



# The Value of Care Coordination for Medicare Advantage Enrollees

## Executive Summary

In March and April 2022, Tivity Health® and the Healthcare Leadership Council (HLC) commissioned an edition of Tivity Health's Senior Healthy Living Survey (SHLS) by SilverSneakers® among a national sample of 601 adults age 65+ enrolled in a Medicare Advantage (MA) plan to better understand patients' lived experience with care coordination.

The mission of the Senior Healthy Living Survey is to serve as a primary voice of seniors nationwide in

areas representing all aspects of their lives related to healthy aging. Harnessing a consumer voice with a focus on current and future-state needs of seniors helps all of us be responsive to the needs of a growing population. HLC represents a coalition of chief executives from all disciplines in healthcare and has provided leadership by convening sessions on health equity, CMS policy and topics such as care coordination.

### Key findings demonstrated:

- As the aging population continues to grow, the composition of the MA population has evolved to include more beneficiaries who are low-income, identify as a racial and ethnic minority, and have more chronic conditions
- Most seniors have some idea of who to contact about care coordination, but those in rural communities are least sure
- Even with the option for care coordination, rural seniors have disproportionately limited access to a doctor within 10 miles of their home or the ability to use telehealth as an alternative service
- There is an indication that minority seniors and those with an income under \$25,000 who have not experienced care coordination also experience the lowest levels of access to quality healthcare
- It is essential to seek additional knowledge regarding the relationship of low-income and minority seniors to care coordination in both the MA and FFS Medicare populations

Low income, minority and rural populations of seniors are less likely to have experienced care coordination when compared with the average MA beneficiary. And when they do, satisfaction levels are found to be lower. Recognizing that this Medicare population will experience significant growth within the next decade, it is recommended that key stakeholders conduct further research to include a deeper examination of the differences in coordinated care experienced among underserved populations, how more effective messaging can be implemented, and the health outcome implications of differing levels of coordinated care access.