Hello

We need your help in making sure agents and members understand the difference between the Member Care Assessment (MCA) and the Health Risk Assessment (SNP HRA). This is also a great opportunity to remind everyone about the value of Humana Care Managers.

Currently agents have the opportunity to complete the MCA on all MA enrollees. The Humana Care Team is responsible for also completing the SNP HRA as part of a CMS requirement.  It’s important that agents encourage SNP members to engage with Humana Care Teams to complete the SNP HRA to remain in compliance with CMS requirements for their plan.

SNP members can have both MCA and SNP HRA on file. These are wholly separate surveys, and the information collected from each is used by different Humana teams for different purposes. Below is a chart outlining the differences between the two assessments.

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| **Assessment Name** | **What It Is/Why It’s Important** | **Who Administers** | **Which Members** |
| **SNP HRA – Health Risk Assessment** | CMS-required health & wellness assessment that must be completed for new SNP members within 90 days of plan enrollment; and updated annually. | Humana Care Management Team | SNP Membership only |
| **MCA – Member Care Assessment** | Optional health & wellness assessment not governed by CMS and offered to all MA plan enrollees at point of enrollment.    MCA data is used by a variety of Humana teams to influence member outreach, experience, and opportunities for intervention. | Agents | All MA enrollees (including SNP, CarePlus, and PR plans) |

Humana Care Management is an internal team of Care Managers who engage with all SNP members in support of care management services. Care Managers use the SNP HRA to help assess the member’s health, social, and cognitive behaviors. SNP HRA responses help a Care Manager to create a plan of care and are a factor in determining the frequency the Care Manager will outreach to a member.  Humana Care Managers collaborate with the member’s provider to ensure everyone supports the member together as a team and are experienced in helping coordinate services on behalf of the patient and their caregiver. Care Managers can also assist members with understanding medical bills and paperwork to navigate through the healthcare system, as well as provide member education and resources related to disease management, medication, hospital readmission prevention, financial and transportation concerns. Timely completion of the HRA by SNP members is critical to activating the Care Manager relationship with the member, and also has a direct impact on Humana’s STARS performance goals.

Thanks in advance for your support, and any questions please reach out as always!