



**Commonwealth Pennsylvania  
Department of Human Services  
Children’s Health Insurance Program**

**2019 External Quality Review Report  
Highmark PPO**

Final Report  
August 2020



Better healthcare,  
realized.

Corporate Headquarters  
1979 Marcus Avenue  
Lake Success, NY 11042-1072  
(516) 326-7767  
ipro.org

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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 CHIP 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 CHIP 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
- validation of MCO performance measures.

The Pennsylvania (PA) Department of Human Services (DHS) Children's Health Insurance Program (CHIP) provides free or low-cost health insurance to uninsured children and teens that are not eligible for or enrolled in Medical Assistance (MA). PA CHIP has contracted with Island Peer Review Organization (IPRO) as its EQRO to conduct the 2019 EQRs for the CHIP MCOs and to prepare the technical reports. This is the second year of separate PA CHIP technical reports. The 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 CHIP MCOs, the information for the compliance with Structure and Operations Standards section of the report is derived from the results of on site reviews conducted by PA CHIP staff, with findings entered into the department's on site monitoring tool, and follow up materials provided as needed or requested. Standards presented in the on site tool are those currently reviewed and utilized by PA CHIP staff to conduct reviews; these standards may be applicable to other subparts, and will be crosswalked to reflect regulations as applicable.

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 I of this report is derived from IPRO's validation of each CHIP 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<sup>®1</sup>) measures for each CHIP MCO. Within Section II, 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. This section will highlight performance measures across HEDIS<sup>®</sup> and Pennsylvania-specific performance measures where the MCO has performed highest and lowest. Section V provides a summary of EQR activities for the CHIP MCO for this review period.

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<sup>1</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance.

## I: Structure and Operations Standards

This section of the EQR report presents a review of the CHIP MCOs compliance with structure and operations standards. The review is based on information derived from the most recent reviews of the MCO. On site reviews are conducted by CHIP annually.

The format for this section of the report was developed to be consistent with the subparts prescribed by the 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 are the individual regulatory categories appropriate to those headings. IPRO's findings are presented in a manner consistent with the three BBA regulations subparts as explained in the Protocol, i.e., Subpart C: Enrollee Rights and Protections; Subpart D: Quality Assessment And Performance Improvement (including access, structure and operation and measurement and improvement standards); and Subpart H: Certifications and Program Integrity. As PA CHIP continues to move forward with alignment of the EQR provisions to the CHIP population, re-assessment of the review items and crosswalks may be warranted.

### Methodology and Format

Prior to the audit which is performed on-site at the MCO, documents are provided to CHIP by the MCO, which address various areas of compliance. This includes training materials, provider manuals, MCO organization charts, policies and procedures manuals, and geo access maps. These documents are reviewed prior to the onsite audit and are used to address areas of compliance which include Quality of Care, Medical Services, Provider Adequacy, Applications and Eligibility, Customer Service, Marketing Outreach, Audits, and IT Reports. These items are used to assess the MCOs overall operational, fiscal, and programmatic activities to ensure compliance with contractual obligations. Federal and state law require that CHIP conduct monitoring and oversight of its MCOs.

Throughout the audit, these areas of compliance are discussed with the MCO and clarifying information is provided, where possible. Discussions that occur are compiled along with the reviewed documentation to provide a final determination of compliance, partial compliance, or non-compliance for each section. Table 1.1 showcases each of the items and subcategories.

IPRO reviewed the most recent elements in the areas that CHIP audits and created a crosswalk to pertinent BBA regulations. A total of 31 unique items were identified that were relevant to evaluation of CHIP-MCO compliance with the BBA regulations. These Items vary in review periodicity from annually, semi-annually, quarterly, monthly and as needed. The items from Review Year (RY) 2019 provide the information necessary for this assessment. For RY 2019, Pennsylvania is designated a Cycle 1 state for CMS Payment Error Rate Measurement (PERM). The Cycle 1 review had not been completed at the time of the onsite review. PERM results and any Corrective Action Plan will be presented to CHIP MCOs in the future.

**Table 1.1: Compliance Items and Subcategories**

Subpart C: Enrollee Rights and Protections
Medical Services
PH-95
Bright Futures
Case Management
Utilization Management
Quality Improvement Plans
Quality of Care
Provider Network and Adequacy
Provider Credentialing
Appointment Standards
Communication to Providers and Members
Provider Enrollment

Application and Eligibility
Application Timeliness and Renewal Rates
UFI Random Sample
Transfers In/ Out of Enrollment
<b>Subpart D: Quality Assessment and Performance Improvement Regulations</b>
Customer Service
CHIP Dedicated Customer Service Staff
CHIP Information
Application Input
General Website and Online Manuals
Blue and Green Sheets
Marketing and Outreach
Community Outreach
Programmatic Change Requests
<b>Subpart H: Certifications and Program Integrity</b>
Audits and Reports
ERP Logs and Resolution
Fraud and Abuse
Precluded Provider Report
HIPAA Breaches
PPS Reporting
A-133
Information Technology Files and Reports
Ad Hoc
TMSIS/Encounter Data
Provider Files
Testing

## Determination of Compliance

Information necessary for the review is provided through an on-site review that is conducted by DHS CHIP. Throughout the duration of this on-site, each area highlighted above is reviewed and a rating scale is utilized to determine compliance. The MCO can be rated either “non-compliant”, “partially compliant”, or “compliant” in each area based on the findings of the audit. Following each rating scale, a comprehensive description of identified strengths and weaknesses are provided to the MCO. 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.

Subsections under parts C, D and H are based on the items that were reviewed during the most recent review year. This focuses the current year’s technical reports on results that were found during the current year for compliance review. As items are required to be reviewed during a three year time period, it is possible that an MCO has been evaluated for an item but was not reviewed this year. In these instances, an N/A is notated for the MCO in the report. There is no corresponding non-compliance penalty for an MCO in this case.

## Subpart C: Enrollee Rights and Protections

31 items were evaluated for the MCO in Review Year (RY) 2019.

The general purpose of the Subpart C regulations is to ensure that each MCO has written policies regarding enrollee rights and complies with applicable Federal and State laws that pertain to enrollee rights and that the MCO ensures that the MCO’s 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: MCO Compliance with Subpart C: Enrollee Rights and Protections Regulations**

Subpart C: Categories	Compliance	Comments
PH-95	Compliant	Highmark has policy/procedures in place to assure that PH-95 referrals are conducted appropriately. Referrals come in based on the application data, enrollment/billing, clinical team referrals and claims data.
Bright Futures	Compliant	
Case Management	Compliant	
Utilization Management	Compliant	
Quality Improvement Plans	Compliant	
Provider Network and Adequacy	Compliant	While compliant, Highmark uses their commercial network for CHIP rather than having a stand-alone CHIP network. It was noted that when a provider joins the Highmark network, they must participate with all Highmark products.
Provider Credentialing	Compliant	
Appointment Standards	Compliant	
Communication to Providers and Members	Compliant	
Provider Enrollment	Compliant	
Application Timeliness and Renewal Rates	Compliant	While compliant in this area, Highmark had a low application processing rate for January 2019. During the on-site review, Highmark requested a list of UFIs (Unique Family Identifier) for applications processed during January 2019 to help determine the reason applications were being processed at such a low rate.
UFI Random Sample	Compliant	
Transfers In/ Out of Enrollment	N/A	

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

The general purpose of the regulations included under this heading is to ensure that all services covered under the DHS’s CHIP program are available and accessible to CHIP enrollees. [42 C.F.R. § 438.206 (a)]

**Table 1.3: MCO Compliance with Subpart D: Quality Assessment and Performance Improvement Regulations**

<b>Subpart D: Categories</b>	<b>Compliance</b>	<b>Comments</b>
CHIP Dedicated Customer Service Staff	Compliant	
CHIP Information	N/A	
Application Input	N/A	
General Website and Online Manuals	Compliant	
Blue and Green Sheets	Compliant	
Community Outreach	N/A	
Programmatic Change Requests	Compliant	

### **Subpart H: Certifications and Program Integrity**

The general purpose of the Subpart H regulations is to ensure the promotion of program integrity through programs which prevent fraud and abuse through means of misspent program funds and to promote quality health care services for CHIP enrollees. These safeguards require that the CHIP MCO make a commitment to a formal and effective fraud and abuse program. [42 C.F.R. § 438.600 (a)]

**Table 1.4: MCO Compliance with Subpart H: Certifications and Program Integrity**

<b>Subpart H: Categories</b>	<b>Compliance</b>	<b>Comments</b>
ERP Logs and Resolution	Compliant	
Fraud and Abuse	Compliant	
Precluded Provider Report	Compliant	
HIPAA Breaches	Compliant	
PPS Reporting	Compliant	
A-133	Compliant	
Ad Hoc	Compliant	



Subpart H: Categories	Compliance	Comments
TMSIS/Encounter Data	Partially Compliant	The plan was partially compliant due to noted claims errors during the review.
Provider Files	Partially Compliant	The plan is responsible for over half of CHIP's Provider Category errors and third highest with number of claims missing NPIs. A significant percentage of provider records have primary specialties and types that do not match the specialties and type. Finally, the plan continues to submit many providers with "placeholder" MPI's (Master Provider Index) and "placeholder" Service Locations (SL's).
Testing	Compliant	

## II. Performance Improvement Projects

In accordance with current BBA regulations, IPRO undertook validation of Performance Improvement Projects (PIPs) for each CHIP MCO. For the purposes of the EQR, CHIP MCOs were required to participate in studies selected by DHS CHIP for validation by IPRO in 2019 for 2018 activities. Under the applicable Agreement with the DHS in effect during this review period, CHIP MCOs are required to conduct focused studies each year. For all CHIP MCOs, two PIPs were implemented as part of this requirement. CHIP 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 for each proposal.

As part of the EQR PIP cycle that was initiated for all CHIP MCOs in 2017, IPRO adopted the LEAN methodology, following the CMS recommendation that Quality Improvement Organizations (QIOs) and other healthcare stakeholders embrace LEAN in order to promote continuous quality improvement in healthcare.

2019 is the eleventh year to include validation of PIPs. For each PIP, all CHIP MCOs share the same baseline period and timeline defined for that PIP. To introduce each PIP cycle, DHS CHIP 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.

In 2018, CHIP MCOs were required to implement two internal PIPs in priority topic areas chosen by DHS. For this PIP cycle, the two topics selected were “Improving Developmental Screening Rate in Children Ages 1, 2, and 3 Years” and “Improving Blood Lead Screening Rate in Children 2 Years of Age”. Interim results included in the following section were provided by plans for both of these PIPs in 2019.

**“Improving Developmental Screening Rate in Children Ages 1, 2, and 3 Years”** was selected after review of the CMS Developmental Screening in the First Three Years Core measure, as well as a number of additional developmental measures. The performance of these measures across Pennsylvania CHIP Contractors has been flat, and in some cases has not improved across years. Available data indicated that fewer than half of Pennsylvania children from birth to age 3 enrolled in CHIP and Medicaid in 2014 were receiving recommended screenings. Taking into account that approximately 1 in 10 Pennsylvania children may experience a delay in one or more aspects of development, this topic was selected with the aim of all children at risk are reached. The Aim Statement for the topic is “By the end of 2020 the MCO aims to increase developmental screening rates for children ages one, two and three years old.” Contractors were asked to create objectives that support this Aim Statement.

For this PIP, DHS CHIP is requiring all CHIP Contractors to submit rates at the baseline, interim, and final measurement years for “Developmental Screening the in First Three Years of Life”. Additionally, Contractors have been encouraged to consider other performance measures such as:

- Proportion of children identified at-risk for developmental, behavioral, and social delays who were referred to early intervention.
- Percentage of children and adolescents with access to primary care practitioners.
- Percentage of children with well-child visits in the first 15 months of life.

**“Improving Blood Lead Screening Rates in Children 2 Years of Age”** was selected as the result of a number of observations. Despite an overall decrease over the last 30 years in children with elevated blood lead levels in the United States, children from low-income families in specific states, including Pennsylvania, have seen decreased rates of screening of blood lead levels. Current CHIP policy requires that all children ages one and two years old and all children ages three through six without a prior lead blood test have blood levels screened consistent with current Department of Health and CDC standards. The average national lead screening rate in 2016 is 66.5%, while the Pennsylvania CHIP average is 53.2%. Despite an overall improvement in lead screening rates for Pennsylvania CHIP Contractors over the past few years, rates by Contractor and weighted average fall below the national average. In addition to the lead screening rate, Contractors have been encouraged to consider these measures as optional initiatives:

- Percentage of home investigations where lead exposure risk hazards/factors are identified,

- Total number of children successfully identified with elevated blood lead levels,
- Percent of the population under the age of five suffering from elevated blood lead levels, or
- Percent of individuals employed in the agriculture, forestry, mining, and construction industries.

The PIPs extend from January 2017 through December 2020; with research beginning in 2017, initial PIP proposals developed and submitted in second quarter 2017, and a final report due in June 2021. The non-intervention baseline period is January 2017 to December 2017. Following the formal PIP proposal, the timeline defined for the PIPs includes required interim reports in 2019 and 2020, as well as a final report in June 2021. In adherence with this timeline, all MCOs submitted their initial round of interim reports in July 2019, with review and findings administered by IPRO in Fall 2019.

All CHIP MCOs are 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 review evaluates each project against seven review elements:

- Element 1. Project Topic/Rationale
- Element 2. Aim
- Element 3. Methodology
- Element 4. Barrier Analysis
- Element 5. Robust Interventions
- Element 6. Results Table
- Element 7. Discussion and Validity of Reported Improvement

The first six 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

This section describes the scoring elements and methodology that will occur during the intervention and sustainability periods. MY 2017 is the baseline year, and during the 2019 review year, due to the several levels of feedback required, elements were reviewed and scored at multiple points during the year once interim reports were submitted in July 2019. Some MCOs received guidance towards improving their submissions in these findings, and MCOs responded accordingly with resubmission to correct specific areas.

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 are 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. The elements are not formally scored beyond the full/partial/non-compliant determination.

**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%

## 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 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. Some elements will be re-reviewed as applicable with each submission. 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%.

## 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 CHIP MCOs, and IPRO continued and progressed throughout the review year.

Subsequent to MCO proposal submissions that were provided in early 2018, several levels of feedback were provided to MCOs. This feedback included:

- MCO-specific review findings for each PIP.
- Conference calls with each MCO as needed to discuss the PIP proposal review findings with key MCO staff assigned to each PIP topic.
- Information to assist MCOs in preparing their next full PIP submission for the Interim Year 1 Update, such as additional instructions regarding collection of the core required measures.

As discussed earlier, interim documents were submitted in July 2019. Review of these submissions began in August 2019 and ran through October 2019. 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 and advised via email of any necessary or optional changes that IPRO determined would improve the quality of their overall projects.

### Improving Developmental Screening Rate in Children Ages 1, 2, and 3 Years

In 2018, Highmark provided a discussion of topic rationale which included the potential for meaningful impact on member health, functional status, and satisfaction. At baseline review, it was noted that the topic selection impacts the maximum proportion of members that is feasible, while still reflecting high-volume and high-risk conditions. The discussion also included support of the topic rationale with MCO-specific data and trends, which were utilized to compare to statewide and nationwide benchmarks in assessing reasonability of the topic of Developmental Screening.

The aim statement developed by the plan at baseline specified a goal which was bold and feasible, and based upon baseline data and strength of interventions. Additionally, it was noted during 2018 review that the aim specifies three performance indicators (one for each product line) to monitor improvement, which correspond to developed goals. Finally, it was also noted that the objectives align the aim and goals with the interventions developed, bringing consistency across the PIP.

Methodologically, Highmark developed performance indicators in 2018 which measure changes in health status, functional status, and processes of care with strong associations with improved outcomes. These indicators focus across

all three of Highmark's product lines to include HMO, PPO, and HMO NEPA products. Each of these lines will be monitoring their progress throughout the PIP cycle. It was noted in 2018 that only one indicator for each line was selected, and that an additional indicator should be included, per direction from CHIP. The study design for the proposal specifies data collections method that are valid and data analysis procedures which are reliable.

In 2018 Highmark performed a barrier analysis which was informed by Lean Six Sigma Cause and Effect Analysis, including fishbone diagrams, and clinical workgroup data and discussions. Barriers were identified at both the member level and provider level. Interventions were developed which were informed by the barrier analysis and include education via telephonic and postcard engagement. It was noted that no barrier analysis and subsequent interventions were developed to address the MCO level, which the MCO addressed and included in their 2019 interim reporting for this project. Rationale for how these indicators will continue to be utilized to track improvement over the course of the PIP was also included.

At baseline review, Highmark was asked to provide updated finalized rates for all performance indicators. Additionally, final goals and target rates were requested to be included in the results section to track progress towards goals over time. These were included in the MCO's 2019 interim report for this project.

Discussion of the success of the PIP to date was included in 2019, with relevant analyses included to note changes in performance indicators, as well as follow up activities that are planned and lessons learned from this stage of the project. Discussion of rationale for additional interventions was included with acknowledgement that the project has not been completed and there may be additional developments as the project continues.

#### **Improving Blood Lead Screening Rate in Children 2 Years of Age**

Highmark provided a discussion of topic rationale in 2018 which included the potential for meaningful impact on member health, functional status, and satisfaction. As noted as baseline review, the topic selection impacts the maximum proportion of members that is feasible, while still reflecting high-volume and high-risk conditions. It was also noted in 2018 that the discussion included support of the topic rationale with MCO-specific data and trends, which were utilized to compare to statewide and nationwide benchmarks in assessing reasonability of the topic of Lead Screening.

The aim statement developed by the plan at baseline specified a goal which was bold and feasible, and based upon baseline data and strength of interventions. Additionally, the aim specified a performance indicator to monitor improvement, which corresponded to developed goals. At baseline review, it was noted that an additional indicator should be developed to track progress, as is the case with the Developmental Screening PIP, and the MCO provided this indicator during 2019 interim reporting. Rationale for how these indicators should be utilized to track improvement over the course of the PIP was also included. The objectives align the aim and goals with the intervention developed, bringing consistency across the PIP.

Highmark developed a performance indicator in 2018 which measures changes in health status, functional status, and processes of care with strong associations with improved outcomes. Procedures were highlighted which indicate the data source, measure type, and reliability. The study design, developed in 2018, specified data collection methodology that is valid and data analysis procedures that are logical.

Barrier analysis was carried out in 2018 utilizing Lean Six Sigma Cause and Effect Analysis, including fishbone diagrams, and clinical workgroup data and discussions. It was noted at baseline review that although all interventions did seem informed by barrier analysis, the MCO should consider expanding the interventions or adding more to address some of the provider level barriers that were outlined in the barrier analysis. In their 2019 interim report, Highmark introduced new interventions that focus on provider, member, and MCO levels.

Additionally, at baseline review, Highmark was asked to provide updated finalized rates for all performance indicators. Final goals and target rates were also requested to be included in the results section to track progress towards goals over time. Both of these outstanding issues were addressed by the plan in their 2019 interim report.

Discussion of the success of the PIP to date was included, with relevant analyses included to note changes in performance indicators, as well as follow up activities that are planned and lessons learned from this stage of the project. Discussion included review of rates, intervention progress, and acknowledgment for potential change as the project continues through the rest of the timeline.

**Table 2.1: Highmark PPO PIP Compliance Assessments – Interim Reports**

Review Element	Improving Developmental Screening Rate in Children Ages 1, 2, and 3 Years	Improving Blood Lead Screening Rate in Children 2 Years of Age
Element 1. Project Topic/Rationale	Met	Met
Element 2. Aim	Met	Met
Element 3. Methodology	Met	Met
Element 4. Barrier Analysis	Met	Met
Element 5. Robust Interventions	Met	Met
Element 6. Results Table	Met	Met
Element 7. Discussion and Validity of Reported Improvement	Met	Met

### III. Performance Measures and CAHPS® Survey

#### Methodology

IPRO validated PA specific performance measures and HEDIS® data for each of the CHIP MCOs.

The MCOs were provided with final specifications for the PA Performance Measures in April 2019. Source code, raw data and rate sheets were submitted by the MCOs to IPRO for review in 2019. 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 resubmission, if necessary. Source 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. Differences were highlighted for rates that were statistically significant and displayed at least a 3-percentage point difference in observed rates.

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)
<b>Well-Care Visits and Immunizations</b>	
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®	Childhood Immunization Status by Age 2 (DtaP)
HEDIS®	Childhood Immunization Status by Age 2 (IPV)
HEDIS®	Childhood Immunization Status by Age 2 (MMR)
HEDIS®	Childhood Immunization Status by Age 2 (HiB)
HEDIS®	Childhood Immunization Status by Age 2 (Hepatitis B)
HEDIS®	Childhood Immunization Status by Age 2 (VZV)
HEDIS®	Childhood Immunization Status by Age 2 (Pneumococcal Conjugate)
HEDIS®	Childhood Immunization Status by Age 2 (Hepatitis A)
HEDIS®	Childhood Immunization Status by Age 2 (Rotavirus)
HEDIS®	Childhood Immunization Status by Age 2 (Influenza)

Source	Measures
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 2)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 3)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 4)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 5)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 6)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 7)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 8)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 9)
HEDIS®	Childhood Immunizations Status by Age 2 (Combination 10)
HEDIS®	Immunizations for Adolescents (Meningococcal)
HEDIS®	Immunizations for Adolescents (Tdap/Td)
HEDIS®	Immunizations for Adolescents (HPV)
HEDIS®	Immunizations for Adolescents (Combination 1)
HEDIS®	Immunizations for Adolescents (Combination 2)
<b>EPSDT: Screenings and Follow-up</b>	
HEDIS®	Lead Screening in Children (Age 2 years)
HEDIS®	Chlamydia Screening in Women (Age 16-19 years)
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	Contraceptive Care for All Women Most/Moderately Effective (Age 15 months – 2 years)
PA EQR	Contraceptive Care for All Women LARC (Age 15 months – 2 years)
PA EQR	Contraceptive Care for Postpartum Women Most/Moderately Effective – 3 days (Age 15 months – 20 years)
PA EQR	Contraceptive Care for Postpartum Women Most/Moderately Effective – 60 days (Age 15 months – 20 years)
PA EQR	Contraceptive Care for Postpartum Women LARC – 3 days (Age 15 months – 20 years)
PA EQR	Contraceptive Care for Postpartum Women LARC – 60 days (Age 15 months – 20 years)
<b>Dental Care for Children</b>	
HEDIS®	Annual Dental Visit (Age 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)
<b>Respiratory Conditions</b>	
HEDIS®	Appropriate Testing for Children with Pharyngitis
HEDIS®	Appropriate Treatment for Children with Upper Respiratory Infection
HEDIS®	Medication Management for People with Asthma - 50% Compliance (Age 5-11 years)
HEDIS®	Medication Management for People with Asthma - 50% Compliance (Age 12-18 years)
HEDIS®	Medication Management for People with Asthma - 50% Compliance (Age 19 years)
HEDIS®	Medication Management for People with Asthma - 50% Compliance (Total)
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)
HEDIS®	Medication Management for People with Asthma - 75% Compliance (Age 19 years)
HEDIS®	Medication Management for People with Asthma - 75% Compliance (Total)
PA EQR	Annual Number of Asthma Patients with One or More Asthma-Related Emergency Room Visits (Age 2 – 19 years)
HEDIS®	Asthma Medication Ratio (Age 5-11 years)
HEDIS®	Asthma Medication Ratio (Age 12-18 years)
HEDIS®	Asthma Medication Ratio (Age 19 years)
HEDIS®	Asthma Medication Ratio (Total)
<b>Behavioral Health</b>	
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
HEDIS®	Follow-Up Care After Hospitalization for Mental Illness (7 Days)
HEDIS®	Follow-Up Care After Hospitalization for Mental Illness (30 Days)



Source	Measures
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)
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 First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Age 1 – 5 years)
HEDIS®	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Age 6 – 11 years)
HEDIS®	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Age 12 – 17 years)
HEDIS®	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total)
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)
<b>Utilization</b>	
HEDIS®	Well-Child Visits in the First 15 Months of Life (0 Visits)
HEDIS®	Well-Child Visits in the First 15 Months of Life (1Visits)
HEDIS®	Well-Child Visits in the First 15 Months of Life (2 Visits)
HEDIS®	Well-Child Visits in the First 15 Months of Life (3 Visits)
HEDIS®	Well-Child Visits in the First 15 Months of Life (4 Visits)
HEDIS®	Well-Child Visits in the First 15 Months of Life (5 Visits)
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 – 6 years)
HEDIS®	Adolescent Well-Care Visits (Age 12 – 19 years)
HEDIS®	Ambulatory Care: Outpatient Visits/1000 Member Months (Ages <1 - 19 years)
HEDIS®	Ambulatory Care: Emergency Department Visits/1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Total Discharges/1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Average Length of Stay/1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Surgery Discharges /1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Surgery Average Length of Stay /1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Medicine Discharges /1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Medicine Average Length of Stay /1000 Member Months (Ages <1 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Maternity /1000 Member Months (Ages 10 - 19 years)
HEDIS®	Inpatient Utilization - General Hospital/Acute Care: Maternity Average Length of Stay /1000 Member Months (Ages 10 - 19 years)
HEDIS®	Mental Health Utilization: Any Services (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Any Services (Ages 13 – 17 years Male and Female)
HEDIS®	Mental Health Utilization: Inpatient (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Inpatient (Ages 13 – 17 years Male and Female)
HEDIS®	Mental Health Utilization: Intensive Outpatient/Partial Hospitalization (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Intensive Outpatient/Partial Hospitalization (Ages 13 – 17 years Male and Female)
HEDIS®	Mental Health Utilization: Outpatient (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Outpatient (Ages 13 – 17 years Male and Female)
HEDIS®	Mental Health Utilization: Emergency Department (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Emergency Department (Ages 13 – 17 years Male and Female)
HEDIS®	Mental Health Utilization: Telehealth (Ages 0 – 12 years Male and Female)
HEDIS®	Mental Health Utilization: Telehealth (Ages 13 – 17 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Any Services (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Any Services (Ages 13 – 17 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Inpatient (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Inpatient (Ages 13 – 17 years Male and Female)

Source	Measures
HEDIS®	Identification of Alcohol and Other Drug Services: Intensive Outpatient/Partial Hospitalization (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Intensive Outpatient/Partial Hospitalization (Ages 13 – 17 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Outpatient (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Outpatient (Ages 13 – 17 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Emergency Department (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Emergency Department (Ages 13 – 17 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Telehealth (Ages 0 – 12 years Male and Female)
HEDIS®	Identification of Alcohol and Other Drug Services: Telehealth (Ages 13 – 17 years Male and Female)

## Pennsylvania (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) were continued as applicable to revised CMS specifications. New measures were developed and added in 2018 as mandated in accordance with the ACA. In 2019, no new measures were added. For each indicator, the criteria that were specified to identify the eligible population were product line, age, enrollment, anchor date, and event/diagnosis. To identify the administrative numerator positives, date of service and diagnosis/procedure code criteria were outlined, as well as other specifications, as needed. Indicator rates were calculated through one of two methods: (1) administrative, which uses only the MCOs 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.

### PA Specific Administrative Measures

#### 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 their first, second, or third birthday. Four rates, one for each group and a combined rate, are to be calculated and reported for each numerator.

#### 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, this measure is enhanced for the state with additional available dental data (Dental-enhanced).

#### Annual Number of Asthma Patients with One or More Asthma-Related Emergency Room Visits

This performance measure assesses the percentage of children and adolescents, two years of age through 19 years of age, with an asthma diagnosis who have ≥1 emergency department (ED) visit during the measurement year.

#### Contraceptive Care for All Women – CHIPRA Core Set

This performance measure assesses the percentage of women ages 15 through 20 at risk of unintended pregnancy and were provided a most effective/moderately effective contraception method or a long-acting reversible method of contraception (LARC). For the CMS Core measures, two rates are reported: one each for (1) the provision of most/moderately effective contraception and for (2) the provision of LARC.

## **Contraceptive Care for Postpartum Women – CHIPRA Core Set**

This performance measure assesses the percentage of women ages 15 through 20 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. For the CMS Core measures, four rates are reported in total (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.

## **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 CHIP 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.

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

This measure assessed the percentage of enrollees 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 enrollees 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**

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 and Tetanus, and 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 – 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**

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. The measure calculates a rate for each vaccine and two combination rates.

- Combination 1: Meningococcal and Tdap
- Combination 2: Meningococcal, Tdap, and HPV

### **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, who 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.

### **Follow Up After Hospitalization for Mental Illness**

The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness diagnoses and who had a follow-up visit with a mental health practitioner. Two rates are reported.

- The percentage of discharges for which the member received follow-up within 30 days after discharge.
- The percentage of discharges for which the member received follow-up within 7 days after discharge.

### **Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics**

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.

### **Annual Dental Visit**

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

### **Chlamydia Screening in Women**

This measure assessed the percentage of women 16–19 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

### **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).

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

This measure assessed the percentage of members 5–19 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.

### **Asthma Medication Ratio – New for 2019**

This measure assessed 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.

### **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.

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.

## **Additional HEDIS® Measures**

Ambulatory Care, Inpatient Utilization, Mental Health Utilization, and Identification of Alcohol and Other Drug Services measures, due to differences in reporting metrics compared to the above measures, are included in Tables A1 through A4 in Appendix A of this report.

## **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.

The Contraceptive Care for All Women and Contraceptive Care for Postpartum Women (CCW; CCP) were new in 2018 for all CHIP MCOs. As in 2018, in 2019 CHIP MCOs saw very small denominators for the Contraceptive Care for Postpartum Women (CCP) measure, and thus rates are not reported for this measure across the plans. In 2019, clarification was added to note that to remain aligned with CMS specifications, the look-back period to search for exclusions is limited to the measurement year.

The Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (SEAL-CH) measure underwent some modifications in 2018. This measure was new in 2016 and several issues were discovered during the 2016 validation process. Feedback received from MCOs regarding the 2016 implementation was highlighted for discussion and led to modifications to the measure specifications for the 2017 validation process. One issue in particular was that many MCOs noted that there were providers other than the ones specified by CMS potentially applying the sealants. Based on the issues, a second numerator was developed in addition to the CMS numerator. Cases included in this numerator are cases that would not have been accepted per the CMS guidance because the provider type could not be crosswalked to an acceptable CMS provider. The second numerator was created to quantify these cases, and to provide additional information for DHS about whether sealants were being applied by providers other than those outlined by CMS, for potential future consideration when discussing the measure. There was a wide range of other providers identified across MCOs for the second numerator. Because the second numerator and the total created by adding both numerators deviate from CMS guidance, they were provided to DHS for informational purposes but are not included for reporting. The SEAL-CH and enhanced SEAL-CH rates reported in this section for are comparable to the 2016 rates and are aligned with the CMS guidance. In 2019, these changes were continued, and applicable CDT codes used for numerator compliance were updated and/or added.

The Developmental Screening in the First Three Years of Life measure was modified in 2018 in order to clarify the age cohorts that are used when reporting for this measure. This clarification noted that children can be screened in the 12 months preceding or on their 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> birthday. Specifically, the member must be screened in the following timeframes in order to be compliant for their age cohort:

- Age Cohort 1: member must be screened anytime between birth to 1<sup>st</sup> birthday
- Age Cohort 2: member must be screened anytime between 1 day after 1<sup>st</sup> birthday to day of 2<sup>nd</sup> birthday
- Age Cohort 3: member must be screened anytime between 1 day after 2<sup>nd</sup> birthday to day of 3<sup>rd</sup> birthday

In 2019, these clarifications were continued forward, and additional clarification was added regarding the time period to be used for each age cohort. Specifically, the member's birthday should fall in one of the following cohorts for each numerator:

- Age Cohort 1: Children who had a claim with a relevant CPT code before or on their first birthday.
- Age Cohort 2: Children who had a claim with a relevant CPT code after their first birthday and before or on their second birthday.
- Age Cohort 3: Children who had a claim with a relevant CPT code after their second birthday and before or on their third birthday

## Findings

MCO results are presented in Tables 3.2 through 3.8. 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 MCOs 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.

Graphical representation of findings is provided for a subset of measures with sufficient data to provide informative illustration to the tables provided below. These can be found in the appendix.

### Access to/Availability of Care

No strengths are identified for 2019 (MY 2018) Access/Availability of Care performance measures.



No opportunities for improvement are identified for 2019 (MY 2018) Access/Availability of Care performance measures.

**Table 3.2: Access to Care**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Children and Adolescents' Access To PCP (12-24 Months)	79	79	100.0%	99.4%	100.0%	100.0%	NA	97.9%	n.s.	>= 90th percentile
HEDIS	Children and Adolescents' Access To PCP (25 Months-6 Yrs)	1,370	1,294	94.5%	93.2%	95.7%	95.2%	n.s.	94.1%	n.s.	>= 90th percentile
HEDIS	Children and Adolescents' Access To PCP (7-11 Yrs)	1,357	1,321	97.3%	96.5%	98.2%	98.4%	n.s.	96.6%	n.s.	>= 90th percentile
HEDIS	Children and Adolescents' Access To PCP (12-19 Yrs)	2,182	2,127	97.5%	96.8%	98.2%	98.3%	n.s.	96.3%	+	>= 90th percentile

### Well-Care Visits and Immunizations

Strengths are identified for the following 2019 (MY 2018) Well-Care Visits and Immunizations performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity (12-17 years)

Opportunities for improvement are identified for the following Well-Care Visits and Immunizations performance measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Immunizations for Adolescents – HPV
  - Immunizations for Adolescents - Combination 2

**Table 3.3: Well-Care Visits and Immunizations**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2018 Rate Compared to 2017	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI percentile (3-11 years)	2,994	165	84.6%	83.3%	85.9%	85.6%	n.s.	84.4%	n.s.	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI percentile (12-17 years)	2,411	138	83.6%	82.1%	85.1%	80.4%	+	82.2%	+	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI percentile (Total)	5,405	303	84.2%	83.2%	85.1%	83.3%	n.s.	83.5%	+	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition (3-11 years)	2,994	153	78.5%	77.0%	80.0%	76.4%	+	78.9%	n.s.	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition (12-17 years)	2,411	123	74.5%	72.8%	76.3%	71.5%	+	75.6%	-	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition (Total)	5,405	276	76.7%	75.5%	77.8%	74.3%	+	77.5%	-	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity (3-11 years)	2,994	142	72.8%	71.2%	74.4%	68.3%	+	73.4%	n.s.	>= 50th and < 75th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity (12-17 years)	2,411	133	80.6%	79.0%	82.2%	69.0%	+	76.4%	+	>= 75th and < 90th percentile
HEDIS	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity (Total)	5,405	275	76.4%	75.2%	77.5%	68.6%	+	74.6%	+	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - DTaP	174	154	88.5%	83.5%	93.5%	89.5%	n.s.	86.7%	n.s.	>= 90th percentile



Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2018 Rate Compared to 2017	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Childhood Immunization Status - IPV	174	160	92.0%	87.6%	96.3%	94.4%	n.s.	92.6%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - MMR	174	159	91.4%	86.9%	95.8%	94.4%	n.s.	91.6%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - HiB	174	161	92.5%	88.3%	96.7%	94.4%	n.s.	92.2%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Hepatitis B	174	155	89.1%	84.2%	94.0%	90.3%	n.s.	91.6%	n.s.	>= 25th and < 50th percentile
HEDIS	Childhood Immunization Status - VZV	174	154	88.5%	83.5%	93.5%	93.5%	n.s.	91.1%	n.s.	>= 25th and < 50th percentile
HEDIS	Childhood Immunization Status - Pneumococcal Conjugate	174	151	86.8%	81.5%	92.1%	90.3%	n.s.	87.2%	n.s.	>= 90th percentile
HEDIS	Childhood Immunization Status - Hepatitis A	174	148	85.1%	79.5%	90.6%	85.5%	n.s.	87.4%	n.s.	>= 50th and < 75th percentile
HEDIS	Childhood Immunization Status - Rotavirus	174	135	77.6%	71.1%	84.1%	79.0%	n.s.	79.1%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Influenza	174	94	54.0%	46.3%	61.7%	58.9%	n.s.	58.9%	n.s.	>= 50th and < 75th percentile
HEDIS	Childhood Immunization Status - Combo 2	174	143	82.2%	76.2%	88.2%	85.5%	n.s.	82.2%	n.s.	>= 90th percentile
HEDIS	Childhood Immunization Status - Combo 3	174	139	79.9%	73.6%	86.1%	82.3%	n.s.	80.1%	n.s.	>= 90th percentile
HEDIS	Childhood Immunization Status - Combo 4	174	134	77.0%	70.5%	83.6%	78.2%	n.s.	77.1%	n.s.	>= 90th percentile
HEDIS	Childhood Immunization Status - Combo 5	174	121	69.5%	62.4%	76.7%	70.2%	n.s.	70.5%	n.s.	>= 90th percentile
HEDIS	Childhood Immunization Status - Combo 6	174	83	47.7%	40.0%	55.4%	56.5%	n.s.	53.5%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Combo 7	174	116	66.7%	59.4%	74.0%	68.5%	n.s.	68.6%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Combo 8	174	82	47.1%	39.4%	54.8%	54.8%	n.s.	52.7%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Combo 9	174	75	43.1%	35.5%	50.7%	47.6%	n.s.	49.0%	n.s.	>= 75th and < 90th percentile
HEDIS	Childhood Immunization Status - Combo 10	174	74	42.5%	34.9%	50.2%	46.0%	n.s.	48.2%	n.s.	>= 75th and < 90th percentile
HEDIS	Immunizations for Adolescents - Meningococcal	501	369	89.8%	87.0%	92.5%	92.2%	n.s.	92.7%	n.s.	>= 75th and < 90th percentile
HEDIS	Immunizations for Adolescents - Tdap	501	379	92.2%	89.8%	94.7%	94.0%	n.s.	93.8%	n.s.	>= 75th and < 90th percentile
HEDIS	Immunizations for Adolescents - HPV	501	125	30.4%	26.3%	34.5%	28.6%	n.s.	35.6%	-	>= 10th and < 25th percentile
HEDIS	Immunizations for Adolescents - Combination 1	501	362	88.1%	85.1%	91.0%	91.5%	n.s.	91.4%	n.s.	>= 75th and < 90th percentile
HEDIS	Immunizations for Adolescents - Combination 2	501	119	29.0%	24.9%	33.0%	27.6%	n.s.	34.2%	-	>= 25th and < 50th percentile

### EPSDT/Bright Futures: Screenings and Follow-up

No strengths are identified for the 2019 (MY 2018) EPSDT: Screenings and Follow-up performance measures.

Opportunities for improvement are identified for the following EPSDT: Screenings and Follow-up performance measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Lead Screening in Children (Age 2 years)
  - Developmental Screening in the First Three Years of Life – Total
  - Developmental Screening in the First Three Years of Life - 2 years
  - Developmental Screening in the First Three Years of Life - 3 years

**Table 3.4: EPSDT/Bright Futures: Screenings and Follow-up**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Lead Screening in Children	174	92	52.9%	45.2%	60.6%	37.9%	+	66.1%	-	>= 10th and < 25th percentile
HEDIS	Chlamydia Screening in Women (16-20)	292	114	39.0%	33.3%	44.8%	31.2%	n.s.	42.6%	n.s.	< 10th percentile
HEDIS	Chlamydia Screening in Women - Total	292	114	39.0%	33.3%	44.8%	31.2%	n.s.	42.6%	n.s.	< 10th percentile
PA EQR	Developmental Screening in the First Three Years of Life – 1 year	444	194	43.7%	39.0%	48.4%	38.6%	n.s.	56.0%	-	NA
PA EQR	Developmental Screening in the First Three Years of Life – 2 years	30	14	46.7%	27.2%	66.2%	NA	NA	50.3%	n.s.	NA
PA EQR	Developmental Screening in the First Three Years of Life – 3 years	174	78	44.8%	37.2%	52.5%	49.6%	n.s.	58.3%	-	NA
PA EQR	Developmental Screening in the First Three Years of Life – Total	240	102	42.5%	36.0%	49.0%	34.0%	n.s.	55.1%	-	NA
PA EQR	Contraceptive Care for All Women (Age 15 – 20 years): Most or Moderately Effective	839	257	30.6%	27.5%	33.8%	27.9%	n.s.	28.2%	n.s.	NA
PA EQR	Contraceptive Care for All Women (Age 15 – 20 years): LARC	839	18	2.2%	1.1%	3.2%	2.1%	n.s.	1.9%	n.s.	NA
PA EQR	Contraceptive Care for Postpartum Women (Age 15 – 20 years): Most or moderately effective contraception – 3 days	3	1	NA	NA	NA	NA	NA	5.9%	NA	NA
PA EQR	Contraceptive Care for Postpartum Women (Age 15 – 20 years): Most or moderately effective contraception – 60 days	3	3	NA	NA	NA	NA	NA	43.1%	NA	NA
PA EQR	Contraceptive Care for Postpartum Women (Age 15 – 20 years): LARC – 3 days	3	1	NA	NA	NA	NA	NA	3.9%	NA	NA
PA EQR	Contraceptive Care for Postpartum Women (Age 15 – 20 years): LARC – 60 days	3	2	NA	NA	NA	NA	NA	19.6%	NA	NA

**Dental Care for Children**

Strengths are identified for the following 2019 (MY 2018) Dental Care for Children performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Annual Dental Visit (7-10 Years)
  - Annual Dental Visit (11-14 Years)
  - Annual Dental Visit (15-18 Years)

Opportunities for improvement are identified for the following Dental Care for Children performance measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Annual Dental Visit (2-3 Years)

**Table 3.5: Dental Care for Children**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Annual Dental Visit (2-3 Yrs)	497	204	41.0%	36.6%	45.5%	40.2%	n.s.	48.0%	-	>= 50th and < 75th percentile
HEDIS	Annual Dental Visit (4-6 Yrs)	879	666	75.8%	72.9%	78.7%	79.2%	n.s.	75.9%	n.s.	>= 75th and < 90th percentile
HEDIS	Annual Dental Visit (7-10 Yrs)	1,711	1,409	82.3%	80.5%	84.2%	85.2%	-	78.7%	+	>= 90th percentile
HEDIS	Annual Dental Visit (11-14 Yrs)	1,893	1,494	78.9%	77.1%	80.8%	82.8%	-	75.2%	+	>= 90th percentile
HEDIS	Annual Dental Visit (15-18 Yrs)	1,708	1,200	70.3%	68.1%	72.5%	75.7%	-	66.0%	+	>= 90th percentile
HEDIS	Annual Dental Visit (19-20 Yrs)	32	21	65.6%	47.6%	83.6%	57.1%	n.s.	54.3%	n.s.	>= 90th percentile
HEDIS	Annual Dental Visit (Total)	6,720	4,994	74.3%	73.3%	75.4%	78.0%	-	71.8%	+	>= 90th percentile

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
PA EQR	Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA)	952	170	17.9%	15.4%	20.3%	16.6%	n.s.	18.9%	n.s.	NA
PA EQR	Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA: Dental-Enhanced)	971	173	17.8%	15.4%	20.3%	16.6%	n.s.	19.2%	n.s.	NA

Note: The ADV 19-20 year old age cohort is reported here as only 19 year olds, in order to include only members that are CHIP eligible.

## Respiratory Conditions

Strengths are identified for the following 2019 (MY 2018) Respiratory performance measures.

- The following rates are statistically significantly above/better than the 2019 MMC weighted average:
  - Annual Number of Asthma Patients with One or More Asthma-Related Emergency Room Visits (Age 2 – 19 years)

No opportunities for improvement are identified for 2019 (MY 2018) Respiratory performance measures.

**Table 3.6: Respiratory Conditions**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Appropriate Testing for Children With Pharyngitis	562	502	89.3%	86.7%	92.0%	87.3%	n.s.	87.3%	n.s.	>= 75th and < 90th percentile
HEDIS	Appropriate Treatment for Children With Upper Respiratory Infection <sup>1</sup>	579	53	90.8%	88.4%	93.3%	88.9%	n.s.	90.4%	n.s.	>= 25th and < 50th percentile
HEDIS	Medication Management for People with Asthma - 50% Compliance (Age 5-11 years)	59	36	61.0%	47.7%	74.3%	57.7%	n.s.	61.9%	n.s.	NA
HEDIS	Medication Management for People with Asthma - 50% Compliance (Age 12-18 years)	72	45	62.5%	50.6%	74.4%	67.7%	n.s.	58.8%	n.s.	NA
HEDIS	Medication Management for People with Asthma - 50% Compliance (Total)	131	81	61.8%	53.1%	70.5%	62.8%	n.s.	60.4%	n.s.	NA
HEDIS	Medication Management for People With Asthma - Medication Compliance 75% (5-11)	59	28	47.5%	33.9%	61.0%	39.4%	n.s.	37.6%	n.s.	>= 90th percentile
HEDIS	Medication Management for People With Asthma - Medication Compliance 75% (12-18)	72	29	40.3%	28.3%	52.3%	41.5%	n.s.	35.3%	n.s.	>= 75th and < 90th percentile
HEDIS	Medication Management for People With Asthma - Medication Compliance 75% (Total)	131	57	43.5%	34.6%	52.4%	40.9%	n.s.	36.4%	n.s.	>= 75th and < 90th percentile
PA EQR	Annual Number of Asthma Patients with One or More Asthma-Related Emergency Room Visits (Age 2 – 19 years)	862	38	4.4%	3.0%	5.8%	3.6%	n.s.	10.0%	-	NA
HEDIS	Asthma Medication Ratio - 5 - 11 years	62	52	83.9%	73.9%	93.8%	NA	NA	77.2%	n.s.	>= 90th percentile
HEDIS	Asthma Medication Ratio - 12 - 18 years	78	61	78.2%	68.4%	88.0%	NA	NA	70.2%	n.s.	>= 90th percentile
HEDIS	Asthma Medication Ratio - 19 years	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Asthma Medication Ratio - Total	140	113	80.7%	73.8%	87.6%	NA	NA	73.9%	n.s.	>= 90th percentile

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

Note: Although reporting for age cohort 19 - 50 year olds for the MMA measure, it is not included in CHIP reporting as most members in this cohort are not eligible for CHIP based on age.

## Behavioral Health

No strengths are identified for 2019 (MY 2018) Behavioral Health performance measures.

No opportunities for improvement are identified for 2019 (MY 2018) Behavioral Health performance measures.

**Table 3.7: Behavioral Health**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Follow Up Care for Children Prescribed ADHD Medication - Initiation Phase	75	37	49.3%	37.4%	61.3%	46.3%	n.s.	49.0%	n.s.	>= 50th and < 75th percentile
HEDIS	Follow Up Care for Children Prescribed ADHD Medication - Continuation & Maintenance Phase	22	13	NA	NA	NA	33.3%	NA	63.7%	NA	>= 50th and < 75th percentile
HEDIS	Follow Up After Hospitalization For Mental Illness - 7 days	33	20	60.6%	42.4%	78.8%	54.3%	n.s.	46.9%	n.s.	>= 75th and < 90th percentile
HEDIS	Follow Up After Hospitalization For Mental Illness - 30 days	33	28	84.8%	71.1%	98.6%	91.4%	n.s.	69.9%	n.s.	>= 90th percentile
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (6-11 years)	0	0	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (1-5 Years)	3	2	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (12-17 years)	9	5	NA	NA	NA	NA	NA	37.0%	NA	NA
HEDIS	Metabolic Monitoring for Children and Adolescents on Antipsychotics (Total)	12	7	NA	NA	NA	NA	NA	42.9%	NA	NA
HEDIS	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (1-5 Years)	0	-	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (6-11 years)	4	1	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (12-17 years)	9	1	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (Total)	13	1	NA	NA	NA	NA	NA	68.6%	NA	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (1-5 Years)	0	-	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (6-11 years)	3	0	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (12-17 years)	7	0	NA	NA	NA	NA	NA	NA	NA	NA
HEDIS	Use of Multiple Concurrent Antipsychotics in Children and Adolescents (Total)	10	0	NA	NA	NA	NA	NA	NA	NA	NA

**Utilization**

No strengths are identified for the 2019 (MY 2018) Utilization performance measures.

Opportunities for improvement are identified for the following Utilization measures:

- The following rates are statistically significantly below/worse than the 2019 MMC weighted average:
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages 1 - 9 years
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages 10 - 19 years
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages <1 - 19 years Total Rate

**Table 3.8: Utilization**

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	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 (0 visits)	44	0	0.0%	0.0%	1.1%	0.0%	NA	0.2%	n.s.	NA
HEDIS	Well-Child Visits in the first 15 Months of Life (1 visit)	44	0	0.0%	0.0%	1.1%	0.0%	NA	0.0%	NA	NA
HEDIS	Well-Child Visits in the first 15 Months of Life (2 visits)	44	0	0.0%	0.0%	1.1%	0.0%	NA	0.4%	n.s.	NA
HEDIS	Well-Child Visits in the first 15 Months of Life (3 visits)	44	0	0.0%	0.0%	1.1%	0.0%	NA	1.1%	n.s.	NA
HEDIS	Well-Child Visits in the first 15 Months of Life (4 visits)	44	2	4.5%	0.0%	11.8%	6.1%	n.s.	2.9%	n.s.	< 10th percentile
HEDIS	Well-Child Visits in the first 15 Months of Life (5 visits)	44	9	20.5%	7.4%	33.5%	6.1%	n.s.	13.7%	n.s.	>= 75th and < 90th percentile
HEDIS	Well-Child Visits in the first 15 Months of Life (6 or more visits)	44	33	75.0%	61.1%	88.9%	87.9%	n.s.	81.7%	n.s.	>= 90th percentile

Source	Indicator Name	2019 (MY 2018)					Rate Comparison				
		Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life	1,141	927	81.2%	78.9%	83.6%	84.0%	n.s.	84.0%	NA	>= 75th and < 90th percentile
HEDIS	Adolescent Well-Care Visits	3,180	2,122	66.7%	65.1%	68.4%	67.1%	NA	70.2%	NA	>= 75th and < 90th percentile
HEDIS	AMBA: Outpatient Visits/1000 MM Ages <1 year	806	621	770.47	NA	NA	718.41	-	727.44	-	>= 90th percentile
HEDIS	AMBA: Outpatient Visits/1000 MM Ages 1 - 9 years	58,549	17,470	298.38	NA	NA	300.35	-	273.40	-	>= 90th percentile
HEDIS	AMBA: Outpatient Visits/1000 MM Ages 10 - 19 years	72,420	19,479	268.97	NA	NA	275.31	-	237.76	-	>= 90th percentile
HEDIS	AMBA: Outpatient Visits/1000 MM Ages <1 - 19 years Total Rate	131,788	37,570	285.09	NA	NA	289.51	-	257.32	-	>= 90th percentile
HEDIS	AMBA: Emergency Department Visits/1000 MM Ages <1 year	806	35	43.42	NA	NA	22.86	-	40.21	-	>= 90th percentile
HEDIS	AMBA: Emergency Department Visits/1000 MM Ages 1 - 9 years	58,549	1,424	24.32	NA	NA	23.34	-	30.21	-	>= 90th percentile
HEDIS	AMBA: Emergency Department Visits/1000 MM Ages 10 - 19 years	72,420	1,441	19.90	NA	NA	18.90	-	25.12	-	>= 90th percentile
HEDIS	AMBA: Emergency Department Visits/1000 MM Ages <1 - 19 years Total Rate	131,788	2,900	22.01	NA	NA	20.92	-	27.52	-	>= 90th percentile
HEDIS	IPIUA: Total Discharges/1000 MM Ages <1 year	806	1	1.24	NA	NA	1.20	-		NA	NA
HEDIS	IPIUA: Total Discharges/1000 MM Ages 1 - 9 years	58,549	33	0.56	56.0%	56.8%	0.86	-		NA	NA
HEDIS	IPIUA: Total Discharges/1000 MM Ages 10 - 19 years	72,420	41	0.57	56.3%	57.0%	0.74	-		NA	NA
HEDIS	IPIUA: Total Discharges/1000 MM Ages <1 - 19 years Total Rate	131,775	75	0.57	56.6%	57.2%	0.80	-		NA	NA
HEDIS	IPIUA: Total Inpatient ALOS Ages <1 year	1	3	3.00	NA	NA	1.00	NA		NA	NA
HEDIS	IPIUA: Total Inpatient ALOS Ages 1 - 9 Years	33	64	1.94	NA	NA	2.58	NA		NA	NA
HEDIS	IPIUA: Total Inpatient ALOS Ages 10 - 19 years	41	115	2.80	NA	NA	2.54	NA		NA	NA
HEDIS	IPIUA: Total Inpatient ALOS Ages <1 - 19 years Total Rate	75	182	2.43	NA	NA	2.55	NA		NA	NA
HEDIS	IPIUA: Surgery Discharges/1000 MM Ages <1 year	806	0	0.00	0.0%	0.1%	0.00	NA		NA	NA
HEDIS	IPIUA: Surgery Discharges/1000 MM Ages 1 - 9 years	58,549	8	0.14	13.4%	13.9%	0.20	-		NA	NA
HEDIS	IPIUA: Surgery Discharges/1000 MM Ages 10 - 19 years	72,420	11	0.15	14.9%	15.5%	0.21	-		NA	NA
HEDIS	IPIUA: Surgery Discharges/1000 MM Ages <1 - 19 years Total Rate	131,775	19	0.14	14.2%	14.6%	0.20	-		NA	NA
HEDIS	IPIUA: Surgery ALOS Ages <1 year	0	0	NA	NA	NA	-	NA		NA	NA
HEDIS	IPIUA: Surgery ALOS Ages 1 - 9 years	8	14	1.75	NA	NA	4.45	NA		NA	NA
HEDIS	IPIUA: Surgery ALOS Ages 10 - 19 years	11	34	3.09	NA	NA	2.86	NA		NA	NA
HEDIS	IPIUA: Surgery ALOS Ages <1 - 19 years Total Rate	19	48	2.53	NA	NA	3.56	NA		NA	NA
HEDIS	IPIUA: Medicine Discharges/1000 MM Ages <1 year	806	1	1.24	NA	NA	1.20	-		NA	NA
HEDIS	IPIUA: Medicine Discharges/1000 MM Ages 1 - 9 years	58,549	25	0.43	42.3%	43.1%	0.66	-		NA	NA
HEDIS	IPIUA: Medicine Discharges/1000 MM Ages 10 - 19 years	72,420	22	0.30	30.0%	30.7%	0.49	-		NA	NA
HEDIS	IPIUA: Medicine Discharges/1000 MM Ages <1 - 19 years Total Rate	131,775	48	0.36	36.2%	36.7%	0.57	-		NA	NA
HEDIS	IPIUA: Medicine ALOS Ages <1 year	1	3	3.00	NA	NA	1.00	NA		NA	NA
HEDIS	IPIUA: Medicine ALOS Ages 1 - 9 years	25	50	2.00	NA	NA	2.03	NA		NA	NA
HEDIS	IPIUA: Medicine ALOS Ages 10 - 19 years	22	65	2.95	NA	NA	2.36	NA		NA	NA
HEDIS	IPIUA: Medicine ALOS Ages <1 - 19 years Total Rate	48	118	2.46	NA	NA	2.17	NA		NA	NA
HEDIS	IPIUA: Maternity/1000 MM Ages 10 - 19 years	72,420	8	0.11	10.8%	11.3%	0.04	-		NA	NA
HEDIS	IPIUA: Maternity ALOS Ages 10 - 19 years Total Rate	8	16	2.00	NA	NA	3.00	NA		NA	NA
HEDIS	MPT: Any Services Ages 0 - 12 years - Male	42,989	377	10.52%	10.2%	10.8%	10.05%	-		NA	NA
HEDIS	MPT: Any Services MM Ages 0 - 12 years - Female	42,625	306	8.61%	8.3%	8.9%	7.80%	-		NA	NA
HEDIS	MPT: Any Services Ages 0 - 12 years - Total Rate	85,614	683	9.57%	9.4%	9.8%	8.93%	-		NA	NA
HEDIS	MPT: Any Services Ages 13 - 17 years - Male	19,797	207	12.55%	12.1%	13.0%	11.11%	-		NA	NA
HEDIS	MPT: Any Services Ages 13 - 17 years - Female	19,193	326	20.38%	19.8%	21.0%	20.68%	-		NA	NA
HEDIS	MPT: Any Services Ages 13 - 17 years - Total Rate	38,990	533	16.40%	16.0%	16.8%	15.89%	-		NA	NA
HEDIS	MPT: Inpatient Ages 0 - 12 years - Male	42,989	7	0.20%	0.2%	0.2%	0.06%	-		NA	NA
HEDIS	MPT: Inpatient Ages 0 - 12 years - Female	42,625	5	0.14%	0.1%	0.2%	0.03%	-		NA	NA
HEDIS	MPT: Inpatient Ages 0 - 12 years - Total Rate	85,614	12	0.17%	0.1%	0.2%	0.04%	-		NA	NA



Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	MPT: Inpatient Ages 13 - 17 years - Male	19,797	9	0.55%	0.4%	0.7%	0.13%	-		NA	NA
HEDIS	MPT: Inpatient Ages 13 - 17 years - Female	19,193	26	1.63%	1.4%	1.8%	0.39%	-		NA	NA
HEDIS	MPT: Inpatient Ages 13 - 17 years - Total Rate	38,990	35	1.08%	1.0%	1.2%	0.26%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Male	42,989	7	0.20%	0.2%	0.2%	0.03%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Female	42,625	6	0.17%	0.1%	0.2%	0.03%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Total Rate	85,614	13	0.18%	0.2%	0.2%	0.03%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Male	19,797	5	0.30%	0.2%	0.4%	0.19%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Female	19,193	10	0.63%	0.5%	0.7%	0.52%	-		NA	NA
HEDIS	MPT: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Total Rate	38,990	15	0.46%	0.4%	0.5%	0.36%	-		NA	NA
HEDIS	MPT: Outpatient Ages 0 - 12 years - Male	42,989	373	10.41%	10.1%	10.7%	9.99%	-		NA	NA
HEDIS	MPT: Outpatient Ages 0 - 12 years - Female	42,625	304	8.56%	8.3%	8.8%	7.78%	-		NA	NA
HEDIS	MPT: Outpatient Ages 0 - 12 years - Total Rate	85,614	677	9.49%	9.3%	9.7%	8.88%	-		NA	NA
HEDIS	MPT: Outpatient Ages 13 - 17 years - Male	19,797	207	12.55%	12.1%	13.0%	10.86%	-		NA	NA
HEDIS	MPT: Outpatient Ages 13 - 17 years - Female	19,193	324	20.26%	19.7%	20.8%	20.09%	-		NA	NA
HEDIS	MPT: Outpatient Ages 13 - 17 years - Total Rate	38,990	531	16.34%	16.0%	16.7%	15.47%	-		NA	NA
HEDIS	MPT: ED Ages 0 - 12 years - Male	42,989	2	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	MPT: ED Ages 0 - 12 years - Female	42,625	1	0.03%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	MPT: ED Ages 0 - 12 years - Total Rate	85,614	3	0.04%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	MPT: ED Ages 13 - 17 years - Male	19,797	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	MPT: ED Ages 13 - 17 years - Female	19,193	2	0.13%	0.1%	0.2%	0.00%	n.s.		NA	NA
HEDIS	MPT: ED Ages 13 - 17 years - Total Rate	38,990	2	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	MPT: Telehealth Ages 0 - 12 years - Male	42,989	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	MPT: Telehealth Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	MPT: Telehealth Ages 0 - 12 years - Total Rate	85,614	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	MPT: Telehealth Ages 13 - 17 years - Male	19,797	1	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	MPT: Telehealth Ages 13 - 17 years - Female	19,193	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	MPT: Telehealth Ages 13 - 17 years - Total Rate	38,990	1	0.03%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	IAD: Any Services Ages 0 - 12 years - Male	42,989	2	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	IAD: Any Services Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Any Services Ages 0 - 12 years - Total Rate	85,614	2	0.03%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	IAD: Any Services Ages 13 - 17 years - Male	19,797	24	1.45%	1.3%	1.6%	0.84%	-		NA	NA
HEDIS	IAD: Any Services Ages 13 - 17 years - Female	19,193	16	1.00%	0.9%	1.1%	0.52%	-		NA	NA
HEDIS	IAD: Any Services Ages 13 - 17 years - Total Rate	38,990	40	1.23%	1.1%	1.3%	0.68%	-		NA	NA
HEDIS	IAD: Inpatient Ages 0 - 12 years - Male	42,989	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Inpatient Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Inpatient Ages 0 - 12 years - Total Rate	85,614	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Inpatient Ages 13 - 17 years - Male	19,797	3	0.18%	0.1%	0.2%	0.13%	-		NA	NA
HEDIS	IAD: Inpatient Ages 13 - 17 years - Female	19,193	5	0.31%	0.2%	0.4%	0.06%	-		NA	NA
HEDIS	IAD: Inpatient Ages 13 - 17 years - Total Rate	38,990	8	0.25%	0.2%	0.3%	0.10%	-		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Male	42,989	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 0 - 12 years - Total Rate	85,614	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Male	19,797	1	0.06%	0.0%	0.1%	0.06%	-		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Female	19,193	1	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	IAD: Intensive Outpatient/Partial Hospitalization Ages 13 - 17 years - Total Rate	38,990	2	0.06%	0.0%	0.1%	0.03%	-		NA	NA
HEDIS	IAD: Outpatient Ages 0 - 12 years - Male	42,989	1	0.03%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	IAD: Outpatient Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA

Indicator		2019 (MY 2018)					Rate Comparison				
Source	Name	Denom	Num	Rate	Lower 95% Confidence Limit	Upper 95% Confidence Limit	2018 (MY2017) Rate	2019 Rate Compared to 2018	MMC	2019 Rate Compared to MMC	HEDIS 2019 percentile
HEDIS	IAD: Outpatient Ages 0 - 12 years - Total Rate	85,614	1	0.01%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	IAD: Outpatient Ages 13 - 17 years - Male	19,797	17	1.03%	0.9%	1.2%	0.52%	-		NA	NA
HEDIS	IAD: Outpatient Ages 13 - 17 years - Female	19,193	11	0.69%	0.6%	0.8%	0.32%	-		NA	NA
HEDIS	IAD: Outpatient Ages 13 - 17 years - Total Rate	38,990	28	0.86%	0.8%	1.0%	0.42%	-		NA	NA
HEDIS	IAD: ED Ages 0 - 12 years - Male	42,989	2	0.06%	0.0%	0.1%	0.00%	n.s.		NA	NA
HEDIS	IAD: ED Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: ED Ages 0 - 12 years - Total Rate	85,614	2	0.03%	0.0%	0.0%	0.00%	n.s.		NA	NA
HEDIS	IAD: ED Ages 13 - 17 years - Male	19,797	4	0.48%	0.4%	0.6%	0.13%	-		NA	NA
HEDIS	IAD: ED Ages 13 - 17 years - Female	19,193	4	0.31%	0.2%	0.4%	0.26%	-		NA	NA
HEDIS	IAD: ED Ages 13 - 17 years - Total Rate	38,990	8	0.40%	0.3%	0.5%	0.19%	-		NA	NA
HEDIS	IAD: Telehealth Ages 0 - 12 years - Male	42,989	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Telehealth Ages 0 - 12 years - Female	42,625	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Telehealth Ages 0 - 12 years - Total Rate	85,614	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Telehealth Ages 13 - 17 years - Male	19,797	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Telehealth Ages 13 - 17 years - Female	19,193	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA
HEDIS	IAD: Telehealth Ages 13 - 17 years - Total Rate	38,990	0	0.00%	0.0%	0.0%	0.00%	NA		NA	NA

## 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 the MCO across the last three measurement years, as available. The composite questions will target the MCOs performance strengths as well as opportunities for improvement.

Indicators from the survey chosen for reporting here include those that measure satisfaction, as well as those that highlight the supplemental questions in the survey, which cover mental health.

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 Child CAHPS® 5.0H Survey Results

**Table 3.9: CAHPS® 2019 Child Survey Results**

Satisfaction with Child's Care	2019 (MY 2018)	2019 Rate Compared to 2018	2018 (MY 2017)	2018 Rate Compared to 2017	2017 (MY 2016)	2019 MMC Weighted Average
Satisfaction with your child's current personal doctor (rating of 8 to 10)	90.98%	▼	92.37%	▲	91.53%	90.42%
Satisfaction with specialist (rating of 8 to 10)	79.35%	▼	86.87%	▼	92.62%	84.67%
Satisfaction with health plan (rating of 8 to 10) (satisfaction with child's plan)	87.53%	▼	89.15%	▼	92.01%	85.77%
Satisfaction with child's health care (rating of 8 to 10)	88.15%	▼	91.51%	▼	91.89%	88.80%
<b>Quality of Mental Health Care</b>						
Received care for child's mental health from any provider? (usually or always)	7.25%	▼	10.40%	▲	5.95%	10.29%
Easy to get needed mental health care? (usually or always)	45.83%	▼	73.85%	▲	54.67%	18.96%
Provider you would contact for mental health services? (PCP)	65.35%	▼	70.24%	▲	67.96%	67.10%
Child's overall mental or emotional health? (very good or excellent)	80.42%	▼	80.93%	▼	84.42%	81.32%

▲▼ = Performance compared to prior years' rate

Shaded boxes reflect rates above the 2019 CHIP 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 CHIP EQR Technical Reports, which were distributed April 2019. The 2019 EQR is the first to include descriptions of current and proposed interventions from each CHIP 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 July 31, 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 Highmark PPO.

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

**Table 4.1: Current and Proposed Interventions**

**Reference Number: [HIGHMARK PPO] 2018.01: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Lead Screening in Children.**

Follow Up Actions Taken Through 07/31/19:

1. True Performance – Highmark's True Performance Quality Metric program is one of the largest risk-based PCP value-based reimbursement programs in the U.S. This program lays the foundation for more advanced value-based reimbursement arrangements (shared savings, risk share, budget or capitated models). Through the program, Highmark has the ability to reward providers for services provided to members. Doctors in the program also receive monthly reports that outline members eligible for each service and members with gaps. This allows preventive gaps to be closed. For 2019, Lead Screenings were added to the program.

- True Performance outcomes for Lead measure: 42.31% of our CHIP members that see a True Performance provider are up to date for this measure as opposed to 40.54% of our CHIP members that see Non-True Performance providers. This shows a 1.77 point difference in the provider's participation in the program.

#### Non-True Performance All Regions

Numerator	Denominator	Rate
15	37	40.54%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

#### True Performance All Regions

Numerator	Denominator	Rate
88	208	42.31%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

2. Clinical Quality Feedback Loop - Clinical Quality Feedback Loop Data Submission is available through Highmark's Provider Portal

(accessible via NaviNet) provides a channel of communication between provider partners and Highmark. This function allows providers to submit clinical data documented in the patient’s medical record to supplement what does not appear in Highmark’s claim data. Recently, this tool was used with our CTC and CHIP GAP Report to document lead screenings in the Highmark system to be reflected in our rates.

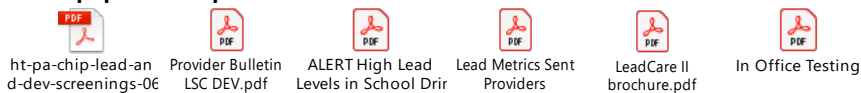
- Global provider education on using the Clinical Quality Feedback Loop (started Sept 2017)

**3. Lead Postcards** – Highmark sends postcards to parents of CHIP children ages 9-24 months old reminding them of the importance of well child visits, immunizations and lead screening. Lead Postcards mailed (started in August of 2018)



LSC Postcards Mailed	2018 Aug	2018 Sept	2018 Oct	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 Ap
Well Child/Lead Screenings	50	54	42	100	150	112	52	49	50

**4. Provider Outreach and Education** – Highmark has been posting various articles and mailing materials (shown below) since June of 2018. The materials included information about CHIP coverage for Lead Blood Screenings for specific age ranges, the importance of the screenings and the effect on health outcomes as well as the potential sources of lead exposure, emphasized that blood testing is required for CHIP members, and the necessary requirements for claim submission procedures and coding as well as available labs that participate to perform the blood testing if providers do not have the equipment to perform them in office.



**5. Quarterly provider mailing-** includes a list of members turning 2 and 13-years-old in the following quarter. Template letters and mailing addresses are also provided to the office so that they may elect to mail reminder letters on the importance of lead testing as well as immunizations.



**6. Member Outreach** - Highmark makes outreach calls to parents of CHIP children ages 9-24 months old reminding them of the importance of well child visits, immunizations and lead screening. (started in August 2018)

2018 Outreach Calls	Aug	Sept	Oct	Nov	Dec
2018 Well Child/Lead	27	100	35	54	21
2018 Well Child/Developmental/Lead	19	106	30	22	41

2018 Lead Outreach Success	
Reached and left message	89.9%

Reached (contact made with guardian/parent)	33.3%
Engaged	74.6%
Lead Visit within 90 Days	2.1%

2019 Outreach Calls	Jan	Feb	Mar	Apr	May	Jun
2019 Well Child/Lead	31	32	14	33	42	78
2019 Child/Developmental/Lead Well	97	21	114	266	33	181

7. CHIP Monthly GAP Report – Highmark’s current True Performance program provides providers with a list of members whom have gaps for Lead screening in children (LSC). However, feedback from providers has shown that the offices are unaware of the CHIP population assigned to them. To help resolve this, Highmark has rolled out a “CHIP Monthly GAP Report” to offices enrolled in our True Performance program. This report will only contain those Highmark members enrolled in CHIP and assigned to the True Performance provider. They also include the age of the CHIP member, enrollment start date, member name, Highmark ID number, total eligible measures, compliant measures, non-compliant measures, patient compliance with each measure, and due dates that the member must have the services completed by. Initial reports (started in July 2019) focus on lead and developmental screenings.

- In just a few months, Highmark has been able to close 63 Lead gaps across the state of PA.

Gaps Closed Since CHIP GAP Report	Total Lead Gaps Closed	Total Dev Gaps Closed
12	4	8
44	14	30
4	1	3
5	1	4
7	2	5
57	24	33
15	5	10
10	3	7
22	9	13
<b>176</b>	<b>63</b>	<b>113</b>

8. Lehigh Valley Wellness Fest (June 7-8 2019) - Highmark provided BMI, Weight, and Height screenings. Also, education was given to attendees. The education included items on nutrition, lead screenings, and the importance of seeing their PCP on a yearly basis.

9. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP), Continued**

[What Is My Service Area?](#)



schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: [Bright Futures Periodicity Schedule](#).



Periodicity\_Schedule.pdf

10. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark's Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

11. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com), contains the Preventive/ Bright Futures Schedule covered under the member's plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark's continued review.

#### Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as The American Academy of Pediatrics (AAP) Bright Futures, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

12. Central Penn Parent Ad - Lead Ad placed in the April edition of Central Penn Parent.



HM\_CHIP\_Lead\_Scre  
ening\_Ad.pdf

13. Partnerships with Quest Diagnostics and LabCorp - Provide offices with filter lead paper kits and the option to pick up the kits from the office free of charge to the provider.



Filter Paper Lead  
Test Flyer.pdf

14. Clinical Transformation Consultant (CTC) Outreach - Highmark's CTCs were educated on the importance of lead testing so they can assist in the education of providers. CTC's were also provided with an informational packet (attached below) and their assigned practice's CHIP GAP Report to take into provider offices for education.



CHIP GAP Provider  
Packet.pdf

Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.02: The MCO’s rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Chlamydia Screening in Women (16-20).**

Follow Up Actions Taken Through 07/31/19:

1. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP), Continued**

The screenshot shows a website section for 'Preventive services (continued)'. It includes a button 'What is My Service Area?' and text stating 'schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC)'. A yellow box highlights the link: 'To view the current periodicity schedule, click on the following link: **Bright Futures Periodicity Schedule.**' To the right is a PDF icon labeled 'Periodicity\_Schedule.pdf'.

2. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark’s Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

The screenshot shows a navigation menu on the left with categories like 'CARE MANAGEMENT PROGRAMS', 'CLAIMS, PAYMENT & REIMBURSEMENT', 'CREDENTIALING', and 'EDUCATION/MANUALS'. The 'EDUCATION/MANUALS' section is expanded, showing 'Preventive & Bright Futures Health Guidelines' highlighted with a red box. The main content area is titled 'PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' (also boxed in red). It contains a disclaimer and contact information for Highmark's Quality Management Department. Below this, a section titled '2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' (boxed in red) lists various guideline categories such as 'Prenatal/Perinatal Guidelines', 'Children ages 0-6 Guidelines', etc. At the bottom, '2019 IMMUNIZATION SCHEDULES' is also visible.

3. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com) , contains the Preventive/ Bright Futures Schedule covered under the member’s plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark’s continued review.

## Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as [The American Academy of Pediatrics \(AAP\) Bright Futures](#), the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

4. [Chlamydia Screening Brochure](#) – An informational brochure made available on Highmark’s Provider Resource Center (PRC).



chlamydia-screenin  
g.pdf

### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.03: 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 07/31/19:

1. [Preventive/ Bright Futures Schedule](#) published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

#### **2.3 PENNSYLVANIA CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP), Continued**

[What Is My Service Area?](#)

**Preventive services**  
(continued)



*schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).*

*To view the current periodicity schedule, click on the following link: [Bright Futures Periodicity Schedule](#).*



Periodicity\_Schedul  
e.pdf

2. [Preventive/ Bright Futures Health Guidelines](#) posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark’s Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients’ care.



**PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES**

On an annual basis, the Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist you in planning your patients' care.

**Disclaimer**  
To obtain a paper copy of the guidelines, or to submit comments please write to:  
Highmark  
Carla Dunn, Director Health Plan Quality  
Fifth Avenue Place  
120 Fifth Avenue, Suite P4425  
Pittsburgh, PA 15222

**2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES**

- Prenatal/Perinatal Guidelines
- Children ages 0-6 Guidelines
- Children ages 7-18 Guidelines
- Adult Ages 19 to 64 Guidelines
- Adult 65 and Older Guidelines
- Women's Preventive Health Services Addendum
- Addendum to the Highmark Preventive Health Guidelines and Immunization Schedules

**2019 IMMUNIZATION SCHEDULES**

3. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com), contains the Preventive/ Bright Futures Schedule covered under the member's plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark's continued review.

### Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

4. Chlamydia Screening Brochure – An informational brochure made available on Highmark's Provider Resource Center (PRC).



chlamydia-screenin  
g.pdf

#### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.04: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Developmental Screening in the First Three Years of Life – 3 years.**

Follow Up Actions Taken Through 07/31/19:

1. True Performance – Highmark’s True Performance Quality Metric program is one of the largest risk-based PCP value-based reimbursement programs in the U.S. This program lays the foundation for more advanced value-based reimbursement arrangements (shared savings, risk share, budget or capitated models). Through the program, Highmark has the ability to reward providers for services provided to members. Doctors in the program also receive monthly reports that outline members eligible for each service and members with gaps. This allows preventive gaps to be closed.

- True Performance outcomes for DEV measure: 56.97% of our CHIP members that see a True Performance provider are up to date for this measure as opposed to 41.54% of our CHIP members that see Non-True Performance providers. This shows a significant 15.43 point difference in the provider’s participation in the program.

on-True Performance All Regions		
Numerator	Denominator	Rate
54	130	41.54%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

True Performance All Regions		
Numerator	Denominator	Rate
380	667	56.97%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

2. Clinical Quality Feedback Loop - Clinical Quality Feedback Loop Data Submission is available through Highmark’s Provider Portal (accessible via NaviNet) provides a channel of communication between provider partners and Highmark. This function allows providers to submit clinical data documented in the patient’s medical record to supplement what does not appear in Highmark’s claim data. Recently, this tool was used with our CTC and CHIP GAP Report to document developmental screenings in the Highmark system to be reflected in our rates.

- Global provider education on using the Clinical Quality Feedback Loop (started Sept 2017)

3. CHIP Monthly GAP Report – Highmark’s current True Performance program provides providers with a list of members whom have gaps for developmental screening in children (DEV). However, feedback from providers has shown that the offices are unaware of the CHIP population assigned to them. To help resolve this, Highmark has rolled out a “CHIP Monthly GAP Report” to offices enrolled in our True Performance program. This report will only contain those Highmark members enrolled in CHIP and assigned to the True Performance provider. They also include the age of the CHIP member, enrollment start date, member name, Highmark ID number, total eligible measures, compliant measures, non-compliant measures, patient compliance with each measure, and due dates that the member must have the services completed by. Initial reports (started in July 2019) focus on lead and developmental screenings.

- In just a few months, Highmark has been able to close 113 developmental gaps across the state of PA.

Gaps Closed Since CHIP GAP Report	Total Lead Gaps Closed	Total Dev Gaps Closed
12	4	8
44	14	30
4	1	3
5	1	4
7	2	5
57	24	33
15	5	10
10	3	7
22	9	13
<b>176</b>	<b>63</b>	<b>113</b>



4. Member Outreach- Highmark made outreach calls to parents of CHIP children ages 9-24 months old reminding them of the importance of well child visits and developmental screenings (started in August 2018).

2018 Outreach Calls		Aug	Sept	Oct	Nov	Dec
2018 Well Child/Developmental		448	443	401	175	141
2018 Well Child/Developmental/Lead		19	106	30	22	41

2018 Developmental Outreach Success	
Reached and left message	89.4%
Reached (contact made with guardian/parent)	28.0%
Engaged	72.6%
Developmental Visit within 90 Days	0.7%

2019 Outreach Calls	Jan	Feb	Mar	Apr	May	Jun
2019 Well Child/Developmental	104	36	119	304	33	204
2019 Well Child/Developmental/Lead	97	21	114	266	33	181

5. Developmental Postcards – Highmark sent postcards to parents of CHIP children ages 9-24 months old reminding them of the importance of well child visits and developmental screenings (started in August 2018).



CHIP\_CheckUp\_1-2yr\_DM\_BS\_FP.pdf

DEV Postcards Mailed	2018 Aug	2018 Sept	2018 Oct	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 Ap
Well Child/Developmental	448	443	324	931	906	1077	439	394	235

6. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN'S HEALTH INSURANCE PROGRAM**

(CHIP), Continued

[What is My Service Area?](#)

Preventive services (continued)

schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: [Bright Futures Periodicity Schedule](#).



Periodicity\_Schedule.pdf

7. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark's Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

8. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com), contains the Preventive/ Bright Futures Schedule covered under the member's plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark's continued review.

#### Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as The American Academy of Pediatrics (AAP) Bright Futures, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

9. Clinical Transformation Consultant (CTC) Outreach - Highmark's CTC were educated (performed in July 2019) on the importance of developmental screenings so they can assist in the education of providers. CTC's were also provided with an informational packet (attached below) and their assigned practice's CHIP GAP Report to take into provider offices for education.



CHIP GAP Provider  
Packet.pdf

10. Provider Outreach and Education – Highmark has been posting various articles and mailing materials (shown below) since June of 2018. The materials included information about CHIP coverage and the importance of screenings.



ht-pa-chip-lead-an  
d-dev-screenings-06



Provider Bulletin  
LSC DEV.pdf

#### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.05: The MCO’s rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Developmental Screening in the First Three Years of Life – Total.**

Follow Up Actions Taken Through 07/31/19:

**1. True Performance** – Highmark’s True Performance Quality Metric program is one of the largest risk-based PCP value-based reimbursement programs in the U.S. This program lays the foundation for more advanced value-based reimbursement arrangements (shared savings, risk share, budget or capitated models). Through the program, Highmark has the ability to reward providers for services provided to members. Doctors in the program also receive monthly reports that outline members eligible for each service and members with gaps. This allows preventive gaps to be closed.

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Non-True Performance All Regions		
Numerator	Denominator	Rate
54	130	41.54%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

True Performance All Regions		
Numerator	Denominator	Rate
380	667	56.97%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

**2. Clinical Quality Feedback Loop** - Clinical Quality Feedback Loop Data Submission is available through Highmark’s Provider Portal (accessible via NaviNet) provides a channel of communication between provider partners and Highmark. This function allows providers to submit clinical data documented in the patient’s medical record to supplement what does not appear in Highmark’s claim data. Recently, this tool was used with our CTC and CHIP GAP Report to document developmental screenings in the Highmark system to be reflected in our rates.

- Global provider education on using the Clinical Quality Feedback Loop (started Sept 2017)

**3. CHIP Monthly GAP Report** – Highmark’s current True Performance program provides providers with a list of members whom have gaps for developmental screening in children (DEV). However, feedback from providers has shown that the offices are unaware of the CHIP population assigned to them. To help resolve this, Highmark has rolled out a “CHIP Monthly GAP Report” to offices enrolled in our True Performance program. This report will only contain those Highmark members enrolled in CHIP and assigned to the True Performance provider. They also include the age of the CHIP member, enrollment start date, member name, Highmark ID number, total eligible measures, compliant measures, non-compliant measures, patient compliance with each measure, and due dates that the member must have the services completed by. Initial reports (started in July 2019) focus on lead and developmental screenings.

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2018 Outreach Calls	Aug	Sept	Oct	Nov	Dec
2018 Well Child/Developmental	448	443	401	175	141
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CHIP\_CheckUp\_1-2yr\_DM\_BS\_FP.pdf

DEV Postcards Mailed	2018 Aug	2018 Sept	2018 Oct	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 Ap
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6. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP), Continued**

**Preventive services**  
(continued)

schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: **Bright Futures Periodicity Schedule.**

[What is My Service Area?](#)



Periodicity\_Schedule.pdf

7. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark’s Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

8. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com), contains the Preventive/ Bright Futures Schedule covered under the member’s plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark’s continued review.

**Periodic Review of Primary and Preventive Care Services**

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

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CHIP GAP Provider Packet.pdf

**10. Provider Outreach and Education – Highmark has been posting various articles and mailing materials (shown below) since June of 2018. The materials included information about CHIP coverage and the importance of screenings.**



ht-pa-chip-lead-an  
d-dev-screenings-06



Provider Bulletin  
LSC DEV.pdf

**Future Actions Planned:**

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.06: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Annual Dental Visit (2-3 Yrs).**

**Follow Up Actions Taken Through 07/31/19:**

1. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The "Bright Futures Periodicity Schedule" links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP), Continued**

[What Is My Service Area?](#)

**Preventive services**  
(continued)

schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: **Bright Futures Periodicity Schedule.**



Periodicity\_Schedule.pdf

2. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark's Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

The screenshot shows a navigation menu on the left with categories like CARE MANAGEMENT PROGRAMS, CLAIMS, PAYMENT & REIMBURSEMENT, CREDENTIALING, and EDUCATION/MANUALS. The 'EDUCATION/MANUALS' category is expanded to show various resources. A red box highlights the 'PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' link in the top navigation bar. Another red box highlights the '2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' link in the main content area. A third red box highlights the '2019 IMMUNIZATION SCHEDULES' link at the bottom. Red arrows point from the text in the previous block to these highlighted elements.



3. CHIP Member Handbook (reviewed semi-annually, , updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com) , contains the Preventive/ Bright Futures Schedule covered under the member’s plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark’s continued review.

### Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

4. Monthly Dental Postcards - Dental Visit informational postcards are mailed to children 0-3 years of age (started November 2018). The postcards provided information on preventive and good oral hygiene recommendation.



CHIP\_CheckUp\_Den  
tal\_BS\_.pdf

Dental Postcards Mailed	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 April	2019 May	2019 June
Preventive Dental Postcard	36	32	31	34	23	22	63	52

#### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.07: The MCO’s rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA).**

#### Follow Up Actions Taken Through 07/31/19:

1. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

### 2.3 PENNSYLVANIA CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP), Continued

[What is My Service Area?](#)

Preventive services (continued)

schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: **Bright Futures Periodicity Schedule.**



Periodicity\_Schedule.pdf

2. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) -

Highmark's Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

The screenshot shows a website navigation menu on the left with categories like CARE MANAGEMENT PROGRAMS, CLAIMS, PAYMENT & REIMBURSEMENT, CREDENTIALING, and EDUCATION/MANUALS. The main content area is titled 'PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES'. Below this title, there is a disclaimer and contact information for Highmark. A red box highlights the title, and another red box highlights the '2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' section, which lists various guideline categories like Prenatal/Perinatal Guidelines, Children ages 0-6 Guidelines, etc. A third red box highlights the '2019 IMMUNIZATION SCHEDULES' link at the bottom.

- CHIP Member Handbook (reviewed semi-annually, , updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com) , contains the Preventive/ Bright Futures Schedule covered under the member's plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark's continued review.

### Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

- Monthly Dental Postcards** - Dental Sealant informational postcards are mailed to children 6-9 years of age (started November 2018). The postcards provided information on the importance of dental sealants to prevent against tooth decay.



CHIP\_CheckUp\_6-9y  
r\_BS.pdf

Dental Postcards Mailed	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 April	2019 May	2019 June
Dental Sealant Postcard	416	325	323	269	298	243	846	786

#### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.



Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.


**Reference Number: [HIGHMARK PPO] 2018.08: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Dental Sealants for 6-9 Year Old Children at Elevated Caries Risk (CHIPRA: Dental-Enhanced).**

Follow Up Actions Taken Through 07/31/19:

1. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The "Bright Futures Periodicity Schedule" links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

**2.3 PENNSYLVANIA CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP), Continued**

[What Is My Service Area?](#)

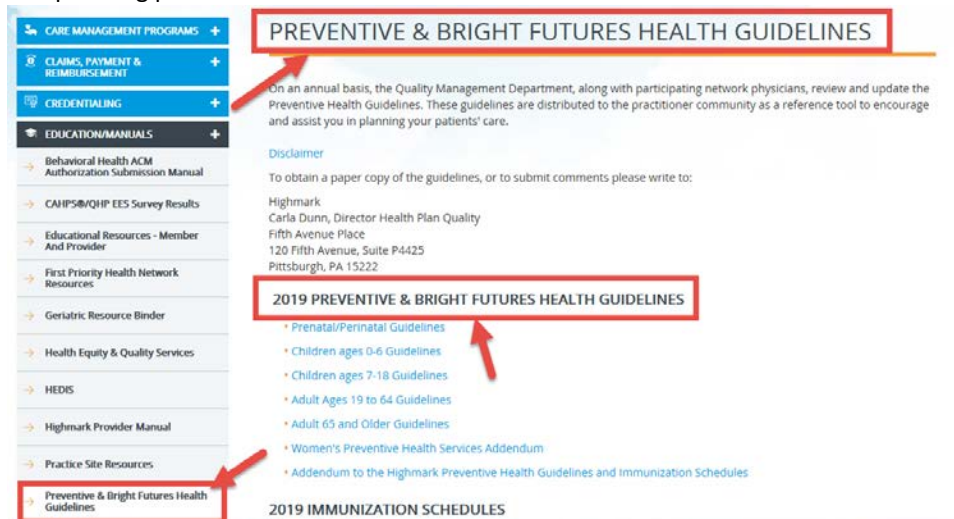


Periodicity\_Schedule.pdf

*Preventive services (continued)* schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC).

To view the current periodicity schedule, click on the following link: **Bright Futures Periodicity Schedule.**

2. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark's Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.



The screenshot shows a navigation menu on the left with categories like CARE MANAGEMENT PROGRAMS, CLAIMS, PAYMENT & REIMBURSEMENT, CREDENTIALING, and EDUCATION/MANUALS. The 'EDUCATION/MANUALS' section is expanded, showing a list of resources. A red box highlights the 'PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' link. Below this, a text block explains that the Quality Management Department reviews and updates these guidelines. Another red box highlights the '2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' link, which points to a list of specific guideline categories: Prenatal/Perinatal Guidelines, Children ages 0-6 Guidelines, Children ages 7-18 Guidelines, Adult Ages 19 to 64 Guidelines, Adult 65 and Older Guidelines, Women's Preventive Health Services Addendum, and Addendum to the Highmark Preventive Health Guidelines and Immunization Schedules. A third red box highlights the 'Preventive & Bright Futures Health Guidelines' link in the bottom left of the screenshot.

3. CHIP Member Handbook (reviewed semi-annually, , updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com) , contains the Preventive/ Bright Futures Schedule covered under the member's plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark's continued review.

## Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

4. Monthly Dental Postcards - Dental Sealant informational postcards are mailed to children 6-9 years of age (started November 2018). The postcards provided information on the importance of dental sealants to prevent against tooth decay.



CHIP\_CheckUp\_6-9yr\_BS.pdf

Dental Postcards Mailed	2018 Nov	2018 Dec	2019 Jan	2019 Feb	2019 March	2019 April	2019 May	2019 June
Dental Sealant Postcard	416	325	323	269	298	243	846	786

### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

**Reference Number: [HIGHMARK PPO] 2018.09: The MCO's rate was statistically significantly below the 2018 (MY 2017) MMC weighted average for Adolescent Well-Care Visits.**

### Follow Up Actions Taken Through 07/31/19:

1. True Performance – Highmark's True Performance Quality Metric program is one of the largest risk-based PCP value-based reimbursement programs in the U.S. This program lays the foundation for more advanced value-based reimbursement arrangements (shared savings, risk share, budget or capitated models). Through the program, Highmark has the ability to reward providers for services provided to members. Doctors in the program also receive monthly reports that outline members eligible for each service and members with gaps. This allows preventive gaps to be closed.

- True Performance outcomes for AWC measure: 30.66% of our CHIP members that see a True Performance provider are up to date for this measure as opposed to 12.97% of our CHIP members that see Non-True Performance providers. This shows a significant 17.69 point difference in the provider's participation in the program.

#### Non-True Performance All Regions

Numerator	Denominator	Rate
464	3,577	12.97%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

#### True Performance All Regions

Numerator	Denominator	Rate
2,140	6,980	30.66%

\*Numbers reflect True Performance data as of Quarter 2 - 2019.

2. Clinical Quality Feedback Loop - Clinical Quality Feedback Loop Data Submission is available through Highmark’s Provider Portal (accessible via NaviNet) provides a channel of communication between provider partners and Highmark. This function allows providers to submit clinical data documented in the patient’s medical record to supplement what does not appear in Highmark’s claim data.

- Global provider education on using the Clinical Quality Feedback Loop (started Sept 2017)

3. Preventive/ Bright Futures Schedule published on Highmark website (reviewed semi-annually) - The “Bright Futures Periodicity Schedule” links providers directly to the American Academy of Pediatrics Bright Futures Schedule (attached below)

### 2.3 PENNSYLVANIA CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP), Continued

The screenshot shows a webpage section for 'Preventive services (continued)'. It includes a link 'What is My Service Area?' and text stating 'schedules based on guidelines issued by the AAP and the Centers for Disease Control and Prevention (CDC)'. A yellow callout box says 'To view the current periodicity schedule, click on the following link: [Bright Futures Periodicity Schedule](#)'. To the right is a PDF icon and the filename 'Periodicity\_Schedule.pdf'.

4. Preventive/ Bright Futures Health Guidelines posted on the Provider Resource Center (PRC) (reviewed semi-annually) - Highmark’s Quality Management Department, along with participating network physicians, review and update the Preventive Health Guidelines. These guidelines are distributed to the practitioner community as a reference tool to encourage and assist in planning patients' care.

The screenshot shows a navigation menu on the left with categories like 'CARE MANAGEMENT PROGRAMS', 'CLAIMS, PAYMENT & REIMBURSEMENT', 'CREDENTIALING', and 'EDUCATION/MANUALS'. The 'EDUCATION/MANUALS' section is expanded, showing 'Preventive & Bright Futures Health Guidelines' as a selected item. The main content area is titled 'PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' and contains a disclaimer and contact information for Highmark. A sub-section titled '2019 PREVENTIVE & BRIGHT FUTURES HEALTH GUIDELINES' lists various guideline categories such as 'Prenatal/Perinatal Guidelines', 'Children ages 0-6 Guidelines', etc. A '2019 IMMUNIZATION SCHEDULES' section is also visible at the bottom.

5. CHIP Member Handbook (reviewed semi-annually, updated if any changes are made) - Page 95 of the Highmark CHIP Member Handbook, which is mailed upon enrollment to members and available online at [www.HighmarkCHIP.com](http://www.HighmarkCHIP.com), contains the Preventive/ Bright Futures Schedule covered under the member’s plan. 2019 Preventive Schedule is attached below,



Member  
Preventive\_Bright Fu

- Page 12 also acknowledges Highmark’s continued review.

## Periodic Review of Primary and Preventive Care Services

Highmark periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as **The American Academy of Pediatrics (AAP) Bright Futures**, the U.S. Preventive Services Task Force (USPSTF - all services with a rate of A or B current recommendation), The Center for Disease Control (CDC) General Immunization Recommendations, and the Health Resources and Services Administration (HRSA).

6. Lehigh Valley Wellness Fest (June 7-8 2019) - Highmark provided BMI, Weight, and Height screenings. Also, education was given to attendees. The education included items on nutrition, lead screenings, and the importance of seeing their PCP on a yearly basis.
7. 11 year old Birthday card – Card sent monthly to CHIP members who are 11 years of age reminding parents of the importance of the well child visit.



11Bday\_CRD.pdf



Bday\_INSERT.pdf

8. 18 year old Birthday card – Card sent monthly to CHIP members who are 18 years of age reminding parents/members of the importance of the well visits and updating immunizations.



Bday\_INSERT.pdf



18Bday\_CRD.pdf

9. Quarterly provider mailing – Letters are sent to providers quarterly and includes a list of members turning 2-years-old in the following quarter. Template letters and mailing addresses are also provided to the office so that they may elect to mail reminder letters on the importance of lead testing as well as immunizations



Quarterly Provider  
Mailing.pdf

### Future Actions Planned:

Highmark is continuing to review monthly, quarterly and yearly outcomes and rate impacts of the current initiatives above and will monitor the need for additional future actions.

Have requested that DHS OCHIP make available the service history files that are currently available to Medicaid/CHIP MCOs. We currently do not receive these files because we do not service PA Medicaid members. We are aware that other CHIP MCOs utilize this file to complete the gap in services when members move between Medicaid and CHIP/ CHIP MCO to CHIP MCO plans. Certain measures such as lead, dental, sealants, and immunization can be impacted by the availability of this file.

## 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 CHIP members served by this MCO.

### Strengths

- The MCO's performance was statistically significantly above/better than the MMC weighted average in 2019 (MY 2018) on the following measures:
  - Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity (12-17 years)
  - Annual Dental Visit (7-10 Yrs)
  - Annual Dental Visit (11-14 Yrs)
  - Annual Dental Visit (15-18 Yrs)
  - Annual Number of Asthma Patients with One or More Asthma-Related Emergency Room Visits (Age 2 – 19 years)

### Opportunities for Improvement

- The MCO's performance was statistically significantly below/worse than the MMC rate in 2019 (MY 2018) as indicated by the following measures:
  - Immunizations for Adolescents - HPV
  - Immunizations for Adolescents - Combination 2
  - Lead Screening in Children (Age 2 years)
  - Developmental Screening in the First Three Years of Life - Total
  - Developmental Screening in the First Three Years of Life - 2 years
  - Developmental Screening in the First Three Years of Life - 3 years
  - Annual Dental Visit (2-3 Yrs)
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages 1 - 9 years
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages 10 - 19 years
  - Ambulatory Care: Emergency Department Visits/1000 MM Ages <1 - 19 years Total Rate

## **VI. Summary of Activities**

### **Structure and Operations Standards**

- Highmark PPO was found to be fully compliant on Subparts C and D. Compliance review findings for Highmark PPO from RY 2019 were used to make the determinations.

### **Performance Improvement Projects**

- Highmark PPO's Lead Screening and Developmental Screening PIP Interim Reports were both validated. The MCO received feedback and subsequent information related to these activities from IPRO and CHIP in 2019.

### **Performance Measures**

- Highmark PPO reported all HEDIS, PA Performance Measures, and CAHPS Survey performance measures in 2019 for which the MCO had a sufficient denominator.

### **2018 Opportunities for Improvement MCO Response**

- Highmark PPO provided a response to the opportunities for improvement issued in the 2018 annual technical report for those measures on that were identified as statistically significantly below or worse the MMC.

### **2019 Strengths and Opportunities for Improvement**

- Both strengths and opportunities for improvement have been noted for Highmark PPO in 2019. A response will be required by the MCO for the noted opportunities for improvement in 2020.

# Appendix

Figure 1: Access to Care

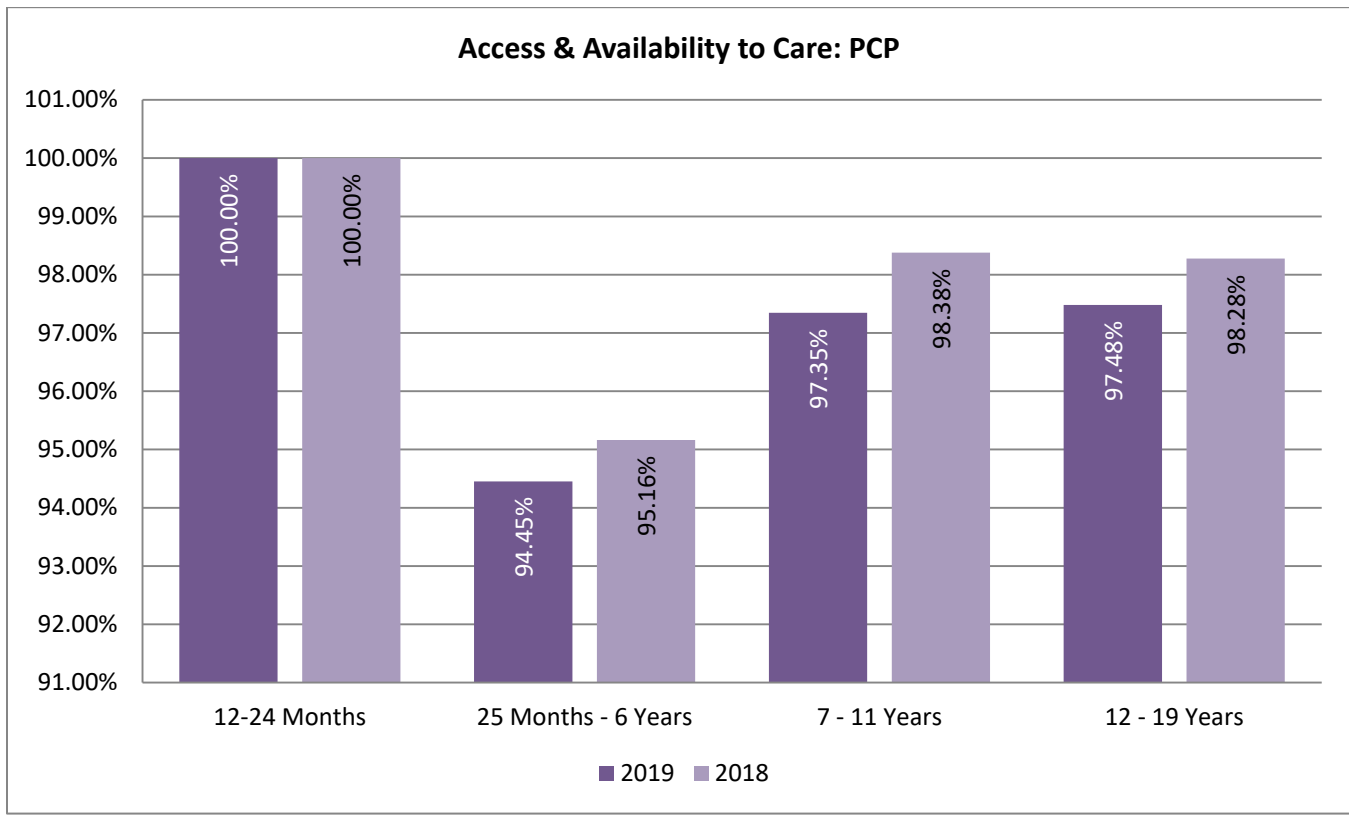


Figure 2: Well Care I

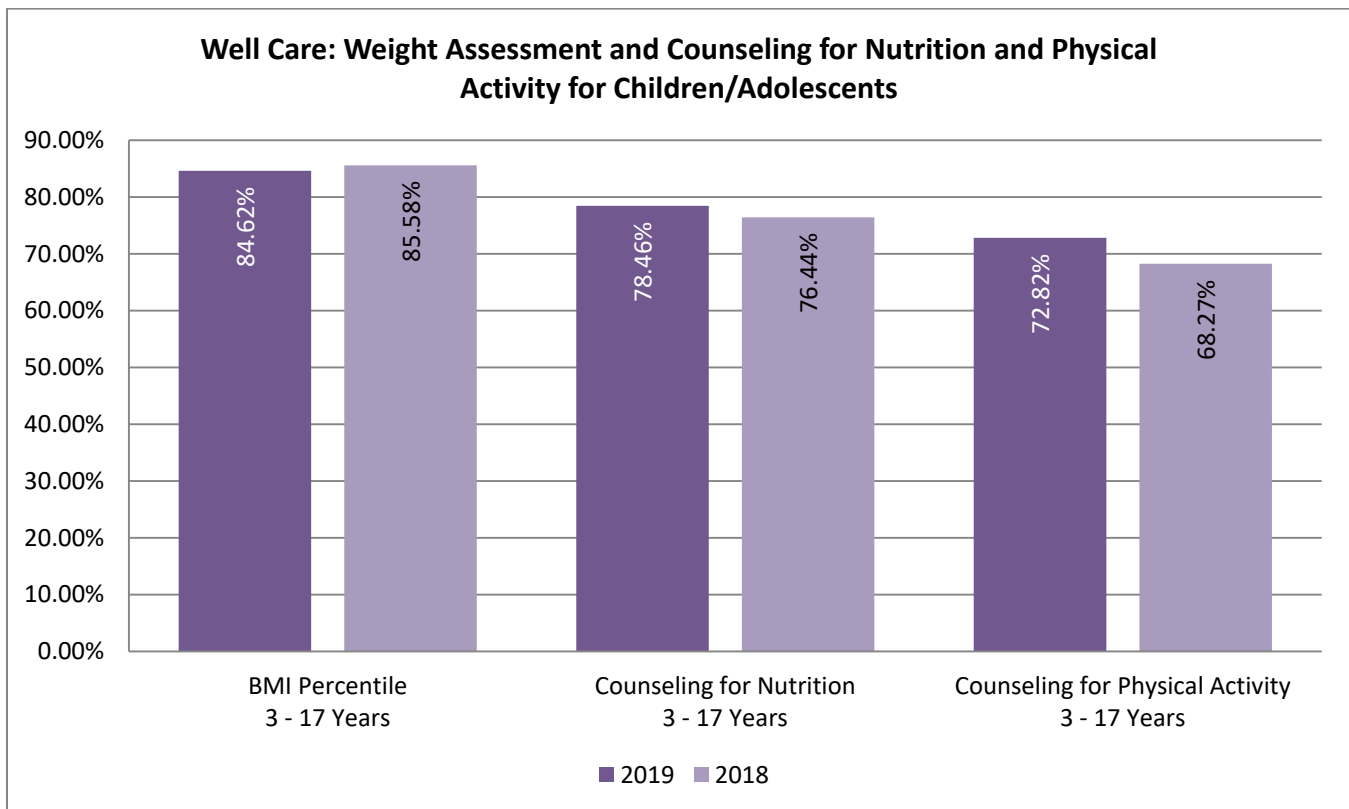


Figure 3: Well Care II

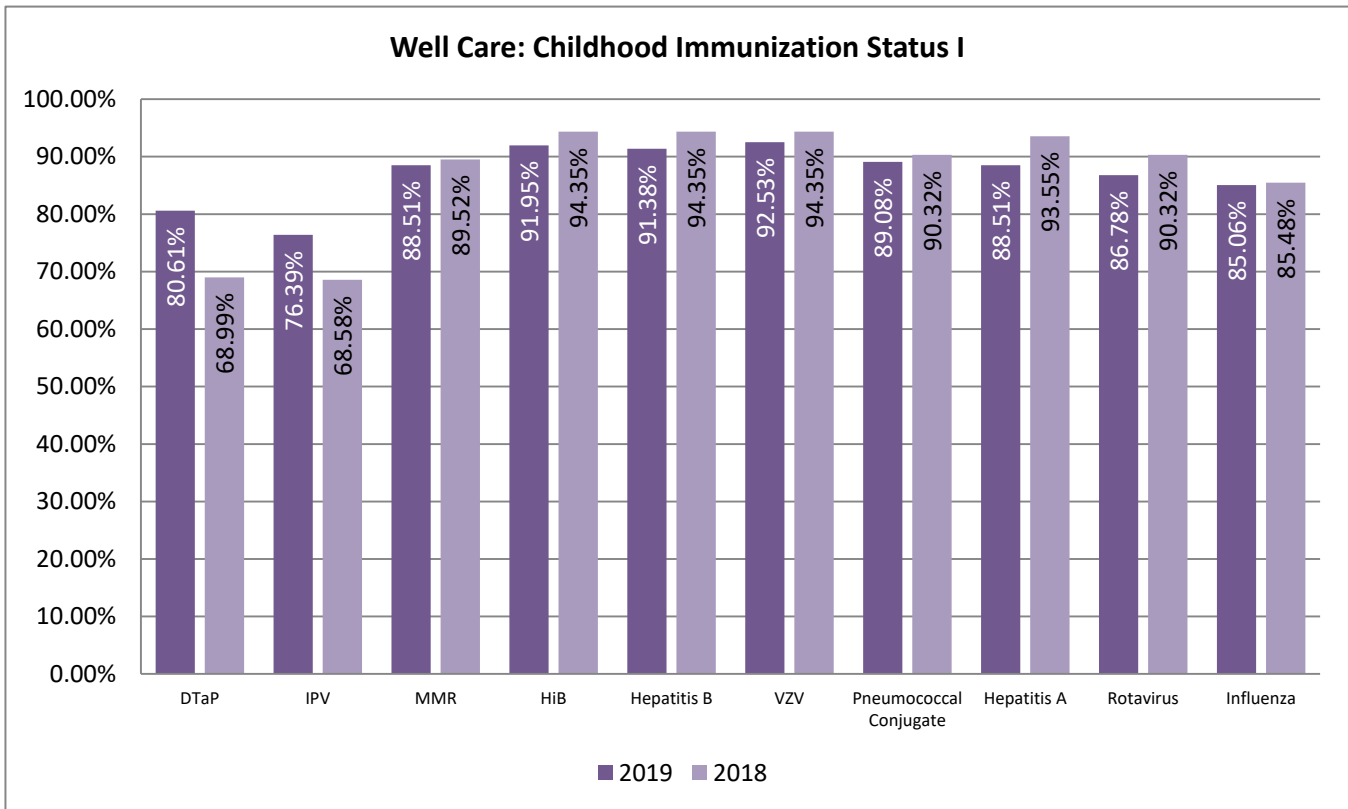


Figure 4: Well Care III

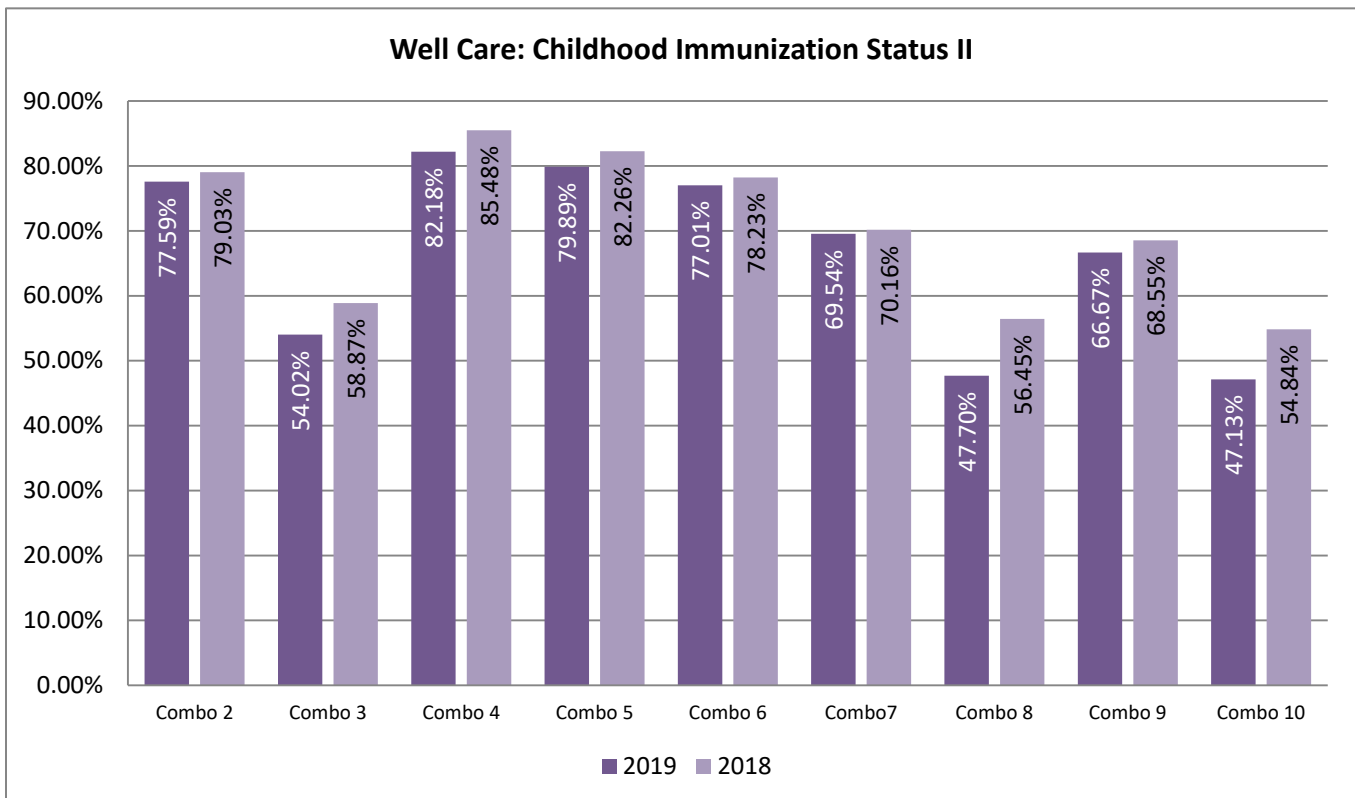




Figure 5: Well Care IV

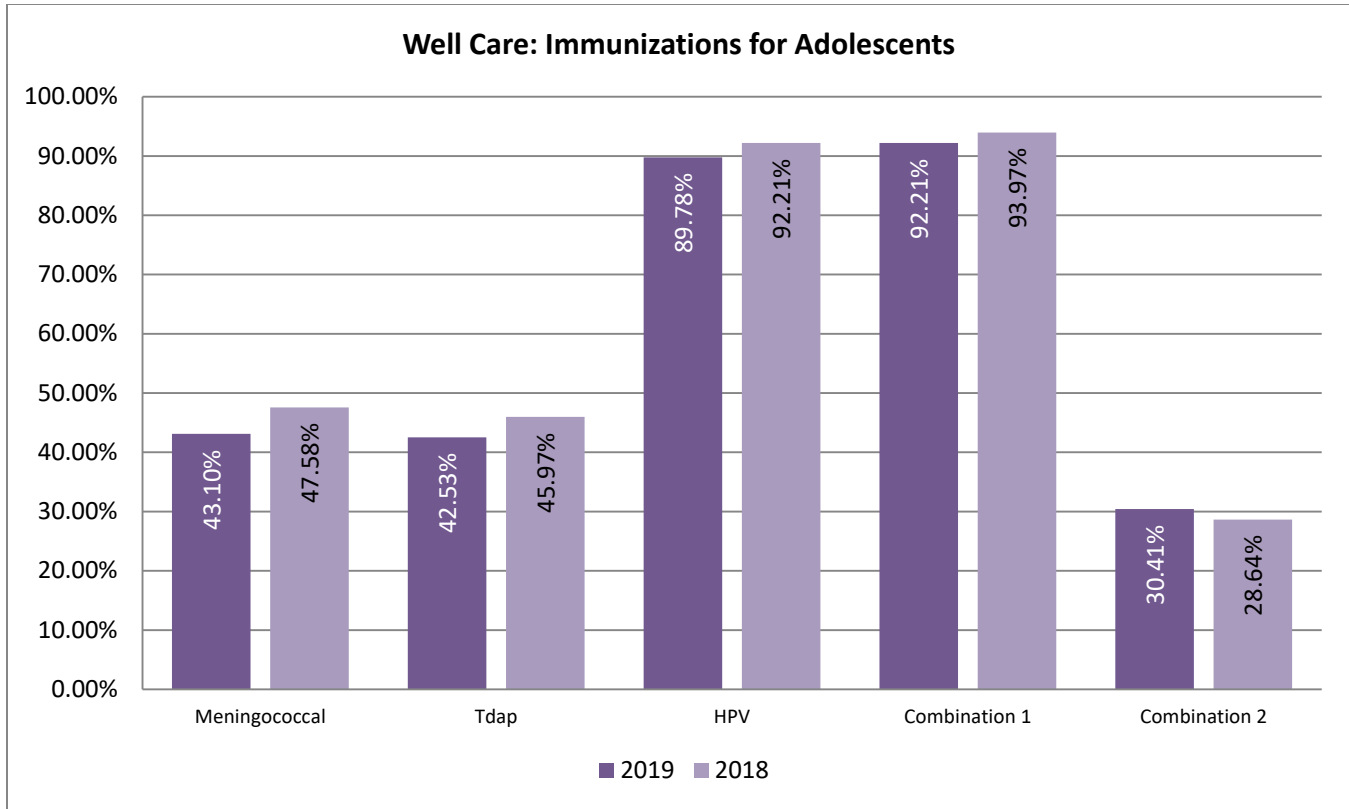


Figure 6: EPSDT/Bright Futures I

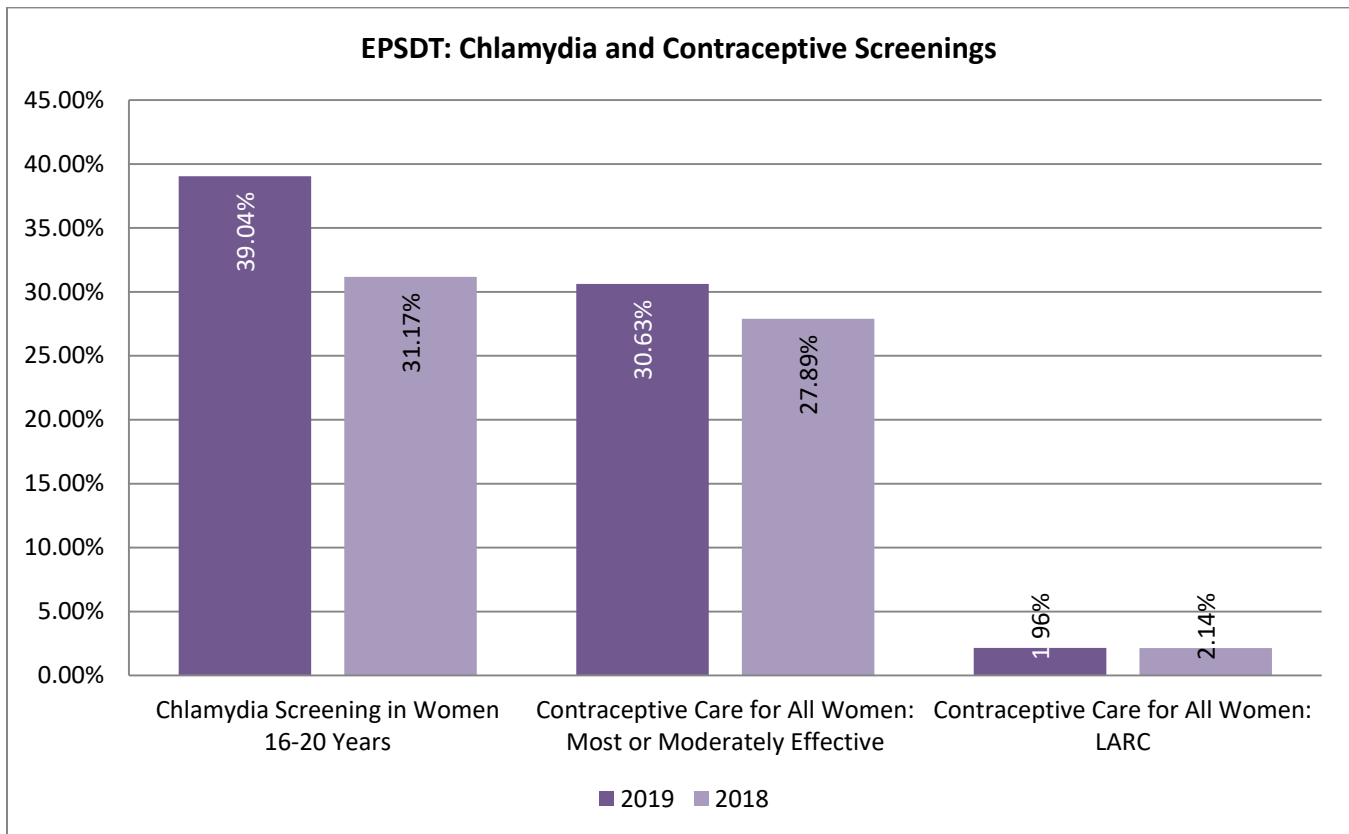


Figure 7: EPSDT/Bright Futures II

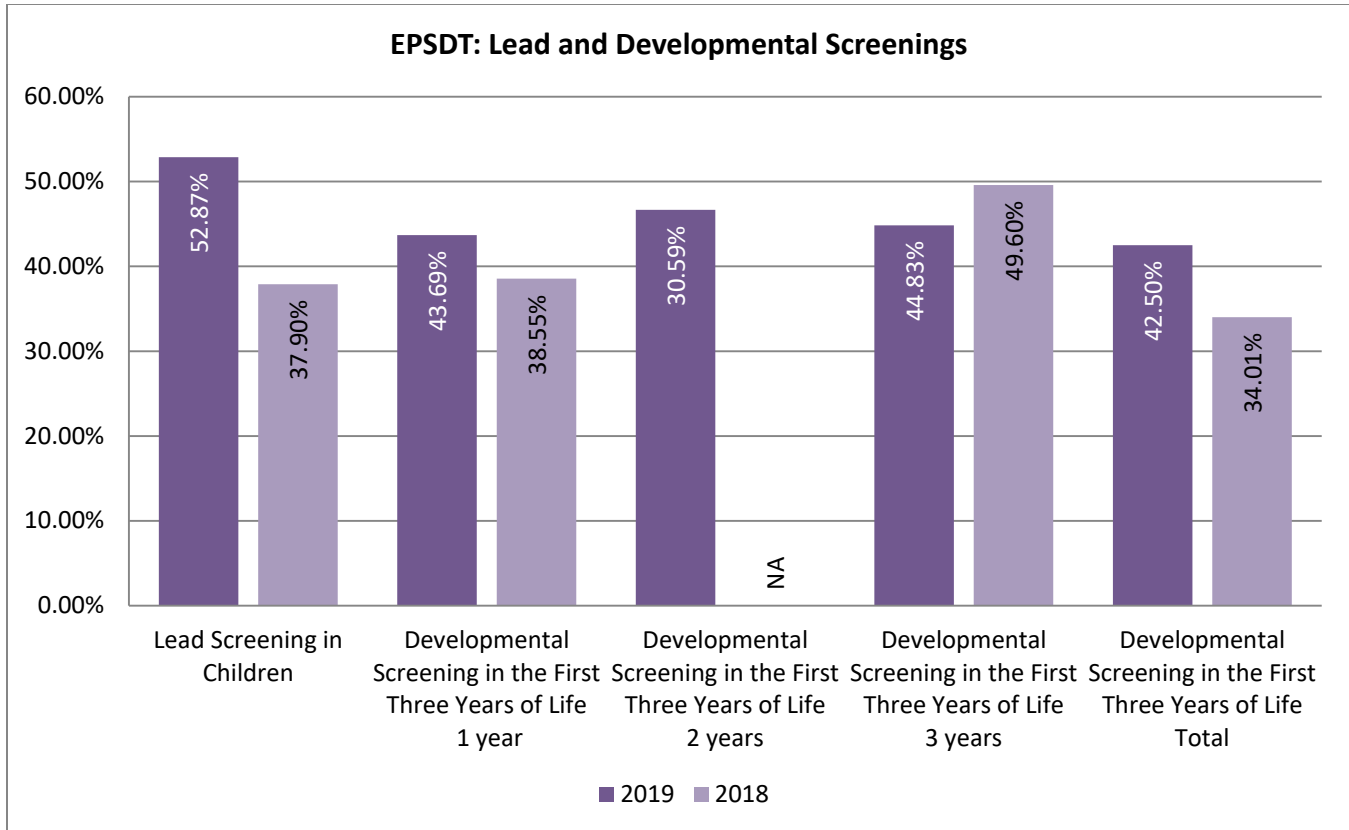


Figure 8: Dental Care for Children I

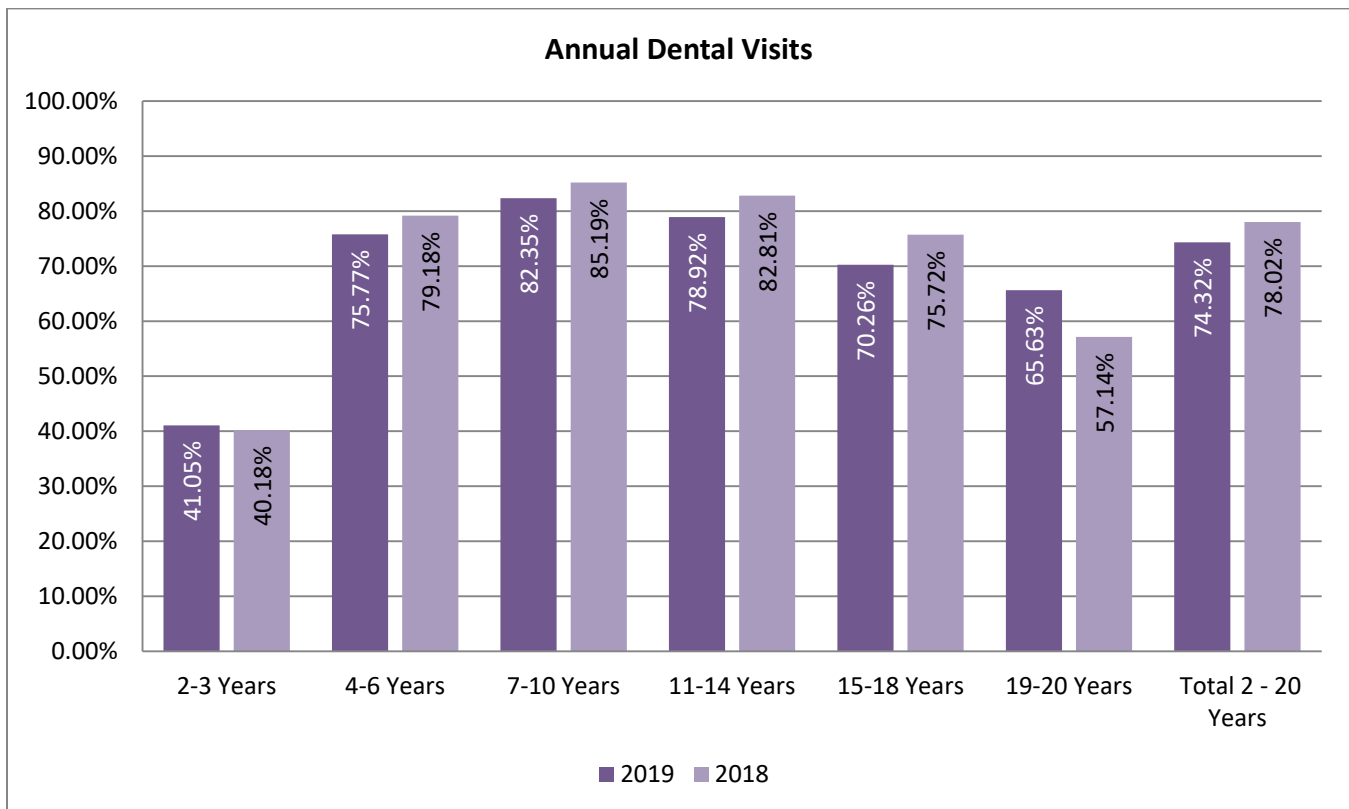


Figure 9: Dental Care for Children II

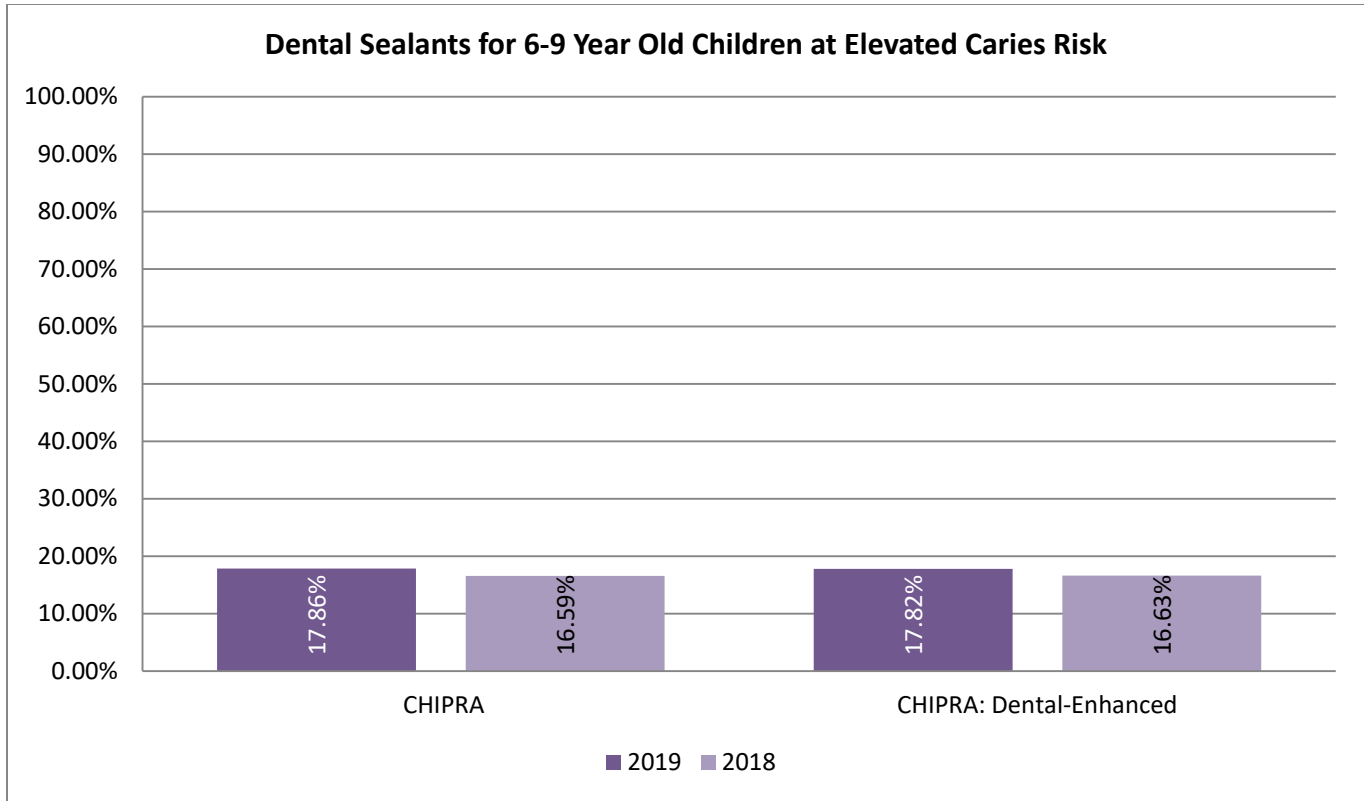


Figure 10: Respiratory Conditions

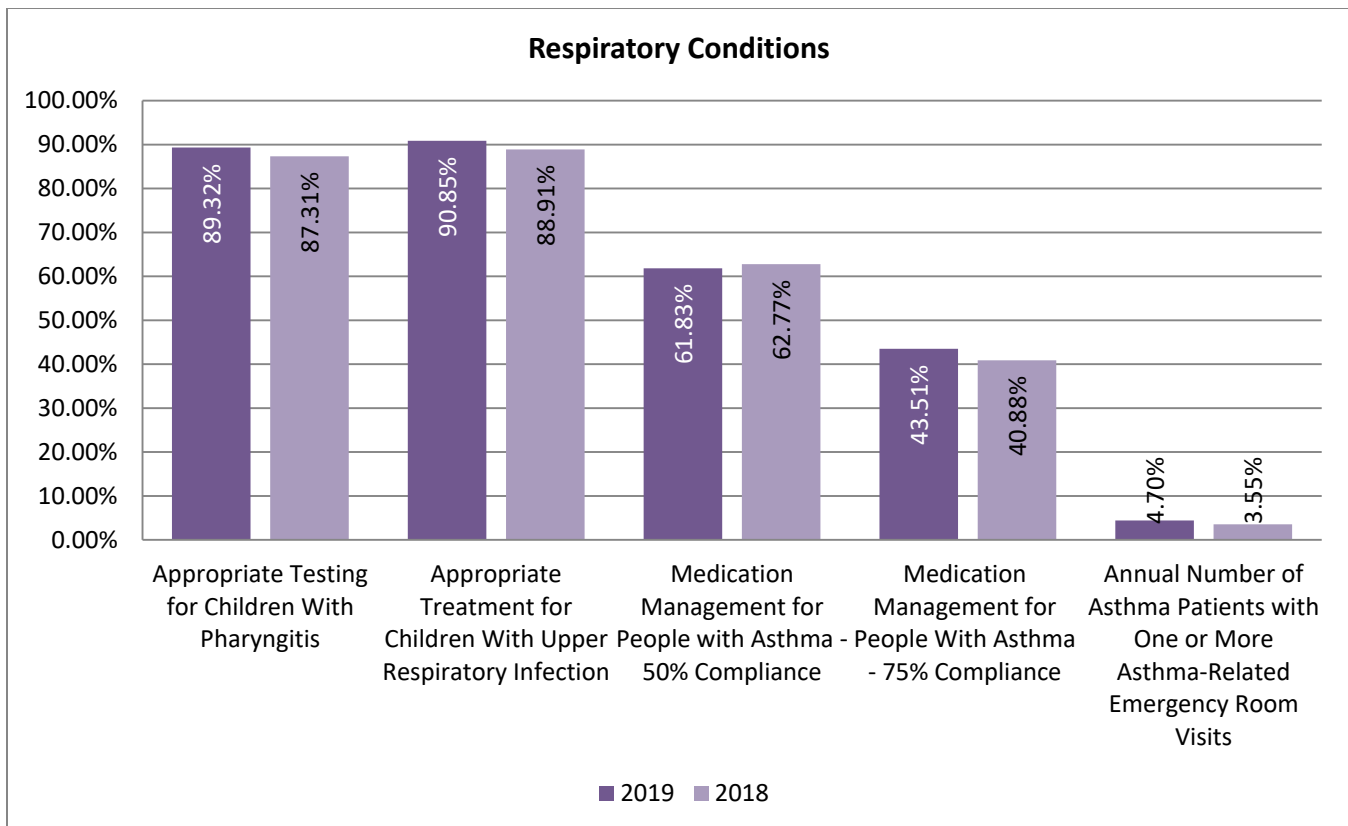


Figure 11: Behavioral Health

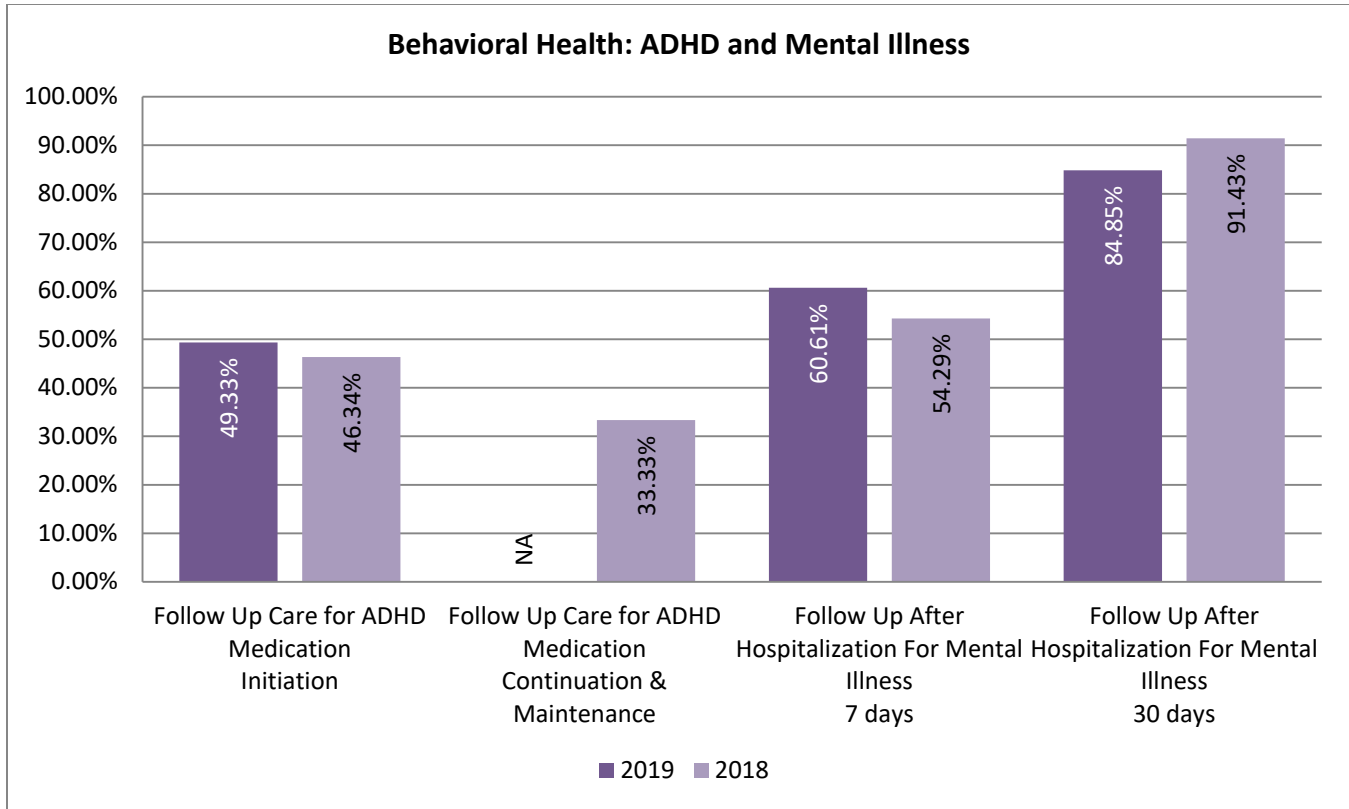


Figure 12: Utilization

