



**Commonwealth Pennsylvania  
Department of Human Services  
Office of Medical Assistance Programs**

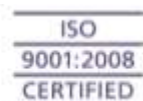
**2019 External Quality Review Report  
Aetna Better Health**

Final Report  
April 2020



Better healthcare,  
realized.

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## Introduction

### Purpose and Background

The final rule of the Balanced Budget Act (BBA) of 1997 requires that State agencies contract with an External Quality Review Organization (EQRO) to conduct an annual external quality review (EQR) of the services provided by contracted Medicaid Managed Care Organizations (MCOs). This EQR must include an analysis and evaluation of aggregated information on quality, timeliness and access to the health care services that a MCO furnishes to Medicaid Managed Care recipients.

The EQR-related activities that must be included in detailed technical reports are as follows:

- review to determine MCO compliance with structure and operations standards established by the State (42 CFR §438.358),
- validation of performance improvement projects, and
- validation of MCO performance measures.

HealthChoices Physical Health (PH) is the mandatory managed care program that provides Medical Assistance recipients with physical health services in the Commonwealth of Pennsylvania (PA). The PA Department of Human Services (DHS) Office of Medical Assistance Programs (OMAP) contracted with IPRO as its EQRO to conduct the 2019 EQRs for the HealthChoices PH MCOs and to prepare the technical reports. This technical report includes six core sections:

- I. Structure and Operations Standards
- II. Performance Improvement Projects
- III. Performance Measures and Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey
- IV. 2018 Opportunities for Improvement – MCO Response
- V. 2019 Strengths and Opportunities for Improvement
- VI. Summary of Activities

For the PH Medicaid MCOs, the information for the compliance with Structure and Operations Standards section of the report is derived from the commonwealth's monitoring of the MCOs against the Systematic Monitoring, Access and Retrieval Technology (SMART) standards, from the HealthChoices Agreement, and from National Committee for Quality Assurance (NCQA™) accreditation results for each MCO.

Information for Section II of this report is derived from activities conducted with and on behalf of DHS to research, select, and define Performance Improvement Projects (PIPs) for a new validation cycle. Information for Section III of this report is derived from IPRO's validation of each PH MCO's performance measure submissions. Performance measure validation as conducted by IPRO includes both Pennsylvania specific performance measures as well as Healthcare Effectiveness Data and Information Set (HEDIS®) measures for each Medicaid PH MCO. Within Section III, CAHPS Survey results follow the performance measures.

Section IV, 2018 Opportunities for Improvement – MCO Response, includes the MCO's responses to the 2018 EQR Technical Report's opportunities for improvement and presents the degree to which the MCO addressed each opportunity for improvement.

Section V has a summary of the MCO's strengths and opportunities for improvement for this review period as determined by IPRO and a "report card" of the MCO's performance as related to selected HEDIS measures. Section VI provides a summary of EQR activities for the PH MCO for this review period.

## I: Structure and Operations Standards

This section of the EQR report presents a review by IPRO of Aetna Better Health’s (ABH’s) compliance with structure and operations standards. The review is based on information derived from reviews of the MCO that were conducted within the past three years.

### Methodology and Format

The documents used by IPRO for the current review include the HealthChoices Agreement, the SMART database completed by PA DHS staff as of December 31, 2018, and the most recent NCQA Accreditation Survey for ABH, effective December 2018.

The SMART items provided much of the information necessary for this review. The SMART items are a comprehensive set of monitoring items that PA DHS staff reviews on an ongoing basis for each Medicaid MCO. The SMART items and their associated review findings for each year are maintained in a database. The SMART database has been maintained internally at DHS since Review Year (RY) 2013. In 2018, upon receipt of the findings for RY 2017, IPRO and DHS discussed changes to the information included. First, the only available review conclusions were Compliant and non-Compliant. All other options previously available were re-designated in RY 2017 from review conclusion elements to review status elements and were therefore not included in the RY 2017 findings. Additionally, as of RY 2017, reviewers had the option to review zones covered by an MCO separately, and to provide multiple findings within a year (e.g., quarterly). As a result, there was an increase in the number of partially compliant items for RY 2017. These changes remained for the findings received in 2019. Upon review of the data elements from each version of database, IPRO merged the RY 2018, 2017, and 2016 findings for use in the current review. IPRO reviewed the elements in the SMART item list and created a crosswalk to pertinent BBA regulations. A total of 126 items were identified that were relevant to evaluation of MCO compliance with the BBA regulations. These items vary in review periodicity as determined by DHS.

The crosswalk linked SMART Items to specific provisions of the regulations, where possible. Some items were relevant to more than one provision. It should be noted that one or more provisions apply to each of the categories in **Table 1.1**. **Table 1.1** provides a count of items linked to each category.

Table 1.1: SMART Items Count Per Regulation

BBA Regulation	SMART Items
<b>Subpart C: Enrollee Rights and Protections</b>	
Enrollee Rights	7
Provider-Enrollee Communication	1
Marketing Activities	2
Liability for Payment	1
Cost Sharing	0
Emergency and Post-Stabilization Services – Definition	4
Emergency Services: Coverage and Payment	1
Solvency Standards	2
<b>Subpart D: Quality Assessment and Performance Improvement</b>	
Availability of Services	14
Coordination and Continuity of Care	13
Coverage and Authorization of Services	9
Provider Selection	4
Provider Discrimination Prohibited	1
Confidentiality	1
Enrollment and Disenrollment	2
Grievance Systems	1
Subcontractual Relationships and Delegations	3
Practice Guidelines	2

BBA Regulation	SMART Items
Health Information Systems	18
<b>Subpart F: Federal and State Grievance Systems Standards</b>	
General Requirements	8
Notice of Action	3
Handling of Grievances and Appeals	9
Resolution and Notification	7
Expedited Resolution	4
Information to Providers and Subcontractors	1
Recordkeeping and Recording	6
Continuation of Benefits Pending Appeal and State Fair Hearings	2
Effectuation of Reversed Resolutions	0

Two categories, Cost Sharing and Effectuation of Reversed Resolutions, were not directly addressed by any of the SMART Items reviewed by DHS. Cost Sharing is addressed in the HealthChoices Agreements. Effectuation of Reversed Resolutions is evaluated as part of the most recent NCQA Accreditation review under Utilization Management (UM) Standard 8: Policies for Appeals and UM 9: Appropriate Handling of Appeals.

### Determination of Compliance

To evaluate MCO compliance on individual provisions, IPRO grouped the monitoring standards by provision and evaluated the MCO's compliance status with regard to the SMART Items. For example, all provisions relating to enrollee rights are summarized under Enrollee Rights 438.100. Each item was assigned a value of Compliant or non-Compliant in the Item Log submitted by DHS. If an item was not evaluated for a particular MCO, it was assigned a value of Not Determined. Compliance with the BBA requirements was then determined based on the aggregate results of the SMART Items linked to each provision within a requirement or category. If all items were Compliant, the MCO was evaluated as Compliant. If some were Compliant and some were non-Compliant, the MCO was evaluated as partially-Compliant. If all items were non-Compliant, the MCO was evaluated as non-Compliant. If no items were evaluated for a given category and no other source of information was available to determine compliance, a value of Not Determined was assigned for that category.

### Format

The format for this section of the report was developed to be consistent with the subparts prescribed by BBA regulations. This document groups the regulatory requirements under subject headings that are consistent with the three subparts set out in the BBA regulations and described in the *MCO Monitoring Protocol*. Under each subpart heading fall the individual regulatory categories appropriate to those headings. IPRO's findings are presented in a manner consistent with the three subparts in the BBA regulations explained in the Protocol, i.e., Enrollee Rights and Protections; Quality Assessment and Performance Improvement (including access, structure and operation, and measurement and improvement standards); and Federal and State Grievance System Standards.

In addition to this analysis of DHS's MCO compliance monitoring, IPRO reviewed and evaluated the most recent NCQA accreditation report for each MCO.

This format reflects the goal of the review, which is to gather sufficient foundation for IPRO's required assessment of the MCO's compliance with BBA regulations as an element of the analysis of the MCO's strengths and weaknesses.

### Findings

Of the 126 SMART Items, 62 items were evaluated and 64 were not evaluated for the MCO in RY 2018, RY 2017, or RY 2016. For categories where items were not evaluated for compliance for RY 2018, results from reviews conducted within the two prior years (RY 2017 and RY 2016) were evaluated to determine compliance, if available.

### Subpart C: Enrollee Rights and Protections

The general purpose of the regulations included in this category is to ensure that each MCO had written policies regarding enrollee rights and complies with applicable Federal and State laws that pertain to enrollee rights, and that the MCO ensures that its staff and affiliated providers take into account those rights when furnishing services to enrollees. [42 C.F.R. §438.100 (a), (b)]

Table 1.2: ABH Compliance with Enrollee Rights and Protections Regulations

ENROLLEE RIGHTS AND PROTECTIONS REGULATIONS		
Subpart C: Categories	Compliance	Comments
Enrollee Rights	Compliant	7 items were crosswalked to this category. The MCO was evaluated against 6 items and was compliant on 6 items based on RY 2018.
Provider-Enrollee Communication	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Marketing Activities	Compliant	2 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Liability for Payment	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Cost Sharing	Compliant	Per HealthChoices Agreement
Emergency Services: Coverage and Payment	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Emergency and Post Stabilization Services	Compliant	4 items were crosswalked to this category. The MCO was evaluated against 3 items and was compliant on 3 items based on RY 2018.
Solvency Standards	Compliant	2 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.

ABH was evaluated against 16 of the 18 SMART Items crosswalked to Enrollee Rights and Protections Regulations and was compliant on all 16 items. ABH was found to be compliant on all eight of the categories of Enrollee Rights and Protections Regulations. ABH was found to be compliant on the Cost Sharing provision, based on the HealthChoices agreement.

### Subpart D: Quality Assessment and Performance Improvement Regulations

The general purpose of the regulations included under this heading is to ensure that all services available under the Commonwealth's Medicaid managed care program are available and accessible to ABH enrollees. [42 C.F.R. §438.206 (a)]

The SMART database includes an assessment of the MCO's compliance with regulations found in Subpart D. **Table 1.3** presents the findings by categories consistent with the regulations.

Table 1.3: ABH Compliance with Quality Assessment and Performance Improvement Regulations

QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT REGULATIONS		
Subpart D: Categories	Compliance	Comments
<b>Access Standards</b>		
Availability of Services	Compliant	14 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on 1 item based on RY 2018.
Coordination and Continuity of Care	Compliant	13 items were crosswalked to this category. The MCO was evaluated against 13 items and was compliant on 13 items based on RY 2018.
Coverage and Authorization of Services	Compliant	9 items were crosswalked to this category. The MCO was evaluated against 7 items and was compliant on 7 items based on RY 2018.
<b>Structure and Operation Standards</b>		
Provider Selection	Compliant	4 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Provider Discrimination Prohibited	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Confidentiality	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Enrollment and Disenrollment	Compliant	2 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Grievance Systems	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Subcontractual Relationships and Delegations	Compliant	3 items were crosswalked to this category. The MCO was evaluated against 3 items and was compliant on 3 items based on RY 2018.
<b>Measurement and Improvement Standards</b>		
Practice Guidelines	Compliant	2 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on 1 item based on RY 2018.
Health Information Systems	Compliant	18 items were crosswalked to this category. The MCO was evaluated against 3 items and was compliant on 3 items based on RY 2018.

ABH was evaluated against 33 of 68 SMART Items that were crosswalked to Quality Assessment and Performance Improvement Regulations and was compliant on all 33 items. Of the 11 categories in Quality Assessment and Performance Improvement Regulations, ABH was found to be compliant on all 11 categories.



## Subpart F: Federal and State Grievance System Standards

The general purpose of the regulations included under this heading is to ensure that enrollees have the ability to pursue grievances.

The Commonwealth's audit document information includes an assessment of the MCO's compliance with regulations found in Subpart F. **Table 1.4** presents the findings by categories consistent with the regulations.

Table 1.4: ABH Compliance with Federal and State Grievance System Standards

FEDERAL AND STATE GRIEVANCE SYSTEM STANDARDS		
Subpart F: Categories	Compliance	Comments
General Requirements	Compliant	8 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Notice of Action	Compliant	3 items was crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Handling of Grievances & Appeals	Compliant	9 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Resolution and Notification	Compliant	7 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Expedited Resolution	Compliant	4 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Information to Providers and Subcontractors	Compliant	1 item was crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Recordkeeping and Recording	Compliant	6 items were crosswalked to this category. The MCO was evaluated against 2 items and was compliant on 2 items based on RY 2018.
Continuation of Benefits Pending Appeal and State Fair Hearings	Compliant	2 items were crosswalked to this category. The MCO was evaluated against 1 item and was compliant on this item based on RY 2018.
Effectuation of Reversed Resolutions	Compliant	Per NCQA Accreditation, 2018

ABH was evaluated against 13 of the 40 SMART Items crosswalked to Federal and State Grievance System Standards and was compliant on all 13 items. ABH was found to be compliant for all nine categories of Federal and State Grievance System Standards.

## Accreditation Status

ABH underwent an NCQA Accreditation Survey effective through December 27, 2020 and was granted an Accreditation Status of Accredited.

## II: Performance Improvement Projects

In accordance with current BBA regulations, IPRO undertook validation of Performance Improvement Projects (PIPs) for each Medicaid PH MCO. For the purposes of the EQR, PH MCOs were required to participate in studies selected by OMAP for validation by IPRO in 2019 for 2018 activities. Under the applicable HealthChoices Agreement with the DHS in effect during this review period, Medicaid PH MCOs are required to conduct focused studies each year. For all PH MCOs, two PIPs were initiated as part of this requirement. For all PIPs, PH MCOs are required to implement improvement actions and to conduct follow-up in order to demonstrate initial and sustained improvement or the need for further action.

As part of the EQR PIP cycle that was initiated for all PH MCOs in 2015, PH MCOs were required to implement two internal PIPs in priority topic areas chosen by DHS. For this PIP cycle, two topics were selected: “Improving Access to Pediatric Preventive Dental Care” and “Reducing Potentially Preventable Hospital Admissions and Readmissions and Emergency Department Visits”.

“Improving Access to Pediatric Preventive Dental Care” was selected because on a number of dental measures, the aggregate HealthChoices rates have consistently fallen short of established benchmarks, or have not improved across years. For one measure, the HEDIS Annual Dental Visit (ADV) measure, from HEDIS 2006 through HEDIS 2013, the Medicaid Managed Care (MMC) average was below the 50th percentile for three years. Further, CMS reporting of FFY 2011-2013 data from the CMS-416 indicates that while PA met its two-year goal for progress on preventive dental services, the percentage of PA children age 1-20 who received any preventive dental service for FFY 2013 (40.0%), was below the National rate of 46.0%. The Aim Statement for the topic was “Increase access to and utilization of routine dental care for pediatric Pennsylvania HealthChoices members.” Four common objectives for all PH MCOs were selected:

1. Increase dental evaluations for children between the ages of 6 months and 5 years.
2. Increase preventive dental visits for all pediatric HealthChoices members.
3. Increase appropriate topical application of fluoride varnish by non-oral health professionals.
4. Increase the appropriate application of dental sealants for children ages 6-9 (CMS Core Measure) and 12-14 years.

For this PIP, OMAP has required all PH MCOs to submit the following core measures on an annual basis:

- Adapted from CMS form 416, the percentage of children ages 0-1 who received, in the last year:
  - any dental service,
  - a preventive dental service,
  - a dental diagnostic service,
  - any oral health service,
  - any dental or oral health service
- Total Eligibles Receiving Oral Health Services provided by a Non-Dentist Provider
- Total Eligibles Receiving Preventive Dental Services
- The percentages of children, stratified by age (<1, 1-2, 3-5, 6-9, 10-14, 15-18, and 19-20 years) who received at least one topical application of fluoride.

Additionally, MCOs were encouraged to consider other performance measures such as:

- Percentage of children with ECC who are disease free at one year.
- Percentage of children with dental caries (ages 1-8 years of age).
- Percentage of oral health patients that are caries free.
- Percentage of all dental patients for whom the Phase I treatment plan is completed within a 12 month period.

“Reducing Potentially Preventable Hospital Admissions and Readmissions and Emergency Department Visits” was selected as the result of a number of observations. General findings and recommendations from the PA Rethinking Care Program (RCP) – Serious Mental Illness (SMI) Innovation Project (RCP-SMI) and Joint PH/BH Readmission projects, as well as overall Statewide readmission rates and results from several applicable Healthcare Effectiveness Data and Information Set (HEDIS) and PA Performance Measures across multiple years, have highlighted this topic as an area of concern to be addressed for improvement. The Aim Statement for the topic was “To reduce potentially avoidable ED

visits and hospitalizations, including admissions that are avoidable initial admissions and readmissions that are potentially preventable.” Five common objectives for all PH MCOs were selected:

1. Identify key drivers of avoidable hospitalizations, as specific to the MCO’s population (e.g., by specific diagnoses, procedures, comorbid conditions, and demographics that characterize high risk subpopulations for the MCO).
2. Decrease avoidable initial admissions (e.g., admissions related to chronic or worsening conditions, or identified health disparities).
3. Decrease potentially preventable readmissions (e.g., readmissions related to diagnosis, procedure, transition of care, or case management)
4. Decrease avoidable ED visits (e.g., resulting from poor ambulatory management of chronic conditions including BH/SA conditions or use of the ED for non-urgent care).
5. Demonstrate improvement for a number of indicators related to avoidable hospitalizations and preventable readmissions, specifically for Individuals with Serious Persistent Mental Illness (SPMI).

For this PIP, OMAP has required all PH MCOs to submit the following core measures on an annual basis:

#### **MCO-developed Performance Measures**

MCOS were required to develop their own indicators tailored to their specific PIP (i.e., customized to the key drivers of avoidable hospitalizations identified by each MCO for its specific population).

#### **DHS-defined Performance Measures**

- Ambulatory Care (AMB): ED Utilization. The target goal was 72 per 1,000 member months.
- Inpatient Utilization—General Hospital/Acute Care (IPU): Total Discharges. The target goal was 8.2 per 1,000 months.
- Reducing Potentially Preventable Readmissions (RPR). The target for the indicator was 8.5. This measure replaced the originally designated measure – Plan All-Cause Readmissions (PCR): 30-day Inpatient Readmission.
- Each of the five (5) BH-PH Integrated Care Plan (ICP) Program measures:
  - Initiation and Engagement of Alcohol and Other Drug Dependence Treatment
  - Adherence to Antipsychotic Medications for Individuals with Schizophrenia
  - Emergency Room Utilization for Individuals with Serious Persistent Mental Illness (SPMI)
  - Combined BH-PH Inpatient Admission Utilization for Individuals with Serious Persistent Mental Illness (SPMI)
  - Combined BH-PH Inpatient 30-Day Readmission Rate for Individuals with Serious Persistent Mental Illness (SPMI).

The PIPs extended from January 2015 through December 2018; with research beginning in 2015, initial PIP proposals were developed and submitted in first quarter 2016, and a final report was due in June 2019. The non-intervention baseline period was January 2015 to December 2015. Following the formal PIP proposal, the timeline defined for the PIPs included required interim reports in July 2016, June 2017 and June 2018, as well as a final report in June 2019. Based on validation findings in 2016, the timeline has undergone adjustments to require submission of interim reports in July of each year. For the current review year, 2019, final reports were also due in July.

The 2019 EQR is the sixteenth year to include validation of PIPs. For each PIP, all PH MCOs shared the same baseline period and timeline defined for that PIP. To introduce each PIP cycle, DHS provided specific guidelines that addressed the PIP submission schedule, the measurement period, documentation requirements, topic selection, study indicators, study design, baseline measurement, interventions, re-measurement, and sustained improvement. Direction was given with regard to expectations for PIP relevance, quality, completeness, resubmissions and timeliness.

All PH MCOs were required to submit their projects using a standardized PIP template form, which is consistent with the CMS protocol for *Conducting Performance Improvement Projects*. These protocols follow a longitudinal format and capture information relating to:

- Activity Selection and Methodology
- Data/Results
- Analysis Cycle
- Interventions

## Validation Methodology

IPRO's protocol for evaluation of PIPs is consistent with the protocol issued by the Centers for Medicare & Medicaid Services (CMS) (*Validating Performance Improvement Projects, Final Protocol, Version 1.0, May 1, 2002*) and meets the requirements of the final rule on EQR of Medicaid MCOs issued on January 24, 2003. IPRO's review evaluates each project against ten review elements:

1. Project Topic And Topic Relevance
2. Study Question (Aim Statement)
3. Study Variables (Performance Indicators)
4. Identified Study Population
5. Sampling Methods
6. Data Collection Procedures
7. Improvement Strategies (Interventions)
8. Interpretation Of Study Results (Demonstrable Improvement)
9. Validity Of Reported Improvement
10. Sustainability Of Documented Improvement

The first nine elements relate to the baseline and demonstrable improvement phases of the project. The last element relates to sustaining improvement from the baseline measurement.

## Review Element Designation/Weighting

For each review element, the assessment of compliance is determined through the weighted responses to each review item. Each element carries a separate weight. Scoring for each element is based on full, partial and non-compliance. Points can be awarded for the two phases of the project noted above and combined to arrive at an overall score. The overall score is expressed in terms of levels of compliance. For the current PIPs, compliance levels were assessed, but no formal scoring was provided.

**Table 2.1** presents the terminologies used in the scoring process, their respective definitions, and their weight percentage.

Table 2.1: Element Designation

Element Designation		
Element Designation	Definition	Weight
Full	Met or exceeded the element requirements	100%
Partial	Met essential requirements but is deficient in some areas	50%
Non-compliant	Has not met the essential requirements of the element	0%

## Overall Project Performance Score

The total points earned for each review element are weighted to determine the MCO's overall performance score for a PIP. For the EQR PIPs, the review elements for demonstrable improvement have a total weight of 80%. The highest achievable score for all demonstrable improvement elements is 80 points (80% x 100 points for Full Compliance; **Table 2.2**).

PIPs also are reviewed for the achievement of sustained improvement. For the EQR PIPs, this has a weight of 20%, for a possible maximum total of 20 points (**Table 2.2**). The MCO must sustain improvement relative to baseline after achieving demonstrable improvement. The evaluation of the sustained improvement area has two review elements.

## Scoring Matrix

When the PIPs are reviewed, all projects are evaluated for the same elements. The scoring matrix is completed for those review elements where activities have occurred during the review year. At the time of the review, a project can be reviewed for only a subset of elements. It will then be evaluated for other elements at a later date, according to the PIP submission schedule. At the time each element is reviewed, a finding is given of "Met", "Partially Met", or "Not

Met”. Elements receiving a “Met” will receive 100% of the points assigned to the element, “Partially Met” elements will receive 50% of the assigned points, and “Not Met” elements will receive 0%.

Table 2.2: Review Element Scoring Weights

Review Element	Standard	Scoring Weight
1	Project Topic and Topic Relevance	5%
2	Study Question (Aim Statement)	5%
3	Study Variables (Performance Indicators)	15%
4/5	Identified Study Population and Sampling Methods	10%
6	Data Collection Procedures	10%
7	Improvement Strategies (Interventions)	15%
8/9	Interpretation of Study Results (Demonstrable Improvement) and Validity of Reported Improvement	20%
Total Demonstrable Improvement Score		80%
10	Sustainability of Documented Improvement	20%
Total Sustained Improvement Score		20%
Overall Project Performance Score		100%

## Findings

To encourage focus on improving the quality of the projects, PIPs were assessed for compliance on all applicable elements, but were not formally scored. The multiple levels of activity and collaboration between DHS, the PH MCOs, and IPRO have continued and progressed throughout the PIP cycle.

Throughout 2016, the initial year of the cycle, there were several levels of feedback provided to MCOs, including:

- An overall summary document outlining common issues that were observed across most of the PIP proposal submissions.
- MCO-specific review findings for each PIP.
- Conference calls with each MCO to discuss the PIP proposal review findings with key MCO staff assigned to each PIP topic. MCOs were asked to complete a PIP Proposal Update form following the calls.
- An Interactive Workshop held with all MCOs at the end of August. MCOs were requested to come to the workshop with PIP project summaries that they were to present, which were later submitted to IPRO and distributed to all PH MCOs.
- Information to assist MCOs in preparing their next full PIP submission for the Project Year 1 Update, such as additional instructions regarding collection of the core required measures, three years of CMS-416 Reports with PA state aggregate data and the excerpt on oral health from the 2015 CMS Secretary’s report with CMS OHI all-state data from FFY 2014 for MCOs to calculate appropriate benchmarks, and data for all five ICP measures.

In 2017, reviews of the Project Year 1 Update documents submitted in late 2016 were completed. Upon initial review of the submissions, MCOs were provided findings for each PIP with request for clarification/revision as necessary. MCOs requiring additional discussion and potential modification were contacted for individual MCO conference calls. Upon completion of applicable resubmissions, MCOs were provided with their final Project Year 1 Update review findings. Following completion of Project Year 1 Update reviews, MCOs were asked to submit a Year 2 Interim Update providing information through June 30 for: 1) interventions implemented, 2) monitoring, or process measure, results, and 3) any performance measure outcome results. Review findings were incorporated into the form, and completed reviews were posted to IPRO’s FTP. For review year 2018, MCOs were requested to submit a full Project Year 3 Update with all updated Year 2 and applicable Year 3 activities, including: 1) final rates for all performance measures for Measurement Year (MY) 2016, 2) any available rates for MY 2017, 3) updated interventions grid, 4) rates/results as appropriate for the process measures utilized to evaluate interventions, and 5) any additional supporting analysis conducted for the PIP.

For the current review year, 2019, MCOs were requested to submit a Final Project submission. MCOs were asked to update their submission with the following information: 1) Final rates for all performance measures for MY 2017

(1/1/17-12/31/17), including the rates provided to them for the ICP measures, 2) any available rates for the Sustainability Year, MY 2018 (1/1/18-12/31/18), 3) an updated interventions grid to show interventions completed in 2018, 4) rates/results as appropriate for the process measures utilized to evaluate each of the ongoing interventions, 5) any additional supporting analysis conducted for the PIP, and 6) the Abstract and Lessons Learned sections of the PIP submission form.

### **Improving Access to Pediatric Preventive Dental Care**

For the Dental PIP, ABH received full credit for review elements 1 through 6. The MCO provided a clear description of the importance of the topic on a national, and state level, and a rationale for the relevance of the topic to their member population. The MCO included objectives for this PIP that address different aspects of preventive dental care. For example, the MCO stated this project looks to “increase the number of children that receive preventive dental services, increase PCP application of fluoride varnish, decrease dental caries care in the ER and increase dental application of fluoride by dentists for children up to 20 years of age over the three year cycle.” The Aim statement included the goals of the PIP and study questions, and the statement contained a measurable impact and population of “10% improvement to a rate of 47% in the overall number of children who receive preventive dental services.”

ABH included and addressed all Core Measures for this PIP. The specifications for all measures, the eligible populations and definitions of the numerators and denominators were appropriately defined and included. ABH indicated all data sources, citing that data will be based upon claims and encounter information, and will be produced both externally through the dental vendor DentaQuest, and internally through existing EPSDT reporting, general HEDIS and EQRO reporting software, and custom data tool specific to this PIP. Regarding a data analysis plan, ABH discussed the processes in place to determine if the data are valid and reliable for the eligible population and for the collection and analysis of data. ABH subsequently included information regarding plans for evaluating interventions, analyzing data and making decisions regarding study outcomes year over year. ABH also added process measures developed for tracking the interventions and evaluating their effectiveness in impacting rate improvement. The MCO provided a detailed explanation of barriers identified through a telephonic provider survey, outreach education and results from the Consumer Assessment of Health Plans Survey (CAHPS). Additionally, ABH developed a fishbone diagram identifying the barriers for members, providers and the MCO.

ABH received partial credit for review element 7 – improvement strategies. Some intervention descriptions lacked specificity. For example, for the intervention “Quarterly assessment of appointment availability for dentists with implementation of improvement action plan as warranted,” it was noted that the MCO should clarify what kind of assessment would be done, what data would be used for the assessment, and how it would be tracked. Some interventions did not have clear start dates, and for some that hadn’t begun, it was recommended that they be initiated as soon as possible in order to have an impact on remeasurement rates. It was also noted that the report should include process measure results such as dates of education events or webinars and counts to evaluate ongoing interventions. In the 2017 Interim Update, it was noted that more clarity was needed for several interventions, both in terms of the detail provided and the number of members targeted. It was noted that more detail was needed regarding how the population would be reached. For example, in the Dental PIP ABH listed the intervention “DentaQuest Member Service calls to assist members with inquiries.” However, it was unclear if the calls were targeted calls to members, or assistance for members who call, and it not clear what assistance/follow-up was provided. It was noted that there should be a monitoring (tracking) measure for each intervention and monitoring measures should be tracked and reported at least quarterly if not monthly as part of the continuous improvement processes (PDSA cycles). Although monitoring measures were added in the Project Year 3 Update, additional detail was again requested for several interventions.

Review Elements 8 and 9 were reviewed in 2018 and ABH received full credit. In the 2017 Interim Update, it was observed that data sources and timeframes should be more clearly defined and presented. This was addressed in the Project Year 3 Update, which also included outcome measure/performance data for baseline, each year, and goal. Additionally, ABH included a comparison of baseline to remeasurement, and a summary discussion of changes in rates relative to the interventions.

Review Element 10 was reviewed in 2019 as part of the Final Project submission, and ABH received partial credit. ABH noted sustained performance improvement for preventive dental care, particularly in their young children cohorts. The

MCO noted improvements in rates from baseline to final reporting for all measures. However, although the MCO added and updated interventions and throughout the PIP, additional detail that was requested for a number of added interventions did not appear to be addressed.

### **Reducing Potentially Preventable Hospital Admissions, Readmissions and ED visits**

For the Readmission PIP, ABH received full credit for review element 1. Topic selection was based on continuous data collection and analysis. Data analysis was complete and included 1) ED Visits for 2015 utilizing claims data 2) Top five diagnoses for ED visits (2015) 3) Age group analysis for the top five ED visit diagnoses 4) ED visits by age group 5) Top five Diagnoses for ED visit by age group 6) Analysis of ED Utilization (2015) by county and rural vs. urban 7) Hospital admissions (inpatient utilization) for 2015 utilizing claims data 8) Top 20 admission diagnoses 9) Readmission rate data (30 day). The prioritization process used for topic selection was transparent. The MCO also incorporated the rationale for focusing on members with serious persistent mental illness (SPMI) in this PIP. A broad spectrum of key aspects of enrollee care were addressed and presented in detail. Specific enrollee groups and clinical conditions were identified as high risk and targeted for interventions.

ABH initially received partial credit for review elements 2 through 5. It was not clear what measures and goals were referred to in the AIM Statement. The targets cited in the Aim Statement should match the PIP Performance Measures with associated targets in the Methodology. There were specific PIP goals set by DHS that needed to be cited, and the ICP measures needed to have targets set by the MCO, along with targets for the MCO developed measures. The methodology portion of the proposal included only a general statement about data analysis and a PIP Timeline. At a minimum, numerators and denominators needed to be defined for MCO developed performance measures and process measures. Although definitions of measures were provided, eligible populations, numerators, and denominators were not identified, which left some measures unclear. Process measures were subsequently added to monitor the implementation of specific interventions; however, numerator and denominator definitions were not specified. In the Project Year 3 Update, the issues were addressed for review elements 2, 4, and 5. These elements were updated to reflect full credit.

ABH received full credit for review element 6 – data collection procedures and review element 7 – improvement strategies. The MCO indicated the data sources for each of the measures, and included statements regarding data validation for each type of measure and the type of data collected for the MCO developed and process measures. ABH indicated their plan to first assess the indicators for the population, and then for sub-populations through a number of demographic analyses (diagnoses, gender, race/ethnicity, HealthChoices Zone, hospital and provider type). The barrier analysis was well-done. Intervention start dates were included and interventions were clearly described. Each initiative included in the PIP had at least one new or enhanced intervention defined, implemented, monitored and measured. An ICP intervention was subsequently added and because ABH noted a number of clinical conditions to focus on in the topic selection section, the MCO added a clinical-condition specific intervention to the PIP. . In the 2017 Interim Update, it was noted that more clarity was needed for several interventions, both in terms of the detail provided and the number of members targeted. It was noted that there should be a monitoring (tracking) measure for each intervention and monitoring measures should be tracked and reported at least quarterly if not monthly as part of the continuous improvement processes (PDSA cycles). Although monitoring measures were added in the Project Year 3 Update, additional detail was again requested for several interventions.

Review Element 8 was reviewed in 2018 and ABH received partial credit. In the 2017 Interim Update, it was observed that data sources and timeframes should be more clearly defined and presented. The outcome measure data were missing for some measures and did not include data for all applicable time periods. This issue remained in the Project Year 3 Update for 2018, and it was also noted that goals were not included. Due to the lack of data across measurement periods, review element 9 could not be assessed and remained “NA.”

Review Element 10 was reviewed in 2019 as part of the Final Project submission, and ABH received partial credit. ABH provided detailed descriptions of their interventions and what barriers each interventions addressed. However, the MCO did not update end dates for all interventions when submitting the Final Project. While some final rates did show improvement, some were not statistically significant; others did not improve over the baseline rates.

ABH's Final Project compliance assessment by review element is presented in Table 2.3.

Table 2.3: ABH PIP Compliance Assessments

Review Element	Improving Access to Pediatric Preventive Dental Care	Reducing Potentially Preventable Hospital Admissions, Readmissions and ED visits
1. Project Topic and Topic Relevance	Full	Full
2. Study Question (Aim Statement)	Full	Full
3. Study Variables (Performance Indicators)	Full	Partial
4. & 5. Identified Study Population and Sampling Methods	Full	Full
6. Data Collection Procedures	Full	Full
7. Improvement Strategies (Interventions)	Partial	Full
8. & 9. Interpretation of Study Results (Demonstrable Improvement) and Validity of Reported Improvement	Full	Partial
10. Sustainability of Documented Improvement	Partial	Partial



### III: Performance Measures and CAHPS Survey

#### Methodology

IPRO validated PA specific performance measures and HEDIS data for each of the Medicaid PH MCOs.

The MCOs were provided with final specifications for the PA Performance Measures from December 2018 to June 2019. Source code, raw data and rate sheets were submitted by the MCOs to IPRO for review in 2019. A staggered submission was implemented for the performance measures. IPRO conducted an initial validation of each measure, including source code review and provided each MCO with formal written feedback. The MCOs were then given the opportunity for up to three resubmissions, if necessary. Additional resubmissions required discussion with and approval from DHS. Pseudo code was reviewed by IPRO. Raw data were also reviewed for reasonability and IPRO ran code against these data to validate that the final reported rates were accurate. Additionally MCOs were provided with comparisons to the previous year’s rates and were requested to provide explanations for highlighted differences. For measures reported as percentages, differences were highlighted for rates that were statistically significant and displayed at least a 3-percentage point difference in observed rates. For measures not reported as percentages (e.g. adult admission measures) differences were highlighted based only on statistical significance, with no minimum threshold.

For three PA performance Birth-related measures: Cesarean Rate for Nulliparous Singleton Vertex (CRS), Live Births Weighing Less Than 2,500 Grams (PLB), and Elective Delivery, rates for each of the measures were produced utilizing MCO Birth files in addition to the 2019 (MY 2018) Department of Health Birth File. IPRO requested, from each MCO, information on members with a live birth within the measurement year. IPRO then utilized the MCO file in addition to the most recent applicable PA Department of Health Birth File to identify the denominator, numerator and rate for the three measures.

HEDIS 2019 measures were validated through a standard HEDIS compliance audit of each PH MCO. This audit includes pre-onsite review of the HEDIS Roadmap, onsite interviews with staff and a review of systems, and post-onsite validation of the Interactive Data Submission System (IDSS). A Final Audit Report was submitted to NCQA for each MCO. Because the PA-specific performance measures rely on the same systems and staff, no separate onsite review was necessary for validation of the PA-specific measures. IPRO conducts a thorough review and validation of source code, data and submitted rates for the PA-specific measures.

Evaluation of MCO performance is based on both PA-specific performance measures and selected HEDIS measures for the EQR. The following is a list of the performance measures included in this year’s EQR report.

Table 3.1: Performance Measure Groupings

Source	Measures
<b>Access/Availability to Care</b>	
HEDIS	Children and Adolescents’ Access to PCPs (Age 12 - 24 months)
HEDIS	Children and Adolescents’ Access to PCPs (Age 25 months - 6 years)
HEDIS	Children and Adolescents’ Access to PCPs (Age 7-11 years)
HEDIS	Children and Adolescents’ Access to PCPs (Age 12-19 years)
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 20-44 years)
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 45-64 years)
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 65+)
HEDIS	Adult Body Mass Index Assessment
PA EQR	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 1 to 5)
PA EQR	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 6 to 11)
PA EQR	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 12 to 17)
PA EQR	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total ages 1 to 17)
<b>Well Care Visits and Immunizations</b>	
HEDIS	Well-Child Visits in the First 15 Months of Life (6+ Visits)
HEDIS	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (Age 3 to 6 Years)
HEDIS	Childhood Immunizations Status by Age 2 (Combination 2)

Source	Measures
HEDIS	Childhood Immunizations Status by Age 2 (Combination 3)
HEDIS	Adolescent Well-Care Visits (Age 12 to 21 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Body Mass Index percentile: (Age 3-11 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Body Mass Index percentile: (Age 12-17 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Body Mass Index percentile: (Total)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: (Age 3-11 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: (Age 12-17 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: (Total)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Physical activity: (Age 3-11 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Physical activity: (Age 12-17 years)
HEDIS	Weight assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Physical Activity: (Total)
HEDIS	Immunizations for Adolescents (Combination 1)
<b>EPSTD: Screenings and Follow up</b>	
HEDIS	Lead Screening in Children (Age 2 years)
HEDIS	Follow-up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) – Initiation Phase
HEDIS	Follow-up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) Medication – Continuation and Maintenance Phase
PA EQR	Follow-up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) Medication (BH Enhanced) – Initiation Phase
PA EQR	Follow-up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) Medication (BH Enhanced) – Continuation and Maintenance Phase
PA EQR	Developmental Screening in the First Three Years of Life – 1 year
PA EQR	Developmental Screening in the First Three Years of Life – 2 years
PA EQR	Developmental Screening in the First Three Years of Life – 3 years
PA EQR	Developmental Screening in the First Three Years of Life – Total
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for mental illness, follow-up within 7 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for mental illness, follow-up within 30 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for AOD abuse or dependence, follow-up within 7 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for AOD abuse or dependence, follow-up within 30 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: Ages: 65 and older - ED visits for AOD abuse or dependence, follow-up within 30 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: Ages: 65 and older - ED visits for mental illness, follow-up within 30 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: Ages: 65 and older - ED visits for AOD abuse or dependence, follow-up within 7 days)
PA EQR	Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: Ages: 65 and older - ED visits for mental illness, follow-up within 7 days)
<b>Dental Care for Children and Adults</b>	
HEDIS	Annual Dental Visit (Age 2-20 years)
PA EQR	Annual Dental Visits for Members with Developmental Disabilities (Ages 2-20 years)
PA EQR	Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA)
PA EQR	Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA: Dental-Enhanced)

Source	Measures
<b>Women's Health</b>	
HEDIS	Breast Cancer Screening (Age 50–74 years)
HEDIS	Cervical Cancer Screening (Age 21-64 years)
HEDIS	Chlamydia Screening in Women (Total Rate)
HEDIS	Chlamydia Screening in Women (Age 16-20 years)
HEDIS	Chlamydia Screening in Women (Age 21-24 years)
HEDIS	Non-Recommended Cervical Cancer Screening in Adolescent Females
PA EQR	Contraceptive Care for All Women: Provision of most or moderately effective contraception (Ages 15 to 20)
PA EQR	Contraceptive Care for All Women: Provision of LARC (Ages 15 to 20)
PA EQR	Contraceptive Care for All Women: Provision of most or moderately effective contraception (Ages 21 to 44)
PA EQR	Contraceptive Care for All Women: Provision of LARC (Ages 21 to 44)
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception - 3 days (Ages 15 to 20)
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception - 60 days (Ages 15 to 20)
PA EQR	Contraceptive Care for Postpartum Women: LARC - 3 days (Ages 15 to 20)
PA EQR	Contraceptive Care for Postpartum Women: LARC - 60 days (Ages 15 to 20)
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception - 3 days (Ages 21 to 44)
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception - 60 days (Ages 21 to 44)
PA EQR	Contraceptive Care for Postpartum Women: LARC - 3 days (Ages 21 to 44)
PA EQR	Contraceptive Care for Postpartum Women: LARC - 60 days (Ages 21 to 44)
<b>Obstetric and Neonatal Care</b>	
PA EQR	Frequency of Ongoing Prenatal Care – Greater than or Equal to 61% of Expected Prenatal Care Visits Received
PA EQR	Frequency of Ongoing Prenatal Care – Greater than or Equal to 81% of Expected Prenatal Care Visits Received
HEDIS	Prenatal and Postpartum Care - Timeliness of Prenatal Care
HEDIS	Prenatal and Postpartum Care - Postpartum Care
PA EQR	Prenatal Screening for Smoking
PA EQR	Prenatal Screening for Smoking during one of the first two visits (CHIPRA indicator)
PA EQR	Prenatal Screening for Environmental Tobacco Smoke Exposure (ETS)
PA EQR	Prenatal Counseling for Smoking
PA EQR	Prenatal Counseling for Environmental Tobacco Smoke Exposure (ETS)
PA EQR	Prenatal Smoking Cessation
PA EQR	Perinatal Depression Screening: Prenatal Screening for Depression
PA EQR	Perinatal Depression Screening: Prenatal Screening for Depression during one of the first two visits (CHIPRA indicator)
PA EQR	Perinatal Depression Screening: Prenatal Screening Positive for Depression
PA EQR	Perinatal Depression Screening: Prenatal Counseling for Depression
PA EQR	Perinatal Depression Screening: Postpartum Screening for Depression
PA EQR	Perinatal Depression Screening: Postpartum Screening Positive for Depression
PA EQR	Perinatal Depression Screening: Postpartum Counseling for Depression
PA EQR	Cesarean Rate for Nulliparous Singleton Vertex
PA EQR	Percent of Live Births Weighing Less than 2,500 Grams
PA EQR	Maternity Risk Factor Assessment: Prenatal Screening for Alcohol use
PA EQR	Maternity Risk Factor Assessment: Prenatal Screening for Illicit drug use
PA EQR	Maternity Risk Factor Assessment: Prenatal Screening for Prescribed or over-the-counter drug use
PA EQR	Maternity Risk Factor Assessment: Prenatal Screening for Intimate partner violence
PA EQR	Behavioral Health Risk Assessment
PA EQR	Elective Delivery
<b>Respiratory Conditions</b>	
HEDIS	Appropriate Testing for Children with Pharyngitis
HEDIS	Appropriate Treatment for Children with Upper Respiratory Infection
HEDIS	Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
HEDIS	Use of Spirometry Testing in the Assessment and Diagnosis of COPD
HEDIS	Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroid
HEDIS	Pharmacotherapy Management of COPD Exacerbation - Bronchodilator
HEDIS	Medication Management for People with Asthma - 75% Compliance (Age 5-11 years)
HEDIS	Medication Management for People with Asthma - 75% Compliance (Age 12-18 years)

Source	Measures
HEDIS	Medication Management for People with Asthma - 75% Compliance (Age 19-50 years)
HEDIS	Medication Management for People with Asthma - 75% Compliance (Age 51-64 years)
HEDIS	Medication Management for People with Asthma - 75% Compliance (Total)
HEDIS	Asthma Medication Ratio (5-11 years)
HEDIS	Asthma Medication Ratio (12-18 years)
HEDIS	Asthma Medication Ratio (19-50 years)
HEDIS	Asthma Medication Ratio (51-64 years)
HEDIS	Asthma Medication Ratio (Total)
PA EQR	Asthma in Younger Adults Admission Rate (Age 18-39 years) – Admission per 100,000 member months
PA EQR	Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 40 to 64 years) per 100,000 member months
PA EQR	Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 65 years and older) per 100,000 member months
PA EQR	Chronic Obstructive Pulmonary Disease (COPD) or Asthma in Older Adults Admission Rate (40+ years) - Admission per 100,000 Member Months
<b>Comprehensive Diabetes Care</b>	
HEDIS	Hemoglobin A1c (HbA1c) Testing
HEDIS	HbA1c Poor Control (>9.0%)
HEDIS	HbA1c Control (<8.0%)
HEDIS	HbA1c Good Control (<7.0%)
HEDIS	Retinal Eye Exam
HEDIS	Medical Attention for Nephropathy
HEDIS	Blood Pressure Controlled <140/90 mm Hg
PA EQR	Diabetes Short-Term Complications Admission Rate (Age 18-64 years)
PA EQR	Diabetes Short-Term Complications Admission Rate (Age 65+ years)
PA EQR	Diabetes Short-Term Complications Admission Rate (Total Rate)
HEDIS	Statin Therapy for Patients With Diabetes: Received Statin Therapy
HEDIS	Statin Therapy for Patients With Diabetes: Statin Adherence 80%
PA EQR	Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (Age Cohort: 18 - 64 Years of Age)
PA EQR	Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (Age Cohort: 65 - 75 Years of Age)
<b>Cardiovascular Care</b>	
HEDIS	Persistence of Beta Blocker Treatment After Heart Attack
HEDIS	Controlling High Blood Pressure
PA EQR	Heart Failure Admission Rate1 (Age 18-64 Years) per 100,000 member months
PA EQR	Heart Failure Admission Rate1 (Age 65+ Years) per 100,000 member months
PA EQR	Heart Failure Admission Rate1 (Total Age 18+ Years) per 100,000 member months
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy 21-75 years (Male)
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy 40-75 years (Female)
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy Total Rate
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - 21-75 years (Male)
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - 40-75 years (Female)
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - Total Rate
HEDIS	Cardiovascular Monitoring For People With Cardiovascular Disease and Schizophrenia
<b>Utilization</b>	
PA EQR	Reducing Potentially Preventable Readmissions
HEDIS	Adherence to Antipsychotic Medications for Individuals with Schizophrenia
PA EQR	Adherence to Antipsychotic Medications for Individuals with Schizophrenia (BH Enhanced)
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (Age 1 - 5 years)
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (Age 6 - 11 years)
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (Age 12 - 17 years)
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (Total)
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (Age 1 - 5 years)
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (Age 6 - 11 years)

Source	Measures
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (Age 12 - 17 years)
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (Total)
HEDIS	Use of Opioids at High Dosage
HEDIS	Use of Opioids from Multiple Provider (4 or more prescribers)
HEDIS	Use of Opioids From Multiple Providers- (4 or more pharmacies)
HEDIS	Use of Opioids From Multiple Providers - (4 or more prescribers & pharmacies)
HEDIS	Risk of Continued Opioid Use: New Episode Lasts at Least 15 Days
HEDIS	Risk of Continued Opioid Use: New Episode Lasts at Least 31 Days
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Age 18-64 years)
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Age 65 years and older)
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Total Ages 18 years and older)
HEDIS	Plan All-Cause Readmissions (PCR): Count of Index Hospital Stays (IHS) - 1-3 Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Count of Index Hospital Stays (IHS) - 4+ Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Count of Index Hospital Stays (IHS) - Total Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Count of 30-Day Readmissions - 1-3 Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Count of 30-Day Readmissions - 4+ Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Count of 30-Day Readmissions - Total Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed Readmission Rate - 1-3 Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed Readmission Rate - 4+ Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed Readmission Rate - Total Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Expected Readmission Rate - 1-3 Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Expected Readmission Rate - 4+ Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Expected Readmission Rate - Total Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed to Expected Readmission Ratio - 1-3 Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed to Expected Readmission Ratio - 4+ Stays (Ages Total)
HEDIS	Plan All-Cause Readmissions (PCR): Observed to Expected Readmission Ratio - Total Stays (Ages Total)

## PA-Specific Performance Measure Selection and Descriptions

Several PA-specific performance measures were calculated by each MCO and validated by IPRO. In accordance with DHS direction, IPRO created the indicator specifications to resemble HEDIS specifications. Measures previously developed and added as mandated by CMS for children in accordance with the Children’s Health Insurance Program Reauthorization Act (CHIPRA) and for adults in accordance with the Affordable Care Act (ACA) were continued as applicable to revised CMS specifications. Additionally, new measures were developed and added in 2019 as mandated in accordance with the ACA. For each indicator, the eligible population is identified by product line, age, enrollment, anchor date, and event/diagnosis. Administrative numerator positives are identified by date of service, diagnosis/procedure code criteria, as well as other specifications, as needed. Indicator rates are calculated through one of two methods: (1) administrative, which uses only the MCO’s data systems to identify numerator positives and (2) hybrid, which uses a combination of administrative data and medical record review (MRR) to identify numerator “hits” for rate calculation.

A number of performance measures require the inclusion of PH and BH services. Due to the separation of PH and BH services for Medicaid, DHS requested that IPRO utilize encounter submitted by all PH and BH MCOs to DHS via the PROMISE encounter data system to ensure both types of services were included as necessary. For some measures, IPRO enhanced PH data submitted by MCOs with BH PROMISE encounter data, while for other measures, IPRO collected and reported the measures using PROMISE encounter data for both the BH and PH data required.

## PA Specific Administrative Measures

### Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics – CHIPRA Core Set

This performance measure assesses the percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment. This

measure was collected and reported by IPRO using PROMISE encounter data for the required BH and PH data.

### **Follow-up Care for Children Prescribed Attention Deficit Hyperactivity Disorder (ADHD) Medication – CHIPRA Core Set**

DHS enhanced this measure using Behavioral Health (BH) encounter data contained in IPRO's encounter data warehouse. IPRO evaluated this measure using HEDIS 2019 Medicaid member level data submitted by the PH MCO.

This performance measure assesses the percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication that had at least three follow-up care visits within a 10-month period, one of which was within 30 days from the time the first ADHD medication was dispensed. Two rates are reported:

Initiation Phase: The percentage of children ages 6 to 12 as of the Index Prescription Start Date (IPSD) with an ambulatory prescription dispensed for ADHD medication that had one follow-up visit with a practitioner with prescribing authority during the 30-day Initiation Phase.

Continuation and Maintenance (C&M) Phase: The percentage of children 6 to 12 years old as of the IPSD with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and, in addition to the visit in the Initiation Phase, had at least two follow-up visits with a practitioner within 270 days (9 months) after the Initiation Phase ended.

### **Developmental Screening in the First Three Years of Life– CHIPRA Core Set**

This performance measure assesses the percentage of children screened for risk of developmental, behavioral, and social delays using a standardized screening tool in the 12 months preceding or on their first, second, or third birthday. Four rates, one for each age group and a combined rate are to be calculated and reported for each numerator.

### **Follow-Up After Emergency Department Visit for Mental Illness – Adult Core Set**

This performance measure assesses the percentage of emergency department (ED) visits for members 18 years of age and older with a principal diagnosis of mental illness or intentional self-harm and who had a follow-up visit with a corresponding principal diagnosis for mental illness. This measure was collected and reported by IPRO using PROMISE encounter data for the required BH and PH data. Two rates are reported:

- The percentage of ED visits for mental illness for which the member received follow-up within 7 days of the ED visit (8 total days)
- The percentage of ED visits for mental illness for which the member received follow-up within 30 days of the ED visit (31 total days).

Per the CMS specifications, rates are reported for age cohorts 18 to 64 and 65 and older.

### **Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence – Adult Core Set**

This performance measure assesses the percentage of emergency department (ED) visits for members 18 years of age and older with a principal diagnosis of alcohol or other drug (AOD) abuse or dependence and who had a follow-up visit with a corresponding principal diagnosis for AOD abuse or dependence. This measure was collected and reported by IPRO using PROMISE encounter data for the required BH and PH data. Two rates are reported:

- The percentage of ED visits for AOD abuse or dependence for which the member received follow-up within 7 days of the ED visit (8 total days)
- The percentage of ED visits for AOD abuse or dependence for which the member received follow-up within 30 days of the ED visit (31 total days).

Per the CMS specifications, rates are reported for age cohorts 18 to 64 and 65 and older.

## **Annual Dental Visits For Enrollees with Developmental Disabilities**

This performance measure assesses the percentage of enrollees with a developmental disability age two through 20 years of age, who were continuously enrolled and had at least one dental visit during the measurement year. This indicator utilizes the HEDIS 2019 measure Annual Dental Visit (ADV).

## **Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk – CHIPRA Core Set**

This performance measure assesses the percentage of enrolled children ages 6-9 years at elevated risk of dental caries who received a sealant on a permanent first molar tooth within the measurement year.

Additionally, to be more closely aligned to the CHIPRA Core Set Measure specifications, a second enhanced measure is reported which includes additional available dental data (Dental-enhanced).

## **Contraceptive Care for All Women Ages 15-44 - CMS Core measure**

This performance measure assesses the percentage of women ages 15 through 44 at risk of unintended pregnancy who were provided a most effective/moderately effective contraception method or a long-acting reversible method of contraception (LARC). Four rates are reported—two rates are reported for each of the age groups (15-20 and 21-44): (1) provision of most or moderately effective contraception, and (2) provision of LARC.

## **Contraceptive Care for Postpartum Women Ages 15-44 - CMS Core measure**

This performance measure assesses the percentage of women ages 15 through 44 who had a live birth and were provided a most effective/moderately effective contraception method or a long-acting reversible method of contraception (LARC), within 3 days and within 60 days of delivery. Eight rates are reported—four rates for each of the age groups (15-20 and 21-44): (1) Most or moderately effective contraception – 3 days, (2) Most or moderately effective contraception – 60 days, (3) LARC – 3 days, and (4) LARC – 60 days.

## **Frequency of Ongoing Prenatal Care**

This performance measure assesses the percentage of pregnant enrollees who delivered on or between November 6 of the year prior to the measurement year and November 5 of the measurement year that had the following number of expected prenatal care visits:

- ≥ than 61 percent of expected visits
- ≥ than 81 percent of expected visits

## **Cesarean Rate for Nulliparous Singleton Vertex – CHIPRA Core Set**

This performance measure assesses Cesarean Rate for low-risk first birth women [aka NSV CS rate: nulliparous, term, singleton, vertex].

## **Percent of Live Births Weighing Less than 2,500 Grams – CHIPRA Core Set**

This performance measure is event-driven and identifies all live births during the measurement year in order to assess the number of live births that weighed less than 2,500 grams as a percent of the number of live births.

## **Elective Delivery – Adult Core Set**

This performance measure assesses the percentage of enrolled women with elective vaginal deliveries or elective cesarean sections at ≥ 37 and < 39 weeks of gestation completed.

### **Asthma in Younger Adults Admission Rate – Adult Core Set**

This performance measure assesses the number of discharges for asthma in adults ages 18 to 39 years per 100,000 Medicaid member months.

### **Chronic Obstructive Pulmonary Disease (COPD) or Asthma in Older Adults Admission Rate – Adult Core Set**

This performance measure assesses the number of discharges for chronic obstructive pulmonary disease (COPD) or asthma per 100,000 member months for Medicaid members 40 years and older. Three age groups will be reported: ages 40-64 years, age 65 years and older, and 40+ years.

### **Diabetes Short-Term Complications Admission Rate – Adult Core Set**

This performance measure assesses the number of discharges for diabetes short-term complications (ketoacidosis, hyperosmolarity or coma) in adults 18 years and older per 100,000 Medicaid member months. Three age groups will be reported: ages 18-64 years, age 65 years and older, and 18+ years.

### **Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) – Adult Core Set**

This performance measure assesses the percentage of beneficiaries ages 18 to 75 with a serious mental illness and diabetes (type 1 and type 2) who had Hemoglobin A1c (HbA1c) in poor control (>9.0%). This measure was collected and reported by IPRO using PROMISe encounter data for the required BH and PH data.

### **Heart Failure Admission Rate – Adult Core Set**

This performance measure assesses the number of discharges for heart failure in adults 18 years and older per 100,000 Medicaid member months. Three age groups are reported: ages 18-64 years, ages 65 years and older and total age.

### **Reducing Potentially Preventable Readmissions**

This performance measure assesses the percentage of inpatient acute care discharges with subsequent readmission to inpatient acute care within 30 days of the initial inpatient acute discharge. This measure utilized the 2019 HEDIS Inpatient Utilization – General Hospital/Acute Care measure methodology to identify inpatient acute care discharges. For this measure, a lower rate indicates better performance.

### **Adherence to Antipsychotic Medications for Individuals with Schizophrenia – Adult Core Set**

The percentage of members 19-64 years of age with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80% of their treatment period during the measurement year. Members in hospice are excluded from eligible population.

DHS enhanced this measure using Behavioral Health (BH) encounter data contained in IPRO's encounter data warehouse.

### **Concurrent Use of Opioids and Benzodiazepines – Adult Core Set – New 2019**

This performance measure assesses the percentage of members age 18 and older with concurrent use of prescription opioids and benzodiazepines.

## **PA Specific Hybrid Measures**

### **Prenatal Screening for Smoking and Treatment Discussion During a Prenatal Visit**

This performance measure assesses the percentage of pregnant enrollees who were:



1. Screened for smoking during the time frame of one of their first two prenatal visits or during the time frame of their first two visits on or following initiation of eligibility with the MCO.
2. Screened for smoking during the time frame of one of their first two prenatal visits (CHIPRA indicator).
3. Screened for environmental tobacco smoke exposure during the time frame of one of their first two prenatal visits or during the time frame of their first two visits on or following initiation of eligibility with the MCO.
4. Screened for smoking in one of their first two prenatal visits who smoke (i.e., smoked six months prior to or anytime during the current pregnancy), that were given counseling/advice or a referral during the time frame of any prenatal visit during pregnancy.
5. Screened for environmental tobacco smoke exposure in one of their first two prenatal visits and found to be exposed, that were given counseling/advice or a referral during the time frame of any prenatal visit during pregnancy.
6. Screened for smoking in one of their first two prenatal visits and found to be current smokers (i.e., smoked at the time of one of their first two prenatal visits) that stopped smoking during their pregnancy.

This performance measure uses components of the HEDIS 2019 Prenatal and Postpartum Care Measure.

### **Perinatal Depression Screening**

This performance measure assesses the percentage of enrollees who were:

1. Screened for depression during a prenatal care visit.
2. Screened for depression during a prenatal care visits using a validated depression screening tool.
3. Screened for depression during the time frame of the first two prenatal care visits (CHIPRA indicator).
4. Screened positive for depression during a prenatal care visit.
5. Screened positive for depression during a prenatal care visit and had evidence of further evaluation, treatment, or referral for further treatment.
6. Screened for depression during a postpartum care visit.
7. Screened for depression during a postpartum care visit using a validated depression screening tool.
8. Screened positive for depression during a postpartum care visit.
9. Screened positive for depression during a postpartum care visit and had evidence of further evaluation, treatment, or referral for further treatment.

This performance measure uses components of the HEDIS 2019 Prenatal and Postpartum Care Measure.

### **Maternity Risk Factor Assessment**

This performance measure assesses, for each of the following risk categories, the percentage of pregnant enrollees who were:

1. Screened for alcohol use during the time frame of one of their first two prenatal visits (CHIPRA indicator).
2. Screened for illicit drug use during the time frame of one of their first two prenatal visits (CHIPRA indicator).
3. Screened for prescribed or over-the-counter drug use during the time frame of one of their first two prenatal visits (CHIPRA indicator).
4. Screened for intimate partner violence during the time frame of one of their first two prenatal visits (CHIPRA indicator).

This performance measure uses components of the HEDIS 2019 Prenatal and Postpartum Care Measure.

## **HEDIS Performance Measure Selection and Descriptions**

Each MCO underwent a full HEDIS compliance audit in 2019. As indicated previously, performance on selected HEDIS measures is included in this year's EQR report. Development of HEDIS measures and the clinical rationale for their inclusion in the HEDIS measurement set can be found in HEDIS 2019, Volume 2 Narrative. The measurement year for HEDIS 2019 measures is 2018, as well as prior years for selected measures. Each year, DHS updates its requirements for

the MCOs to be consistent with NCQA's requirement for the reporting year. MCOs are required to report the complete set of Medicaid measures, excluding behavioral health and chemical dependency measures, as specified in the HEDIS Technical Specifications, Volume 2. In addition, DHS does not require the MCOs to produce the Chronic Conditions component of the CAHPS 5.0 – Child Survey.

### **Children and Adolescents' Access to Primary Care Practitioners**

This measure assesses the percentage of members 12 months–19 years of age who had a visit with a PCP. The organization reports four separate percentages for each product line.

- Children 12–24 months and 25 months–6 years who had a visit with a PCP during the measurement year.
- Children 7–11 years and adolescents 12–19 years who had a visit with a PCP during the measurement year or the year prior to the measurement year.

### **Adults' Access to Preventive/Ambulatory Health Services**

This measure assesses the percentage of members 20 years and older who had an ambulatory or preventive care visit during the measurement year (for Medicaid or Medicare). The following age groups are reported: 20-44, 45-64, 65+ and total.

### **Adult Body Mass Index (BMI) Assessment**

This measure assessed the percentage of members 18–74 years of age who had an outpatient visit and whose body mass index (BMI) was documented during the measurement year or the year prior to the measurement year.

### **Well-Child Visits in the First 15 Months of Life**

This measure assessed the percentage of members who turned 15 months old during the measurement year, who were continuously enrolled from 31 days of age through 15 months of age who received six or more well-child visits with a PCP during their first 15 months of life.

### **Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life**

This measure assessed the percentage of members who were 3, 4, 5, or 6 years of age during the measurement year, who were continuously enrolled during the measurement year and received one or more well-child visits with a PCP during the measurement year.

### **Childhood Immunization Status (Combos 2 and 3)**

This measure assessed the percentage of children who turned two years of age in the measurement year who were continuously enrolled for the 12 months preceding their second birthday and who received one or both of two immunization combinations on or before their second birthday. Separate rates were calculated for each Combination. Combination 2 and 3 consists of the following immunizations:

- (4) Diphtheria, Tetanus, and Acellular Pertussis Vaccine/Diphtheria and Tetanus (DTaP/DT)
- (3) Injectable Polio Vaccine (IPV)
- (1) Measles, Mumps, and Rubella (MMR)
- (3) Haemophilus Influenza Type B (HiB)
- (3) Hepatitis B (HepB)
- (1) Chicken Pox (VZV)
- (4) Pneumococcal Conjugate Vaccine (PCV) – Combination 3 only

### **Adolescent Well-Care Visits**

This measure assessed the percentage of enrolled members 12–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

## **Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents**

The percentage of members 3–17 years of age, who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year.

- BMI percentile documentation.
- Counseling for nutrition.
- Counseling for physical activity.

*\*Because BMI norms for youth vary with age and gender, this measure evaluates whether BMI percentile is assessed rather than an absolute BMI value.*

## **Immunization for Adolescents (Combo 1)**

This measure assessed the percentage of adolescents 13 years of age who had one dose of meningococcal conjugate vaccine and one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine by their 13th birthday.

## **Lead Screening in Children**

This measure assessed the percentage of children 2 years of age who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.

## **Follow-up Care for Children Prescribed ADHD Medication**

This measure assessed the percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. Two rates are reported.

- *Initiation Phase.* The percentage of members 6–12 years of age as of the IPSP with an ambulatory prescription dispensed for ADHD medication, which had one follow-up visit with practitioner with prescribing authority during the 30-day Initiation Phase.
- *Continuation and Maintenance (C&M) Phase.* The percentage of members 6–12 years of age as of the IPSP with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and who, in addition to the visit in the Initiation Phase, had at least two follow-up visits with a practitioner within 270 days (9 months) after the Initiation Phase ended.

## **Annual Dental Visit**

This measure assessed the percentage of children and adolescents between the ages of 2 and 20 years of age continuously enrolled in the MCO for the measurement year who had at least one dental visit during the measurement year.

## **Breast Cancer Screening**

This measure assessed the percentage of women 50–74 years of age who had a mammogram to screen for breast cancer.

The eligible population for this measure is women 52–74 years of age as of December 31 of the measurement year. Members are included in the numerator if they had one or more mammograms any time on or between October 1 two years prior to the measurement year and December 31 of the measurement year. Eligible members who received mammograms beginning at age 50 are included in the numerator.

## **Cervical Cancer Screening**

This measure assessed the percentage of women 21-64 years of age who were screened for cervical cancer using either of the following criteria:

- Women age 21-64 who had cervical cytology performed every 3 years.
- Women age 30-64 who had cervical cytology/human papillomavirus (HPV) co-testing performed every 5 years.

### **Chlamydia Screening in Women**

This measure assessed the percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year. Three age cohorts are reported: 16–20 years, 21–24 years, and total.

### **Non-Recommended Cervical Cancer Screening in Adolescent Females**

This measure assessed the percentage of adolescent females 16–20 years of age who were screened unnecessarily for cervical cancer. For this measure, a lower rate indicates better performance.

### **Prenatal and Postpartum Care**

This measure assessed the percentage of deliveries of live births on or between November 6 of the year prior to the measurement year and November 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care.

- *Timeliness of Prenatal Care.* The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester, on the enrollment start date or within 42 days of enrollment in the organization.
- *Postpartum Care.* The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.

### **Appropriate Testing for Children with Pharyngitis**

This measure assessed the percentage of children 3–18 years of age who were diagnosed with pharyngitis, dispensed an antibiotic and received a group A streptococcus (strep) test for the episode. A higher rate represents better performance (i.e., appropriate testing).

### **Appropriate Treatment for Children with Upper Respiratory Infection**

This measure assessed the percentage of children 3 months–18 years of age who were given a diagnosis of upper respiratory infection (URI) and were not dispensed an antibiotic prescription. The measure is reported as an inverted rate  $[1 - (\text{numerator}/\text{eligible population})]$ . A higher rate indicates appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).

### **Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis**

This measure assessed the percentage of adults 18–64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription. The measure is reported as an inverted rate  $[1 - (\text{numerator}/\text{eligible population})]$ . A higher rate indicates appropriate treatment of adults with acute bronchitis (i.e., the proportion for whom antibiotics were not prescribed).

### **Use of Spirometry Testing in the Assessment and Diagnosis of COPD**

This measure assessed the percentage of members 40 years of age and older with a new diagnosis of COPD or newly active COPD, who received appropriate spirometry testing to confirm the diagnosis.

### **Pharmacotherapy Management of COPD Exacerbation**

This measure assessed the percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1–November 30 of the measurement year and who were dispensed appropriate medications. Two rates are reported:

1. Dispensed a systemic corticosteroid (or there was evidence of an active prescription) within 14 days of the event.
2. Dispensed a bronchodilator (or there was evidence of an active prescription) within 30 days of the event.

### **Medication Management for People with Asthma - 75% Compliance**

This measure assessed the percentage of members 5–64 years of age during the measurement year who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period and remained on an asthma controller medication for at least 75% of their treatment period. The following age groups are reported: 5-11 years, 12-18 years, 19-50 years, 51-64 years, and total years.

#### **Asthma Medication Ratio**

The percentage of members 5–64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year. The following age groups are reported: 5-11 years, 12-18 years, 19-50 years, 51-64 years, and total years.

### **Comprehensive Diabetes Care**

This measure assessed the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:

- Hemoglobin A1c (HbA1c) testing.
- HbA1c poor control (>9.0%).
- HbA1c control (<8.0%).
- HbA1c control (<7.0%) for a selected population.
- Eye exam (retinal) performed.
- Medical attention for nephropathy.
- BP control (<140/90 mm Hg).

### **Statin Therapy for Patients With Diabetes**

This measure assessed the percentage of members 40–75 years of age during the measurement year with diabetes who do not have clinical atherosclerotic cardiovascular disease (ASCVD) who met the following criteria. Two rates are reported:

1. *Received Statin Therapy.* Members who were dispensed at least one statin medication of any intensity during the measurement year.
2. *Statin Adherence 80%.* Members who remained on a statin medication of any intensity for at least 80% of the treatment period.

### **Persistence of Beta-Blocker Treatment After a Heart Attack**

This measure assessed the percentage of members 18 years of age and older during the measurement year who were hospitalized and discharged from July 1 of the year prior to the measurement year to June 30 of the measurement year with a diagnosis of AMI and who received persistent beta-blocker treatment for six months after discharge.

### **Controlling High Blood Pressure**

This measure assessed the percentage of members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose BP was adequately controlled during the measurement year.

### **Statin Therapy for Patients With Cardiovascular Disease**

This measure assessed the percentage of males 21–75 years of age and females 40–75 years of age during the measurement year, who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) and met the following criteria. The following rates are reported:

1. *Received Statin Therapy.* Members who were dispensed at least one high or moderate-intensity statin medication during the measurement year.
2. *Statin Adherence 80%.* Members who remained on a high or moderate-intensity statin medication for at least 80% of the treatment period.

Total rates for 1 and 2 are also reported.

### **Cardiovascular Monitoring For People With Cardiovascular Disease and Schizophrenia**

This measure assessed the percentage of members 18–64 years of age with schizophrenia or schizoaffective disorder and cardiovascular disease, who had an LDL-C test during the measurement year.

### **Adherence to Antipsychotic Medications for Individuals with Schizophrenia**

This measure assessed the percentage of members 19–64 years of age during the measurement year with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80% of their treatment period.

### **Use of Multiple Concurrent Antipsychotics in Children and Adolescents**

This measure assessed the percentage of children and adolescents 1–17 years of age who were treated with antipsychotic medications and who were on two or more concurrent antipsychotic medications for at least 90 consecutive days during the measurement year. Age groups 1-5, 6-11, 12-17 and total are reported.

For this measure, a lower rate indicates better performance.

### **Metabolic Monitoring for Children and Adolescents on Antipsychotics**

This measure assessed the percentage of children and adolescents 1–17 years of age who had two or more antipsychotic prescriptions and had metabolic testing. Age groups 1-5, 6-11, 12-17, and total years are reported.

### **Use of Opioids at High Dosage**

This measure assessed the proportion of members 18 years and older, receiving prescription opioids for  $\geq 15$  days during the measurement year at a high dosage (average milligram morphine dose [MME]  $> 120$  mg).

For this measure, a lower rate indicates better performance.

### **Use of Opioids from Multiple Providers**

This measure assessed the proportion of members 18 years and older, receiving prescription opioids for  $\geq 15$  days during the measurement year who received opioids from multiple providers. Three rates are reported:

1. **Multiple Prescribers:** The proportion of members receiving prescriptions for opioids from four or more different prescribers during the measurement year
2. **Multiple Pharmacies:** The proportion of members receiving prescriptions for opioids from four or more different pharmacies during the measurement year
3. **Multiple Prescribers and Multiple Pharmacies:** The proportion of members receiving prescriptions for opioids from four or more different prescribers *and* four or more different pharmacies during the measurement year (i.e., the proportion of members who are numerator compliant for both the Multiple Prescribers and Multiple Pharmacies rates).

A lower rate indicates better performance for all three rates.

## Plan All-Cause Readmissions (PCR)

The measure assessed for members 18 years of age and older, the number of acute inpatient stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission. Data are reported for members with 1-3, 4+, and total index hospital stays in the following categories:

1. Count of Index Hospital Stays (IHS) (denominator)
2. Count of 30-Day Readmissions (numerator)
3. Observed Readmission Rate
4. Expected Readmissions Rate
5. Observed to Expected Readmission Ratio

## Risk of Continued Opioid Use – New 2019

This measure assessed the percentage of members 18 years of age and older who have a new episode of opioid use that puts them at risk for continued opioid use. Two rates are reported:

1. The percentage of members whose new episode of opioid use lasts at least 15 days in a 30-day period.
2. The percentage of members whose new episode of opioid use lasts at least 31 days in a 62-day period.

For this measure, a lower rate indicates better performance.

## CAHPS® Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is overseen by the Agency of Healthcare Research and Quality (AHRQ) and includes many survey products designed to capture consumer and patient perspectives on health care quality. NCQA uses the adult and child versions of the CAHPS Health Plan Surveys for HEDIS.

## Implementation of PA-Specific Performance Measures and HEDIS Audit

The MCO successfully implemented all of the PA-specific measures for 2019 that were reported with MCO-submitted data. The MCO submitted all required source code and data for review. IPRO reviewed the source code and validated raw data submitted by the MCO. All rates submitted by the MCO were reportable. Rate calculations were collected via rate sheets and reviewed for all of the PA-specific measures. As previously indicated, for three PA Birth-related performance measures IPRO utilized the MCO Birth files in addition to the 2019 Department of Health Birth File to identify the denominator, numerator and rate for the Birth-related measures.

IPRO validated the medical record abstraction of the three PA-specific hybrid measures consistent with the protocol used for a HEDIS audit. The validation process includes a MRR process evaluation and review of the MCO's MRR tools and instruction materials. This review ensures that the MCO's MRR process was executed as planned and the abstraction results are accurate. A random sample of 16 records from each selected indicator across the three measures was evaluated. The indicators were selected for validation based on preliminary rates observed upon the MCO's completion of abstraction. The MCO passed MRR Validation for the Prenatal Screening for Smoking and Treatment Discussion during a Prenatal Visit, the Perinatal Depression Screening, and the Maternity Risk Factor Assessment measures.

Due to multiple implementation and validation issues that required additional follow-up over previous years for the Reducing Potentially Preventable Readmissions (RPR) measure, an attestation form was developed in 2019 to accompany the specifications. The attestation form listed the criteria for each review element in the measure. MCOs and if applicable their vendors were required to attest, or sign off, for each element that the element was addressed in the source code used to create the data file submitted for validation. The attestation form was in addition to the requirements for MCOs to use the final specifications to collect the measure data, submit the source code used to

produce the data file, and to pass validation of the data file. Completion of the form was required to complete validation and close out the measure.

During RPR validation, several MCOs advised that their vendors would not sign off on the form. One common vendor for most MCOs would not sign off on the form without a walkthrough of their systems. IPRO and DHS discussed that prior walkthroughs did not provide sufficient applicable information and utilized additional resources unnecessarily. Additionally, oversight of vendors to comply with requirements is part of the MCOs' HealthChoices agreements. Because of this, DHS advised MCOs that the attestation form, in addition to all appropriate source code, must be provided or a corrective action and/or financial sanction would be imposed. As MCOs began working with their vendors to complete the form, questions arose regarding the types of data that were being utilized as well as how they were being designated and utilized for the measure.

For Aetna, the primary questions that arose regarding data used for RPR were 1) if fee-for-service (FFS) claims were inappropriately included and 2) if claims assigned as denied by the MCO included only claims allowed per the specification (i.e., claims when services were rendered regardless of MCO non-payment), or if other claims not covered by the specifications would be assigned as denied and would therefore also be included in the measure. Aetna confirmed that FFS claims were not being included for the measure. For denied claims, Aetna advised that the MCO would need to work on a long-term solution include only the applicable denied. For the current review year, Aetna researched all denied claims and manually removed those that should not have been included in the measure. Aetna worked with the vendor to submit corrected files, source code, and completed attestation form to pass validation.

The MCO successfully completed the HEDIS audit. The MCO received an Audit Designation of Report for all applicable measures.

## Findings

MCO results are presented in Tables 3.2 through 3.11. For each measure, the denominator, numerator, and measurement year rates with 95% upper and lower confidence intervals (95% CI) are presented. Confidence intervals are ranges of values that can be used to illustrate the variability associated with a given calculation. For any rate, a 95% confidence interval indicates that there is a 95% probability that the calculated rate, if it were measured repeatedly, would fall within the range of values presented for that rate. All other things being equal, if any given rate were calculated 100 times, the calculated rate would fall within the confidence interval 95 times, or 95% of the time.

Rates for both the measurement year and the previous year are presented, as available [i.e., 2019 (MY 2018) and 2018 (MY 2017)]. In addition, statistical comparisons are made between the 2019 and 2018 rates. For these year-to-year comparisons, the significance of the difference between two independent proportions was determined by calculating the z-ratio. A z-ratio is a statistical measure that quantifies the difference between two percentages when they come from two separate populations. For comparison of 2019 rates to 2018 rates, statistically significant increases are indicated by "+", statistically significant decreases by "-", and no statistically significant change by "n.s."

In addition to each individual MCO's rate, the MMC average for 2019 (MY 2018) is presented. The MMC average is a weighted average, which is an average that takes into account the proportional relevance of each MCO. Each table also presents the significance of difference between the plan's measurement year rate and the MMC average for the same year. For comparison of 2019 rates to MMC rates, the "+" symbol denotes that the plan rate exceeds the MMC rate; the "-" symbol denotes that the MMC rate exceeds the plan rate and "n.s." denotes no statistically significant difference between the two rates. Rates for the HEDIS measures were compared to corresponding Medicaid percentiles; comparison results are provided in the tables. The 90<sup>th</sup> percentile is the benchmark for the HEDIS measures.

Note that the large denominator sizes for many of the analyses led to increased statistical power, and thus contributed to detecting statistical differences that are not clinically meaningful. For example, even a 1-percentage point difference between two rates was statistically significant in many cases, although not meaningful. Hence, results corresponding to each table highlight only differences that are both statistically significant, and display at least a 3-percentage point



difference in observed rates. It should also be mentioned that when the denominator sizes are small, even relatively large differences in rates may not yield statistical significance due to reduced power; if statistical significance is not achieved, results will not be highlighted in the report. Differences are also not discussed if the denominator was less than 30 for a particular rate, in which case, “NA” (Not Applicable) appears in the corresponding cells. However, “NA” (Not Available) also appears in the cells under the HEDIS 2019 percentile column for PA-specific measures that do not have HEDIS percentiles to compare.

The tables below show rates up to one decimal place. Calculations to determine differences between rates are based upon unrounded rates. Due to rounding, differences in rates that are reported in the narrative may differ slightly from the difference between the rates as presented in the table.

### Access to/Availability of Care

No strengths are identified for Access/Availability of Care performance measures.

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Adults’ Access to Preventive/Ambulatory Health Services (Age 20-44 years) – 10.2 percentage points
  - Adults’ Access to Preventive/Ambulatory Health Services (Age 45-64 years) – 12.0 percentage points
  - Adults’ Access to Preventive/Ambulatory Health Services (Age 65+ years) – 14.2 percentage points
  - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 12 to 17) – 8.9 percentage points
  - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total ages 1 to 17) – 7.6 percentage points

Table 3.2: Access to/Availability of Care

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2019) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Children and Adolescents’ Access to PCPs (Age 12 24 months)	4,474	4,220	<b>94.3%</b>	93.6%	95.0%	94.6%	n.s.	96.4%	-	>= 25th and < 50th percentile
HEDIS	Children and Adolescents’ Access to PCPs (Age 25 months 6 years)	18,118	15,830	<b>87.4%</b>	86.9%	87.9%	86.4%	+	90.2%	-	>= 25th and < 50th percentile
HEDIS	Children and Adolescents’ Access to PCPs (Age 7 11 years)	12,281	11,189	<b>91.1%</b>	90.6%	91.6%	90.7%	n.s.	93.0%	-	>= 50th and < 75th percentile
HEDIS	Children and Adolescents’ Access to PCPs (Age 12 19 years)	14,729	13,296	<b>90.3%</b>	89.8%	90.8%	89.5%	+	92.2%	-	>= 50th and < 75th percentile
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 20 44 years)	44,680	30,205	<b>67.6%</b>	67.2%	68.0%	65.9%	+	77.8%	-	>= 10th and < 25th percentile
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 45 64 years)	20,575	15,143	<b>73.6%</b>	73.0%	74.2%	73.5%	n.s.	85.6%	-	< 10th percentile
HEDIS	Adults’ Access to Preventive/Ambulatory Health Services (Age 65+ years)	537	361	<b>67.2%</b>	63.2%	71.3%	69.6%	n.s.	81.5%	-	< 10th percentile
HEDIS	Adult BMI Assessment (Age 18 74 years)	411	373	<b>90.8%</b>	87.8%	93.7%	86.1%	+	93.2%	n.s.	>= 50th and < 75th percentile
PA EQR	Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 1 to 5)	3	1	<b>NA</b>	NA	NA	NA	NA	50.9%	NA	NA
PA EQR	Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 6 to 11)	94	64	<b>68.1%</b>	58.1%	78.0%	72.2%	n.s.	73.3%	n.s.	NA
PA EQR	Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 12 to 17)	161	94	<b>58.4%</b>	50.5%	66.3%	74.2%	-	67.3%	-	NA
PA EQR	Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total ages 1 to 17)	258	159	<b>61.6%</b>	55.5%	67.8%	72.6%	-	69.3%	-	NA

## Well-Care Visits and Immunizations

No strengths are identified for Well-Care Visits and Immunizations performance measures.

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Childhood Immunizations Status (Combination 2) – 6.4 percentage points
  - Childhood Immunizations Status (Combination 3) – 6.5 percentage points
  - Adolescent Well-Care Visits (Age 12 to 21 Years) – 8.1 percentage points
  - Body Mass Index: Percentile (Age 3 - 11 years) – 10.5 percentage points
  - Body Mass Index: Percentile (Age 12-17 years) – 8.8 percentage points
  - Body Mass Index: Percentile (Total) – 9.9 percentage points
  - Counseling for Nutrition (Age 3-11 years) – 10.7 percentage points
  - Counseling for Nutrition (Age 12-17 years) – 7.4 percentage points
  - Counseling for Nutrition (Total) – 9.5 percentage points
  - Counseling for Physical Activity (Age 3-11 years) – 8.6 percentage points
  - Counseling for Physical Activity (Total) – 7.6 percentage points
  - Immunization for Adolescents (Combo 1) – 3.5 percentage points

Table 3.3: Well-Care Visits and Immunizations

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison					
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile	
HEDIS	Well Child Visits in the First 15 Months of Life (≥ 6 Visits)	411	277	<b>67.4%</b>	62.7%	72.1%	65.7%	n.s.	71.6%	n.s.	≥ 50th and < 75th percentile	
HEDIS	Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (Age 3 to 6 years)	411	307	<b>74.7%</b>	70.4%	79.0%	73.0%	n.s.	77.7%	n.s.	≥ 50th and < 75th percentile	
HEDIS	Childhood Immunizations Status (Combination 2)	411	285	<b>69.3%</b>	64.8%	73.9%	70.6%	n.s.	75.8%	-	≥ 25th and < 50th percentile	
HEDIS	Childhood Immunizations Status (Combination 3)	411	273	<b>66.4%</b>	61.7%	71.1%	68.1%	n.s.	73.0%	-	≥ 25th and < 50th percentile	
HEDIS	Adolescent Well Care Visits (Age 12 to 21 Years)	411	223	<b>54.3%</b>	49.3%	59.2%	47.9%	n.s.	62.4%	-	≥ 25th and < 50th percentile	
HEDIS	Body Mass Index: Percentile (Age 3 - 11 years)	272	199	<b>73.2%</b>	67.7%	78.6%	69.2%	n.s.	83.6%	-	≥ 25th and < 50th percentile	
HEDIS	Body Mass Index: Percentile (Age 12 - 17 years)	139	104	<b>74.8%</b>	67.2%	82.4%	74.6%	n.s.	83.6%	-	≥ 25th and < 50th percentile	
HEDIS	Body Mass Index: Percentile (Total)	411	303	<b>73.7%</b>	69.3%	78.1%	70.8%	n.s.	83.6%	-	≥ 25th and < 50th percentile	
HEDIS	Counseling for Nutrition (Age 3 - 11 years)	272	179	<b>65.8%</b>	60.0%	71.6%	65.4%	n.s.	76.6%	-	≥ 25th and < 50th percentile	
HEDIS	Counseling for Nutrition (Age 12 - 17 years)	139	93	<b>66.9%</b>	58.7%	75.1%	68.9%	n.s.	74.3%	-	≥ 25th and < 50th percentile	
HEDIS	Counseling for Nutrition (Total)	411	272	<b>66.2%</b>	61.5%	70.9%	66.4%	n.s.	75.7%	-	≥ 25th and < 50th percentile	
HEDIS	Counseling for Physical Activity (Age 3 - 11 years)	272	161	<b>59.2%</b>	53.2%	65.2%	56.7%	n.s.	67.7%	-	≥ 25th and < 50th percentile	
HEDIS	Counseling for Physical Activity (Age 12 - 17 years)	139	94	<b>67.6%</b>	59.5%	75.8%	65.6%	n.s.	73.4%	n.s.	≥ 25th and < 50th percentile	
HEDIS	Counseling for Physical Activity (Total)	411	255	<b>62.0%</b>	57.2%	66.9%	59.4%	n.s.	69.7%	-	≥ 25th and < 50th percentile	
HEDIS	Immunization for Adolescents (Combo 1)	411	351	<b>85.4%</b>	81.9%	88.9%	79.1%	+	88.9%	-	≥ 50th and < 75th percentile	

## EPSDT: Screenings and Follow-up

No strengths are identified for EPSDT: Screenings and Follow-up performance measures.

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Lead Screening in Children (Age 2 years) – 3.8 percentage points
  - Follow-up Care for Children Prescribed ADHD Medication - Initiation Phase – 10.7 percentage points
  - Follow-up Care for Children Prescribed ADHD Medication - Continuation Phase – 10.9 percentage points
  - Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Initiation Phase – 9.6 percentage points
  - Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Continuation Phase – 12.6 percentage points
  - Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for mental illness, follow-up within 30 days) – 3.3 percentage points

Table 3.4: EPSDT: Screenings and Follow-up

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Lead Screening in Children (Age 2 years)	411	320	77.9%	73.7%	82.0%	77.6%	n.s.	81.6%	-	>= 50th and < 75th percentile
HEDIS	Follow up Care for Children Prescribed ADHD Medication Initiation Phase	758	245	32.3%	28.9%	35.7%	26.3%	+	43.1%	-	< 10th percentile
HEDIS	Follow up Care for Children Prescribed ADHD Medication Continuation Phase	234	91	38.9%	32.4%	45.3%	30.4%	n.s.	49.8%	-	< 10th percentile
PA EQR	Follow up Care for Children Prescribed ADHD Medication (BH Enhanced) Initiation Phase	758	257	33.9%	30.5%	37.3%	27.7%	+	43.5%	-	NA
PA EQR	Follow up Care for Children Prescribed ADHD Medication (BH Enhanced) Continuation Phase	227	91	40.1%	33.5%	46.7%	33.5%	n.s.	52.6%	-	NA
PA EQR	Developmental Screening in the First Three Years of Life Total	11,024	6,325	57.4%	56.4%	58.3%	56.7%	n.s.	57.1%	n.s.	NA
PA EQR	Developmental Screening in the First Three Years of Life 1 year	3,659	1,964	53.7%	52.0%	55.3%	50.4%	+	51.1%	+	NA
PA EQR	Developmental Screening in the First Three Years of Life 2 years	3,866	2,321	60.0%	58.5%	61.6%	59.0%	n.s.	60.8%	n.s.	NA
PA EQR	Developmental Screening in the First Three Years of Life 3 years	3,499	2,040	58.3%	56.7%	60.0%	61.0%	-	59.7%	n.s.	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 18 to 64 ED visits for mental illness, follow up within 7 days)	1,133	423	37.3%	34.5%	40.2%	35.5%	n.s.	38.3%	n.s.	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 18 to 64 ED visits for mental illness, follow up within 30 days)	1,133	544	48.0%	45.1%	51.0%	51.4%	n.s.	51.3%	-	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 18 to 64 ED visits for AOD abuse or dependence, follow up within 7 days)	1,931	293	15.2%	13.5%	16.8%	15.5%	n.s.	15.7%	n.s.	NA

PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 18 to 64 ED visits for AOD abuse or dependence, follow up within 30 days)	1,931	461	23.9%	21.9%	25.8%	22.5%	n.s.	24.9%	n.s.	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 65 and older ED visits for AOD abuse or dependence, follow up within 30 days)	1	0	NA	NA	NA	NA	NA	8.7%	NA	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 65 and older ED visits for mental illness, follow up within 30 days)	1	0	NA	NA	NA	NA	NA	50.0%	NA	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 65 and older ED visits for AOD abuse or dependence, follow up within 7 days)	1	0	NA	NA	NA	NA	NA	8.7%	NA	NA
PA EQR	Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence, or Mental Illness (Ages: 65 and older ED visits for mental illness, follow up within 7 days)	1	0	NA	NA	NA	NA	NA	41.7%	NA	NA

## Dental Care for Children and Adults

Strengths are identified for the following Dental Care for Children and Adults performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Dental Sealants for 6-9 Year Of Children At Elevated Caries Risk – 3.4 percentage points

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Annual Dental Visit (Age 2–20 years) – 4.6 percentage points

Table 3.5: EPSDT: Dental Care for Children and Adults

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Annual Dental Visit (Age 2–20 years)	54,778	32,508	59.3%	58.9%	59.8%	57.9%	+	64.0%	-	>= 50th and < 75th percentile
PA EQR	Annual Dental Visits for Members with Developmental Disabilities (Age 2–20 years)	3,429	2,154	62.8%	61.2%	64.5%	61.1%	n.s.	62.4%	n.s.	NA
PA EQR	Dental Sealants for 6–9 Year Of Children At Elevated Caries Risk	7,019	1,770	25.2%	24.2%	26.2%	25.2%	n.s.	21.9%	+	NA
PA EQR	Dental Sealants for 6–9 Year Of Children At Elevated Caries Risk (Dental Enhanced)	8,339	1,962	23.5%	22.6%	24.4%	30.9%	-	23.1%	n.s.	NA

## Women's Health

No strengths are identified for Women's Health performance measures.

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Breast Cancer Screening (Age 50-74 years) – 11.7 percentage points
  - Cervical Cancer Screening (Age 21-64 years) – 10.2 percentage points
  - Chlamydia Screening in Women (Total) – 3.3 percentage points
  - Chlamydia Screening in Women (Age 16-20 years) – 4.7 percentage points

Table 3.6: Women’s Health

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Breast Cancer Screening (Age 50-74 years)	4,440	2,025	45.6%	44.1%	47.1%	45.7%	n.s.	57.3%	-	< 10th percentile
HEDIS	Cervical Cancer Screening (Age 21-64 years)	411	217	52.8%	47.8%	57.7%	50.4%	n.s.	63.0%	-	>= 10th and < 25th percentile
HEDIS	Chlamydia Screening in Women (Total)	5,718	3,292	57.6%	56.3%	58.9%	57.6%	n.s.	60.9%	-	>= 25th and < 50th percentile
HEDIS	Chlamydia Screening in Women (Age 16-20 years)	2,918	1,538	52.7%	50.9%	54.5%	51.8%	n.s.	57.4%	-	>= 25th and < 50th percentile
HEDIS	Chlamydia Screening in Women (Age 21-24 years)	2,800	1,754	62.6%	60.8%	64.5%	63.0%	n.s.	65.1%	-	>= 25th and < 50th percentile
HEDIS	Non Recommended Cervical Cancer Screening in Adolescent Females	5,224	33	0.6%	0.4%	0.9%	0.9%	n.s.	0.8%	n.s.	>= 50th and < 75th percentile
PA EQR	Contraceptive Care for All Women: Provision of most or moderately effective contraception (Ages 15 to 20)	6,228	2,053	33.0%	31.8%	34.1%	32.7%	n.s.	32.7%	n.s.	NA
PA EQR	Contraceptive Care for All Women: Provision of LARC (Ages 15 to 20)	6,228	157	2.5%	2.1%	2.9%	4.1%	-	3.6%	-	NA
PA EQR	Contraceptive Care for All Women: Provision of most or moderately effective contraception (Ages 21 to 44)	21,852	5,829	26.7%	26.1%	27.3%	26.5%	n.s.	28.7%	-	NA
PA EQR	Contraceptive Care for All Women: Provision of LARC (Ages 21 to 44)	21,852	655	3.0%	2.8%	3.2%	5.1%	-	4.3%	-	NA
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception 3 days (Ages 15 to 20)	277	21	7.6%	4.3%	10.9%	5.7%	n.s.	9.8%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception 60 days (Ages 15 to 20)	277	121	43.7%	37.7%	49.7%	41.2%	n.s.	42.2%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: LARC 3 days (Ages 15 to 20)	277	7	2.5%	0.5%	4.6%	1.4%	n.s.	4.8%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: LARC 60 days (Ages 15 to 20)	277	37	13.4%	9.2%	17.5%	10.8%	n.s.	14.0%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception 3 days (Ages 21 to 44)	2,378	330	13.9%	12.5%	15.3%	12.5%	n.s.	14.7%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: Most or moderately effective contraception 60 days (Ages 21 to 44)	2,378	984	41.4%	39.4%	43.4%	38.8%	n.s.	41.9%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women: LARC 3 days (Ages 21 to 44)	2,378	39	1.6%	1.1%	2.2%	0.9%	+	2.6%	-	NA
PA EQR	Contraceptive Care for Postpartum Women: LARC 60 days (Ages 21 to 44)	2,378	201	8.5%	7.3%	9.6%	7.5%	n.s.	10.3%	-	NA

<sup>1</sup> For the Non-Recommended Cervical Cancer Screening in Adolescent Females measure, lower rate indicates better performance

## Obstetric and Neonatal Care

Strengths are identified for the following Obstetric and Neonatal Care performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Prenatal Screening for Smoking – 3.9 percentage points

- Prenatal Screening for Smoking during one of the first two visits (CHIPRA indicator) – 4.0 percentage points
- Prenatal Screening for Alcohol use – 4.5 percentage points
- Prenatal Screening for Illicit drug use – 4.6 percentage points

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Frequency of Ongoing Prenatal Care – Greater than or Equal to 61% of Expected Prenatal Care Visits Received – 6.9 percentage points
  - Frequency of Ongoing Prenatal Care – Greater than or Equal to 81% of Expected Prenatal Care Visits Received – 10.7 percentage points
  - Prenatal and Postpartum Care – Timeliness of Prenatal Care – 7.2 percentage points
  - Prenatal and Postpartum Care – Postpartum Care – 7.4 percentage points
  - Prenatal Screening for Environmental Tobacco Smoke Exposure – 8.6 percentage points
  - Prenatal Smoking Cessation – 9.5 percentage points
  - Prenatal Screening for Depression – 18.4 percentage points
  - Prenatal Screening for Depression during one of the first two visits (CHIPRA indicator) – 16.9 percentage points
  - Prenatal Counseling for Depression – 17.3 percentage points
  - Postpartum Screening for Depression – 11.6 percentage points
  - Prenatal Screening for Behavioral Health Risk Assessment – 14.1 percentage points
  - Elective Delivery – 5.6 percentage points

Table 3.7: Obstetric and Neonatal Care

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
PA EQR	Frequency of Ongoing Prenatal Care Greater than or Equal to 61% of Expected Prenatal Care Visits Received	411	330	80.3%	76.3%	84.3%	84.0%	n.s.	87.2%	-	NA
PA EQR	Frequency of Ongoing Prenatal Care Greater than or Equal to 81% of Expected Prenatal Care Visits Received	411	258	62.8%	58.0%	67.6%	68.2%	n.s.	73.4%	-	NA
HEDIS	Prenatal and Postpartum Care Timeliness of Prenatal Care	411	328	79.8%	75.8%	83.8%	82.0%	n.s.	87.0%	-	>= 25th and < 50th percentile
HEDIS	Prenatal and Postpartum Care Postpartum Care	411	248	60.3%	55.5%	65.2%	58.2%	n.s.	67.7%	-	>= 25th and < 50th percentile
PA EQR	Prenatal Screening for Smoking	435	394	90.6%	87.7%	93.4%	73.4%	+	86.7%	+	NA
PA EQR	Prenatal Screening for Smoking during one of the first two visits (CHIPRA indicator)	435	394	90.6%	87.7%	93.4%	73.1%	+	86.6%	+	NA
PA EQR	Prenatal Screening for Environmental Tobacco Smoke Exposure	435	189	43.4%	38.7%	48.2%	39.5%	n.s.	52.1%	-	NA
PA EQR	Prenatal Counseling for Smoking	112	89	79.5%	71.5%	87.4%	74.7%	n.s.	78.6%	n.s.	NA
PA EQR	Prenatal Counseling for Environmental Tobacco Smoke Exposure	75	60	80.0%	70.3%	89.7%	82.1%	n.s.	81.9%	n.s.	NA
PA EQR	Prenatal Smoking Cessation	112	10	8.9%	3.2%	14.7%	8.1%	n.s.	18.5%	-	NA
PA EQR	Prenatal Screening for Depression	435	242	55.6%	50.8%	60.4%	47.3%	+	74.0%	-	NA
PA EQR	Prenatal Screening for Depression during one of the first two visits (CHIPRA indicator)	435	231	53.1%	48.3%	57.9%	40.1%	+	70.0%	-	NA
PA EQR	Prenatal Screening Positive for Depression	242	48	19.8%	14.6%	25.1%	22.4%	n.s.	19.0%	n.s.	NA
PA EQR	Prenatal Counseling for Depression	48	30	62.5%	47.8%	77.2%	61.0%	n.s.	79.8%	-	NA
PA EQR	Postpartum Screening for Depression	324	213	65.7%	60.4%	71.1%	49.7%	+	77.3%	-	NA
PA EQR	Postpartum Screening Positive for Depression	213	34	16.0%	10.8%	21.1%	19.7%	n.s.	15.7%	n.s.	NA

PA EQR	Postpartum Counseling for Depression	34	29	<b>85.3%</b>	71.9%	98.7%	NA	NA	88.9%	n.s.	NA
PA EQR	Cesarean Rate for Nulliparous Singleton Vertex	681	146	<b>21.4%</b>	18.3%	24.6%	24.1%	n.s.	22.6%	n.s.	NA
PA EQR	Percent of Live Births Weighing Less than 2,500 Grams (Positive)	3,133	290	<b>9.3%</b>	8.2%	10.3%	10.2%	n.s.	9.1%	n.s.	NA
PA EQR	Prenatal Screening for Alcohol use	435	383	<b>88.0%</b>	84.9%	91.2%	67.7%	+	83.6%	+	NA
PA EQR	Prenatal Screening for Illicit drug use	435	384	<b>88.3%</b>	85.1%	91.4%	68.2%	+	83.6%	+	NA
PA EQR	Prenatal Screening for Prescribed or over the counter drug use	435	390	<b>89.7%</b>	86.7%	92.6%	73.1%	+	86.5%	n.s.	NA
PA EQR	Prenatal Screening for Intimate partner violence	435	261	<b>60.0%</b>	55.3%	64.7%	45.7%	+	63.0%	n.s.	NA
PA EQR	Prenatal Screening for Behavioral Health Risk Assessment	435	169	<b>38.9%</b>	34.2%	43.5%	30.7%	+	52.9%	-	NA
PA EQR	Elective Delivery	829	151	<b>18.2%</b>	15.5%	20.9%	4.1%	+	12.6%	+	NA

<sup>1</sup>Lower rate indicates better performance for three measures that are related to live births: Cesarean Rate for Nulliparous Singleton Vertex, Percent of Live Births Weighing Less than 2,500 Grams (Positive), and Elective Delivery.

## Respiratory Conditions

Strengths are identified for the following Respiratory Conditions performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Pharmacotherapy Management of COPD Exacerbation: Systemic Corticosteroid – 5.5 percentage points
  - Asthma in Younger Adults Admission Rate (Age 18-39 years) per 100,000 member months – 3.7 admissions per 100,000 member months
  - Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 40 to 64 years) per 100,000 member months – 27.7 admissions per 100,000 member months
  - Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Total Age 40+) per 100,000 member months – 27.6 admissions per 100,000 member months

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Use of Spirometry Testing in the Assessment and Diagnosis of COPD – 4.9 percentage points
  - Pharmacotherapy Management of COPD Exacerbation: Bronchodilator – 5.2 percentage points
  - Medication Management for People with Asthma - 75% Compliance (Age 19-50 years) – 4.8 percentage points
  - Medication Management for People with Asthma - 75% Compliance (Age 51-64 years) – 9.0 percentage points
  - Medication Management for People with Asthma - 75% Compliance (Total - Age 5-64 years) – 3.7 percentage points

Table 3.8: Respiratory Conditions

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Appropriate Testing for Children with Pharyngitis	2,280	1,878	<b>82.4%</b>	80.8%	84.0%	79.7%	+	84.3%	-	>= 50th and < 75th percentile
HEDIS	Appropriate Treatment for Children with Upper Respiratory Infection	3,585	300	<b>91.6%</b>	90.7%	92.6%	91.5%	n.s.	91.5%	n.s.	>= 25th and < 50th percentile
HEDIS	Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	1,075	652	<b>39.3%</b>	36.4%	42.3%	38.5%	n.s.	41.3%	n.s.	>= 50th and < 75th percentile
HEDIS	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	438	108	<b>24.7%</b>	20.5%	28.8%	25.3%	n.s.	29.5%	-	>= 10th and < 25th percentile

HEDIS	Pharmacotherapy Management of COPD Exacerbation: Systemic Corticosteroid	710	576	81.1%	78.2%	84.1%	83.2%	n.s.	75.6%	+	>= 75th and < 90th percentile
HEDIS	Pharmacotherapy Management of COPD Exacerbation: Bronchodilator	710	570	80.3%	77.3%	83.3%	82.2%	n.s.	85.5%	-	>= 25th and < 50th percentile
HEDIS	Medication Management for People with Asthma 75% Compliance (Age 5-11 years)	496	188	37.9%	33.5%	42.3%	31.2%	+	37.0%	n.s.	>= 75th and < 90th percentile
HEDIS	Medication Management for People with Asthma 75% Compliance (Age 12-18 years)	331	120	36.3%	30.9%	41.6%	30.5%	n.s.	40.3%	n.s.	>= 50th and < 75th percentile
HEDIS	Medication Management for People with Asthma 75% Compliance (Age 19-50 years)	567	238	42.0%	37.8%	46.1%	41.0%	n.s.	46.8%	-	>= 50th and < 75th percentile
HEDIS	Medication Management for People with Asthma 75% Compliance (Age 51-64 years)	166	88	53.0%	45.1%	60.9%	48.9%	n.s.	62.0%	-	>= 25th and < 50th percentile
HEDIS	Medication Management for People with Asthma 75% Compliance (Total Age 5-64 years)	1,560	634	40.6%	38.2%	43.1%	36.2%	+	44.3%	-	>= 50th and < 75th percentile
HEDIS	Asthma Medication Ratio (5-11 years)	539	401	74.4%	70.6%	78.2%	71.3%	n.s.	75.5%	n.s.	>= 25th and < 50th percentile
HEDIS	Asthma Medication Ratio (12-18 years)	381	256	67.2%	62.3%	72.0%	68.8%	n.s.	71.0%	n.s.	>= 50th and < 75th percentile
HEDIS	Asthma Medication Ratio (19-50 years)	745	419	56.2%	52.6%	59.9%	57.5%	n.s.	58.0%	n.s.	>= 50th and < 75th percentile
HEDIS	Asthma Medication Ratio (51-64 years)	213	126	59.2%	52.3%	66.0%	58.5%	n.s.	61.1%	n.s.	>= 50th and < 75th percentile
HEDIS	Asthma Medication Ratio (Total)	1,878	1,202	64.0%	61.8%	66.2%	64.1%	n.s.	65.9%	n.s.	>= 50th and < 75th percentile
PA EQR	Asthma in Younger Adults Admission Rate (Age 18-39 years) per 100,000 member months	800,640	45	5.6	4.0	7.3	5.0	n.s.	9.3	-	NA
PA EQR	Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 40 to 64 years) per 100,000 member months	443,980	196	44.1	38.0	50.3	46.8	n.s.	71.8	-	NA
PA EQR	Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 65 years and older) per 100,000 member months	8,943	2	22.4	0.0	53.4	10.7	n.s.	47.8	n.s.	NA
PA EQR	Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Total Age 40+) per 100,000 member months	452,923	198	43.7	37.6	49.8	46.1	n.s.	71.3	-	NA

<sup>1</sup> Per NCCQA, a higher rate indicates appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).

<sup>2</sup> Per NCCQA, a higher rate indicates appropriate treatment of adults with acute bronchitis (i.e., the proportion for whom antibiotics were not prescribed).

<sup>3</sup> For the Adult Admission Rate measures, lower rates indicate better performance.

## Comprehensive Diabetes Care

Strengths are identified for the following Comprehensive Diabetes Care performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Diabetes Short-Term Complications Admission Rate (Age 18-64 years) per 100,000 member months – 5.8 admissions per 100,000 member months
  - Diabetes Short-Term Complications Admission Rate (Total Age 18+ years) per 100,000 member months – 5.7 admissions per 100,000 member months



Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - HbA1c Good Control (<7.0%) – 6.0 percentage points
  - Retinal Eye Exam – 5.6 percentage points
  - Blood Pressure Controlled <140/90 mm Hg – 8.5 percentage points
  - Statin Therapy for Patients With Diabetes: Statin Adherence 80% – 4.6 percentage points

Table 3.9: Comprehensive Diabetes Care

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2017	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Hemoglobin A1c (HbA1c) Testing	570	481	84.4%	81.3%	87.5%	83.2%	n.s.	86.6%	n.s.	>= 10th and < 25th percentile
HEDIS	HbA1c Poor Control (>9.0%)	570	201	35.3%	31.3%	39.3%	38.9%	n.s.	34.7%	n.s.	>= 50th and < 75th percentile
HEDIS	HbA1c Control (<8.0%)	570	307	53.9%	49.7%	58.0%	48.0%	+	52.9%	n.s.	>= 50th and < 75th percentile
HEDIS	HbA1c Good Control (<7.0%)	411	133	32.4%	27.7%	37.0%	32.6%	n.s.	38.3%	-	>= 25th and < 50th percentile
HEDIS	Retinal Eye Exam	570	302	53.0%	48.8%	57.2%	43.7%	+	58.6%	-	>= 25th and < 50th percentile
HEDIS	Medical Attention for Nephropathy	570	497	87.2%	84.4%	90.0%	87.5%	n.s.	89.0%	n.s.	>= 10th and < 25th percentile
HEDIS	Blood Pressure Controlled <140/90 mm Hg	570	341	59.8%	55.7%	63.9%	60.6%	n.s.	68.3%	-	>= 25th and < 50th percentile
PA EQR	Diabetes Short Term Complications Admission Rate (Age 18-64 years) per 100,000 member months	1,244,620	189	15.2	13.0	17.4	8.1	+	21.0	-	NA
PA EQR	Diabetes Short Term Complications Admission Rate (Age 65+ years) per 100,000 member months	8,943	1	11.2	0.0	33.1	0.0	n.s.	2.7	n.s.	NA
PA EQR	Diabetes Short Term Complications Admission Rate (Total Age 18+ years) per 100,000 member months	1,253,563	190	15.2	13.0	17.3	8.0	+	20.9	-	NA
HEDIS	Statin Therapy for Patients With Diabetes: Received Statin Therapy	2,338	1,534	65.6%	63.7%	67.6%	63.9%	n.s.	66.8%	n.s.	>= 50th and < 75th percentile
HEDIS	Statin Therapy for Patients With Diabetes: Statin Adherence 80%	1,534	970	63.2%	60.8%	65.7%	59.1%	+	67.8%	-	>= 50th and < 75th percentile
PA EQR	Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (Age Cohort: 18-64 Years of Age)	291	243	83.5%	79.1%	87.9%	89.2%	-	84.8%	n.s.	NA
PA EQR	Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (Age Cohort: 65-75 Years of Age)	2	2	NA	NA	NA	NA	NA	78.1%	NA	NA

\*In 2018, ABH identified errors with their HEDIS 2017 pharmacy data. The rate reported here is a corrected HEDIS 2017 rate.

<sup>1</sup> For HbA1c Poor Control, lower rates indicate better performance.

<sup>2</sup> For the Adult Admission Rate measures, lower rates indicate better performance

## Cardiovascular Care

Strengths are identified for the following Cardiovascular Care performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Heart Failure Admission Rate (Age 18-64 years) per 100,000 member months – 4.4 admissions per 100,000 member months

- Heart Failure Admission Rate (Total Age 18+ years) per 100,000 member months – 4.1 admissions per 100,000 member months

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Controlling High Blood Pressure (Total Rate) – 4.6 percentage points
  - Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - 21-75 years (Male) – 6.1 percentage points
  - Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - Total Rate – 4.1 percentage points

Table 3.10: Cardiovascular Care

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
HEDIS	Persistence of Beta Blocker Treatment After Heart Attack	81	65	80.2%	71.0%	89.5%	83.7%	n.s.	83.3%	n.s.	>= 50th and < 75th percentile
HEDIS	Controlling High Blood Pressure (Total Rate)	411	254	61.8%	57.0%	66.6%	60.8%	n.s.	66.4%	-	>= 50th and < 75th percentile
PA EQR	Heart Failure Admission Rate (Age 18 64 years) per 100,000 member months	1,244,620	228	18.3	15.9	20.7	9.3	+	22.7	-	NA
PA EQR	Heart Failure Admission Rate (Age 65+ years) per 100,000 member months	8,943	10	111.8	42.5	181.1	10.7	+	75.3	n.s.	NA
PA EQR	Heart Failure Admission Rate (Total Age 18+ years) per 100,000 member months	1,253,563	238	19.0	16.6	21.4	9.3	+	23.1	-	NA
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy 21 75 years (Male)	418	332	79.4%	75.4%	83.4%	81.1%	n.s.	82.5%	n.s.	>= 50th and < 75th percentile
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy 40 75 years (Female)	275	223	81.1%	76.3%	85.9%	81.0%	n.s.	79.5%	n.s.	>= 75th and < 90th percentile
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Received Statin Therapy Total Rate	693	555	80.1%	77.0%	83.1%	81.1%	n.s.	81.2%	n.s.	>= 50th and < 75th percentile
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% 21 75 years (Male)	332	218	65.7%	60.4%	70.9%	62.1%	n.s.	71.8%	-	>= 25th and < 50th percentile
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% 40 75 years (Female)	223	152	68.2%	61.8%	74.5%	59.2%	n.s.	69.4%	n.s.	>= 50th and < 75th percentile
HEDIS	Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% Total Rate	555	370	66.7%	62.7%	70.7%	60.9%	+	70.8%	-	>= 50th and < 75th percentile
HEDIS	Cardiovascular Monitoring For People With Cardiovascular Disease and Schizophrenia	18	14	NA	NA	NA	NA	NA	78.2%	NA	NA

<sup>1</sup> For the Adult Admission Rate measures, lower rates indicate better performance

## Utilization

No strengths are identified for Utilization performance measures.

Opportunities for improvement are identified for the following measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Adherence to Antipsychotic Medications for Individuals with Schizophrenia – 14.2 percentage points

- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (BH Enhanced) – 12.5 percentage points

Table 3.11: Utilization

Indicator Source	Indicator	2019 (MY 2018)					2019 (MY 2018) Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Interval	Upper 95% Confidence Interval	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 Percentile
PA EQR	Reducing Potentially Preventable Readmissions	11,964	1,478	12.4%	11.8%	12.9%	11.4%	+	11.9%	n.s.	NA
HEDIS	Adherence to Antipsychotic Medications for Individuals with Schizophrenia	436	218	50.0%	45.2%	54.8%	54.5%	n.s.	64.2%	-	>= 10th and < 25th percentile
PA EQR	Adherence to Antipsychotic Medications for Individuals with Schizophrenia (BH Enhanced)	1,134	743	65.5%	62.7%	68.3%	59.7%	+	78.0%	-	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents: Ages 1 - 5 years	2	0	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents: Ages 6 - 11 years	222	1	0.5%	0.0%	1.6%	1.8%	n.s.	1.2%	n.s.	>= 50th and < 75th percentile
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents: Ages 12 - 17 years	351	10	2.8%	1.0%	4.7%	2.2%	n.s.	2.0%	n.s.	>= 25th and < 50th percentile
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents: Total Rate	575	11	1.9%	0.7%	3.1%	2.1%	n.s.	1.8%	n.s.	>= 50th and < 75th percentile
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Ages 1 - 5 years	3	2	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Ages 6 - 11 years	255	175	68.6%	62.7%	74.5%	66.2%	n.s.	68.1%	n.s.	>= 90th percentile
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Ages 12 - 17 years	418	282	67.5%	62.9%	72.1%	66.7%	n.s.	64.0%	n.s.	>= 90th percentile
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Total Rate	676	459	67.9%	64.3%	71.5%	66.6%	n.s.	65.4%	n.s.	>= 90th percentile
HEDIS	Use of Opioids at High Dosage	1,782	142	8.0%	6.7%	9.3%	7.7%	n.s.	7.3%	n.s.	>= 25th and < 50th percentile
HEDIS	Use of Opioids from Multiple Providers (4 or more prescribers)	2,194	320	14.6%	13.1%	16.1%	19.5%	-	15.8%	n.s.	>= 90th percentile
HEDIS	Use of Opioids From Multiple Providers (4 or more pharmacies)	2,194	112	5.1%	4.2%	6.0%	6.8%	-	3.7%	+	>= 50th and < 75th percentile
HEDIS	Use of Opioids From Multiple Providers (4 or more prescribers & pharmacies)	2,194	52	2.4%	1.7%	3.0%	3.1%	n.s.	1.6%	+	>= 50th and < 75th percentile
HEDIS	Risk of Continued Opioid Use New Episode Lasts at Least 15 Days	7,036	228	3.2%	2.8%	3.7%	NA	NA	4.4%	-	NA
HEDIS	Risk of Continued Opioid Use New Episode Lasts at Least 31 Days	7,036	111	1.6%	1.3%	1.9%	NA	NA	2.1%	-	NA
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Age 18 - 64 years)	2,042	453	22.2%	20.4%	24.0%	NA	NA	24.2%	-	NA
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Age 65 years and older)	4	0	NA	NA	NA	NA	NA	13.0%	NA	NA
PA EQR	Concurrent Use of Opioids and Benzodiazepines (Total Ages 18 years and older)	2,046	453	22.1%	20.3%	24.0%	NA	NA	24.1%	-	NA

Indicator Source	Indicator	2019 (MY 2018)				2019 (MY 2018) Rate Comparison				
		Count	Rate			2018 (MY2017) Rate	2019 Rate Compared to 2018			HEDIS 2019 Percentile
HEDIS	PCR: Count of Index Hospital Stays (IHS) 1-3 Stays (Ages Total)	3,626				3,490				NA
HEDIS	PCR: Count of Index Hospital Stays (IHS) 4+ Stays (Ages Total)	593				394				NA
HEDIS	PCR: Count of Index Hospital Stays (IHS) Total Stays (Ages Total)	4,219				3,884				NA
HEDIS	PCR: Count of 30 Day Readmissions 1-3 Stays (Ages Total)	250				240				NA
HEDIS	PCR: Count of 30 Day Readmissions 4+ Stays (Ages Total)	225				156				NA
HEDIS	PCR: Count of 30 Day Readmissions Total Stays (Ages Total)	475				396				NA
HEDIS	PCR: Observed Readmission Rate 1-3 Stays (Ages Total)		6.9%			6.9%	NA			NA
HEDIS	PCR: Observed Readmission Rate 4+ Stays (Ages Total)		37.9%			39.6%	NA			NA
HEDIS	PCR: Observed Readmission Rate Total Stays (Ages Total)		11.3%			10.2%	NA			NA
HEDIS	PCR: Expected Readmission Rate 1-3 Stays (Ages Total)		16.2%			15.1%	NA			NA
HEDIS	PCR: Expected Readmission Rate 4+ Stays (Ages Total)		35.7%			35.1%	NA			NA
HEDIS	PCR: Expected Readmission Rate Total Stays (Ages Total)		18.9%			17.2%	NA			NA
HEDIS	PCR: Observed to Expected Readmission Ratio 1-3 Stays (Ages Total)		42.7%			45.5%	NA			NA
HEDIS	PCR: Observed to Expected Readmission Ratio 4+ Stays (Ages Total)		106.1%			112.7%	NA			NA
HEDIS	PCR: Observed to Expected Readmission Ratio Total Stays (Ages Total)		59.5%			59.4%	NA			NA

<sup>1</sup> For the Reducing Potentially Preventable Readmissions measure, lower rates indicate better performance.

<sup>2</sup> For the Use of Multiple Concurrent Antipsychotics in Children and Adolescents measure, lower rates indicate better performance.

## Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

### Satisfaction with the Experience of Care

The following tables provide the survey results of four composite questions by two specific categories for ABH across the last three measurement years, as available. The composite questions will target the MCOs performance strengths as well as opportunities for improvement.

Due to differences in the CAHPS submissions from year to year, direct comparisons of results are not always available. Questions that are not included in the most recent survey version are not presented in the tables.

### 2019 Adult CAHPS 5.0H Survey Results

Table 3.12: CAHPS 2019 Adult Survey Results

Survey Section/Measure	2019 (MY 2018)	2019 Rate Compared to 2018	2018 (MY 2017)	2018 Rate Compared to 2017	2017 (MY 2016)	2019 MMC Weighted Average
<b>Your Health Plan</b>						
Satisfaction with Adult's Health Plan (Rating of 8 to 10)	68.67%	▼	69.26%	▲	68.03%	80.72%
Getting Needed Information (Usually or Always)	69.88%	▼	76.00%	▲	74.23%	84.19%
<b>Your Healthcare in the Last Six Months</b>						
Satisfaction with Health Care (Rating of 8-10)	74.55%	▲	66.67%	▼	69.34%	77.03%
Appointment for Routine Care When Needed (Usually or Always)	77.18%	▼	78.41%	▼	80.00%	82.42%

▲ ▼ = Performance compared to prior years' rate

Shaded boxes reflect rates above the 2019 MMC Weighted Average.

### 2019 Child CAHPS 5.0H Survey Results

Table 3.13: CAHPS 2019 Child Survey Results

CAHPS Items	2019 (MY 2018)	2019 Rate Compared to 2018	2018 (MY 2017)	2018 Rate Compared to 2017	2017 (MY 2016)	2019 MMC Weighted Average
<b>Your Child's Health Plan</b>						
Satisfaction with Child's Health Plan (Rating of 8 to 10)	81.37%	▲	80.90%	▲	79.77%	87.41%
Information or Help from Customer Service (Usually or Always)	83.91%	▲	83.04%	▲	79.23%	83.11%
<b>Your Healthcare in the Last Six Months</b>						
Satisfaction with Health Care (Rating of 8-10)	86.92%	▲	82.49%	▼	84.06%	87.51%
Appointment for Routine Care When Needed (Usually or Always)	87.89%	▼	90.48%	▼	91.72%	88.68%

▲ ▼ = Performance compared to prior years' rate

Shaded boxes reflect rates above the 2019 MMC Weighted Average.

## IV: 2018 Opportunities for Improvement MCO Response

### Current and Proposed Interventions

The general purpose of this section is to assess the degree to which each PH MCO has addressed the opportunities for improvement made by IPRO in the 2018 EQR Technical Reports, which were distributed June 2019. The 2019 EQR is the eleventh to include descriptions of current and proposed interventions from each PH MCO that address the 2018 recommendations.

DHS requested that MCOs submit descriptions of current and proposed interventions using the Opportunities for Improvement form developed by IPRO to ensure that responses are reported consistently across the MCOs. These activities follow a longitudinal format, and are designed to capture information relating to:

- Follow-up actions that the MCO has taken through June 30, 2019 to address each recommendation;
- Future actions that are planned to address each recommendation;
- When and how future actions will be accomplished;
- The expected outcome or goals of the actions that were taken or will be taken; and
- The MCO's process(es) for monitoring the action to determine the effectiveness of the actions taken.

The documents informing the current report include the response submitted to IPRO as of September 2019, as well as any additional relevant documentation provided by ABH.

Table 4.1 presents ABH's responses to opportunities for improvement cited by IPRO in the 2018 EQR Technical Report, detailing current and proposed interventions.

Table 4.1: Current and Proposed Interventions

<b>Reference Number: [ABH] 2018.01: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adults' Access to Preventive/Ambulatory Health Services (Age 20-44 years).</b>
<p>Follow Up Actions Taken Through 06/30/19:</p> <p>Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.</p> <p>Outreach calls are made to members by outreach specialists to schedule appointments and close HEDIS gaps in care. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings and health education. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, ages 0-11, ages 12-21, ages 21+, SMI/DD).</p>
<p>Future Actions Planned:</p> <p>Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.</p> <p>Provider education will continue through the QPL program and will educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.</p> <p>Screening events will continue to be held throughout the state with the CORA mobile unit offering various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.</p> <p>The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.</p> <p>Outreach and appointment scheduling calls by the outreach specialists will continue to be attempted for non-compliant members. Reminder and follow-up calls will also continue to be made to members before and after scheduled appointments. Data will be analyzed to assess effectiveness of the campaign including claims received for kept appointments.</p> <p>Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.</p>

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.02: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adults' Access to Preventive/Ambulatory Health Services (Age 45-64 years)**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Outreach calls are made to members by outreach specialists to schedule appointments and close HEDIS gaps in care. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings and health education. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and will educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit offering various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns. Outreach and appointment scheduling calls by outreach specialists will continue to be attempted for non-compliant members. Reminder and follow-up calls will also continue to be made to members before and after scheduled appointments. Data will be analyzed to assess effectiveness of the campaign including claims received for kept appointments. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.03: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adults' Access to Preventive/Ambulatory Health Services (Age 65+ years)**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Outreach calls are made to members by outreach specialists to schedule appointments and close HEDIS gaps in care. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings and health education. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets

regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and will educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit offering various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Outreach and appointment scheduling calls by outreach specialists will continue to be attempted for non-compliant members. Reminder and follow-up calls will also continue to be made to members before and after scheduled appointments. Data will be analyzed to assess effectiveness of the campaign including claims received for kept appointments.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.04: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adult BMI Assessment (Age 18-74 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including BMI screenings.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.05: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (Age 3 to 6 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and



focused gaps in care tailored to each provider office.

Outreach calls are made to members by outreach specialists to schedule appointments and close HEDIS gaps in care.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including well care screenings.

Well-care mailers to members are ongoing, including monthly EPSDT reminders that include well care education. Through June 2019, 65,361 mailers have been sent to members.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

An outreach vendor specialist has been tasked with attempting to outreach non-compliant members and making a well care appointment. They will also be completing reminder calls and follow-up calls to see if the member kept the scheduled appointment.

#### Future Actions Planned:

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including well care screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Monthly mailers will continue throughout 2019 and into 2020. Mailers are reviewed annually to determine if revisions are needed for information provided to members.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Outreach calls by outreach specialists to schedule appointments will continue through the end of the year.

#### **Reference Number: [ABH] 2018.06: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Childhood Immunizations Status (Combination 2).**

#### Follow Up Actions Taken Through 06/30/19:

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including immunizations.

EPSDT/Well-care mailers to members are ongoing, including immunization reminders appropriate for the age group. Through June 2019, 65,361 well-care mailers have been sent to members.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

#### Future Actions Planned:

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit including immunizations. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Monthly mailers will continue throughout 2019 and into 2020. Mailers are reviewed annually to determine if revisions are needed for information provided to members. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. . Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.07: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Childhood Immunizations Status (Combination 3).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including immunizations. EPSDT/Well-care mailers to members are ongoing, including immunization reminders appropriate for the age group. Through June 2019, 65,361 well-care mailers have been sent to members. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit including immunizations. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Monthly mailers will continue throughout 2019 and into 2020. Mailers are reviewed annually to determine if revisions are needed for information provided to members. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. . Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.08: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adolescent Well-Care Visits (Age 12 to 21 Years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including well care.

EPSDT/Well-care mailers to members are ongoing, including well care reminders appropriate for the age group. Through June 2019, 65,361 well-care mailers have been sent to members.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

In 2018, a member incentive was active for members non-compliant for Adolescent Well Care. The program was in place from 4/1 to 10/31. This program is again active in 2019 with a start date of 6/1/19.

An outreach vendor specialist has been tasked with attempting to outreach non-compliant members and making a well care appointment. They will also be completing reminder calls and follow-up calls to see if the member kept the scheduled appointment.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including well care screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Monthly mailers will continue throughout 2019 and into 2020. Mailers are reviewed annually to determine if revisions are needed for information provided to members.

The member incentive program will be active through 11/30/2019 for non-compliant members. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population.

Outreach calls by vendor will continue through the end of the year. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.09: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Body Mass Index: Percentile (Age 3 - 11 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including BMI screenings.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.10: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Body Mass Index: Percentile (Total).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education various health screenings including BMI screenings.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.11: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Counseling for Nutrition (Age 3-11 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis

cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings including BMI screenings. Education is also provided on topics such as healthy eating and physical activity.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings and educational information. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.12: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Counseling for Nutrition (Total).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides various health screenings including BMI screenings. Education is also provided on topics such as healthy eating and physical activity.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings and educational information. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.13: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Counseling for Physical Activity (Age 3-11 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings including BMI screenings. Education is also provided on topics such as healthy eating and physical activity.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings and educational information. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.14: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Counseling for Physical Activity (Total).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings including BMI screenings. Education is also provided on topics such as healthy eating and physical activity.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including BMI screenings and educational information. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.15: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Immunization for Adolescents (Combo 1).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including immunizations.

EPSDT/Well-care mailers to members are ongoing, including immunization reminders appropriate for the age group. Through June 2019, 65,361 well-care mailers have been sent to members.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including immunizations. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Monthly mailers will continue throughout 2019 and into 2020. Mailers are reviewed annually to determine if revisions are needed for information provided to members.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.16: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Follow-up Care for Children Prescribed ADHD Medication - Initiation Phase.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Care Management outreach letters to parents were replaced with a text campaign. After opting in by parent/guardian, a series of educational texts are sent including follow-up texts every 2 months for follow-up appointment reminders.

Upon review of the prior authorization criteria for ADHD agents, we noticed that the requirement of management by a specialist could pose a barrier to scheduling a follow up appointment. Obtaining a specialist appointment is often significantly more time consuming than obtaining an appointment with a primary care provider. Criteria were reviewed by our Pharmacy and Therapeutics (P&T) committee and the requirement of a specialist was removed.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Care Management ADHD text campaign to parents will continue throughout 2019. Data will be reviewed monthly to determine reach and effectiveness of targeted campaign.

**Reference Number: [ABH] 2018.17: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Follow-up Care for Children Prescribed ADHD Medication - Continuation Phase.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Care Management outreach letters to parents were replaced with a text campaign. After opting in by parent/guardian, a series of educational texts are sent including follow-up texts every 2 months for follow-up appointment reminders.

Upon review of the prior authorization criteria for ADHD agents, we noticed that the requirement of management by a specialist could pose a barrier to scheduling a follow up appointment. Obtaining a specialist appointment is often significantly more time consuming than obtaining an appointment with a primary care provider. Criteria were reviewed by our Pharmacy and Therapeutics (P&T) committee and the requirement of a specialist was removed.



**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Care Management ADHD text campaign to parents will continue throughout 2019. Data will be reviewed monthly to determine reach and effectiveness of targeted campaign.

**Reference Number: [ABH] 2018.18: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Initiation Phase.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Care Management outreach letters to parents were replaced with a text campaign. After opting in by parent/guardian, a series of educational texts are sent including follow-up texts every 2 months for follow-up appointment reminders.

Upon review of the prior authorization criteria for ADHD agents, we noticed that the requirement of management by a specialist could pose a barrier to scheduling a follow up appointment. Obtaining a specialist appointment is often significantly more time consuming than obtaining an appointment with a primary care provider. Criteria were reviewed by our Pharmacy and Therapeutics (P&T) committee and the requirement of a specialist was removed.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Care Management ADHD text campaign to parents will continue throughout 2019. Data will be reviewed monthly to determine reach and effectiveness of targeted campaign.

**Reference Number: [ABH] 2018.19: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Continuation Phase.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Care Management outreach letters to parents were replaced with a text campaign. After opting in by parent/guardian, a series of educational texts are sent including follow-up texts every 2 months for follow-up appointment reminders.

Upon review of the prior authorization criteria for ADHD agents, we noticed that the requirement of management by a specialist could pose a barrier to scheduling a follow up appointment. Obtaining a specialist appointment is often significantly more time consuming than obtaining an appointment with a primary care provider. Criteria were reviewed by our Pharmacy and Therapeutics (P&T) committee and the requirement of a specialist was removed.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. The ages 0-11 workgroup has developed a provider survey to determine barriers to care and how to best address those in order to close gaps in care. This survey is currently being distributed to providers through the QPL program. Data is being collected and will be analyzed to determine next steps for interventions. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Care Management ADHD text campaign to parents will continue throughout 2019. Data will be reviewed monthly to determine reach and effectiveness of targeted campaign.

**Reference Number: [ABH] 2018.20: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Annual Dental Visit (Age 2–20 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including dental screenings.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

In 2018, a member incentive was active for members non-compliant for Annual Dental Visits. The program was in place from 4/1 to 10/31. This program is again active in 2019 with a start date of 4/1/19.

An outreach vendor specialist has been tasked with attempting to outreach non-compliant members and making a dental appointment. They are also completing reminder calls and follow-up calls to see if the member kept the scheduled appointment.

Partnerships with FQHCs to utilize portable dental units in conjunction with PHDHPs to provide dental screenings to members.

Dental/Oral Health link created on the website to educate members on the importance of oral health.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including dental screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. The member incentive program will be active through 11/30/2019 for non-compliant members. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Outreach calls for appointment scheduling will continue through the end of the year. Reminder and follow-up calls will also continue to be made to members before and after scheduled appointments. Data will be analyzed to assess effectiveness of the campaign including claims received for kept appointments.

Partnerships with FQHCs to utilize portable dental units will continue throughout 2019.

**Reference Number: [ABH] 2018.21: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Breast Cancer Screening (Age 50-74 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including well woman screenings.

Value based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Mailers are sent monthly to members for breast cancer screenings. Through 6/30/19, 9,897 breast cancer screening mailers have been sent to members.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Screening events will continue to be held throughout the state with the CORA mobile unit including well woman screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population.

Monthly mailers will continue through the end of 2019. A survey developed by one of the Aligning Better Health Workgroups is currently being distributed to providers to assess barriers to care and potential solutions. Data will be analyzed to determine future

interventions and best practices. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.22: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Cervical Cancer Screening (Age 21-64 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings including well woman screenings.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Mailers are sent monthly to members for breast cancer screenings. Through 6/30/19, 17,284 cervical cancer screening mailers have been sent to members.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Screening events will continue to be held throughout the state with the CORA mobile unit including well woman screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Monthly mailers will continue through the end of 2019. Mailers are reviewed annually to determine if revisions are needed for information provided to members.

**Reference Number: [ABH] 2018.23: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Chlamydia Screening in Women (Total).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.24: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Chlamydia Screening in Women (Age 16-20 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.25: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Contraceptive Care for Postpartum Women: LARC - 60 days (Ages 21 to 44).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand

the program and provide more effective coverage throughout the state for provider education. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.26: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal and Postpartum Care – Timeliness of Prenatal Care.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). In 2018, a member incentive was active for Timeliness of Care. This program is again active in 2019 for members who are pregnant as of 4/1/19. Face to face community-based approach utilizing community health workers (CHWs) for high-risk pregnancies to address barriers to care. Targeted Care Management outreach via telephone and letters using weekly claims data report.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed. The member rewards program will continue through 2019. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020. Targeted CM and CHW outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.27: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal and Postpartum Care – Postpartum Care.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). In 2018, a member incentive was active for Postpartum Care. This program is again active in 2019 for members who delivered as of 2/4/19. Face to face community-based approach utilizing community health workers (CHWs) for high-risk pregnancies to address barriers to care. Targeted Care Management outreach via telephone and letters using weekly claims data report.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed. The member rewards program will continue through 2019. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020. Targeted CM and CHW outreach will continue throughout 2019. There is a planned home care program with Maxim health to send Nurse Practitioners to members' homes when they cannot make their postpartum visit. Member interactions are documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.28: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Smoking.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF. Care management outreaches to members who are pregnant include smoking screening and resources for smoking cessation. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. A pilot smoking cessation text campaign will be initiated in Erie County with the hopes of lowering smoking rates within that county and will focus on members who are pregnant. This program will help those members in Erie County access resources to quit and can work in conjunction with education by their provider. Data will be collected and analyzed to determine effectiveness of the intervention and if revisions are needed. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.29: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Smoking during one of the first two visits (CHIPRA indicator).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care management outreaches to members who are pregnant include smoking screening and resources for smoking cessation. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. A pilot smoking cessation text campaign will be initiated in Erie County with the hopes of lowering smoking rates within that county and will focus on members who are pregnant. This program will help those members in Erie County access resources to quit and can work in conjunction with education by their provider. Data will be collected and analyzed to determine effectiveness of the intervention and if revisions are needed. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.30: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Environmental Tobacco Smoke Exposure.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care management outreaches to members who are pregnant include smoking screening and resources for smoking cessation. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.



Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. A pilot smoking cessation text campaign will be initiated in Erie County with the hopes of lowering smoking rates within that county and will focus on members who are pregnant. This program will help those members in Erie County access resources to quit and can work in conjunction with education by their provider. Data will be collected and analyzed to determine effectiveness of the intervention and if revisions are needed. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.31: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Counseling for Smoking.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care management outreaches to members who are pregnant include smoking screening and resources for smoking cessation.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. A pilot smoking cessation text campaign will be initiated in Erie County with the hopes of lowering smoking rates within that county and will focus on members who are pregnant. This program will help those members in Erie County access resources to quit and can work in conjunction with education by their provider. Data will be collected and analyzed to determine effectiveness of the intervention and if revisions are needed. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.32: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Depression.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for prenatal/postpartum depression.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.33: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Depression during one of the first two visits (CHIPRA indicator).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for prenatal/postpartum depression.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.34: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Postpartum Screening for Depression.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for prenatal/postpartum depression.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.35: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Alcohol use.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for alcohol, tobacco and other drugs.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.36: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Illicit drug use.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for alcohol, tobacco and other drugs.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.37: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Prescribed or over-the-counter drug use.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for alcohol, tobacco and other drugs.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.38: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Intimate partner violence.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for alcohol, tobacco and other drugs.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.39: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Prenatal Screening for Behavioral Health Risk Assessment.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. ONAF education also occurs during these visits including emphasizing completing all screenings and fully filling out the ONAF.

Care Management outreach includes telephonic outreach and letters to members and include resources for alcohol, tobacco and other drugs.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.40: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Appropriate Testing for Children with Pharyngitis.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.41: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Pharmacotherapy Management of COPD Exacerbation: Bronchodilator.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features.

Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.

Care Management outreach will continue throughout 2019. Member interactions are documented in the Dynamo system to track compliance and outcomes.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.42: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Medication Management for People with Asthma - 75% Compliance (Age 5-11 years)**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. This includes an asthma specific text campaign. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Clinical Pharmacy Advisor (CPA) outreach to targeted members.

If member is enrolled in Care Management, a notification is sent to the appropriate Care Manager for follow-up (triggered by prescription).

A faxed alert is sent to providers of targeted members.

An educational in-service on asthma was presented to Care Management by the CPA.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.

Data is reviewed monthly to determine reach of campaigns.  
Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.  
Targeted CM and pharmacy outreach will continue throughout 2019. Member interactions and outreach is documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.43: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Medication Management for People with Asthma - 75% Compliance (Age 12-18 years)**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.  
Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.  
Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.  
An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. This includes an asthma specific text campaign. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.  
Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).  
Clinical Pharmacy Advisor (CPA) outreach to targeted members.  
If member is enrolled in Care Management, a notification is sent to the appropriate Care Manager for follow-up (triggered by prescription).  
A faxed alert is sent to providers of targeted members.  
An educational in-service on asthma was presented to Care Management by the CPA.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.  
Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.  
The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features.  
Data is reviewed monthly to determine reach of campaigns.  
Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.  
Targeted CM and pharmacy outreach will continue throughout 2019. Member interactions and outreach is documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.44: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Medication Management for People with Asthma - 75% Compliance (Age 19-50 years)**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.  
Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.  
Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.  
An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. This includes an asthma specific text campaign. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.  
Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).



Clinical Pharmacy Advisor (CPA) outreach to targeted members.

If member is enrolled in Care Management, a notification is sent to the appropriate Care Manager for follow-up (triggered by prescription).

A faxed alert is sent to providers of targeted members.

An educational in-service on asthma was presented to Care Management by the CPA.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Targeted CM and pharmacy outreach will continue throughout 2019. Member interactions and outreach is documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.45: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Medication Management for People with Asthma - 75% Compliance (Age 51-64 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care.

An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. This includes an asthma specific text campaign. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Clinical Pharmacy Advisor (CPA) outreach to targeted members.

If member is enrolled in Care Management, a notification is sent to the appropriate Care Manager for follow-up (triggered by prescription).

A faxed alert is sent to providers of targeted members.

An educational in-service on asthma was presented to Care Management by the CPA.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

Targeted CM and pharmacy outreach will continue throughout 2019. Member interactions and outreach is documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.46: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Medication Management for People with Asthma - 75% Compliance (Total - Age 5-64 years).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. This includes an asthma specific text campaign. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). Clinical Pharmacy Advisor (CPA) outreach to targeted members. If member is enrolled in Care Management, a notification is sent to the appropriate Care Manager for follow-up (triggered by prescription). A faxed alert is sent to providers of targeted members. An educational in-service on asthma was presented to Care Management by the CPA.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed. Targeted CM and pharmacy outreach will continue throughout 2019. Member interactions and outreach is documented in the Dynamo system to track compliance and outcomes.

**Reference Number: [ABH] 2018.47: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Hemoglobin A1c (HbA1c) Testing.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). A member incentive was active in 2018 for HbA1c testing (in conjunction with a retinal eye exam and monitoring for nephropathy). This incentive will be active in 2019 as of 4/1/19 for Hba1c testing and a retinal eye exam.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and

effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit offering various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed. The member rewards program will remain active in 2019 through 11/30/19. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

**Reference Number: [ABH] 2018.48: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for HbA1c Control (<8.0%).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). A member incentive was active in 2018 for HbA1c testing (in conjunction with a retinal eye exam and monitoring for nephropathy). This incentive will be active in 2019 as of 4/1/19 for Hba1c testing and a retinal eye exam. Partnership with MANNA to provide nutritional meals, education, and counseling. Offered to members with an elevated HbA1c.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit offering health education and various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed. The member rewards program will remain active in 2019 through 11/30/19. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020. MANNA partnership with continue throughout 2019.

**Reference Number: [ABH] 2018.49: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for HbA1c Good Control (<7.0%).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face

visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD). A member incentive was active in 2018 for HbA1c testing (in conjunction with a retinal eye exam and monitoring for nephropathy). This incentive will be active in 2019 as of 4/1/19 for Hba1c testing and a retinal eye exam.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

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The member rewards program will remain active in 2019 through 11/30/19. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

**Reference Number: [ABH] 2018.50: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Retinal Eye Exam.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

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Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings.

Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

A member incentive was active in 2018 for HbA1c testing (in conjunction with a retinal eye exam and monitoring for nephropathy).

This incentive will be active in 2019 as of 4/1/19 for Hba1c testing and a retinal eye exam.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

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Data is reviewed monthly to determine reach of campaigns.

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The member rewards program will remain active in 2019 through 11/30/19. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

**Reference Number: [ABH] 2018.51: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Blood Pressure Controlled <140/90 mm Hg.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

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Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment.

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**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

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Data is reviewed monthly to determine reach of campaigns.

Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program.

Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.52: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Statin Therapy for Patients with Diabetes: Statin Adherence 80%.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

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Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

Partnership with MANNA to provide nutritional meals, education, and counseling. Offered to members with an elevated HbA1c.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets

regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.

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MANNA partnership with continue throughout 2019.

**Reference Number: [ABH] 2018.53: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for HbA1c Poor Control (>9.0%).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

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A member incentive was active in 2018 for HbA1c testing (in conjunction with a retinal eye exam and monitoring for nephropathy).

This incentive will be active in 2019 as of 4/1/19 for Hba1c testing and a retinal eye exam.

Partnership with MANNA to provide nutritional meals, education, and counseling. Offered to members with an elevated HbA1c.

**Future Actions Planned:**

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The member rewards program will remain active in 2019 through 11/30/19. Data is gathered at year end to determine effectiveness of the member rewards program and to determine targeted programs for 2020.

MANNA partnership with continue throughout 2019.

**Reference Number: [ABH] 2018.54: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Statin Therapy for Patients with Cardiovascular Disease: Statin Adherence 80% - 21-75 years (Male).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis

cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

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Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019. Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education. Screening events will continue to be held throughout the state with the CORA mobile unit offering various health screenings. The Community Development team continuously reviews community events and engages providers and community partners to determine which would be most effective for CORA to attend. The IVR and text messaging program will continue to outreach members regarding various HEDIS measures with interactive features. Data is reviewed monthly to determine reach of campaigns. Expansion to the value-based contracting program is ongoing with continual review of adding potential providers to the program. Workgroups will continue to meet to review current interventions and brainstorm on new interventions to close gaps in care for each population. Groups will continue to work to implement new interventions and collect data to analyze effectiveness and revise interventions as needed.

**Reference Number: [ABH] 2018.55: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Statin Therapy for Patients with Cardiovascular Disease: Statin Adherence 80% - 40-75 years (Female).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits. Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office. Value-based contracting is utilized to increase HEDIS rates and have providers invested in members receiving preventive care. An IVR and text messaging program is active to outreach members regarding various HEDIS measures with interactive features. Members can connect to a Member Services Representative who can assist with choosing a PCP and making an appointment. The CORA mobile unit is present at health events throughout the state and provides health education and various health screenings. Aligning Better Health workgroups meet regularly to discuss barriers and interventions for their respective populations. Workgroup population is broken down into age groups and specific diagnosis (ex. Maternity, 0-11, 12-21, 21+, SMI/DD).

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interventions as needed.

**Reference Number: [ABH] 2018.56: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Statin Therapy for Patients with Cardiovascular Disease: Statin Adherence 80% - Total Rate.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

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**Reference Number: [ABH] 2018.57: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adherence to Antipsychotic Medications for Individuals with Schizophrenia.**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face visits are utilized and include educational documents for each HEDIS measure, coding references, P4P marketing and education and focused gaps in care tailored to each provider office.

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Member pharmacy copays have been waived for all oral and long acting injectable antipsychotics. Due to the various advantages, several agents were added to the formulary.

**Future Actions Planned:**

Provider webinars will continue throughout the remaining months of 2019 and into 2020. The webinar planning group meets regularly to review monthly topics and revise webinar information as needed. Planning for the 2020 schedule of webinars will occur in Q4 of 2019.

Provider education will continue through the QPL program and educate provider offices in each zone on HEDIS measures and effective ways to manage and close gaps in care. An additional increase of seven QPLs to the program is planned to further expand the program and provide more effective coverage throughout the state for provider education.



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Working to allow coverage of the administration of oral and long acting injectable antipsychotics at the pharmacy once the member picks up their medication. This would streamline care and reduce stigma by eliminating the need to visit a mental health facility to receive treatment. Pharmacists have the necessary skill set to provide services to patients, including education and counseling and identification of a drug therapy issue.

**Reference Number: [ABH] 2018.58: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adherence to Antipsychotic Medications for Individuals with Schizophrenia (BH Enhanced).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers are also educated that components for various measures can be completed/collected at sick visits.

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Member pharmacy copays have been waived for all oral and long acting injectable antipsychotics. Due to the various advantages, several agents were added to the formulary.

**Future Actions Planned:**

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Working to allow coverage of the administration of oral and long acting injectable antipsychotics at the pharmacy once the member picks up their medication. This would streamline care and reduce stigma by eliminating the need to visit a mental health facility to receive treatment. Pharmacists have the necessary skill set to provide services to patients, including education and counseling and identification of a drug therapy issue.

**Reference Number: [ABH] 2018.59: The MCO's rate was statistically significantly below/worse than the 2018 (MY 2017) MMC weighted average for Use of Opioids from Multiple Providers (4 or more prescribers).**

**Follow Up Actions Taken Through 06/30/19:**

Provider webinars are held monthly. Rotating topics include all HEDIS measures as tailored to specific age and population/diagnosis cohorts. Providers were also educated that components for various measures can be completed/collected at sick visits.

Provider outreach and education is done through the Quality Practice Liaison (QPL) Program. Telephonic outreach and face to face

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## Root Cause Analysis and Action Plan

The 2019 EQR is the tenth year MCOs were required to prepare a Root Cause Analysis and Action Plan for measures on the HEDIS 2018 P4P Measure Matrix receiving either “D” or “F” ratings. Each P4P measure in categories “D” and “F” required that the MCO submit:

- A goal statement;
- Root cause analysis and analysis findings;
- Action plan to address findings;
- Implementation dates; and
- A monitoring plan to assure action is effective and to address what will be measured and how often that measurement will occur.

For the 2019 EQR, ABH was required to prepare a Root Cause Analysis and Action Plan for the following performance measures:

1. Adolescent Well-Care Visits (Table 4.2)
2. Comprehensive Diabetes Care: HbA1c poor Control (Table 4.3)
3. Prenatal Care in the First Trimester (Table 4.4)
4. Postpartum Care (Table 4.5)
5. Reducing Potentially Preventable Readmissions (Table 4.6)
6. Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (Table 4.7)
7. Medication Management for People With Asthma: 75% Total (Table 4.8)

ABH submitted an initial Root Cause Analysis and Action Plan in September 2019.

Table 4.2: RCA and Action Plan: Adolescent Well-Care Visits

**Instructions:** For each measure in grade categories D and F, complete this form identifying factors contributing to poor performance.

<b>Managed Care Organization:</b>	<b><i>Aetna Better Health</i></b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Adolescent Well-Care Visits</b>
<b>Reason for Root Cause Analysis:</b>	<b>Adolescent Well-Care Visits did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>
<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Adolescent Well Care, as well as improve year over year</b>
<b>Part A: Identify Factors via Analysis</b>	
<p><b>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</b></p> <ul style="list-style-type: none"> <li>• If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>• If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>	
<b>Factor categories</b>	<b>Factors</b>
	<b>Enter "N/A" if a factor category does not apply</b>
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>• Member difficulty getting appointment when at time/date requested</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>• PCP prefers to separate sick visit from well visit for billing purposes, misses window of opportunity to perform preventive services</li> </ul>
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>• Member Education                             <ul style="list-style-type: none"> <li>• Member lack of knowledge of importance of well-care visits</li> <li>• Age range lends itself to feeling of invincibility; feel no need for preventive care</li> </ul> </li> <li>• Member or family psychosocial issues – lack of adequate home/social support; homelessness; basics insecurity (food, shelter); substance disorders</li> <li>• Temporary relocation due to college</li> <li>• Outreach campaigns result in large numbers of members not contacted due to poor demographic information (wrong numbers, disconnected numbers, etc.)</li> </ul>
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)	<ul style="list-style-type: none"> <li>• Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>• Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>
<b>Part B: Identify Actions – implemented and planned</b>	

**For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019**

<p><b>Actions</b> Include those planned as well as already implemented.</p> <p>Actions should address factors contributing to poor performance compared to MMC average and/or previous year.</p> <p><b>Add rows if needed.</b></p>	<p><b>Which factor(s) are addressed by this action?</b></p>	<p><b>Implementation Date</b></p> <p>Indicate start date (month, year).</p> <p>Duration and frequency (e.g., Ongoing, Quarterly)</p>	<p><b>Monitoring Plan</b></p> <p>How will you know if this action is working?</p> <p>What will you measure and how often?</p>
<p>Member outreach – appointment scheduling by outreach specialists particularly for hard to reach members</p>	<p>Member difficulty in obtaining appointments; member education; inaccurate demographics; college students; member education; ability to transfer to member services for other resources such as transportation</p>	<p>July 2019; ongoing</p>	<p>Tracking and analysis of contact results and appointment scheduling through weekly reports and database build. Additional notes such as provider issues are also captured in weekly reports.</p>
<p>Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.</p>	<p>PCP education regarding billing and opportunities to perform preventive services at all visits; linguistic and cultural competency; member education</p>	<p>1/2015 (QPL program began 9/18); ongoing</p>	<p>Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures</p>
<p>Well-care mailers/reminders of upcoming preventive visits</p>	<p>Member education</p>	<p>April 2010 (rebranded/updated 9/2019); ongoing monthly</p>	<p>Monthly QSI tracking</p>
<p>Electronic outreach including IVR calls and text messaging.</p>	<p>Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation</p>	<p>January 2018 (vendor and specific measure campaigns updated in 2019); ongoing</p>	<p>Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring</p>
<p>Community Development (CORA health screening mobile unit)</p>	<p>Member difficulty in obtaining appointments; member education</p>	<p>2018; Ongoing</p>	<p>Metrics on members reached and receiving services (BMI screenings, well care, etc.)</p>

Member Rewards program	Member education	2015 (Updated/revised annually, program began 6/19)ongoing	Number of members earning incentive; comparison rates to years prior; ongoing overall HEDIS rate monitoring via QSI
<b>Factors not addressed by Actions</b>  Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	None, all are addressed		

Table 4.3: RCA and Action Plan: Comprehensive Diabetes Care: HbA1c poor Control

<b>Managed Care Organization:</b>	<b><i>Aetna Better Health</i></b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Comprehensive Diabetes Care: HbA1c Poor Control</b>
<b>Reason for Root Cause Analysis:</b>	<b>Comprehensive Diabetes Care: HbA1c Poor Control did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>
<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Comprehensive Diabetes Care: Poor Control, as well as improve year over year</b>
<b>Part A: Identify Factors via Analysis</b>	
<p><b>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</b></p> <ul style="list-style-type: none"> <li>• If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>• If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>	
<b>Factor categories</b>	<b>Factors</b>
	<b>Enter "N/A" if a factor category does not apply</b>
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>• Member difficulty in getting requested appointment times/days</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>• Providers do not outreach members for care on panel who have never been seen in the office (mainly auto-assigned members).</li> </ul>
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>• Member Education <ul style="list-style-type: none"> <li>• Member lack of knowledge of importance of diabetic/HbA1c testing and having their numbers under control</li> <li>• Members do not follow up with their doctor for diabetes care; skip follow up visits</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Members only go to the doctor when sick, not for preventive care</li> <li>• If required to go to an outside lab, members do not follow through with testing outside of provider visit</li> <li>• Member or family psychosocial issues – lack of adequate home/social support; homelessness; basics insecurity (food, shelter); substance disorders</li> <li>• Difficulty reaching members via phone/mail due to disconnected numbers, wrong/outdated addresses. Members do not call to update demographic information. Outreach campaigns result in a large percentage of members not contacted.</li> </ul>
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)	<ul style="list-style-type: none"> <li>• Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>• Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>

**Part B: Identify Actions – implemented and planned**

**For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019**

<b>Actions</b> Include those planned as well as already implemented.  Actions should address factors contributing to poor performance compared to MMC average and/or previous year.  <b>Add rows if needed.</b>	<b>Which factor(s) are addressed by this action?</b>	<b>Implementation Date</b>  Indicate start date (month, year).  Duration and frequency (e.g., Ongoing, Quarterly)	<b>Monitoring Plan</b>  How will you know if this action is working?  What <b>will you measure and how often?</b>
Care Management – Partnership with MANNA to provide healthy meals to members with elevated HbA1c	Member issues/member resources	2018; ongoing	Notes detailing member interactions within Dynamo CaseTrakker; follow-up view of compliance rates for distinct members. Number of members who engage in case management services
Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.	PCP education regarding billing and opportunities to perform preventive services at all visits; linguistic and cultural competency; member education	1/2015 (QPL program began 9/18); ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures

Diabetic mailers/reminders of upcoming preventive visits	Member education	April 2010 (rebranded/updated 9/2019); ongoing quarterly	Monthly QSI tracking
Electronic outreach including IVR calls and text messaging.	Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation	January 2018 (vendor and specific measure campaigns updated in 2019); ongoing	Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring
Community Development (CORA health screening mobile unit)	Member difficulty in obtaining appointments; member education	2018; Ongoing	Metrics on members reached and receiving services (BMI screenings, well care, etc.)
Member Rewards program (HbA1c testing and Retinal Eye Exam)	Member education	2015 (Updated/revised annually, program began 4/19) ongoing	Number of members earning incentive; comparison rates to years prior; ongoing overall HEDIS rate monitoring via QSI
<b>Factors not addressed by Actions</b>  Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	None, all are addressed		

Table 4.4: RCA and Action Plan: Prenatal Care in the First Trimester

<b>Managed Care Organization:</b>	<b><i>Aetna Better Health</i></b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Prenatal Care in the First Trimester</b>
<b>Reason for Root Cause Analysis:</b>	<b>Prenatal Care in the First Trimester did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>
<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Prenatal Care in the First Trimester, as well as improve year over year</b>
<b>Part A: Identify Factors via Analysis</b>	

**Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.**

- If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average.  
and/or
- If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.

<b>Factor categories</b>	<b>Factors</b> <b>Enter "N/A" if a factor category does not apply</b>
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>• Difficulty with easy identification of members who are already on the plan early in their pregnancy to facilitate provider visits early in pregnancy</li> <li>• Inaccurate member demographics – adversely affects member outreach</li> <li>• ONAF data not submitted timely to assist in identification of members who become pregnant while enrolled</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>• Provider coding that hinders administrative data capture</li> <li>• Provider use of copy vendors for medical record review; difficulty obtaining medical records, copies often illegible</li> </ul>
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>• Member Education               <ul style="list-style-type: none"> <li>• Member misses appointments</li> <li>• Member sees multiple providers during pregnancy</li> <li>• Member does not obtain regular prenatal care. Some members do not see a need for prenatal care as this is not their first child.</li> <li>• Member does not notify plan that she is pregnant when currently enrolled</li> </ul> </li> <li>• Difficulty reaching members via phone/mail due to disconnected numbers, wrong/outdated addresses. Members do not call to update demographic information. Outreach campaigns result in a large percentage of members not contacted.</li> <li>• Member lack of transportation</li> <li>• Provider does not submit ONAF forms</li> </ul>
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)	<ul style="list-style-type: none"> <li>• Providers do not submit ONAF forms timely if at all</li> <li>• Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>• Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>

**Part B: Identify Actions – implemented and planned**

**For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019**



<b>Actions</b> Include those planned as well as already implemented.  Actions should address factors contributing to poor performance compared to MMC average and/or previous year.  <b>Add rows if needed.</b>	<b>Which factor(s) are addressed by this action?</b>	<b>Implementation Date</b>  Indicate start date (month, year).  Duration and frequency (e.g., Ongoing, Quarterly)	<b>Monitoring Plan</b>  How will you know if this action is working?  What will you measure and how often?
Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.	PCP education on coding and importance of scheduling regular prenatal care for members; linguistic and cultural competency; member education; PCP education to alert plan of pregnancy	1/2015 (QPL program began 9/18); ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures
Electronic outreach including IVR calls and text messaging.	Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation	January 2018 (vendor and specific measure campaigns updated in 2019); ongoing	Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring
Provider education on submission of ONAF (via fax and electronic means) through onsite visits (QPL Program)	PCP education on full completion and submission of form; PCP education to alert plan of pregnancy	QPL Program began 9/18; ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures
Provider P4P Program	Member seeing same provider consistently; member receiving regular prenatal care	1/2014 (updates and revisions are made annually); ongoing	Analysis of P4P results Quarterly provider profiles Monitoring of rates annually via QSI Feedback obtained via provider survey on if P4P encourages action from provider to engage members in obtaining care

Member Rewards program	Member education	2015 (Updated/revised annually, program began 4/19)ongoing	Number of members earning incentive; comparison rates to years prior; ongoing overall HEDIS rate monitoring via QSI
<b>Factors not addressed by Actions</b> Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.		Outside vendor use by provider for medical records. Provider use of vendors is unable to be changed, however the plan will continue to work with those providers and copy vendors to obtain medical records for review in a timely and efficient manner.	

Table 4.5: RCA and Action Plan: Postpartum Care

<b>Managed Care Organization:</b>	<b><i>Aetna Better Health</i></b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Postpartum Care</b>
<b>Reason for Root Cause Analysis:</b>	<b>Postpartum Care did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>
<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Postpartum Care, as well as improve year over year</b>
<b>Part A: Identify Factors via Analysis</b>	
<p><b>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</b></p> <ul style="list-style-type: none"> <li>• If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>• If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>	
<b>Factor categories</b>	<b>Factors</b>
	<b>Enter "N/A" if a factor category does not apply</b>
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>• Difficulty with easy identification of members who are already on the plan early in their pregnancy to facilitate provider visits early in pregnancy</li> <li>• Inaccurate member demographics – adversely affects member outreach</li> <li>• ONAF data not submitted timely to assist in identification of members who become pregnant while enrolled</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>• Provider coding that hinders administrative data capture</li> <li>• Member seen at non-participating provider/clinic for initial diagnosis; no claim ever submitted</li> <li>• Provider use of copy vendors for medical record review; difficulty obtaining medical records, copies often illegible</li> </ul>

<p><b>People?</b> (e.g., personnel, provider network, patients)</p>	<ul style="list-style-type: none"> <li>• Member Education <ul style="list-style-type: none"> <li>• Member misses appointments</li> <li>• Member sees multiple providers during pregnancy</li> <li>• Member does not obtain regular postpartum care. Some members do not see a need for postpartum care as this is not their first child.</li> <li>• Member does not notify plan that she is pregnant when currently enrolled</li> </ul> </li> <li>• Difficulty reaching members via phone/mail due to disconnected numbers, wrong/outdated addresses. Members do not call to update demographic information. Outreach campaigns result in a large percentage of members not contacted.</li> <li>• Member lack of transportation</li> <li>• Provider does not submit ONAF forms</li> </ul>
<p><b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)</p>	<ul style="list-style-type: none"> <li>• Providers do not submit ONAF forms timely if at all</li> <li>• Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>
<p><b>Other?</b> (specify)</p>	<ul style="list-style-type: none"> <li>• Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>

**Part B: Identify Actions – implemented and planned**

**For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019**

<p><b>Actions</b> Include those planned as well as already implemented.</p> <p>Actions should address factors contributing to poor performance compared to MMC average and/or previous year.</p> <p><b>Add rows if needed.</b></p>	<p><b>Which factor(s) are addressed by this action?</b></p>	<p><b>Implementation Date</b></p> <p>Indicate start date (month, year).</p> <p>Duration and frequency (e.g., Ongoing, Quarterly)</p>	<p><b>Monitoring Plan</b></p> <p>How will you know if this action is working?</p> <p>What will you measure and how often?</p>
<p>Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.</p>	<p>PCP education on coding and importance of scheduling regular prenatal care for members; linguistic and cultural competency; member education; PCP education to alert plan of pregnancy</p>	<p>1/2015 (QPL program began 9/18); ongoing</p>	<p>Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures</p>

Electronic outreach including IVR calls and text messaging.	Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation	January 2018 (vendor and specific measure campaigns updated in 2019); ongoing	Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring
Provider education on submission of ONAF (via fax and electronic means) through onsite visits (QPL Program)	PCP education on full completion and submission of form; PCP education to alert plan of pregnancy	QPL Program began 9/18; ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures
Provider P4P Program	Member seeing same provider consistently; member receiving regular prenatal care	1/2014 (updates and revisions are made annually); ongoing	Analysis of P4P results Quarterly provider profiles Monitoring of rates annually via QSI Feedback obtained via provider survey on if P4P encourages action from provider to engage members in obtaining care
Member Rewards program	Member education	2015 (Updated/revised annually, program began 4/19) ongoing	Number of members earning incentive; comparison rates to years prior; ongoing overall HEDIS rate monitoring via QSI
<b>Factors not addressed by Actions</b>  Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	Outside vendor use by provider for medical records. Provider use of vendors is unable to be changed, however the plan will continue to work with those providers and copy vendors to obtain medical records for review in a timely and efficient manner.		

Table 4.6: RCA and Action Plan: Reducing Potentially Preventable Readmissions

<b>Managed Care Organization:</b>	<b><i>Aetna Better Health</i></b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Reducing Potentially Preventable Readmissions</b>
<b>Reason for Root Cause Analysis:</b>	<b>Reducing Potentially Preventable Readmissions did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>

<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Reducing Potentially Preventable Readmissions, as well as improve year over year</b>		
<b>Part A: Identify Factors via Analysis</b>			
<p><b>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</b></p> <ul style="list-style-type: none"> <li>If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>			
<b>Factor categories</b>	<b>Factors</b>		
	<b>Enter "N/A" if a factor category does not apply</b>		
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>Member difficulty getting follow-up appointment at time/date requested</li> </ul>		
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>Provider does not provide understandable aftercare instructions or review with member to determine they understand what is needed prior to discharge.</li> </ul>		
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>Member Education <ul style="list-style-type: none"> <li>Member lack of knowledge to schedule follow-up visits/lab tests/procedures to prevent readmissions</li> <li>Member lack of knowledge on what is needed for follow-up care after an admission</li> <li>Member does not follow through with aftercare instructions</li> </ul> </li> <li>Lack of child care for other children during follow-up appointment times</li> <li>Member or family psychosocial issues – lack of adequate home/social support; homelessness; basics insecurity (food, shelter); substance disorders</li> </ul>		
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)	<ul style="list-style-type: none"> <li>Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>		
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>		
<b>Part B: Identify Actions – implemented and planned</b>			
<b>For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019</b>			
<b>Actions</b> Include those planned as well as already implemented.  Actions should address factors contributing to	<b>Which factor(s) are addressed by this action?</b>	<b>Implementation Date</b>  Indicate start date (month, year).	<b>Monitoring Plan</b>  How will you know if this action is working?

poor performance compared to MMC average and/or previous year. <b>Add rows if needed.</b>		Duration and frequency (e.g., Ongoing, Quarterly)	What will you measure and how often?
Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.	PCP education on coding and importance of scheduling follow-up appointments and providing appropriate follow-up care instructions; linguistic and cultural competency; member education	1/2015 (QPL program began 9/18); ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures
Electronic outreach including IVR calls and text messaging.	Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation	January 2018 (vendor and specific measure campaigns updated in 2019); ongoing	Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring
Care Management/Pharmacy - The Pharmacy Advisor program utilizes pharmacist outreach to members who are high risk for readmission to discuss their medications. Utilized for members who are identified by Care Management as high-risk for readmission. Care Management also outreaches members to develop appropriate discharge planning and care plans.	Follow-up care for members with appropriate understanding of instructions.	January 2019; ongoing	Metrics reporting on members referred to pharmacist; Notes detailing member interactions within Dynamo CaseTrakker; follow-up view of compliance rates for distinct members. Number of members who engage in case management services; telephonic and face-to-face outreach outcomes
<b>Factors not addressed by Actions</b>  Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	None, all are addressed		

Table 4.7: RCA and Action Plan: Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

<b>Managed Care Organization:</b>	<b>Aetna Better Health</b>
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<b>Response Date:</b>	9/12/19
<b>Measure:</b>	Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life
<b>Reason for Root Cause Analysis:</b>	Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.
<b>Goal Statement:</b> Please specify goal(s) for measure	Reach or exceed the MMC WA for Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life, as well as improve year over year
<b>Part A: Identify Factors via Analysis</b>	
<p>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</p> <ul style="list-style-type: none"> <li>If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>	
<b>Factor categories</b>	<b>Factors</b>
	Enter "N/A" if a factor category does not apply
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>Member difficulty getting appointment when at time/date requested</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	<ul style="list-style-type: none"> <li>PCP prefers to separate sick visit from well visit for billing purposes, misses window of opportunity to perform preventive services</li> </ul>
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>Member lack of knowledge of importance of well-care visits</li> <li>Lack of child care for other children during appointment times</li> <li>Member or family psychosocial issues – lack of adequate home/social support; homelessness; basics insecurity (food, shelter); substance disorders</li> <li>Outreach campaigns result in large numbers of members not contacted due to poor demographic information (wrong numbers, disconnected numbers, etc.)</li> </ul>
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and enrollee educational materials)	<ul style="list-style-type: none"> <li>Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided by health plan</li> </ul>
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>
<b>Part B: Identify Actions – implemented and planned</b>	
For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019	

<b>Actions</b> Include those planned as well as already implemented.  Actions should address factors contributing to poor performance compared to MMC average and/or previous year.  <b>Add rows if needed.</b>	<b>Which factor(s) are addressed by this action?</b>	<b>Implementation Date</b>  Indicate start date (month, year).  Duration and frequency (e.g., Ongoing, Quarterly)	<b>Monitoring Plan</b>  How will you know if this action is working?  What will you measure and how often?
Member outreach – appointment scheduling by outreach specialists particularly for hard to reach members	Member difficulty in obtaining appointments; member education; inaccurate demographics; college students; member education; ability to transfer to member services for other resources such as transportation	July 2019; ongoing	Tracking and analysis of contact results and appointment scheduling through weekly reports and database build. Additional notes such as provider issues are also captured in weekly reports.
Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.	PCP education regarding billing and opportunities to perform preventive services at all visits; linguistic and cultural competency; member education	1/2015 (QPL program began 9/18); ongoing	Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures
Well-care mailers/reminders of upcoming preventive visits	Member education	April 2010 (rebranded/updated 9/2019); ongoing monthly	Monthly QSI tracking
Electronic outreach including IVR calls and text messaging.	Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation	January 2018 (vendor and specific measure campaigns updated in 2019); ongoing	Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring
Community Development (CORA health screening mobile unit)	Member difficulty in obtaining appointments; member education	2018; Ongoing	Metrics on members reached and receiving services (BMI screenings, well care, etc.)



<b>Factors not addressed by Actions</b>	None, all are addressed
Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	

Table 4.8: RCA and Action Plan: Medication Management for People with Asthma: 75% Total

<b>Managed Care Organization:</b>	<b>Aetna Better Health</b>
<b>Response Date:</b>	<b>9/12/19</b>
<b>Measure:</b>	<b>Medication Management for People With Asthma: 75% Total</b>
<b>Reason for Root Cause Analysis:</b>	<b>Medication Management for People With Asthma: 75% Total did not statistically significantly change from 2017, but is statistically significantly lower/worse than the 2018 MMC weighted average.</b>
<b>Goal Statement:</b> Please specify goal(s) for measure	<b>Reach or exceed the MMC WA for Medication Management for People With Asthma: 75% Total, as well as improve year over year</b>
<b>Part A: Identify Factors via Analysis</b>	
<p><b>Please identify which factors contributed to poor performance compared to the MMC average and/or the previous measurement year.</b></p> <ul style="list-style-type: none"> <li>• If performance is worse than the MMC average, please identify factors that explain why performance is worse than the MMC average. and/or</li> <li>• If performance is worse than the previous measurement year, please identify factors that explain why performance is worse than the previous measurement year. Factors that are not new or have not changed this measurement year are unlikely to explain yearly decline in performance.</li> </ul>	
<b>Factor categories</b>	<b>Factors</b>
	<b>Enter "N/A" if a factor category does not apply</b>
<b>Policies?</b> (e.g., data systems, delivery systems, provider facilities)	<ul style="list-style-type: none"> <li>• Member difficulty getting appointment (i.e. prescription script) when at time/date requested</li> </ul>
<b>Procedures?</b> (e.g., payment/reimbursement, credentialing/collaboration)	N/A
<b>People?</b> (e.g., personnel, provider network, patients)	<ul style="list-style-type: none"> <li>• Member Education <ul style="list-style-type: none"> <li>• Member lack of knowledge of importance of filling/refilling prescription for maintenance medications.</li> <li>• Member prefers to use emergency inhaler, etc. instead of taking daily medication.</li> </ul> </li> <li>• Providers do not follow-up with members to see if they filled prescriptions</li> <li>• Member or family psychosocial issues – lack of adequate home/social support; homelessness; basics insecurity (food, shelter); substance disorders</li> <li>• Temporary relocation due to college</li> </ul>
<b>Provisions?</b> (e.g., screening tools, medical record forms, provider and	<ul style="list-style-type: none"> <li>• Inadequate resources for managing member’s psychosocial needs; lack of adequate staffing in PCP office, limited or no knowledge of available community resources; does not refer member to care management provided</li> </ul>

enrollee educational materials)	by health plan
<b>Other?</b> (specify)	<ul style="list-style-type: none"> <li>Lack of knowledge or ability by provider for linguistic and cultural competency and resources for language barriers provided by health plan</li> </ul>

**Part B: Identify Actions – implemented and planned**

**For the factors identified in Part A please indicate what Actions have been planned and/or taken since June 2019**

<p>Actions Include those planned as well as already implemented.</p> <p>Actions should address factors contributing to poor performance compared to MMC average and/or previous year.</p> <p><b>Add rows if needed.</b></p>	<p><b>Which factor(s) are addressed by this action?</b></p>	<p><b>Implementation Date</b></p> <p>Indicate start date (month, year).</p> <p>Duration and frequency (e.g., Ongoing, Quarterly)</p>	<p><b>Monitoring Plan</b></p> <p>How will you know if this action is working?</p> <p>What will you measure and how often?</p>
<p>Provider outreach via onsite visits, phone, fax, email, website, and webinar series – includes targeted gaps in care and current rates for provider.</p>	<p>PCP education regarding billing and opportunities to perform preventive services at all visits; linguistic and cultural competency; member education</p>	<p>1/2015 (QPL program began 9/18); ongoing</p>	<p>Tracking and analysis of contact results through QPL program, webinar attendance, individual provider rates pertaining to measures</p>
<p>Electronic outreach including IVR calls and text messaging.</p>	<p>Member difficulty in obtaining appointments; member education; ability to transfer to member services for other resources such as transportation</p>	<p>January 2018 (vendor and specific measure campaigns updated in 2019; Asthma specific text program planned for 3<sup>rd</sup> quarter 2019); ongoing</p>	<p>Metrics reporting on members reached; responded; corresponding QSI HEDIS rate monitoring</p>
<p>Care Management/Pharmacy- Alerts faxed to providers of targeted members; notifications sent to CM for follow-up if member is enrolled</p>	<p>Member education; Provider follow-up</p>	<p>January 2019; ongoing</p>	<p>Metrics on providers faxed; Notes detailing member interactions within Dynamo CaseTrakker; follow-up view of compliance rates for distinct members. Number of members who engage in case management services; telephonic and face-to-face outreach outcomes</p>

<b>Factors not addressed by Actions</b>  Please list factors identified in Part A that are not addressed by the above actions and if known, the reason why.	None, all are addressed
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## V: 2019 Strengths and Opportunities for Improvement

The review of MCO's 2019 performance against structure and operations standards, performance improvement projects and performance measures identified strengths and opportunities for improvement in the quality outcomes, timeliness of, and access to services for Medicaid members served by this MCO.

### Strengths

- ABH was found to be fully compliant on Subparts C, D, and F of the structure and operations standards.
- The MCO's performance was statistically significantly above/better than the MMC weighted average in 2019 (MY 2018) on the following measures:
  - Dental Sealants for 6-9 Year Of Children At Elevated Caries Risk
  - Prenatal Screening for Smoking
  - Prenatal Screening for Smoking during one of the first two visits (CHIPRA indicator)
  - Prenatal Screening for Alcohol use
  - Prenatal Screening for Illicit drug use
  - Pharmacotherapy Management of COPD Exacerbation: Systemic Corticosteroid
  - Asthma in Younger Adults Admission Rate (Age 18-39 years) per 100,000 member months
  - Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Age 40 to 64 years) per 100,000 member months
  - Chronic Obstructive Pulmonary Disease or Asthma in Older Adults Admission Rate (Total Age 40+) per 100,000 member months
  - Diabetes Short-Term Complications Admission Rate (Age 18-64 years) per 100,000 member months
  - Diabetes Short-Term Complications Admission Rate (Total Age 18+ years) per 100,000 member months
  - Heart Failure Admission Rate (Age 18-64 years) per 100,000 member months
  - Heart Failure Admission Rate (Total Age 18+ years) per 100,000 member months
- The following strengths were noted in 2019 (MY 2018) for the Adult and Child CAHPS survey items:
  - Of the four Adult CAHPS composite survey items reviewed, one item increased in 2019 (MY 2018) as compared to 2018 (MY 2017).
  - Of the four Child CAHPS composite survey items reviewed, one was higher than the 2019 (MY 2019) MMC weighted average, and three items increased in 2019 (MY 2018) as compared to 2018 (MY 2017).

### Opportunities for Improvement

- For approximately 30 percent of reported measures, the MCO's performance was statistically significantly below/worse than the MMC weighted average in 2019 (MY 2018) on the following measures:
  - Adults' Access to Preventive/Ambulatory Health Services (Age 20-44 years)
  - Adults' Access to Preventive/Ambulatory Health Services (Age 45-64 years)
  - Adults' Access to Preventive/Ambulatory Health Services (Age 65+ years)
  - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Ages 12 to 17)
  - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total ages 1 to 17)
  - Childhood Immunizations Status (Combination 2)
  - Childhood Immunizations Status (Combination 3)
  - Adolescent Well-Care Visits (Age 12 to 21 Years)
  - Body Mass Index: Percentile (Age 3 - 11 years)
  - Body Mass Index: Percentile (Age 12-17 years)
  - Body Mass Index: Percentile (Total)
  - Counseling for Nutrition (Age 3-11 years)
  - Counseling for Nutrition (Age 12-17 years)
  - Counseling for Nutrition (Total)
  - Counseling for Physical Activity (Age 3-11 years)
  - Counseling for Physical Activity (Total)
  - Immunization for Adolescents (Combo 1)

- Lead Screening in Children (Age 2 years)
  - Follow-up Care for Children Prescribed ADHD Medication - Initiation Phase
  - Follow-up Care for Children Prescribed ADHD Medication - Continuation Phase
  - Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Initiation Phase
  - Follow-up Care for Children Prescribed ADHD Medication (BH Enhanced) - Continuation Phase
  - Follow-Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence (Ages: 18 to 64 - ED visits for mental illness, follow-up within 30 days)
  - Annual Dental Visit (Age 2–20 years)
  - Breast Cancer Screening (Age 50-74 years)
  - Cervical Cancer Screening (Age 21-64 years)
  - Chlamydia Screening in Women (Total)
  - Chlamydia Screening in Women (Age 16-20 years)
  - Frequency of Ongoing Prenatal Care – Greater than or Equal to 61% of Expected Prenatal Care Visits Received
  - Frequency of Ongoing Prenatal Care – Greater than or Equal to 81% of Expected Prenatal Care Visits Received
  - Prenatal and Postpartum Care – Timeliness of Prenatal Care
  - Prenatal and Postpartum Care – Postpartum Care
  - Prenatal Screening for Environmental Tobacco Smoke Exposure
  - Prenatal Smoking Cessation
  - Prenatal Screening for Depression
  - Prenatal Screening for Depression during one of the first two visits (CHIPRA indicator)
  - Prenatal Counseling for Depression
  - Postpartum Screening for Depression
  - Prenatal Screening for Behavioral Health Risk Assessment
  - Elective Delivery
  - Use of Spirometry Testing in the Assessment and Diagnosis of COPD
  - Pharmacotherapy Management of COPD Exacerbation: Bronchodilator
  - Medication Management for People with Asthma - 75% Compliance (Age 19-50 years)
  - Medication Management for People with Asthma - 75% Compliance (Age 51-64 years)
  - Medication Management for People with Asthma - 75% Compliance (Total - Age 5-64 years)
  - HbA1c Good Control (<7.0%)
  - Retinal Eye Exam
  - Blood Pressure Controlled <140/90 mm Hg
  - Statin Therapy for Patients With Diabetes: Statin Adherence 80%
  - Controlling High Blood Pressure (Total Rate)
  - Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - 21-75 years (Male)
  - Statin Therapy for Patients With Cardiovascular Disease: Statin Adherence 80% - Total Rate
  - Adherence to Antipsychotic Medications for Individuals with Schizophrenia
  - Adherence to Antipsychotic Medications for Individuals with Schizophrenia (BH Enhanced)
- The following opportunities were noted in 2019 (MY 2018) for Adult and Child CAHPS survey items:
    - Of the four Adult CAHPS composite survey items reviewed, all items fell below the 2019 MMC weighted average. Three items decreased between 2019 (MY 2018) and 2018 (MY 2017).
    - Of the four Child CAHPS composite survey items reviewed, three fell below the 2019 MMC weighted average. One item decreased in 2019 (MY 2018).

Additional targeted opportunities for improvement are found in the MCO-specific HEDIS 2019 P4P Measure Matrix that follows.

## P4P Measure Matrix Report Card 2019


The Pay-for-Performance (P4P) Matrix Report Card provides a comparative look at all measures in the Quality Performance Measures component of the “HealthChoices MCO Pay for Performance Program.” Nine measures are Healthcare Effectiveness Data Information Set (HEDIS®) measures, and the remaining two are PA specific measures. The matrix:


1. Compares the Managed Care Organization’s (MCO’s) own P4P measure performance over the two most recent reporting years (2019 and 2018); and
2. Compares the MCO’s 2019 P4P measure rates to the 2019 Medicaid Managed Care (MMC) Weighted Average.


The table is a three by three matrix. The horizontal comparison represents the MCO’s current performance as compared to the most recent MMC weighted average. When comparing a MCO’s rate to the MMC weighted average for each respective measure, the MCO rate can be either above average, average or below average. Whether or not a MCO performed above or below average is determined by whether or not that MCO’s 95% confidence interval for the rate included the MMC Weighted Average for the specific indicator. When noted, the MCO comparative differences represent statistically significant differences from the MMC weighted average.


The vertical comparison represents the MCO’s performance for each measure in relation to its prior year’s rates for the same measure. The MCO’s rate can trend up (↑), have no change, or trend down (↓). For these year-to-year comparisons, the significance of the difference between two independent proportions was determined by calculating the z-ratio. A z-ratio is a statistical measure that quantifies the difference between two percentages when they come from two separate study populations.


The matrix is color-coded to indicate when a MCO’s performance rates for these P4P measures are notable or whether there is cause for action:

 The green box (A) indicates that performance is notable. The MCO’s 2019 rate is statistically significantly above/better than the 2019 MMC weighted average and above/better than the MCO’s 2018 rate.

 The light green boxes (B) indicate either that the MCO’s 2019 rate does not differ from the 2019 MMC weighted average and is above/better than 2018 or that the MCO’s 2019 rate is statistically significantly above/better than the 2019 MMC weighted average but there is no change from the MCO’s 2018 rate.

 The yellow boxes (C) indicate that the MCO’s 2019 rate is statistically significantly below/worse than the 2019 MMC weighted average and is above/better than the 2018 rate, or the MCO’s 2019 rate does not differ from the 2019 MMC weighted average and there is no change from 2018, or the MCO’s 2019 rate is statistically significantly above/better than the 2019 MMC weighted average but is lower/worse than the MCO’s 2018 rate. No action is required although MCOs should identify continued opportunities for improvement.

 The orange boxes (D) indicate either that the MCO’s 2019 rate is statistically significantly lower/worse than the 2019 MMC weighted average and there is no change from 2018, or that the MCO’s 2019 rate is not different than the 2019 MMC weighted average and is lower/worse than the MCO’s 2018 rate. **A root cause analysis and plan of action is therefore required.**

 The red box (F) indicates that the MCO’s 2019 rate is statistically significantly below/worse than the 2019 MMC weighted average and is below/worse than the MCO’s 2018 rate. **A root cause analysis and plan of action is therefore required.**



## ABH Key Points

### ■ A Performance is notable. No action required. MCOs may have internal goals to improve

- No P4P measures fell into this comparison category.

### ■ B - No action required. MCOs may identify continued opportunities for improvement

- No P4P measures fell into this comparison category.

### ■ C - No action required although MCOs should identify continued opportunities for improvement

Measures that in 2019 did not statistically significantly change from 2018, and are not statistically significantly different from the 2019 MMC weighted average are:

- Comprehensive Diabetes Care: HbA1c Poor Control<sup>1</sup>
- Controlling High Blood Pressure
- Well-Child Visits in the First 15 Months of Life, 6 or more
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

Measures that in 2019 are statistically significantly above/better than 2018, and are statistically significantly below/worse than the 2019 MMC weighted average are:

- Annual Dental Visit (Ages 2 – 20 years)
- Medication Management for People With Asthma: 75% Total

### ■ D - Root cause analysis and plan of action required

Measures that in 2019 did not statistically significantly change from 2018, but are statistically significantly lower/worse than the 2019 MMC weighted average are:

- Adolescent Well-Care Visits
- Frequency of Ongoing Prenatal Care:  $\geq 81\%$  of Expected Prenatal Care Visits
- Prenatal Care in the First Trimester
- Postpartum Care

Measures that in 2019 are statistically significantly below/worse than 2018, but are not statistically significantly different from the 2019 MMC weighted average are:

- Reducing Potentially Preventable Readmissions<sup>2</sup>

### ■ F Root cause analysis and plan of action required

- No P4P measures fell into this comparison category.

<sup>1</sup> Lower rates for Comprehensive Diabetes Care: HbA1c Poor Control indicate better performance

<sup>2</sup> Lower rates for Reducing Potentially Preventable Readmissions indicate better performance

Figure 5.1: P4P Measure Matrix

		Medicaid Managed Care Weighted Average Statistical Significance Comparison		
Trend		Below/Worse than Average	Average	Above/Better than Average
Year to Year Statistical Significance Comparison	↑	<b>C</b> Annual Dental Visit (Ages 2 – 20 years)  Medication Management for People With Asthma: 75% Total	<b>B</b>	<b>A</b>
	No Change	<b>D</b> Adolescent Well-Care Visits  Frequency of Ongoing Prenatal Care: ≥ 81% of Expected Prenatal Care Visits  Prenatal Care in the First Trimester  Postpartum Care	<b>C</b> Comprehensive Diabetes Care: HbA1c Poor Control <sup>3</sup>  Controlling High Blood Pressure  Well-Child Visits in the First 15 Months of Life, 6 or more  Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	<b>B</b>
	↓	<b>F</b>	<b>D</b> Reducing Potentially Preventable Readmissions <sup>4</sup>	<b>C</b>

<sup>3</sup> Lower rates for Comprehensive Diabetes Care: HbA1c Poor Control indicate better performance

<sup>4</sup> Lower rates for Reducing Potentially Preventable Readmissions indicate better performance



P4P performance measure rates for 2016, 2017, 2018, and 2019 as applicable are displayed in Figure 5.2. Whether or not a statistically significant difference was indicated between reporting years is shown using the following symbols:

- ▲ Statistically significantly higher than the prior year,
- ▼ Statistically significantly lower than the prior year or
- = No change from the prior year.

Table 5.1: P4P Measure Rates

Quality Performance Measure – HEDIS®	HEDIS® 2016 Rate	HEDIS® 2017 Rate	HEDIS® 2018 Rate	HEDIS® 2019 Rate	HEDIS® 2019 MMC WA
Adolescent Well Care Visits (Age 12-21 Years)	50.7% =	49.3% =	47.9% =	54.3% =	62.4%
Comprehensive Diabetes Care: HbA1c Poor Control <sup>5</sup>	39.9% =	41.3% =	38.9% =	35.3% =	34.7%
Controlling High Blood Pressure	60.6% =	66.1% =	60.8% =	61.8% =	66.4%
Prenatal Care in the First Trimester	81.1% =	84.9% =	82.0% =	79.8% =	87.0%
Postpartum Care	59.3% NA	62.7% =	58.2% =	60.3% =	67.7%
Annual Dental Visits (Ages 2-20 years)	57.9% ▲	56.3% ▼	57.9% ▲	59.3% ▲	64.0%
Well Child Visits in the First 15 Months of Life, 6 or more	64.6% NA	66.0% =	65.7% =	67.4% =	71.6%
Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	69.4% NA	72.2% =	73.0% =	74.7% =	77.7%
Medication Management for People with Asthma: 75% Total	40.5% NA	33.8%* =	36.2% =	40.6% ▲	44.3%
Quality Performance Measure – PA	2016 Rate	2017 Rate	2018 Rate	2019 Rate	2019 MMC WA
Frequency of Ongoing Prenatal Care: ≥ 81% of Expected Prenatal Care Visits Received	61.9% =	71.5% ▲	68.2% =	62.8% =	73.4%
Reducing Potentially Preventable Readmissions <sup>6</sup>	7.9% ▼	11.4% ▲	11.4% =	12.4% ▲	11.9%

\*In 2018, ABH identified errors with their HEDIS 2017 pharmacy data. The rate reported here is a corrected HEDIS 2017 rate.

<sup>5</sup> Lower rates for Comprehensive Diabetes Care: HbA1c Poor Control indicate better performance

<sup>6</sup> Lower rates for Reducing Potentially Preventable Readmissions indicate better performance

## **VI: Summary of Activities**

### **Structure and Operations Standards**

- ABH was found to be fully compliant on Subparts C, D, and F. Compliance review findings for ABH from RY 2018, RY 2017, and RY 2016 were used to make the determinations.

### **Performance Improvement Projects**

- As previously noted, ABH's Dental and Readmission PIP Final Project submissions were validated. The MCO received feedback and subsequent information related to these activities from IPRO.

### **Performance Measures**

- ABH reported all HEDIS, PA-Specific, and CAHPS Survey performance measures in 2019 for which the MCO had a sufficient denominator.

### **2018 Opportunities for Improvement MCO Response**

- ABH provided a response to the opportunities for improvement issued in the 2018 annual technical report and a root cause analysis and action plan for those measures on the HEDIS 2018 P4P Measure Matrix receiving either "D" or "F" ratings.

### **2019 Strengths and Opportunities for Improvement**

- Both strengths and opportunities for improvement have been noted for ABH in 2019. A response will be required by the MCO for the noted opportunities for improvement in 2020.