How Health Insurance Providers Address Inequities

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America's Health Insurance Plans

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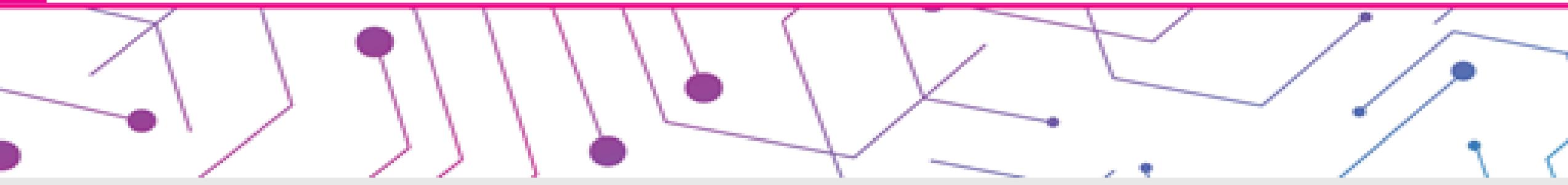
Health Plan Strategies to Reduce Inequities

Leveraging Data Analytics to Identify & Reduce Disparities	Promoting Diverse & Culturally Humble Provider Networks	Exploring Health Equity Measures for VBC	Implementing Programs that Reduce Inequities
• Improving Demographic Data Standards (race, ethnicity, language, SOGI, disability, veteran, spirituality)	• Loan repayment programs and NHSC	• To incentivize and reward orgs who focus on health equity	• Enhancing outreach materials to better reach diverse populations
• Reviewing AI & algorithms to reduce potential harmful biases	• Diversifying types of staff & employ from local community (CHWs, doulas, etc)	• Focusing on: access, quality, member experience, community partnerships, data infrastructure, culture/structure of equity, accountability	• Partnering with CBOs and local provider orgs
• AHIP launched workgroup focused on health equity topics, such as data, diverse provider networks, and training	• Facilitating consumers' ability to find someone they feel comfortable seeing for care	• AHIP launched workgroup focused on this topic	• Investing in CBOs to move from reducing disparities to advancing equity
	• Developing "Best in Class" Unconscious Bias/Anti-Racism/ Cultural Humility Training for insurance industry, brokers, & provider networks		

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Efforts to Advance Health Equity in SDOH Space: Importance of Focusing Upstream

SYSTEM & POLICY Level: Structural & Political Determinants of Health

POPULATION and COMMUNITY Level: Social Determinants of Health/ Socioeconomic Living Conditions

INDIVIDUAL Level: Health-Related Social Needs

UPSTREAM (Focus on Equity)

MIDSTREAM

DOWNSTREAM

Ex: Advocating for community investment and fair policies that advance equity (e.g., increase affordable housing options & policies)

Ex: Partnering and investing in CBOs; Purchasing buildings to provide supportive housing

Ex: Assess needs and provide services to address those needs (housing navigation services, referrals to food banks, etc.)

Outcome: Addressing upstream root causes that lead to SDOH. Can help broader pops, more communities, & lead to sustainable change

Outcome: Improving community conditions but still working within inequitable system

Outcome: Addressing individual needs. Not addressing root cause of the problem so problem will persist

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Innovating to Reduce Inequities During the COVID-19 Crisis

Inequity Emerging During Pandemic

Innovation to Address Inequity

Digital Divide
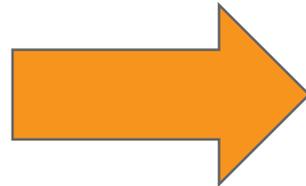
Supply phones with data plans so people can access telehealth. Provide digital literacy technical assistance

Convert community resource centers to provide free public WiFi along with private spaces with computers & webcams so that people can have telehealth visits & sign up for benefits

Accessing COVID-19 Vaccines
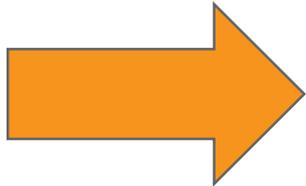
Vaccine Community Connectors Program with White House

Reaching homebound and other hard to reach populations

Provide transportation to COVID testing and vaccination sites

SDOH Inequities
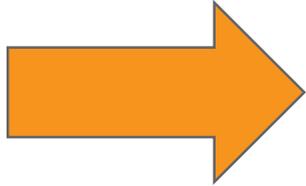
Repurpose medical vans to deliver food to people in need. Supply online grocery delivery services or boxes of essentials

Connect people with employers who were still hiring during pandemic, education opportunities, etc.

Address social isolation and loneliness through Togetherness Programs that pair people together to help build relationships

Questions or Comments?

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