

## How Humana Health Informatics uses the ACG System to quickly and effectively segment its Medicaid population and recommend actions to lower risk and improve outcomes.

Humana's Medicaid population has been experiencing rapid growth from both state expansions and increasing eligibility. This led to the implementation of new tools to quickly understand this population, in order to offer more "human-centered" programs.

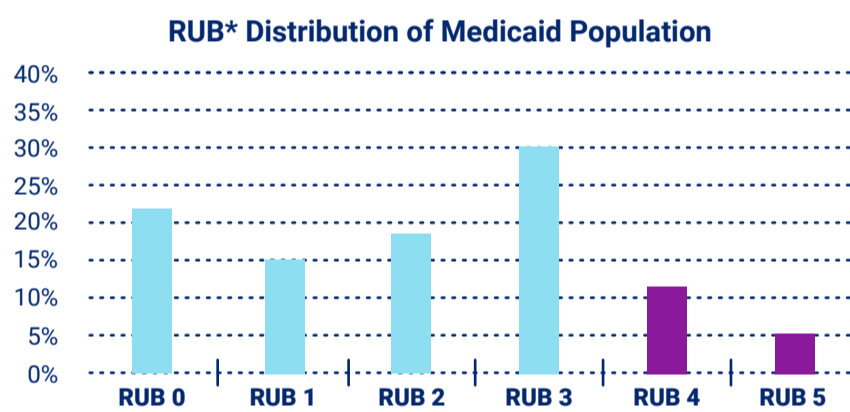
### The ACG System allows them to:

- Use predictive modeling for program design
- Improve care management services
- Customize patient messaging

Here we share a snapshot of Humana Health Informatics' approach to stratifying the Humana Medicaid population's risk and health needs to develop targeted, practical solutions.

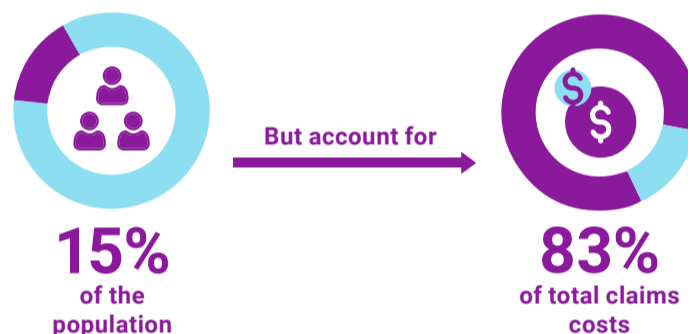
1

Humana used the ACG System to segment Medicaid members into groups with similar resource use. The streamlined approach makes it an ideal solution for care teams to provide optimal care.



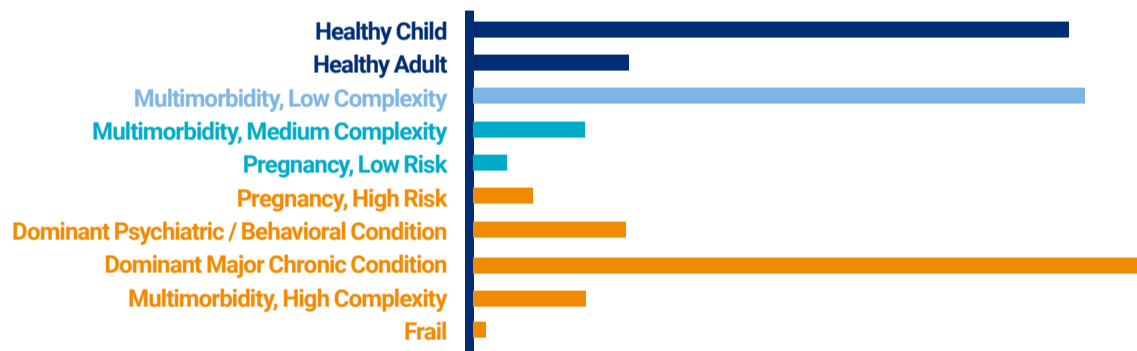
\*RUB: Resource Utilization Band

What did they find? The two highest risk groups represent:



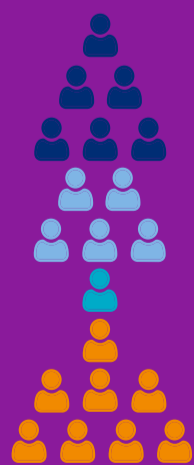
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Using the ACG System's **Patient Need Groups (PNG) framework**, Humana was also able to segment its Medicaid population into subgroups based on specific health needs, individual characteristics and behaviors.



3

Lastly, Humana was able to stratify its Medicaid population into risk tiers, so they could make clear, actionable recommendations:



- Healthy Adults & Children – 30%**
  - Prevention monitoring to ensure they remain healthy and engaged
- Emerging Risk – 25%**
  - Targeted care management programs for wellness and education services
  - Monitor those with newly diagnosed chronic conditions for proactive care
  - Monitor for future hospitalization, readmission, high cost and high pharmacy use
  - Identify those at risk for opioid misuse, poor medication adherence and gaps in care
  - Healthy food initiatives
- Medium Risk – 5%**
  - Specialized care and disease management programs
  - Explore SDOH barriers to care and program offerings available through Humana
- High Risk – 40%**
  - Specialized high-touch disease and care management programs
  - Explore Social Determinants of Health (SDOH) barriers to care and program offerings available through Humana

## ABOUT THE ACG SYSTEM

The Johns Hopkins ACG System is the world's leading population health analytics software. The System continues to evolve, providing ever-more refined tools used in the US and across the globe for over 30 years, from commercial health plans and governments to health systems and large employers. The beauty of the ACG System is its ability to combine data from an array of sources to reveal powerful insights that go beyond just medical records.

By identifying risk and tracking patients over time, the ACG System can help you plan ahead and reduce health care costs—especially valuable to risk-bearing health systems and provider organizations. Most importantly, the ACG System allows you to be proactive rather than reactive when it comes to your population's unique health care needs. The System helps you combine a population-level perspective with patient-level behaviors and conditions. And because the System is incredibly flexible and responsive to new information, you can rest assured that no matter what comes next, the ACG System will continuously adapt to your health care management needs.

For more information on the ACG System, contact our team at [HopkinsACG.org](https://HopkinsACG.org) or email [acginfo@jh.edu](mailto:acginfo@jh.edu)