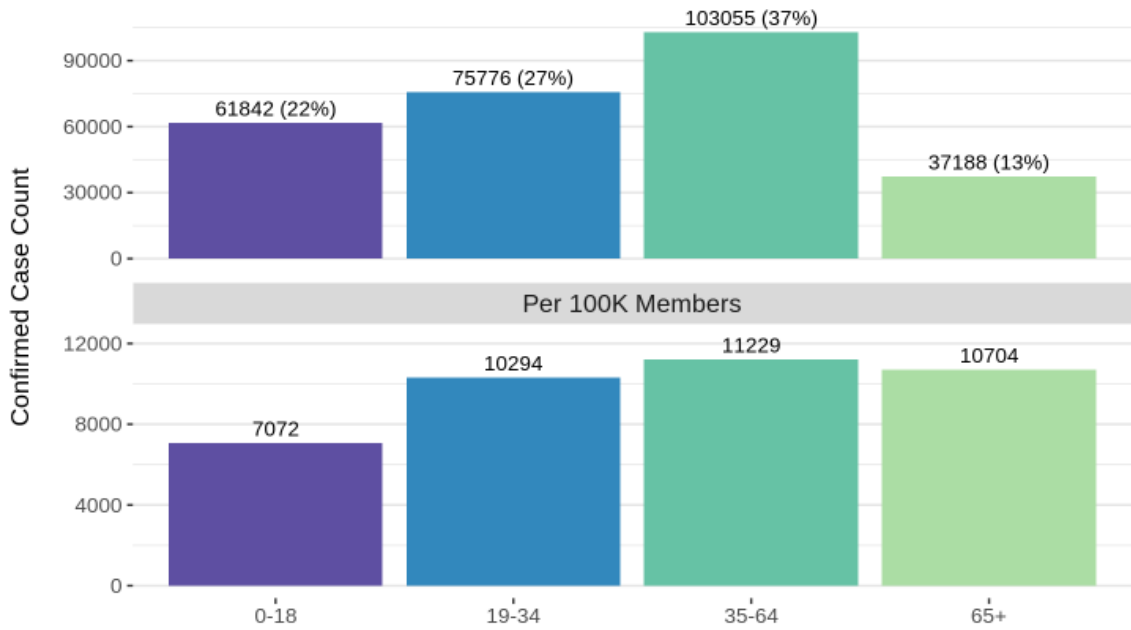


Figure 68 COVID-19 Cases by Race/Ethnicity

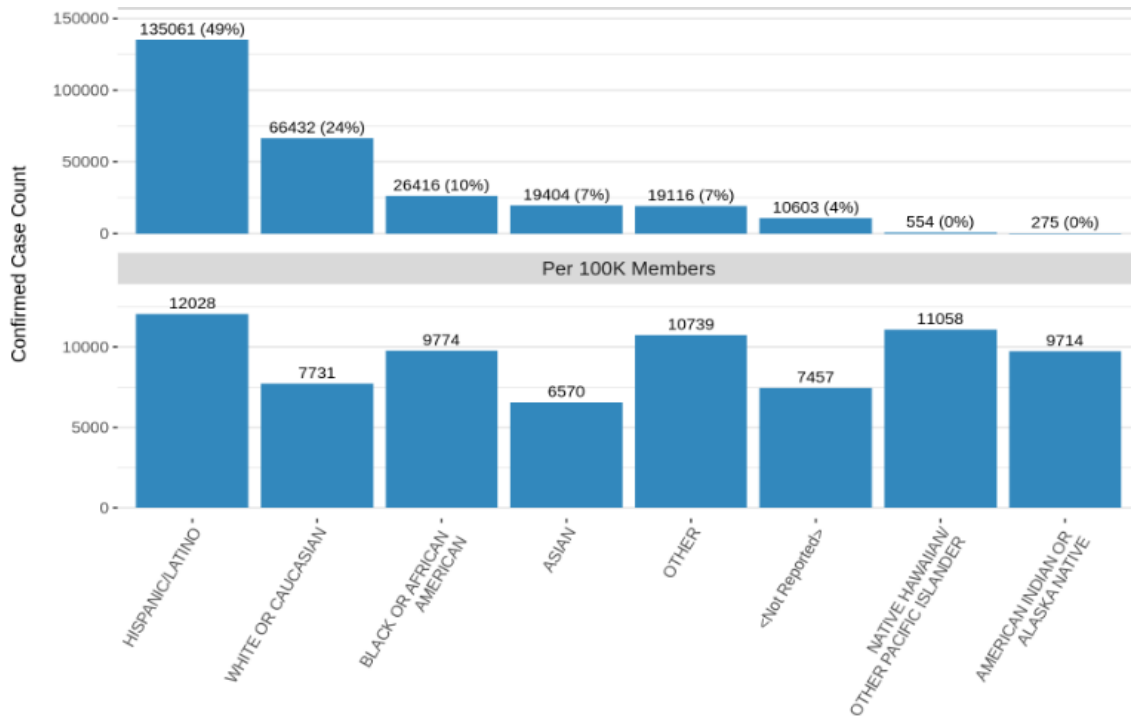


Figure 69 COVID-19 Cases by SPA Region

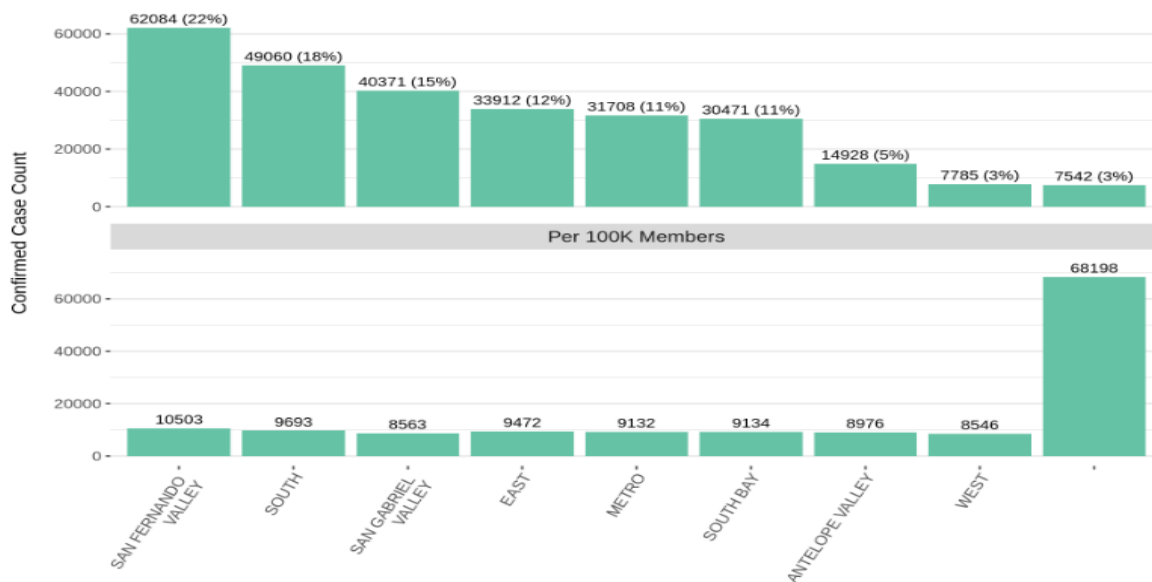


Figure 64 shows the cumulative COVID related trends for cases, new infections, and deaths. By January 9th, 2023, the number of confirmed cases for L.A. Care is 266,682. The number of COVID related deaths rose by 1 in the last day totaling 5,947 from the start of the epidemic. The total number of members who have been admitted to an inpatient setting increased by 7 in the last day totaling 35,589.

Figure 65 shows confirmed cases by Plan Partners and LOB. The highest raw count of confirmed cases is MCLA with 1,52,682 total confirmed cases (57%), however, per 100,000 rates show the highest afflicted population being Kaiser and MCLA with rates of 18,223 and 10,311 respectively. Whereas the line of business that are blank are the member disenrolled at the time of services rendered.

Figure 66 shows confirmed cases by gender. The highest raw count of confirmed cases is females with 1,54,949 total confirmed cases (58%) per 100,000 rates and males with 1,11,733 (42%) respectively.

Figure 67 segments confirmed cases by age. A noticeable increase in per 100,000 rates are observed as age increases. L.A. Care’s 35-64 populace is the most affected with a rate of 98,581 confirmed cases per 100,000 members. The rates decrease with age.

Figure 68 represents confirmed cases by Race/Ethnicity. Hispanic/Latino has highest cases with 1,30,107 cases (49%) per 100,000 rates, followed by White with 63,902 cases (24%). Black/African American with 25,586 cases (10%), Asian’s with 18,330 (7%) .

Figure 69 represents confirmed cases by Service Planning Areas (SPAs). The highest confirmed case counts come from areas with L.A. Care’s largest membership pools. Based on per 100,000 rates, all SPAs have been affected equally. The blank on the SPA chart is unknown address to map a member to a SPA.

COVID-19 Vaccination Rates

Figure 70 COVID 19 Vaccination Rates by Line of Business

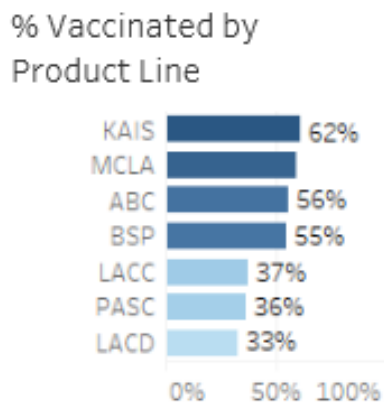


Figure 71 COVID 19 Vaccination Rates by Age Group

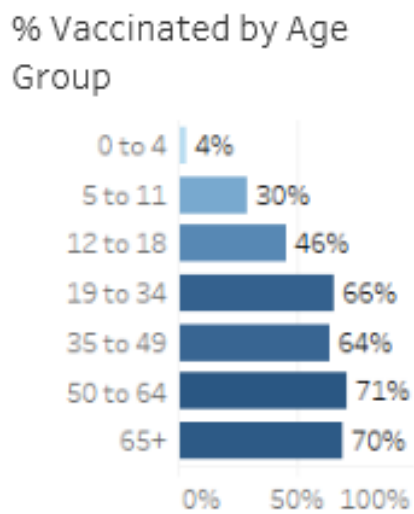


Figure 72 COVID 19 Vaccination Rates by Line of Race/Ethnicity

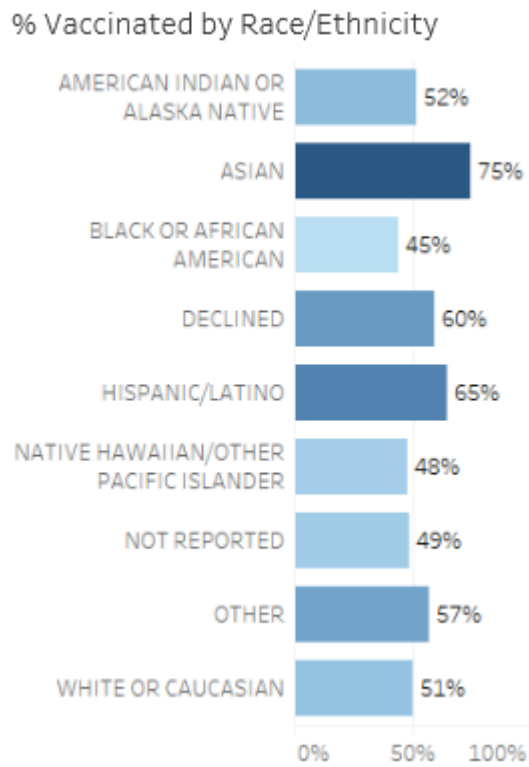


Figure 73 COVID 19 Vaccination Rates by SPA Region

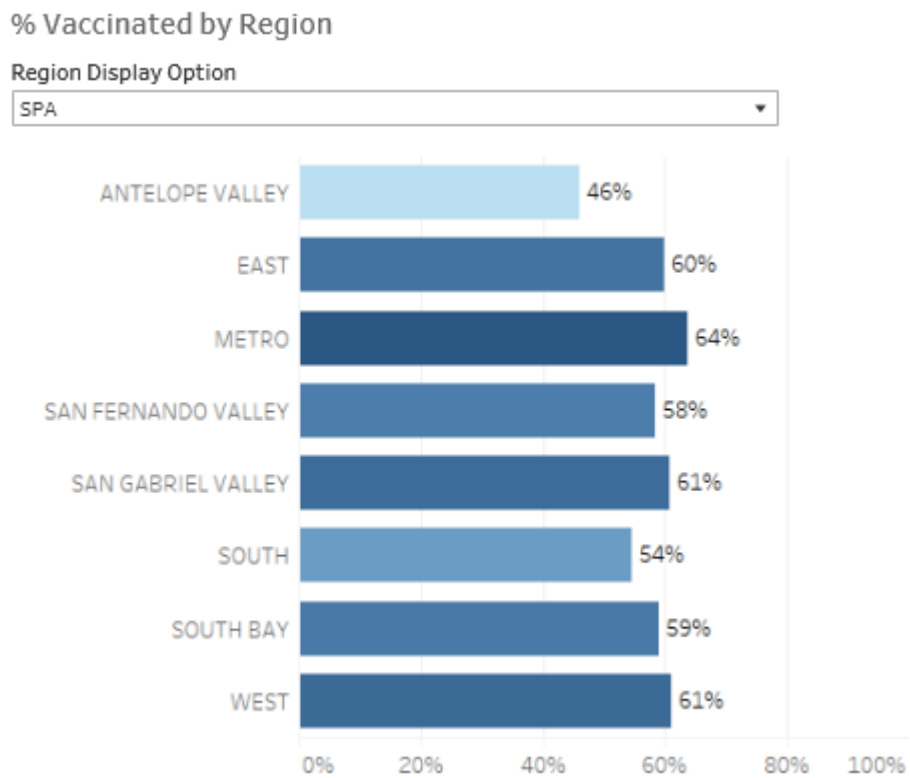


Figure 70 shows vaccination rates by plan partner and LOB. By January 10th 2023, Kaiser has highest vaccination rate with 62%, followed by MCLA with 61%, Anthem with 56%, Blue Shield with 55%, L.A. Covered with 37%, PASC-SEIU with 36% and L.A.Care Direct with 33%.

Figure 71 shows vaccination rates by age group. The highest rates with age group older 50-64 with 71%, then 65+ have 70%, lesser the age group, decrease in the vaccination rates.

Figure 72 shows vaccination rates by race/ethnicity. All the races have nearly same rates with slight differences. Asian's with highest of 75%, followed by Hispanic/Latino with 65%, American Indian or Alaskan Native with 52%, White with 51%, Native Hawaiian/Other Pacific Islander with 48%, Black or African American with the least 45% rate compared to other race groups.

Figure 73 shows vaccination rates by SPA region. The highest rates from areas with L.A. Care's largest membership pools, all SPAs have rates equally.

Telehealth

COVID-19 has changed the way health care is accessed and administered by members and providers. Telehealth—the distribution of health related services through electronic means—has increased in the months following the outbreak of COVID.

Figure 74 Telehealth Utilization by Month

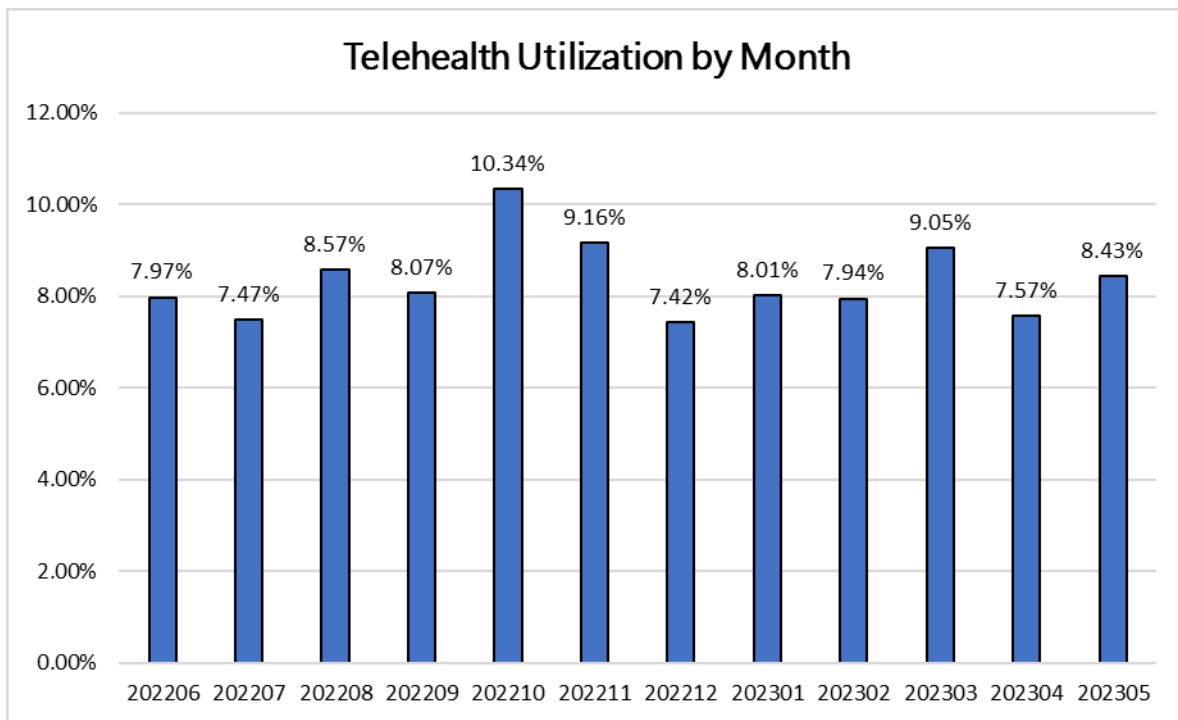


Figure 74 shows the number of increased telehealth visits from June 2022 to May 2023 compared to last year visits. The number of Telehealth visits rose from 1,656,401 to 1,851,785. During this time, 10.34% of visits in the month of October 2022 following with 9% of all telehealth visits occurred in the months of November and March of 2022 and approximately telehealth visits are constant throughout the year with slight increase and decrease. This trend is expected to remain at high levels through the earlier portions of 2024.

SOGI

Successful launch of member collection of sexual orientation and gender identity (SOGI) in February 2023. New requirement for NCQA Health Equity Accreditation.L.A. Care’s Customer Solution Center’s (CSC) department directly collects member SOGI information when members call into L.A. Care.

Row Labels	March Count of Members
MCLA	17,017
LACC	5,987
BCSC	1,769
CFST	1,183
PASC	1,088
DSNP	1,056
KAIS	637
LACCD	7
CMC MediCal	1
Grand Total	28,745

The data is collected as of March 2023.

- Gender Identity: 65% sharing this information, 25% choosing not to disclose
- Sexual orientation: 59% sharing this information, 30% choose not to disclose
- Pronouns: 63% sharing this information, 27% choose not to disclose

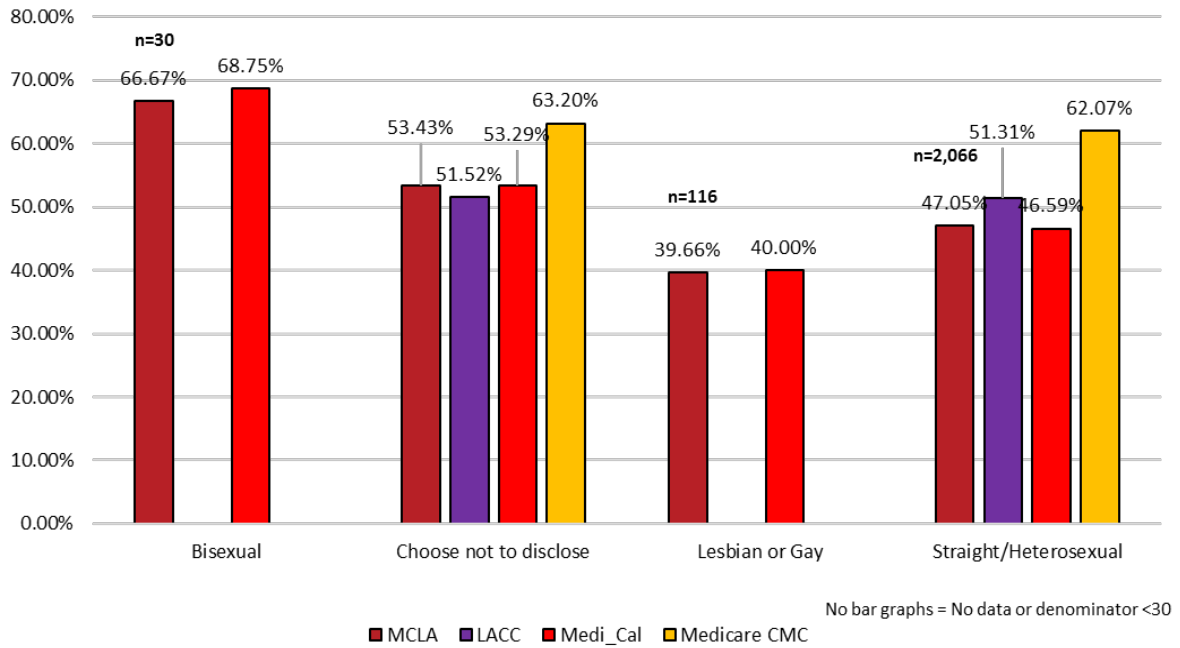
Disparity Analysis

For NCQA new measure that asks us to analyze at least one clinical performance measure, i.e. HEDIS, by gender identity and/or sexual orientation. Analyzed sexual orientation at this time. Subpopulation of our whole population – i.e. only those that have called in and provided this information. However, because we are still actively collecting SOGI information, this is still a subpopulation of the fuller L.A. Care member population, i.e. members who have called in only. Thus, it would be too early to determine what our next steps should be. We will consider this to be our baseline year and monitor the trend to get a better understanding of this population.

Few measures to begin to look at based on NCQA requirements, including:

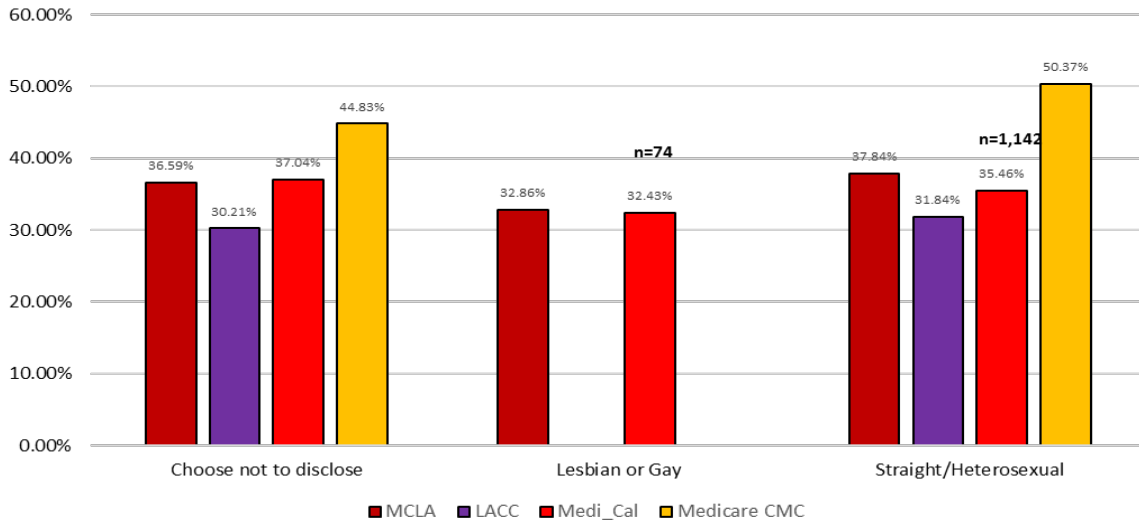
1. Breast Cancer Screening
2. Controlling High Blood Pressure
3. Cervical Cancer Screening
4. Colorectal Cancer Screening
5. HbA1C Control <8.0%
6. Postpartum Care
7. Timeliness of Prenatal Care

Hemoglobin HbA1C Control (< 8.0%) for Patients With Diabetes



Among those enrolled in MCLA, there was a difference in the HBD among the bisexual and lesbian/gay populations. The lowest rate of HBD occurred among lesbian/gay population (39.66%) followed by straight/heterosexual (47.05%), choose not to disclose (53.43%) and bisexual (66.67%). This HBD measure showed statistical significance

Controlling High Blood Pressure



For the CBP measure, there was a statistical difference between those who self-identified as lesbian/gay population (32.43%) and those who identified as straight/heterosexual (35.46%).

It is also unclear how one would interpret those who choose not to disclose their sexual identify as one has to assume some of these individuals are straight and some are likely part of the LGBTQ community.

However based on current results for both CBP and HBD, the data shows lesbian or gay population has lower rates.

Figure 75 Population Health Assessment Data Source

Data List	Source		
Member Demographic Details	Member demographic data is obtained from Enrollment Services(Internal L.A Care Team).		
HEDIS	HEDIS data is based on administrative data (2023 Report, Measurement year 2022) generated by Quality Performance Metrics Department(Internal L.A Care Team) through HEDIS engine .		
Diagnosis	Diagnosis data(Jun2022-May2023) is obtained from claims and encounters.		
Homeless Members	Homeless members file(Aug2023) is created by Advanced Analytics Lab(Internal L.A Care Team) based on guidance provide by Safety Net Initiatives(Internal L.A Care Team).		
ADI(Area Deprivation Index)	ADI(Area Deprivation Index) is calculated using data from external source (https://www.neighborhoodatlas.medicine.wisc.edu/).		
Social Determinant of Health (SDOH)	Financial Stress, Food Insecurity and Transportation data is obtained (12 months of data) from Optum IPRO.		
MLTSS Members	MLTSS member file (Jun2022-May2023) is obtained from Compliance Team(Internal L.A Care Team).		
SPMI(Serious Persistent and Mental Illness)	SPMI(Serious Persistent and Mental Illness) members(Jun2022-May2023) are obtained from claims and encounters using certain diagnosis specific to SPMI.		
Chronic Condition Prevalence	Data(Jun2022-May2023) is obtained from claims and encounters.		
Initial Health Risk Assessment (IHA)	Data(Jun2022-May2023) is obtained from claims and encounters.		
COVID19	Covid19 cases and vaccination data (Nov2023) is created by Advanced Analytics Lab(Internal L.A Care Team).		
Telehealth	Telehealth data(Jun2022-May2023) is obtained from claims and encounters.		
SOGI	Data as of March 2023.		

Note: Utilization data used for Population Assessment is based on measurement year June2022-May2023 from claims and encounters.

Conclusion

Assessment Results Impact on Activities and Resources

Every year, the Population Health Assessment (PHA) is used to assess multiple views of the data representing the L.A. Care population as a whole and its sub-populations in order to identify continuing or new trends. If there are continuing trends where interventions are in place, the Population Health Impact and Quality Improvement Evaluations were also used to identify why and what changes can be made to better address the gap or need.

As stated in the introduction, while the COVID-19 is having less of an impact on members' daily lives the risk of infection and the possible rise of vaccine resistant strains of COVID means that L.A. Care continues to closely follow community infection rates, and continues to push for higher vaccination rates. Some communities still show relatively low rates of vaccination. Continued monitoring of the situation will remain important for the foreseeable future. Preventive care, as well as hospital utilization continues to trend towards pre-pandemic levels. The impact on health outcomes of pandemic decreases in preventive and chronic care remains to be seen.

L.A. Care's current activities include interventions and programs to address the full continuum of care for our members. These include:

Keeping Members Healthy: L.A. Care has multiple programs that focus on keeping members healthy. The following programs and services are made available to all identified members.

Fight the Flu Campaign

Early Childhood Vaccines Campaign

Healthy Moms

Health in Motion™

Colorectal Cancer Screening

Breast Cancer Screening

Cervical Cancer Screening

Community Resource Center (CRC) Monthly Screening Program

Early Detection/Emerging Risk: L.A. Care has multiple programs that focus on early identification and mitigation of risk factors. The following programs and services are made available to all identified members.

Centers for Disease Control and Prevention (CDC)-recognized Diabetes Prevention Program

Chronic Condition Management: L.A. Care has multiple programs to focus on managing members with identified chronic conditions. The following programs and services are made available to all identified members.

Asthma

Asthma Medication Ratio (AMR) Education Kit

L.A. Cares About Asthma Program

Diabetes

L.A. Cares About Diabetes Self-Management Education- Support (DSME-S) program*

L.A. Care Diabetes Quality Improvement Project (QIP)

L.A. Care Diabetes Performance Improvement Project (PIP)

Diabetes Education Kit (Coming in 2022)

L.A. Cares About Diabetes

Cardiovascular Disease

L.A. Cares About Your Heart*

Care Management programmatic levels:

High Risk and Complex Case Management

Palliative Care

Social Drivers of Health

Member Equity Council

Housing for Health Intensive Case Management Services

Housing for a Healthy California grant

Health Homes

Care Transitions (Outcomes Across Settings)

Follow-up After Hospitalization Incentive Program for mental health related hospitalizations

L.A. Care Transitional Care Pilot (TCP)

Managed Long Term Support Services (MLTSS) Care Coordination

Patient Safety

Comprehensive Medication Review (CMR)

Pharmacy Home Program* & Opioid Home Program- Opioid Abuse

Ambulatory Care Pharmacy Initiative

Community Pharmacy Value-based Program-California Right Meds Collaborative (CRMC)

Through analysis of the 2022 population assessment and feedback from L.A. Care workgroups, several gaps have been identified in the activities available for L.A. Care members. These include:

A need for better coordination of member assessments. Due to regulatory requirements there are multiple member assessments with duplicative information.

More targeted interventions to address health disparities. For several years L.A. Care has identified race, ethnic and language related clinical quality and service disparities. An added focus on disparities is needed through inclusion in Enterprise goals and the Population Health Quality of Care Index (PHMI) including Black and African American (BAA) population infant and maternal care, hypertension and diabetes.

L.A. Care needs to increase capabilities and functionality to better identify, measure, and develop solutions that address outcome differences by race, ethnicity, language, and other factors to advance health equity. The state's CalAIM program has put in place more requirements to push L.A. Care to do better.

Better population level oversight of transitions of care. This would include transitions of provider for appropriate continuity of care, as well as transitions from one level of care to another, such as with discharges from the acute setting to home or back to a post-acute facility. CalAIM requires the plan to have oversight of all transitions of care starting with care for high risk members. L.A. Care is in the process of developing a program to handle the increased level of oversight.

L.A. Care has resources in place through dedicated staff, roles, teams and committees to address and operate the current activities for L.A. Care members. In reviewing the needs of L.A. Care's current population a variety of gaps in resources were identified. These include:

There is a need for additional staffing to address health disparity work as the regulatory requirements and enterprisewide focus on closing gaps in disparities increase. Additionally, in order to optimize community partners and integrate work throughout the organization such as Community Resource Centers (CRCs) and equity councils.

Thrasys/Syntranet will replace Clinical Care Advance (CCA) in the next two years and will allow for further documentation and integration of member's clinical and program participation in order to minimize program overlap and coordinate member outreach and increase targeted interventions. During the transition there are gaps in the system integration for member care coordination.

L.A. Care currently has disparate efforts which address member and provider experience. We plan to identify a more comprehensive customer experience program which may involve the need for new and specific resources to address this aim.

L.A. Care integrates a variety of community resources in the programs to address member needs. These include:

Nurse Advice Line

Access to Teladoc, Minute Clinic and telemedicine directly from providers

Community Link that includes community resources that members are referred to as assessed and appropriate

Community initiatives to increase COVID-19 vaccine rates within disparity populations. These efforts included vaccine outreach events to low vaccinated, faith based and BAA communities, incentivizing pharmacies in low vaccination communities, nearly \$2 million in grant funding to support 26 Federally Qualified Health Centers (FQHCs) to increase vaccination rates, community sponsorships and community vaccination events and live calls to homebound members.

We have identified gaps in the way LA Care is reaching members in LA County in ways in which they feel comfortable being reached. Part of this will depend upon L.A. Care's ability to parse socio-economic and geographic factors such as SVI or ADI trends within RCACs to identify who needs more specific outreach such as when the only computer is at a library or Community Resource Centers (CRCs), or track phones that lose minutes by the 15th of the month. But most importantly will be the member's telling us what they need. We must ask and listen. We must understand and translate into action. Our largest enterprise effort for 2022 will be to better obtain and use our members' voices to direct our efforts.

There were many substantial changes to the Medi-Cal program that went live in 2023. As stated in the introduction, CalAIM is forcing all plans across the state to implement more comprehensive population health management programs. This includes the implementation of a Community Health Worker (CHW) provider network, providing care to justice involved members, managing all transitions of care, increasing Health Information Exchange (HIE) participation, addressing health disparities, focusing on a broader range of quality metrics (the state Managed Care Accountability set increased from 17 to 29), preparing for quality based actuarial rate setting, rolling out Alternative Payment Methodologies (APMs) to FQHCs, and improving on existing risk stratification algorithms. L.A Care welcomes the challenge and looks forward to improving the lives all of our members. As an organization driven by our mission to serve our members it is the right thing to do.

Chronic Condition Prevalence by RCAC

ALHAMBRA, PASADENA, Foothill	Percentage
Hypertension	33.67%
Diabetes	23.62%
Alcohol Related	11.08%
COPD	8.60%
CAD	6.27%
TBI	4.08%
CHF	3.50%
Depression	3.21%
Psychiatric Disorder	2.33%
Chronic Liver Disease	2.04%
Substance Use Disorder	0.87%
Chronic Renal Disease	0.58%
Dementia	0.15%
ANTELOPE VALLEY	
Hypertension	32.63%
Diabetes	28.18%
Alcohol Related	8.52%
COPD	7.47%
CAD	5.50%
Chronic Liver Disease	4.59%
TBI	3.67%
CHF	3.15%
Psychiatric Disorder	2.62%
Depression	1.83%
Substance Use Disorder	1.05%
Chronic Renal Disease	0.52%
Dementia	0.26%
CARSON, TORRANCE, SAN PEDRO, WILMINGTON	
Hypertension	32.24%
Diabetes	24.83%
Alcohol Related	11.90%
COPD	6.38%
CHF	6.21%
CAD	5.52%
Chronic Liver Disease	3.62%
TBI	3.45%
Psychiatric Disorder	2.07%
Depression	1.72%
Dementia	1.03%
Chronic Renal Disease	0.69%
Substance Use Disorder	0.34%

COMPTON, INGLEWOOD, WATTS, GARDENA, HAWTHORNE	
Hypertension	38.44%
Diabetes	24.58%
COPD	9.21%
Alcohol Related	9.16%
CAD	4.94%
TBI	3.40%
CHF	3.05%
Chronic Liver Disease	2.53%
Psychiatric Disorder	2.11%
Depression	1.09%
Substance Use Disorder	0.82%
Dementia	0.40%
Chronic Renal Disease	0.25%
CULVER CITY, VENICE, SANTA MONICA, MALIBU, WESTCHESTER	
Hypertension	30.11%
Alcohol Related	20.67%
Diabetes	14.16%
CAD	9.21%
COPD	7.64%
TBI	4.04%
CHF	4.04%
Psychiatric Disorder	2.92%
Chronic Liver Disease	2.92%
Substance Use Disorder	2.25%
Chronic Renal Disease	0.67%
Depression	0.67%
Dementia	0.67%
EAST LOS ANGELES, WHITTIER, HIGHLAND PARK	
Hypertension	32.41%
Diabetes	26.72%
Alcohol Related	14.82%
CAD	7.20%
Chronic Liver Disease	4.52%
COPD	3.94%
TBI	2.60%
CHF	2.60%
Depression	2.26%
Psychiatric Disorder	1.59%
Substance Use Disorder	1.01%
Chronic Renal Disease	0.17%
Dementia	0.17%

HOLLYWOOD, WILSHIRE, CENTRAL LA, GLENDALE	
Hypertension	37.76%
Diabetes	20.16%
Alcohol Related	11.85%
COPD	7.14%
CAD	6.98%
TBI	3.88%
Chronic Liver Disease	3.54%
CHF	2.66%
Psychiatric Disorder	2.05%
Depression	1.83%
Substance Use Disorder	1.44%
Dementia	0.44%
Chronic Renal Disease	0.28%
HUNTINGTON PARK, BELLFLOWER, NORWALK, CUDAHY	
Hypertension	30.34%
Diabetes	26.82%
CAD	9.08%
Alcohol Related	9.08%
Chronic Liver Disease	5.88%
COPD	5.66%
TBI	2.88%
CHF	2.88%
Depression	2.67%
Psychiatric Disorder	2.67%
Substance Use Disorder	0.75%
Dementia	0.75%
Chronic Renal Disease	0.53%
LONG BEACH	
Hypertension	31.26%
Diabetes	24.86%
Alcohol Related	11.70%
COPD	10.79%
CAD	4.39%
Chronic Liver Disease	4.02%
Psychiatric Disorder	3.29%
TBI	3.29%
CHF	2.93%
Substance Use Disorder	1.10%
Depression	1.10%
Chronic Renal Disease	0.91%
Dementia	0.37%

POMONA, EL MONTE	
Hypertension	32.14%
Diabetes	25.02%
Alcohol Related	9.35%
Depression	7.12%
CAD	6.40%
COPD	5.18%
CHF	4.31%
Chronic Liver Disease	4.10%
TBI	2.95%
Psychiatric Disorder	2.08%
Substance Use Disorder	0.79%
Chronic Renal Disease	0.36%
Dementia	0.22%
VAN NUYS, PACOIMA, WEST HILLS, NORTH HILLS, ARLETA, SUPULVEDA	
Hypertension	31.63%
Diabetes	21.22%
Alcohol Related	13.01%
CAD	10.73%
COPD	5.89%
TBI	3.38%
Chronic Liver Disease	3.38%
CHF	3.33%
Psychiatric Disorder	2.78%
Depression	2.65%
Substance Use Disorder	1.19%
Chronic Renal Disease	0.46%
Dementia	0.37%