



Social Determinants of Health Innovations Summit

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Agenda

1. About VillageCare
2. Rango Goals and Population Served
3. Website and App Features
4. Outcomes Evaluation
5. Lessons Learned

VILLAGECARE

VillageCare is a pioneering and innovative not-for-profit continuing care organization that offers post-community services and many options to people living in New

We strive to understand the complex needs of those we serve and provide appropriate responses.

In our 40 years of existence, we have continually reached out to help the most vulnerable and marginalized people who may not have had adequate access to quality health care and rehabilitation services.



Last year, VillageCare served over **25,000** patients and members.

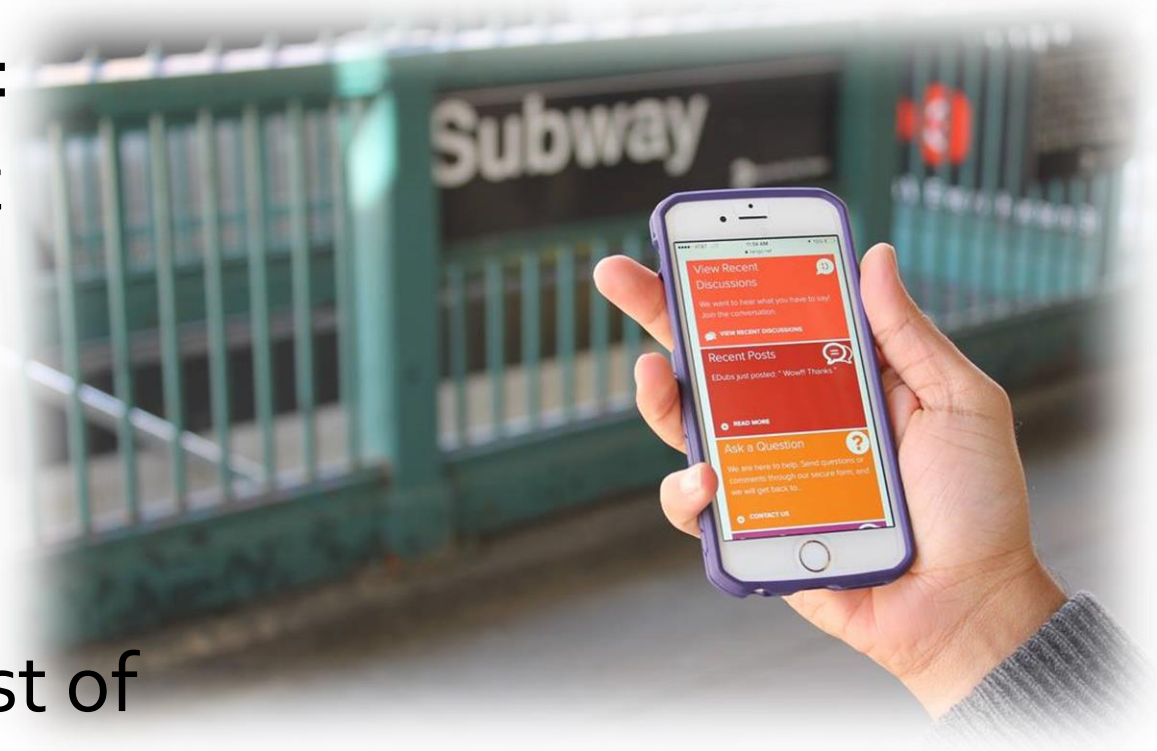


Our Reach

Rango was created through a CMS Innovation Award to provide treatment adherence supports virtually.

The goals were to:

- Increase patient activation
- Improve medication compliance
- Reduce total cost of care for HIV+ individuals



Rango Members

- Medicaid or Medicare beneficiary
- HIV/AIDS Diagnosis
- Age 18+
- Living in New York City

During our 3-year pilot, Rango served 4,366 people.

Rango Features: App and Browser

- Medication and appointment reminders
- Virtual support groups
- Moderated online community
- Live chat
- Private messaging inbox
- Text message and app notification broadcasts
- Article library
- Healthify social services database



Rango Member Utilization

Most Popular App Features	Percentage of Members Using the Feature	Total Count of Activities
Medication Reminders*	52%	405,404
Q&A Messaging	38%	11,185
Library Article	25%	8,667
Post in the Forum	20%	18,231

Most Popular Web Browser Features	Percentage of Members Using the Feature	Total Count of Activities
Medication Reminders	46%	929,522
Post in the Forum	37%	13,038
Library Article	33%	5,946
Q&A Messaging	26%	10,433

* After graduation (without incentives) 19% continue medication reminders

Early Outcomes: Claims Analysis

Health Care Expenditures

- Overall spending on health care services increased 5%; 40% of this increase was attributable to increases in pharmaceutical expenditures, which may indicate greater adherence to drug regimens
- The feature of the program most closely correlated to reduced overall health care expenditures was medication reminders.

Health Care Utilization Patterns

- The rate at which Rango users fill prescriptions increased by 6% during the study period
- Utilization rates for hospitalizations decreased by 8% and increased for primary care by 3% for the Rango population
- The feature of the program most closely correlated to improvements in healthcare utilization rates was community forum postings.

Early Outcomes: Viral Load Suppression

A Rango managed care partner conducted an evaluation by combining in-house VLS and claims data with Rango utilization and enrollment data.

- 53% of plan members who were virally unsuppressed before starting Rango became suppressed during their participation in the program.
- The most effective feature of the program in relation to VL suppression was Friend Requests

What We Learned Running a Technology-based SDH Program

- Offer it on your patients' devices and on their timeframe
- Offer a consumer-quality experience
- Offer both push and pull communication channels
- Balance security and access
- Build community

