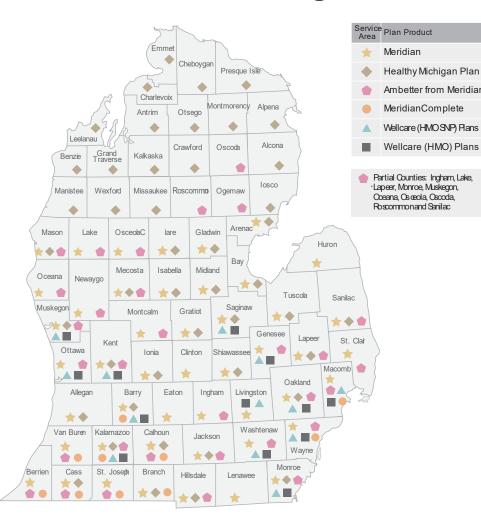
# A Multi-Pronged Approach to Addressing Social Isolation and Loneliness Michigan Health Policy Forum October 2024

### Meridian at a Glance

### **538+ thousand** managed care members



394K Meridian

Medicaid members

**30K** Wellcare

Medicare members

109K Ambetter from Meridian

Marketplace members

**5.4K** MeridianComplete
Medicare-Medicaid members

We are passionate leaders, achievers, and innovators dedicated to making a difference in the lives of our members, our providers and in the healthcare industry

1,900+ employees

4 brands

**68** counties

largest Medicaid plan in MI





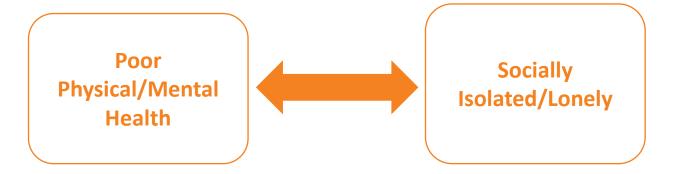






# Why should we address social isolation and loneliness?

**3** of the top **10** chronic conditions for Meridian Medicaid adults are mental health related: anxiety, depression, and serious mental illness



Adults who are lonely or socially isolated tend to be less healthy and have increased rates of:		
Heart Disease	Weakened Immune Systems	Length of Hospital Stays
Depression/Anxiety	Type 2 Diabetes	<b>Hospital Readmissions</b>
Cognitive Decline	Stroke	Premature Death

Increased physical and mental health needs == increased healthcare \$



# Pyx Health

Pyx Health is tool designed to provide companionship delivered through a mobile app – offering friendly chat bot services or human telephonic connection.



Pyxir is available 24/7 and check-ins are based on tailored profiles, which are built through screening tools including:

- UCLA Loneliness Screening
- CMS Health-Related Social Needs Screening tool
- SDOH Mini Screen

Pyx users, from our Arizonia Medicaid plan, resulted in members reporting:

- 45% reduction in loneliness
- 42% reduction in depression

And a reduction in ED visits and inpatient stays based on claims data.

615 Members Enrolled 54% of members scored as lonely

1,309 Pyxir Conversations

1,281 Human Connections

54% Indicate SDOH need

2,177 Resource Connections



### **Choose Tomorrow**

Suicide is one of the top 10 leading causes of death in the U.S., and the second-leading cause among 10-34 year olds.

In December of 2023, we partnered with Zero Suicide to implement the Choose Tomorrow program, an effort to reduce the number of deaths by suicide to zero.

**Early intervention is key!** Members who screen as at risk for suicidal ideations through predictive modeling, can be enrolled into the program.

A **person-centered safety plan** is developed that includes what to expect from treatment, placement on a high-risk pathway, and ongoing monitoring of appointments.

# The Impact of Choose Tomorrow



total medical & mental health care cost decreased



unnecessary ED visits decreased



inpatient admissions decreased



loss of human life for families & communities decreased



100% of enrolled members connected to needed services

### No One Eats Alone

Every year, Meridian partners with Beyond Differences to celebrate **No One Eats Alone Day**.

This initiative is designed to combat social isolation for middle school youth. Through guided group activities, students are encouraged to serve as student leaders and create a **culture of belonging** within their schools.

In 2024, Meridian staff facilitated four No One Eats Alone Day celebrations and connected with over 400 students through food, meaningful conversation, and a group art project.



88%

of student
leaders reported
the program
made an impact
at school

# **Future Programs**

#### Tailored approaches are key!

Resources and services need to be adaptable to the user's preference, to increase engagement and improve health outcomes.







### Let's connect!

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