

# C-SNPs: Tailored Benefits Improve Patient Outcomes

June 2018



## OVERVIEW

**A new infographic from the Anthem Public Policy Institute finds that individuals enrolled in Anthem-affiliated Medicare Advantage (MA) Chronic Condition Special Needs Plans (C-SNPs) highly value the tailored benefits, interconnected care, robust communication, and out-of-pocket savings—among other benefits—provided by their C-SNPs.**

In November 2017, Anthem conducted three in-person focus groups and 10 one-on-one phone interviews with a total of 25 participants who are enrolled in Anthem-affiliated C-SNPs to better understand how enrollees perceive the benefits and overall value of their plans, as well as how they shop for and select their plans.

These discussions highlighted the significant value of C-SNPs for enrollees.

### Topics

- Access to care
- Chronic care management
- Out-of-pocket costs
- Communication with providers
- Individualized care plans

## RELATED INSIGHTS

December 2017

Opportunities to Strengthen the Medicare Advantage Star Ratings Program

October 2017

Effect of C-SNP Enrollment on Outcomes for Beneficiaries with Diabetes

October 2017

Understanding the Medicare Advantage Program