Chronic Condition Special Needs 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.¹

Interconnected care

More than half of participants cited the C-SNP’s interconnected care teams as key to managing their chronic conditions.

Better communication

60% of participants said better communication and education helps them manage their condition.

Reliable access to care

20 out of 25 participants said transportation benefits helped them access healthcare services.

Out-of-pocket savings

80% of participants cited out-of-pocket savings on prescriptions for their chronic conditions.

Better outcomes for enrollees with diabetes in C-SNPs relative to non-SNPs²

Diabetes C-SNP enrollees were:

- 6% more likely to fill (and refill) their prescriptions.
- 22% more likely to have a primary care visit.
- 38% less likely to have an inpatient hospital admission.

Participant feedback

“...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.”

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¹ 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.

² 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
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.

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**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.

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**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.