

**Overview of 2018 HealthChoice  
Quality Assurance Activities**

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**MARYLAND HEALTHCHOICE PROGRAM**

As of January 1, 2019, Priority Partners has the largest market share and newcomer Aetna has the smallest.

Managed Care Organization	Market Share as of January 2019
Priority Partners	25.2%
AMERIGROUP Community Care	23.4%
Maryland Physicians Care	18.1%
UnitedHealthcare	12.6%
MedStar Family Choice	7.7%
Kaiser Permanente of the Mid-Atlantic States	5.3%
University of Maryland Health Partners	4.1%
Jai Medical Systems	2.3%
Aetna Better Health of Maryland	1.4%

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## QUALITY ASSURANCE OVERVIEW

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

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## SYSTEMS PERFORMANCE REVIEW (SPR)

- The SPR is an assessment of each MCO's administrative processes, policies, and procedures.
- MDH administers the full SPR on a three-year cycle. The next full SPR will be conducted in 2019.
- MCOs that do not meet minimum compliance scores for a standard are required to submit Corrective Action Plans (CAPs), which are reviewed annually.

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## EPSDT/HEALTHY KIDS MEDICAL RECORD REVIEW

- The EPSDT Medical Record Review assesses the timely delivery of EPSDT services to children and adolescents enrolled in an MCO.
  - Medical records are randomly selected in order to assess provider compliance with program standards.
  - Nurse reviewers conduct all medical record reviews in provider offices.
- MCOs were required to demonstrate a 80% compliance rate for each component.
- All MCOs met the minimum compliance score for the first time since the review has been performed.

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## NETWORK ADEQUACY VALIDATION

- Because the federal managed care regulations included a focus on network adequacy, MDH began evaluating the accuracy of MCO online provider directories in October 2015.
- This activity was conducted in three phases:
  - Phases 1 and 2 – October 2015 and January/February 2017 – tested and implemented a provider telephone survey tool.
  - Phase 3 – June/July 2018 – validated results by comparing PCP responses to the MCO online provider directory entries.
- Examples of survey questions were confirming provider contact information, whether the provider is a PCP, and whether the provider accepts new Medicaid patients.
- All MCOs were required to submit CAPs to correct PCP details in their online provider directories.
- MDH will continue to evaluate the MCO directories annually.

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## ENROLLEE SATISFACTION SURVEY

- MDH conducts an annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey to evaluate member satisfaction with their health care.
- The CAHPS® survey measures aspects of care for which HealthChoice members are the best and/or only source of information, including:
  - Provider communication
  - Getting needed care
  - Getting care quickly
  - Customer service
- Satisfaction among adult enrollees improved towards the HealthChoice program, and adults and children were highly satisfied with customer service provided by HealthChoice plans.

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## PROVIDER SATISFACTION SURVEY

- MDH conducts an annual Provider Satisfaction Survey of HealthChoice primary care providers (PCPs).
- The survey assesses PCP satisfaction and experience with HealthChoice enrollees, MCOs, and program operation, including:
  - No-Show HealthChoice Appointments
  - Finance Issues
  - Customer Service/Provider Relations
  - Coordination of Care/Case Management
  - Utilization Management
  - Overall Satisfaction
- The survey also identifies MCO operational strengths and areas in need of improvement.
- Satisfaction scores improved in four out of five measurement areas; however, overall satisfaction remained the same as last year.

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## HEDIS REPORTING

- HealthChoice MCOs are required to collect Healthcare Effectiveness Data and Information Set (HEDIS®) measures each year.
- HEDIS® compliance audits were conducted for HealthChoice MCOs.
- HealthChoice MCOs reported on 45 HEDIS® measures in 2018.
- The Maryland average outperformed the national HEDIS® average on 84% of the measures collected.

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## VALUE-BASED PURCHASING INITIATIVE

- The Value-Based Purchasing (VBP) initiative is a set of performance measures designed to improve performance by applying incentives and disincentives.
- For VBP 2018, there were 13 measures. 10 of the 13 are HEDIS® measures and 3 are selected by MDH and calculated from encounter data.
- Methodology for VBP 2018:
  - 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 1/13th of 1% of MCO CY 2017 capitation.

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## VBP MEASURES FOR 2018

- **HEDIS Measures**
  - Adolescent Well Care
  - Adult BMI Assessment
  - Asthma Medication Ratio
  - Breast Cancer Screening
  - Childhood Immunization Status (Combo 3)
  - Comprehensive Diabetes Care – HbA1c Testing
  - Controlling High Blood Pressure
  - Immunizations For Adolescents
  - Postpartum Care
  - Well Child Visits, Ages 3-6
- **MDH Measures**
  - Ambulatory Care Services for SSI Children
  - Ambulatory Care Services for SSI Adults
  - Lead Screenings for Children Ages 12-23 Months

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## CONSUMER REPORT CARD

- The Consumer Report Card assists enrollees with selecting one of the HealthChoice MCOs.
- Report Card star ratings are calculated using performance measures from HEDIS®, VBP, and CAHPS® survey results.
- **Six Report Card Categories:**
  - Access to Care
  - Doctor Communication and Service
  - Keeping Kids Healthy
  - Care for Kids with Chronic Illness
  - Taking Care of Women
  - Care for Adults with Chronic Illness

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## PERFORMANCE IMPROVEMENT PROJECTS

- MCOs are responsible for reporting on 2 performance improvement projects (PIPs) each year.
- For CY 2018, the PIPs were Asthma Medication Ratio and Lead Screening in Children.
- MDH assesses plan progress on PIPs using HEDIS® data.
- For Asthma Medication Ratio, three MCOs showed improvement in CY 2017 over their plan's individual baseline HEDIS® scores in CY 2016.
- For Lead Screening in Children, CY 2017 was the baseline measurement year. Plan improvement will be assessed in 2019 based on their HEDIS® and MDH VBP scores.

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## NCQA ACCREDITATION

- MDH began requiring HealthChoice MCOs to acquire health plan accreditation from the National Committee for Quality Assurance (NCQA) in 2015.
- NCQA Health Plan Accreditation bases its ratings on plan operations, HEDIS® scores, and CAHPS® performance.
- To date, 8 of the MCOs have NCQA accreditation. The newest plan, Aetna Better Health, has a interim accreditation.
- Two HealthChoice plans (Jai Medical Systems and Kaiser Permanente of the Mid-Atlantic States) are ranked in the top five Medicaid plans in the nation.



## ANNUAL TECHNICAL REPORT

- MDH is required to evaluate the quality of care MCOs provide to HealthChoice participants on an annual basis.
- The Annual Technical Report (ATR) describes the findings of Maryland's quality improvement activities by MCO.
- MDH works with its External Quality Review Organization vendor to develop an independent technical report of HealthChoice MCO performance.

**Available Online:**

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

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## MCO PERFORMANCE MONITORING POLICY

- The MCO Performance Monitoring Policy lays 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

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## MCO QUALITY MEETINGS AND SURVEY

- Quality Meetings with Each MCO
  - January – March 2019
- Quality Survey Topics
  - Leadership, Staff, and Subcontractors
  - Follow Up on Quality Improvement Projects Reported in 2017 Meetings
  - Quality Improvement Projects in CY 2018
  - Behavioral Health
  - Primary Care and Community Supports
  - Program Integrity

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## HealthChoice CY 2017 Quality Program Results

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### CY 2017 Interim Desktop Systems Performance Review Results

MCO	# of CAPs Reviewed
AMERIGROUP Community Care	2
Jai Medical Systems	0
Kaiser Permanente of the Mid-Atlantic States	3
Maryland Physicians Care	2
MedStar Family Choice	3
Priority Partners	3
UnitedHealthcare	1
University of Maryland Health Partners	2

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### CY 2017 EPSDT Record Review Results

COMPONENTS	AGGREGATE SCORES		
	CY 2015	CY 2016	CY 2017
Health and Developmental History	92%	92%	92%
Comprehensive Physical Exam	93%	96%	96%
Laboratory Tests / At-Risk Screenings	78%	85%	92%
Immunizations	84%	85%	90%
Health Education and Anticipatory Guidance	92%	95%	94%

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### CY 2017 Network Adequacy Validation Results

Number of Contracted PCPs	Sample Size	Successful PCP Telephone Surveys
17,934	2,003	928 (46%)

Online Directory Validation	HealthChoice MCO Aggregate
PCP Listed in Directory	95%
PCP Practice Location Matched Survey Response	93%
PCP Telephone Number Matched Survey Response	92%
Directory Specifies Practice Accommodations for Patients with Disabilities	44%
PCP Accepting New Medicaid Patients	76%
Directory Lists Age Ranges Served	64%
Directory Lists Languages Spoken by PCP	46%

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### CY 2017 Enrollee Satisfaction Survey

	Surveys Mailed	Surveys Returned	Response Rate	Compared to CY 2016
HealthChoice Adults	10,800	2,308	22%	-10%
HealthChoice Children	13,200	3,461	27%	-3%

COMPOSITE MEASURES	HC ADULTS		HC CHILDREN	
	CY 2016	CY 2017	CY 2016	CY 2017
How Well Doctors Communicate	92%	92%	94%	94%
Getting Care Quickly	81%	82%	88%	89%
Customer Service	89%	88%	88%	88%
Getting Needed Care	82%	82%	83%	83%

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### CY 2017 Provider Satisfaction Survey

	Surveys Mailed	Surveys Returned	Response Rate	Compared to CY 2015
<b>PRIMARY CARE PROVIDERS (PCPS)</b>	6,516	1,136	18%	-1%


  

MEASURES	CY 2016	CY 2017
No-Show HealthChoice Appointments	80%	79%
Finance Issues	46%	48%
Customer Service/Provider Relations	44%	47%
Coordination of Care/Case Management	41%	45%
Utilization Management	34%	40%
Overall Satisfaction	82%	82%

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### HEDIS 2018 Performance Summary

- Measures with significant improvements include:
  - Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
  - Immunizations for Adolescents (IMA) – Combo 2
  - Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
  - Use of Imaging Studies for Low Back Pain (LBP)
- Measures with significant decline were:
  - Childhood Immunizations Status (CIS) – Combos 2-4
  - Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
  - Controlling High Blood Pressure (CBP)

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### 2018 Value Based Purchasing Results


	ACC	JMS	KPMAS	MPC	MSFC	PPMCO	UHC	UMHP
Incentives	3	12	6	0	2	2	1	3
Neutrals	5	1	0	2	3	5	2	3
Disincentives	5	0	7	11	8	6	10	7
<b>TOTALS</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>



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### NCQA Accreditation Status for HealthChoice MCOs

MCO	Accreditation Status
Amerigroup Community Care	Commendable
Aetna Better Health of Maryland	In Process
Jai Medical Systems MCO	Excellent
Kaiser Permanente of the Mid-Atlantic States	Excellent
Maryland Physicians Care	Accredited
MedStar Family Choice	Commendable
Priority Partners MCO	Commendable
UnitedHealthcare of the Mid-Atlantic	Commendable
University of Maryland Health Partners	Accredited



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## 2018 CONSUMER REPORT CARD

		PERFORMANCE AREAS					
HEALTH PLANS		Access to Care	Doctor Communication and Service	Keeping Kids Healthy	Care for Kids with Chronic Illness	Taking Care of Women	Care for Adults with Chronic Illness
	AETNA BETTER HEALTH	N/A	N/A	N/A	N/A	N/A	N/A
	AMERIGROUP COMMUNITY CARE	☆☆	☆☆	☆☆☆	☆☆	☆☆	☆
	JAI MEDICAL SYSTEMS	☆☆☆	☆☆☆	☆☆☆	☆☆☆	☆☆	☆☆☆
	KAISER PERMANENTE	☆☆	☆☆	☆	☆☆	☆☆☆	☆☆☆
	MARYLAND PHYSICIANS CARE	☆☆	☆☆	☆☆	☆☆	☆	☆☆
	MEDSTAR FAMILY CHOICE	☆	☆☆	☆☆	☆☆☆	☆	☆☆
	PRIORITY PARTNERS	☆☆☆	☆☆	☆☆	☆☆	☆	☆☆
	UNITEDHEALTHCARE	☆☆	☆☆	☆☆	☆☆	☆	☆
	UNIVERSITY OF MARYLAND HEALTH PARTNERS	☆	☆☆	☆	☆☆	☆	☆