

Partnership and promise

Working with Mercy Care Plan and Mercy Maricopa Integrated Care to improve the health of a community

Good health is more than just good medical care

In fact, many nonmedical factors affect health, like affordable housing and stable employment. As part of our promise to build a healthier world, Aetna has teamed with Mercy Care Plan (MCP) and Mercy Maricopa Integrated Care (Mercy Maricopa) to improve the health of Medicaid-eligible individuals with a serious mental illness by addressing these social determinants of health within the managed care system. Mercy Maricopa is administered by Aetna Medicaid in Phoenix and staffed by Aetna employees.

The State of Arizona and Mercy Maricopa are committed to supportive housing and employment services as effective interventions for Medicaid-eligible adults.



Housing



Transportation



Employment



Peer support

The results¹ for supportive housing are compelling

Members in the scattered site housing program had health care costs of approximately \$20,000 per member per quarter before starting supportive housing services. Members' total costs dropped by 24 percent after starting in the supportive housing program.



24%

decrease in total cost of care*



23%

decrease in behavioral health professional services costs*



46%

decrease in behavioral health facility costs*



20%

decrease in psychiatric hospitalizations**

* Per member/beneficiary, per quarter.

** Per 1,000 members/beneficiaries, per quarter.

¹The Impact of Housing Programs and Services on Health Care Costs, Quality, and Member Experience, January 10, 2018.

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Creating a healthier world, one community at a time

More promising results¹

Additionally, results were promising when comparing members receiving supportive services in scattered site housing units to a similar group with housing needs but not yet enrolled in the scattered site program.

Participants receiving supportive housing	606
↓ Total cost of care reduced by	\$1,668*
↓ Behavioral health services costs reduced by	\$1,882*
↓ Psychiatric hospitalizations reduced by	19**

Aetna and Mercy Maricopa: A successful model for other communities

Three key elements:



Close community partnerships



Member-centered framework



Strong provider communication

The increase in social support — through supported housing and employment services — led to members' increased focus on obtaining and using a regular source of care and decreasing their need for emergency or inpatient services. Integrated care has streamlined the process of accessing care for members with serious mental illness who are now able to obtain both sets of services through Mercy Maricopa's network.

* Per member/beneficiary, per month.

** Per 1,000 members per month

¹The Impact of Housing Programs and Services on Health Care Costs, Quality, and Member Experience, January 10, 2018.

This brief was prepared based on findings from independent research conducted by NORC at the University of Chicago. For a full summary of findings, please go to www.norc.org.

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