

# ANTHEM HEALTHKEEPERS PLUS DATA AT A GLANCE



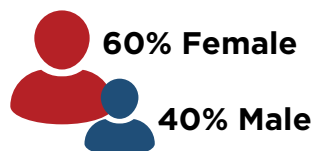
This report includes data from a sample of Medicaid members who receive long term services and supports (LTSS) from Anthem Healthkeepers Plus that completed the National Core Indicators - Aging and Disability (NCI-AD) Adult Consumer Survey in Virginia. All surveys were completed by phone either with a Cardinal Care Managed Care Medicaid member or with a proxy who knew the person well. Overall state results are provided for certain data points in parentheses and denoted with “VA”.

Virginia participates in the NCI-AD Project as part of the state’s effort to measure the quality of LTSS and systems performance. For more information about NCI-AD in Virginia, visit our website at: <https://nci.partnership.vcu.edu/>.

## SAMPLE INFORMATION

**216 total respondents**

### Gender



### Age



## RESIDENCE

### Location

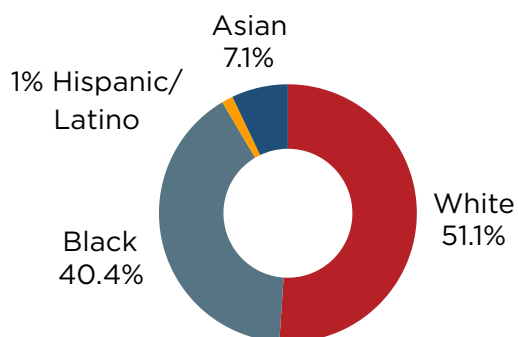
**79%** Metropolitan  
**8%** Micropolitan  
**7%** Small town  
**6%** Rural



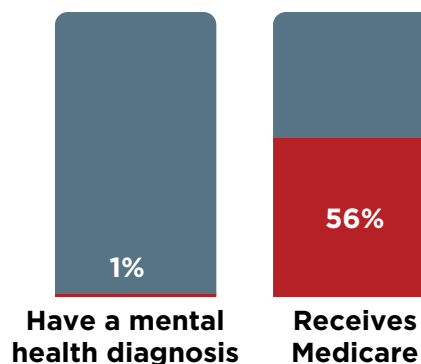
### Type

**83%** Family Home/Own Home  
**7%** Other  
**3%** Nursing Facility  
**3%** Group/Adult Foster  
**2%** Senior Living Apartment  
**1%** Assisted Living

## RACE & ETHNICITY



## MEDICAL BACKGROUND



## DIAGNOSIS

**1% PHYSICAL  
DISABILITY**



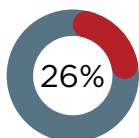
**5% TBI**

**5% ALZHEIMER'S  
/DEMENTIA**

**15% ID/DD**

## EMPLOYMENT

Overall **26%** of  
respondents  
want a job  
(VA: 23%)



**For respondents  
aged 18-59**

**44%**  
reported they  
wanted a job  
(VA: 36%) **50%**  
report that  
someone has talked  
with them about job  
options (VA: 36%)

## RESPECT & PRIVACY

**93%**

Services and supports are  
delivered in a way that is  
**respectful of their culture**  
(VA: 94%)

**92%**

Have **enough privacy where  
they live** (if in a group  
setting) (VA: 63%)

**100%**

Others **ask before coming in**  
in their home/room (if living in  
a group setting) (VA: 69%)

## CHOICE & CONTROL

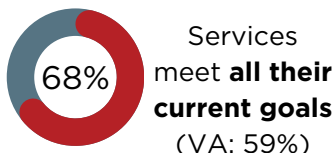
**83%** Can choose/change  
their services and  
supports (VA: 87%)

**88%** Can choose/change  
the people who provide  
paid supports (VA: 81%)

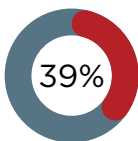
**78%** Can choose/change  
when/how often they  
receive services (VA: 82%)

**72%** of respondents say  
**they feel in control  
of their life** (VA: 74%)

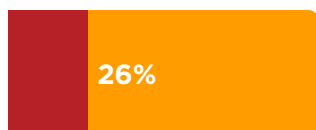
## SERVICES & UNMET NEEDS



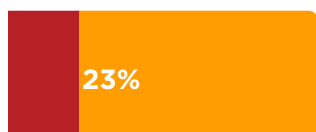
Case manager  
talked to them  
about services  
to help with  
unmet needs  
(VA: 45%)



## STAFF LONGEVITY & TURNOVER

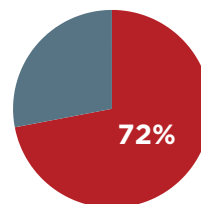


Paid staff changes too  
often (VA: 19%)



Case manager changes  
too often (VA: 24%)

## SERVICE COORDINATION



**72% Have a backup  
plan if their paid  
support staff  
does not show up**  
(VA: 73%)

## HEALTH & HEALTHCARE



**76%** Have access to  
mental health services if  
they want them (VA: 86%)

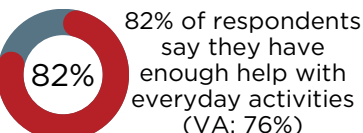
**75%** Can get an appointment to  
see or talk to their primary care  
doctor when needed (VA: 77%)

**53%** Talked to health  
professionals using video  
conference/telehealth (VA: 51%)

**37%** Went to the emergency  
room in the past 12 months  
(VA: 42%)

**18%** Had an overnight stay in a  
hospital or rehab/nursing facility  
in the past 12 months and was  
discharged to go home  
(VA: 23%)

## SUPPORT & FOOD ACCESS



**14%** have to skip  
meals due to  
financial worries  
(VA: 15%)



**85%** have access  
to healthy foods  
when they want them  
(VA: 85%)

## FALLS



**Have a history of falls**  
(VA: 21%)



**Have concerns about  
falling/being unstable**  
(VA: 46%)



**Have worked with  
someone to reduce their  
risk of falling** (VA: 71%)

## SUPPORT ACCESS TO COMMUNITY

**86%** of respondents say  
they can see/talk to  
family/friends they do not  
live with when they want  
(VA: 93%)

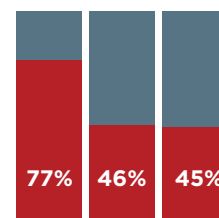
**69%** always have a way to  
get where they want to go  
(VA: 72%)

**65%** can take part in  
activities with others as  
much as they want  
(VA: 69%)

**16%** often feel lonely  
(VA: 21%)



## ACCESS TO PREVENTIVE HEALTH CARE



**77%** Had physical exam in  
past 12 months (VA: 78%)

**46%** Had a vision exam in  
past 12 months (VA: 52%)

**45%** Had a dental visit in the  
past 12 months (VA: 47%)