THP experienced an increased number of member complaints in 2016
• Surgical coverage is evolving for surgeries, with limited in-state providers for certain procedures

Service

• 23 percent of transgender persons did not seek health care due to a fear of mistreatment*
• 19% refused care due to transgender or gender non-conforming status*

*2015 U.S. Transgender Survey

Impact

~0.57% of MA population is transgender
Assuming similar mix = ~6,500 THP members

~4% of MA population is LGBTQ
Assuming similar mix = ~40K THP members

Significant number of clients with strong advocacy for LGBT rights

Outcomes

Program Components

Case Study of Health Disparities for a Majority Hispanic Factory Worker Population:

Near-term Goal: Leverage REL data/disparities analysis to inform interventions

Medical Category Medical Category

Factory Workers 1,400 members Major Hispanic

Administrative Staff 1,400 members Majority White

Emergency Department (ED) utilization

262 ED Visits per 100

208 ED Visits per 100

Diabetes Prevalence

3.79%

7.07%

67% higher

2.27%

Hypertension Prevalence

3.79%

5.30%

53% higher

2.48%

High Cholesterol Prevalence

1.62%

4.32%

42% higher

1.13%