



Managed Care Quality in Maryland: Value-Based Purchasing and Performance Monitoring

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Presentation Summary

- Brief HealthChoice and Quality Assurance Overview
- VBP and Performance Monitoring: What Are They?
- CY 2019 Quality Results: VBP, HEDIS, Systems Performance Review
- Resources and Questions

*Brief HealthChoice and Quality
Assurance Overview*

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Maryland HealthChoice Program

- HealthChoice is Maryland's statewide mandatory managed care program
- HealthChoice began in 1997 after the Centers for Medicare and Medicaid Services (CMS) approved Maryland's Section 1115 waiver under the Social Security Act
- Currently, HealthChoice has nine participating managed care organizations that cover 85% of Medicaid lives in Maryland
- HealthChoice MCOs
 - Aetna Better Health
 - Amerigroup Community Care
 - Jai Medical Systems
 - Kaiser Permanente
 - Maryland Physicians Care
 - MedStar Family Choice
 - Priority Partners
 - UnitedHealthcare
 - University of Maryland Health Partners

Quality Assurance Activities

Quality Assurance Area	Activities
MCO Operations	<ul style="list-style-type: none"> • Systems Performance Review • Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)/Healthy Kids Record Reviews • Network Adequacy/Secret Shopper
Enrollee and Provider Satisfaction	<ul style="list-style-type: none"> • Enrollee Satisfaction Survey (CAHPS) • Provider Satisfaction Survey
Quality Measurement	<ul style="list-style-type: none"> • HEDIS Reporting • Value-Based Purchasing Initiative • Consumer Report Card • Performance Improvement Projects • NCQA Accreditation
Program Management and Oversight	<ul style="list-style-type: none"> • Annual Technical Report • MCO Performance Monitoring Policy

VBP and Performance Monitoring

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What is Value-Based Purchasing?

- The Value-Based Purchasing (VBP) initiative is a set of performance measures designed to improve performance by applying incentives and disincentives. Nine measures were selected for VBP 2020.
- Performance measures represent different HealthChoice populations and MDH priorities (e.g., pregnant women, children, adults, chronic disease management).
- Methodology for VBP 2020:
 - MDH sets an incentive target and disincentive target for each performance measure.
 - MCOs can score in a neutral range, meaning it neither gains nor loses money.
 - Each incentive and disincentive is worth 1/9th of 1% of MCO capitation rates for calendar year (CY) 2019.

What is Performance Monitoring?

- Performance Monitoring Policies review MCOs and provide potential intermediate sanctions on quality performance beyond Value Based Purchasing.
- The MCO Performance Monitoring Policies lay out minor, moderate, and major corrective actions MDH may employ in four HealthChoice quality assurance areas:
 - Network Adequacy
 - Systems Performance Review
 - EPSDT/Healthy Kids Review
 - HEDIS Performance Measures
- MDH relies on its broad authority to implement intermediate sanctions if MCOs demonstrate poor performance year-over-year or for multiple years within a review period.

VBP Results

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VBP 2020 Results

For VBP 2020, MCOs were accountable for 9 measures.

HEDIS Measures

- Adolescent well care visits
- Asthma medication ratio
- Breast cancer screening
- Comprehensive diabetes care — HbA1c control (<8.0%)
- Controlling high blood pressure
- Well child visits in the first 15 months of life

MDH Measures

- Ambulatory care for SSI adults
- Ambulatory care for SSI children
- Lead screening for children 12 through 23 months old

VBP 2020 Results

	ABH	ACC	JMS	KPMAS	MPC	MSFC	PPMCO	UHC	UMHP
Incentives	0	1	8	6	0	1	0	0	6
Neutrals	0	1	1	1	3	2	3	1	1
Disincentives	7	7	0	2	6	6	6	8	2
TOTALS	7*	9	9	9	9	9	9	9	9

* For two measures, ABH could not report due to small denominators (fewer than 30 members).

Jai Medical Systems, Kaiser Permanente, and University of Maryland Health Partners earned net incentives.

The remaining six MCOs earned net disincentives.

*HEDIS Performance Monitoring
Results*

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HEDIS Performance Monitoring Results

- HealthChoice MCOs are required to collect Healthcare Effectiveness Data and Information Set (HEDIS®) measures each year. HEDIS is a registered trademark of the National Committee for Quality Assurance.
- HEDIS compliance audits were conducted of all HealthChoice MCOs in order to report validated HEDIS results.
- HEDIS Performance Monitoring Policy
 - MDH monitors when a plan has 30 percent or more of its HEDIS measures with scores that fall below the national HEDIS average.
 - Sanctions in the past has focused on short-term freezes of auto-enrollment, ranging from one to three months.

HEDIS Performance Monitoring Results

MCO HEDIS Performance: Plan Years with 30 Percent or More HEDIS Elements Below National Mean in a Five-Year Period

PY 2019									
PY 2018									
PY 2017									
PY 2016									
PY 2015									
	JMS	KPMAS	MSFC	ACC	UMHP	PPMCO	MPC	UHC	ABH

SPR Performance Monitoring Results

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SPR Performance Monitoring Results

- The Systems Performance Review (SPR) is an assessment performed by MDH's external quality review organization that evaluates each MCO's administrative processes, policies, and procedures against federal and state requirements.
- MCOs that do not meet minimum compliance scores for a standard are required to submit Corrective Action Plans (CAPs), which are reviewed annually.
- SPR Performance Monitoring Policy
 - MDH monitors when System Performance Review elements go unmet or partially met for multiple consecutive review periods.
 - Sanctions in the past focused on quarterly monitoring of corrective actions and financial sanctions.

SPR Performance Monitoring Results

MCO Systems Performance Review

Standards Cited with Unmet or Partially Met Elements For Two or More Consecutive Review Years as of Plan Year (PY) 2019

Unmet or Partially Met for Consecutive Years	0	4	0	1	2	3	1	1	1
# of Consecutive Years Unmet	0	2	0	2	2	4	2	2	2
	JMS	KPMAS	MSFC	ACC	UMHP	PPMCO	MPC	UHC	ABH

Systems Performance Review Standards (11): Systematic Process of Quality Assessment, Accountability to the Governing Body, Oversight of Delegated Entities, Credentialing & Recredentialing, Enrollee Rights, Availability and Accessibility, Utilization Review, Coordination of Care, Health Education, Outreach, and Fraud and Abuse



Resources

HealthChoice Quality Assurance Website:

<https://mmcp.health.maryland.gov/healthchoice/pages/HealthChoice-Quality-Assurance-Activities.aspx>

Value Based Purchasing Report:

<https://mmcp.health.maryland.gov/healthchoice/Documents/2019%20Value%20Based%20Purchasing%20Report.pdf>

HEDIS Executive Summary Report:

<https://mmcp.health.maryland.gov/healthchoice/Documents/2020-02-21%20HEDIS%20Executive%20Summary%20Report%20Final.pdf>

Systems Performance Review Report:

<https://mmcp.health.maryland.gov/healthchoice/Documents/2019%20Systems%20Performance%20Review%20Executive%20Summary.pdf>

Questions?