



Social Isolation and Loneliness

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Physiological Impacts of Loneliness



- Social isolation increased the risk of premature death for every cause and for every race
- 40% increase in a person's risk of developing dementia
- Social isolation increases health risks as much as smoking 15 cigarettes a day
- Loneliness and social isolation are twice as harmful to physical and mental health as obesity
- Magnitude of risk similar to the magnitude of:
 - Obesity
 - Smoking
 - Physical inactivity
 - Lack of access to care

Health Effects of Social Isolation

- Depression
- Poor sleep quality
- Impaired executive function
- Accelerated cognitive decline
- Poor cardiovascular function
- Impaired sense of community

Social Determinants of Health



Community Health Specialists

Identifying members experiencing loneliness and social isolation

Collecting SDoH Data

- The community health specialists (CHS) are in place to support our Medicare Advantage members
- 27 staff members throughout the state
- Prior to COVID-19, the team would perform SDoH assessments in the members' homes
- During the assessments, CHS ask questions to determine if social isolation and loneliness exist
- Since COVID-19 began, the team transitioned to telephone support
- We also gain insights through our other Medicare Care programs
- Our CHS act as the Care Team's right arm and the eyes and ears of what's happening in the members' homes and communities
- Our CHS connect Medicare Advantage members with community resources at their time of need

Florida Blue Centers

During COVID-19, we transitioned to virtual support and services

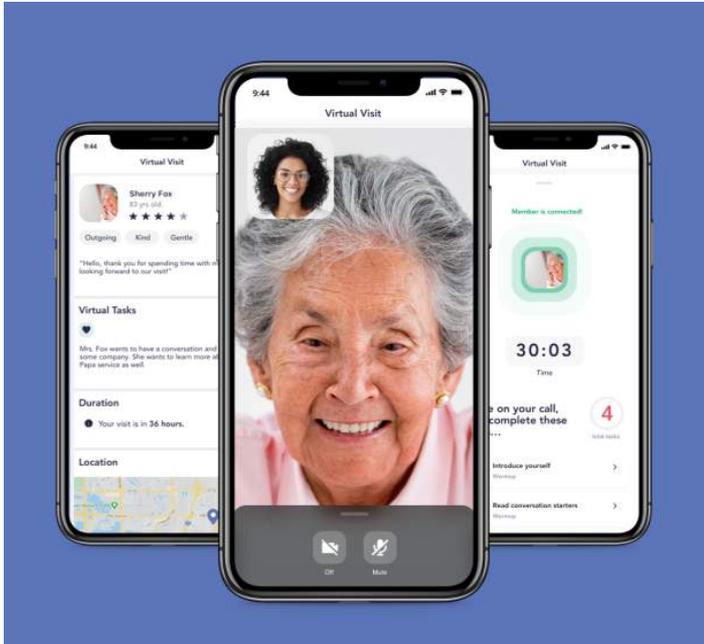


- Our locally based neighborhood nurses, community specialists and service specialists are committed to providing personalized support to our members.
- We are now providing virtual support and services



Papa Pals

“Assistance from a distance”

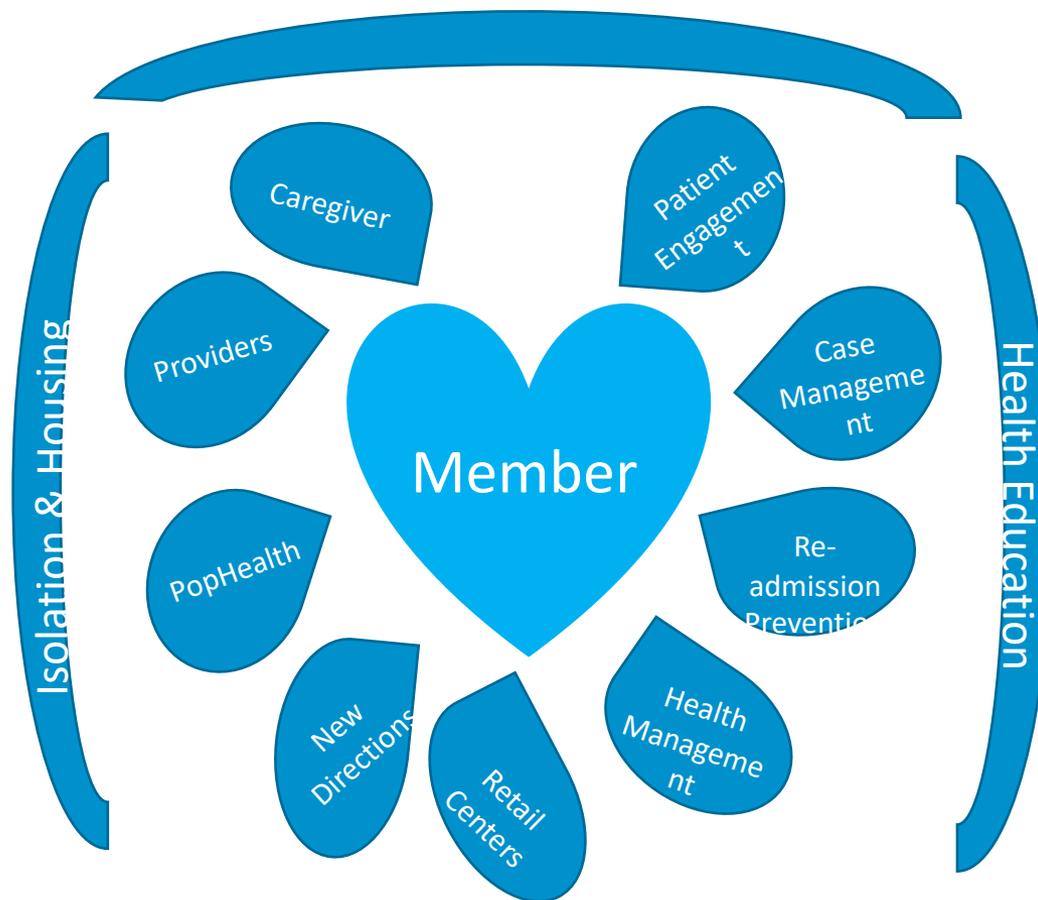


Pals provide companionship and assist with tasks:

- 1 Telehealth tools
- 2 Virtual house call services
- 3 Pharmacy benefit services
- 4 Grocery delivery

Collaboration

Member referrals flow bi-directionally between all care programs including the Florida Blue centers.



Transportation Support

- Non-emergency medical transportation
- Rides to medical appointments
- Rides to grocery store
- Drivers are dispatched for grocery store bookings in the same manner as health care appointments, ensuring the most fragile and elderly members have specially-trained drivers.
- Rides to COVID-19 testing sites
- Rides to COVID-19 vaccination clinics



Vaccine Clinics



- Decentralized vaccination rollout at the county level in Florida



- Uneven access to vaccine due to long waits or technology barriers



- Partnerships with local hospitals to advise members about vaccine availability

Q&A