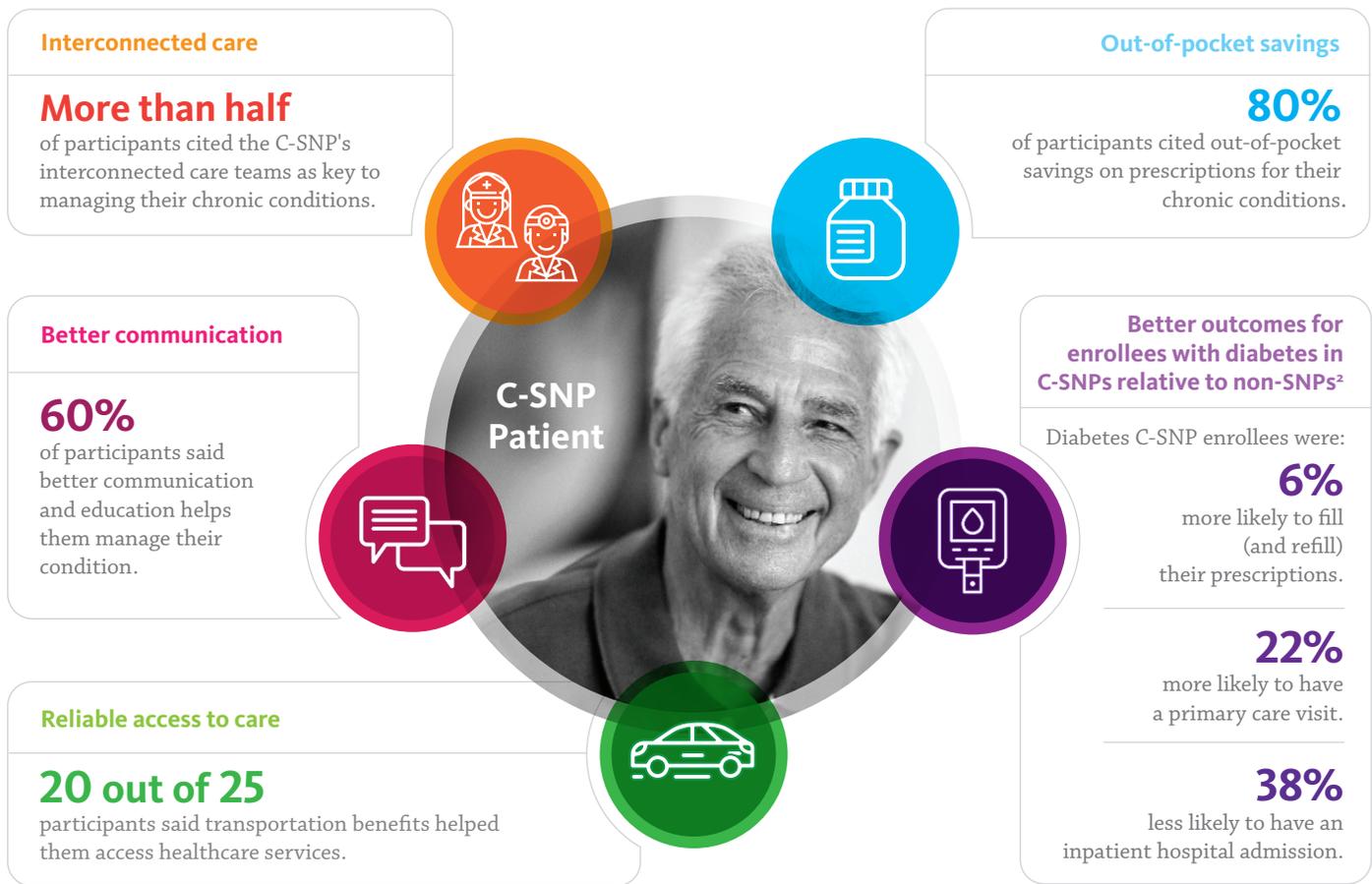


# Chronic Condition Special Need Plans (C-SNPs): Tailored Benefits Improve Patient Outcomes

June 2018

The Anthem Public Policy Institute conducted focus group interviews with enrollees of Anthem-affiliated C-SNPs and found that C-SNPs bring significant value to members.<sup>1</sup>



## Participant feedback

“My kidney doctor and all my other doctors are a team—they are on my team. When my kidney doctor orders a blood workup, all the doctors get it. They all get the results. That part I like.”



“They [the C-SNP] gave me a scale to weigh myself. The doctors see it on their computers. If my weight fluctuates they call. They'll suggest changes to my heart medications that make me feel better.”



“The difference is my blood sugars are manageable. I'm not having the big spikes. I was uncertain what was good or what was bad. They [the C-SNP] explained it to me... it was stuff I didn't have information about.”



“My pharmacy bills have decreased because my diabetes is controlled. Before, I was paying a little over \$100 a month... last time I got my drugs filled, it was \$17. It's a stress factor that I don't have anymore.”



<sup>1</sup> Conducted three in-person focus groups and 10 one-on-one phone interviews in November 2017 with a total of 25 participants who are enrolled in Anthem-affiliated C-SNPs.

<sup>2</sup> Avalere Health. (October 2017). Effect of Chronic Condition Special Needs Plan Enrollment on Outcomes for Medicare Beneficiaries with Diabetes. Available at: [www.antheminc.com/NewsMedia/PublicPolicyInstitute](http://www.antheminc.com/NewsMedia/PublicPolicyInstitute)

**Special Needs Plans (SNPs)** are a type of Medicare Advantage (MA) plan structured to meet the unique health needs of people with particular diseases or circumstances. Medicare SNPs tailor their benefits, provider networks and drug formularies to best meet the specific needs of the patients they serve. There are three type of SNPs:



**Chronic Condition SNPs (C-SNPs)**

Serve individuals who have severe or disabling chronic conditions such as diabetes or heart failure.



**Dual-eligible SNPs (D-SNPs)**

Serve individuals who are dually eligible for both Medicare and Medicaid benefits.



**Institutional SNPs (I-SNPs)**

Serve individuals who live in a nursing home or similar facility, or otherwise require an institutional level of care.

**C-SNPs and Coordinated Care**

C-SNPs improve health outcomes through chronic illness care that is coordinated and integrated.

The diagram at right shows the interdisciplinary approach C-SNPs use to coordinate patient care.



**Permanently Authorized by Congress: CHRONIC Care Act**

On February 9, 2018, Congress recognized the importance of SNPs by permanently authorizing all SNP types through the passage of the CHRONIC (Creating High-Quality Results and Outcomes Necessary to Improve Chronic) Care Act.