

HealthChoices Performance Trending Report 2018

Introduction

The Department of Human Services (the Department) is committed to ensuring that Medicaid consumers enrolled in the HealthChoices Program receive the highest quality of health care. The Department requires that managed care organizations (MCOs or plans) submit performance data, which the Department uses to provide useful and timely performance comparison information to plans, consumers, and other stakeholders. This HealthChoices Performance Trending Report summarizes data collected from the MCOs for the HealthChoices Southeast, Southwest, Lehigh/Capital, Northeast and Northwest zones for the period January 1, 2015 through December 31, 2017 [Healthcare Effectiveness Data and Information Systems (HEDIS®)¹] 2016, 2017, 2018). This document supports the *2018 Consumer Guide* that is available to Medicaid consumers enrolling in or changing plans in the HealthChoices Program.

The Department uses three formal sources of performance data: HEDIS®, Consumer Assessment of Healthcare Providers and Systems (CAHPS®²), and Pennsylvania Performance Measures (PPMs). HEDIS® is the most widely used set of clinical performance measures in the managed care industry. CAHPS includes both adult and child survey components and is used to assess consumer experiences with various components of health care quality. The surveys are currently the standard consumer satisfaction measurement instruments used by plans seeking National Committee for Quality Assurance (NCQA) accreditation. All of the Adult and Child CAHPS® measures reported in the 2018 HealthChoices Performance Trending Report can be compared to their previous years' data.

States are mandated to obtain an external quality review organization to perform an independent, external annual review evaluating the timeliness of, quality of, and access to services provided by the MCOs. The Department selected the PPMs for the external quality review studies to enhance and expand the areas covered by other quality studies. The Department obtained input regarding the choice of measures from the Medical Assistance Advisory Committee (MAAC), the individual MCOs, and a variety of other stakeholders.

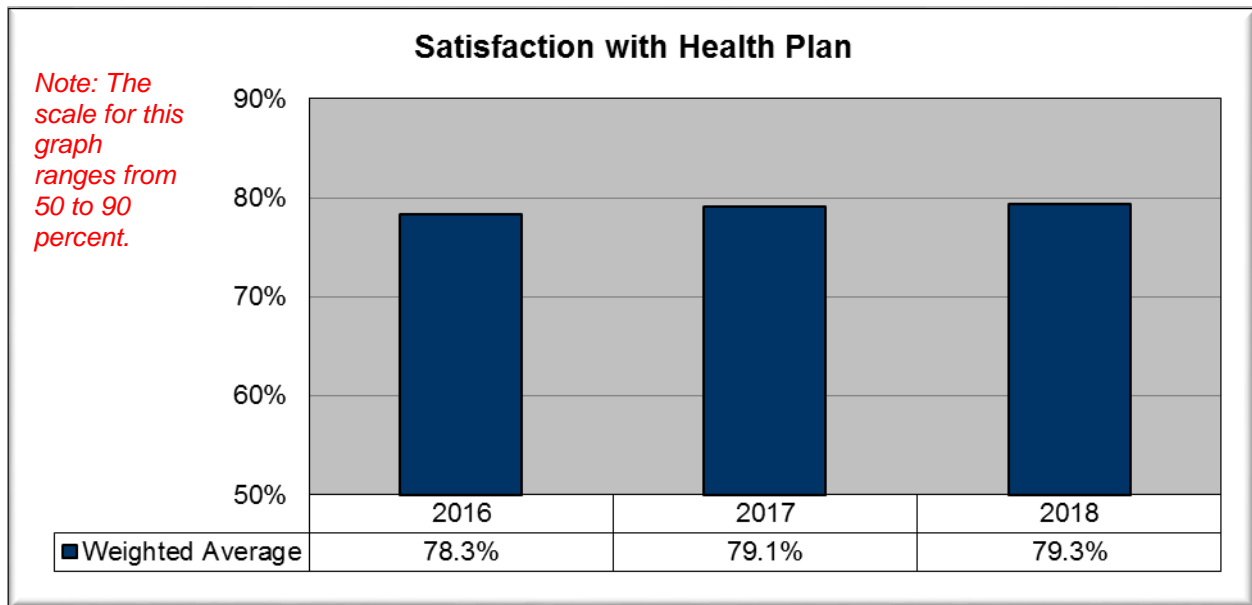
This Performance Trending Report documents ratings for the 31 measures included in the *2018 Consumer Guide*. The HealthChoices Program weighted averages report aggregate plan results. Trending charts rank MCOs in order of performance.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

HealthChoices Performance Trending Report 2018

Weighted Average Graphs



The information provided for each measure includes a brief description of the measure above the weighted average graph. Using the above “Satisfaction with Health Plan” graph as an example, we describe each component of the weighted average graphs:

- The average performance of all the HealthChoices plans is indicated by the blue columns, which show the weighted average for each of the past three years.

2016, 2017, and 2018 Trending Charts

The performance trending charts appear below the weighted average graphs and provide data reported in 2016, 2017, and 2018. MCOs above the Weighted Average row in the trending charts indicate those plans that met or exceeded the HealthChoices Program weighted average.

HealthChoices Performance Trending Report 2018

Analysis

The table below summarizes the results of the measures presented in the 2018 Performance Trending Report.

No.	Assessment Criteria	Number of Measures
1.	For the 29 Performance Trending Report measures*, the number of measures where the 2018 HealthChoices Weighted Average:	
	a. Improved between 2017 and 2018	18
	b. Remained the same between 2017 and 2018	0
	c. Declined between 2017 and 2018	11
2.	For the 28 measures in the Performance Trending Report with 2017 national benchmarks ³ , the number of measures where the 2018 HealthChoices Weighted Average is:	
	a. Below (or worse than) the 50 th percentile	6
	b. At or above the 50 th percentile and below the 75 th percentile	18
	c. At or above the 75 th percentile	4

Detailed analysis of the information presented in this report is a work in progress. Evaluation of quality improvement data requires extensive investigations to ascertain the sources of variation in the data. The Department has provided useful and timely feedback to the MCOs to guide future quality improvements and engage the plans in dialogue about improvement approaches and opportunities. While measuring quality in the HealthChoices Program is complex and labor intensive, it has proven to be a meaningful exercise.

As evidenced by the *Consumer Guide* format and this performance report, both of which the Department developed in response to consumer and stakeholder recommendations, the Department is committed to continuing its quality measurement efforts and improving the quality of its reporting. More importantly, the Department is committed to using reports, such as this report, as powerful tools to improve the clinical quality of its managed care program, which will, in turn, improve the health of our communities.

Acknowledgements

National Committee for Quality Assurance (NCQA) - The National Committee for Quality Assurance develops and publishes HEDIS[®] 2018, Volume 2: Technical Specifications.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]), version 5.0H for HEDIS[®] 2018, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS[®] 2018, as Volume 3. This report contains question text from CAHPS[®] 5.0H Adult and 5.0H Child Medicaid Questionnaires.

³ Performance of HealthChoices Weighted Averages compared to national benchmarks is derived from Quality Compass[®] 2018. Quality Compass is a registered trademark of NCQA.

*Due to the age band being different for the ADV 2-21 and 2-20 we do not have a weighted average for both measures.

HealthChoices Performance Trending Report 2018

Table of Contents

Asthma

Medication Management for People with Asthma - 75% Compliance.....	1
--	---

Children's Dental

Annual Dental Visit 2-20	2
Annual Dental Visits for Members with Developmental Disabilities	3

Children's Health

Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 24 Months	4
Children's and Adolescents' Access to Primary Care Practitioners, Ages 25 Months to 6 Years ..	5
Children's and Adolescents' Access to Primary Care Practitioners, Ages 7 to 11 Years	6
Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 19 Years	7
Well-Child Visits in the First 15 Months	8
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	9
Adolescent Well-Care Visits	10
Lead Screening in Children	11

Cholesterol

Controlling High Blood Pressure.....	12
--------------------------------------	----

Diabetes

Hemoglobin A1c Screening for People with Diabetes.....	13
Hemoglobin A1c Poor Control (<9%).....	14
Eye Exams for People with Diabetes.....	15
Medical Attention for Nephropathy.....	16

Maternity

Frequency of Ongoing Prenatal Care	17
Timeliness of Prenatal Care	18
Postpartum Care.....	19

Women's Health

Breast Cancer Screening.....	20
------------------------------	----

HealthChoices Performance Trending Report 2018

Getting Needed Care Right Away (Adult)

Getting Needed Care Right Away.....	21
Getting Appointment with Specialist	22
Getting Care You Think You Need	23
Appointment for Routine Care When Needed.....	24

Getting Needed Care Right Away (Child)

Getting Needed Care Right Away for Your Child.....	25
Getting Appointment with Specialist for Your Child.....	26
Getting Care You Think Your Child Needs	27
Appointment for Routine Care When Needed	28

Satisfaction (Adult)

Satisfaction with Health Plan	29
-------------------------------------	----

Satisfaction (Child)

Satisfaction with Child's Health Plan.....	30
--	----

