

Improving D-SNPs Retention & Outcomes



The Challenge

D-SNPs are navigating major changes in operations, enrollment, and benefit structures. With **tighter SEP timelines, mandatory Medicaid alignment, and mounting budget pressures**, plans are under more pressure than ever to retain members, maintain compliance, and deliver measurable outcomes. Success depends on moving beyond passive outreach toward a **structured, evidence-based model of care**—one that integrates CHWs into member engagement, care coordination, and social support.

Our Approach

Path Assist **reduces health disparities** by implementing a **structured, evidence-based model of care**. The program augments current care management strategies and can realize cost savings in populations with unmet health-related social needs. The program is designed to improve the health of historically marginalized populations through community assessment and analysis, outreach screening, and tiered interventions.

ENGAGE

Targeted, culturally aligned outreach to high-need groups to reduce no-contact rates and connect with historically underserved populations.

SCREEN

Validated HRSN tools (e.g., PRAPARE, AHC HRSN) that identify 67% more actionable needs than basic intake forms, improving resource targeting.

NAVIGATE

Ongoing coaching, bi-weekly check-ins, and real-time referral tracking to improve referral success from 23% to over 75%.

PLAN

Member-centered care plans with tiered interventions based on acuity, boosting adherence and reducing over-utilization.

TRANSITION

Warm handoffs to sustainable care and self-efficacy coaching to support long-term health gains and meet value-based goals.

Proven Impact

Activate Care partnered with Select Health to launch and manage a scalable CHW workforce for D-SNP, Medicare, and Medicaid members. CHWs provide culturally relevant care navigation, housing assistance, and resource linkage to improve health outcomes and reduce system strain. The outcomes:

- 88% engagement rate across 3 states
- 95.6% ICP completion within 7 days
- 60% contact success with previously unreachable members
- Reduced preventable ED & inpatient utilization

Why It Works

Our CHWs are embedded in communities they serve, combining lived experience with data-driven tools to:

- Reduce administrative strain on care teams
- Strengthen member trust and follow-through
- Deliver measurable retention and quality score gains