



The Puerto Rico Chamber of Commerce  
and El Nuevo Día present:



PUERTO RICO  
**Health & Insurance**  
CONFERENCE 2019

**Puerto Rico's Health Care Ecosystem**

**Quality Metrics**

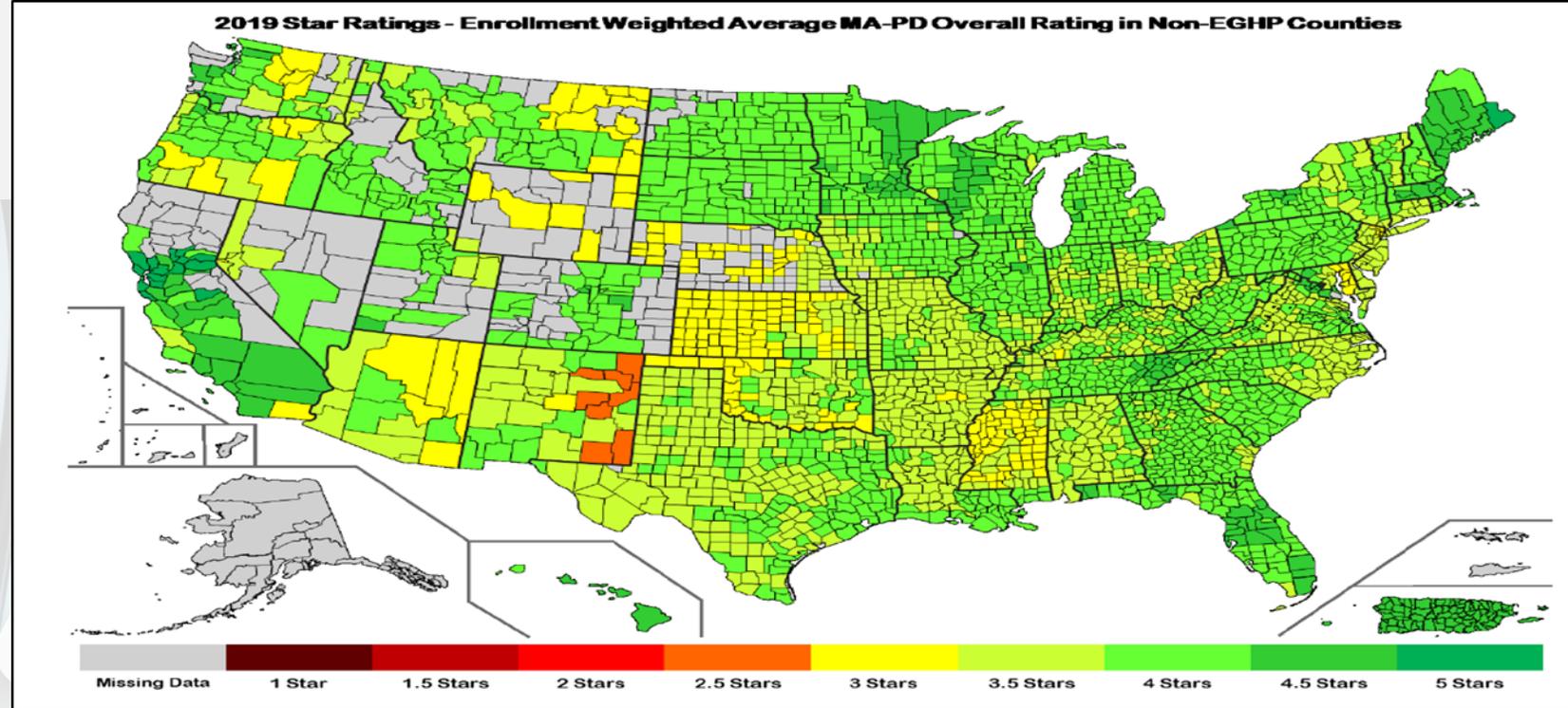
**An Example of Alignment**

**Richard Shinto, M.D.**

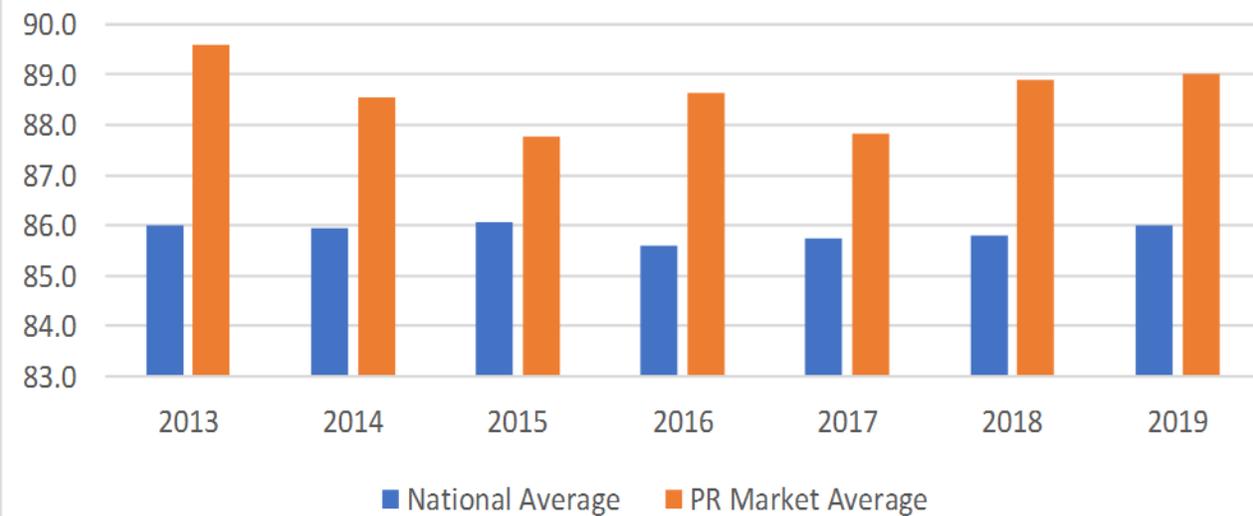
**April 5, 2019**



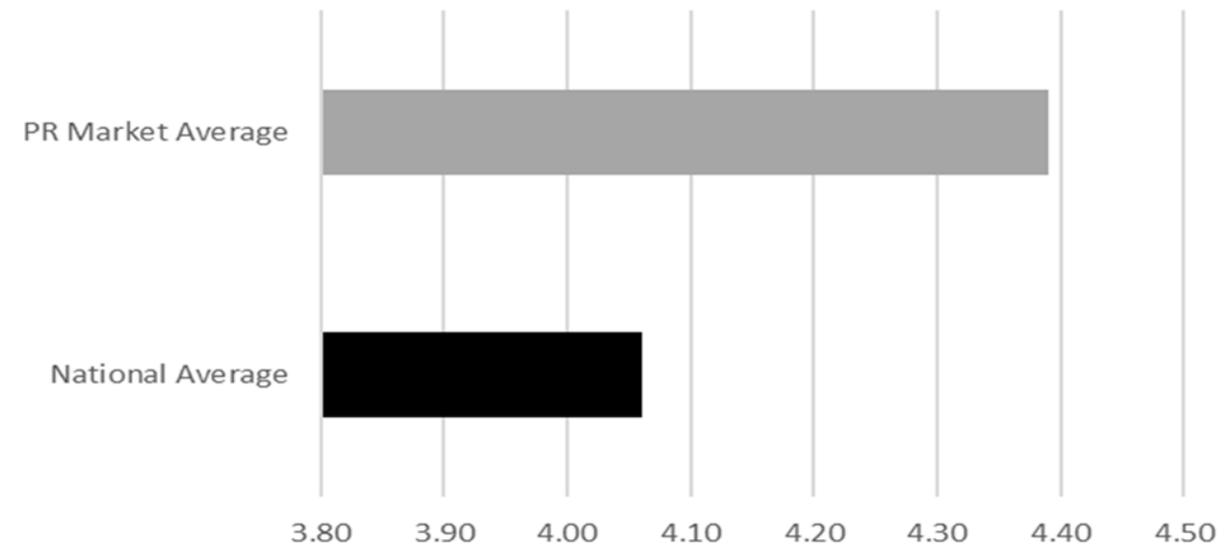
# Quality Metrics



Rating of Health Care Quality



Average Star Rating (weighted by enrollment)



## Did you know?

- **Per Capita Health Expenditure**
  - U.S. \$10, 739
  - Puerto Rico \$3,300
- **62% of all Puerto Ricans receive Federal Subsidized Healthcare**
- **38% of Puerto Ricans age 65+ live below the poverty level (U.S. is only 8%)**
- **Medicare Advantage**
  - U.S. \$920 pmpm
  - Puerto Rico \$566 pmpm
- **Medicaid**
  - U.S \$478 pmpm
  - Puerto Rico \$170 pmpm
- **Puerto Rico ranks last in Medicaid & MA funding**

## Yet, Puerto Rico Performs

- ✓ **95% of all Puerto Ricans are insured. Highest in the U.S.**
- ✓ **>97% of M.A. beneficiaries are in a 4-Star or higher health plan**
- ✓ **Puerto Ricans have a higher life expectancy than the mainland**
- ✓ **Puerto Rico MCO's have significantly higher N.P.S. scores than the Mainland**

# How Have We Managed?

## ➤ Today

- **Mature Managed Care Market**
- **Benefit Design that drives Quality and Better Value**
- **Health plans create real discipline in Quality, Compliance, Outcomes**

## ➤ Tomorrow

- **Innovation based upon “doing more with less”**
- **Empower the Beneficiaries**
  - **Telemedicine**
  - **Technology connecting beneficiaries, caregivers, and providers**
- **Empower the Provider**
  - **Transparency with Data**
  - **Competitive reimbursement based upon quality outcomes**
  - **Aggressive Alignment between Providers & MCOs**
- **Social Determents**
  - **Transportation to drive improved outcomes**
  - **Supplemental services to address loneliness, independence, housing, nutrition**



# Thank You

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