
MCAC - 2020 Quality Update

Utah Medicaid ACO Quality Measures

December 17, 2020

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Summary – Performance of Managed Care Plans (Accountable Care Organizations or ACOs)

What are HEDIS Measures?

Healthcare Effectiveness Data and Information Set (Claim Data). The Healthcare Effectiveness Data and Information Set (HEDIS) is one of the most widely used set of health care performance measures in the United States. Employers and individuals use HEDIS to measure the quality of health plans. HEDIS measures how well health plans give service and care to their members.

2020 results are for reporting year 2019.

What are CAHPS Measures:

Consumer Assessment of Health Plans and Systems (Survey Data). The CAHPS surveys are performed by a third-party vendor and measure perceptions of care.

CAHPS surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. Users of CAHPS survey results include patients and consumers, health care providers, public and private purchasers of health care, health care accreditation organizations, health plans, and regional improvement collaboratives. These individuals and organizations use the survey results to evaluate and compare health care providers and to improve the quality of health care services.

Beginning in 2021 (reporting year 2020), both Adult and Child CAHPS surveys will be conducted annually. Prior to this, Adult CAHPS surveys were conducted only on odd years, and Child CAHPS surveys were conducted only on even years.

Utah Department of Health Quality Measure Analysis:

Measures have been selected through a series of public meetings with input from the ACOs and other stakeholders, review of the CMS Adult and Child Core Measures, as well as advice of the Division of Medicaid and Health Financing Director and the Medicaid Medical Director.

The goal for each plan is to at or above the national average for all measures.

2020 HEDIS and CAHPS Results Summary:

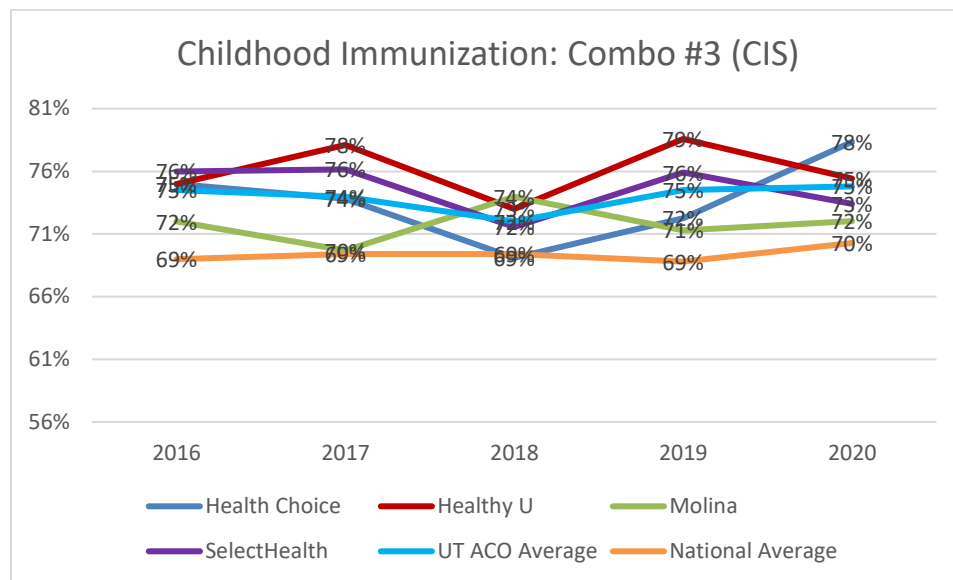
- 23 total measures were tracked; 16 HEDIS measures and 8 CAHPS measures.
- Upcoming changes for 2020 reporting year; result data to become available fall of 2021.
 - Well-Child Visits in the First 15 Months of Life (W15) measure revised to be Well-Child Visits in the First 30 Months of Life (W30)
 - Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34) measure combined with the former "Adolescent Well-Care Visits" (AWC) measure to now be Child and Adolescent Well-Care Visits (WCV)
- Per NCQA, due to difficulties collecting data due to COVID-19, Medicaid plans reporting using the hybrid methodology only, were allowed to report their audited HEDIS 2019 hybrid rate if it was better than their HEDIS 2020 hybrid rate as a result of low chart retrieval.
- For HEDIS measure eligible populations by plan, see supplemental table in Appendix A

HEDIS Quality Measures

HEDIS: Childhood Immunization: Combo 3

The percentage of children 2 years of age who had a four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday.

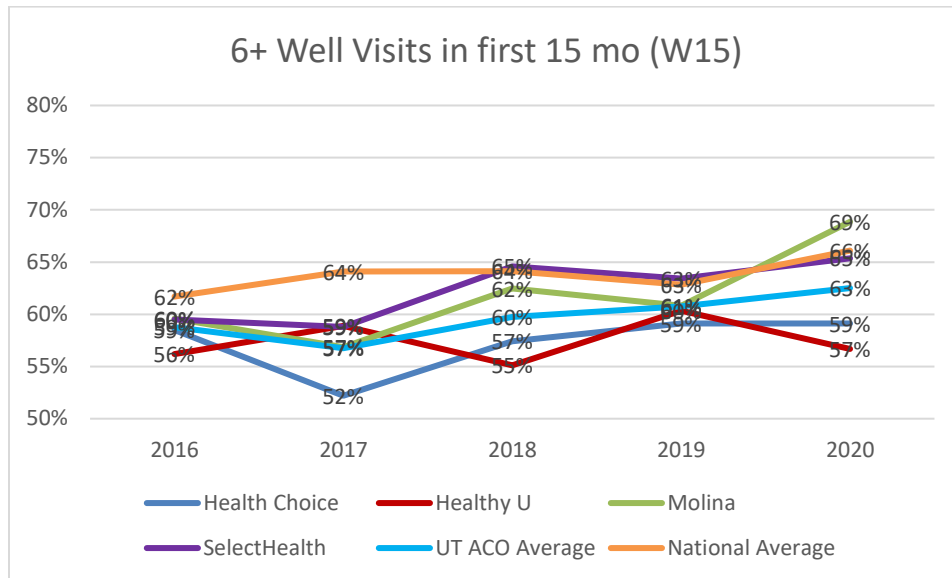
Combo #3: DTAP, IPV, MMR, HIB, Hepatitis B, VZV and PCV



HEDIS: 6 or More Well Child Visits in first 15 Months of Life

Well-Child Visits in the First 15 Months of Life: Assesses children who turned 15 months old during the measurement year and had 0–6 well-child visits with a primary care physician during their first 15 months of life.

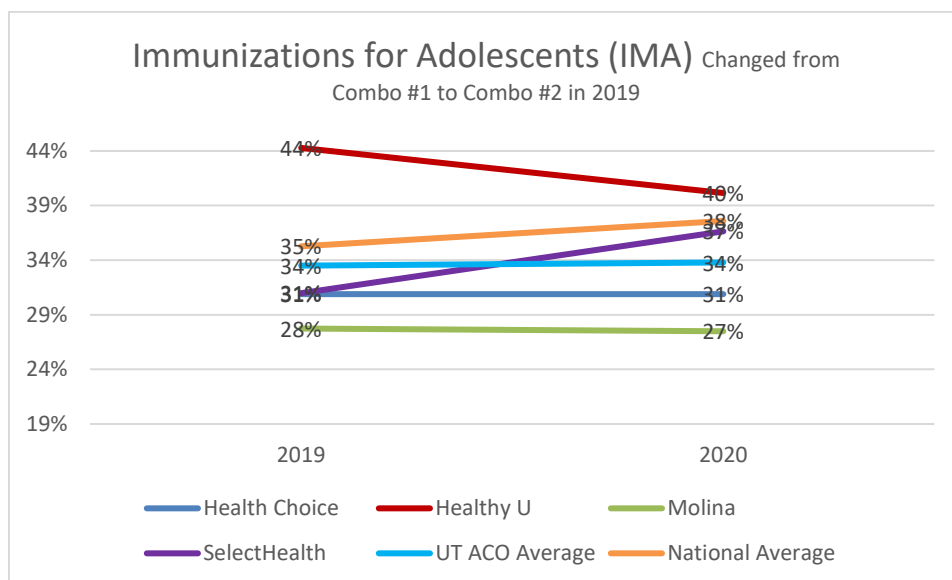
*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Immunizations for Adolescents - Combo 2 (changed from Combo 1 in 2019)

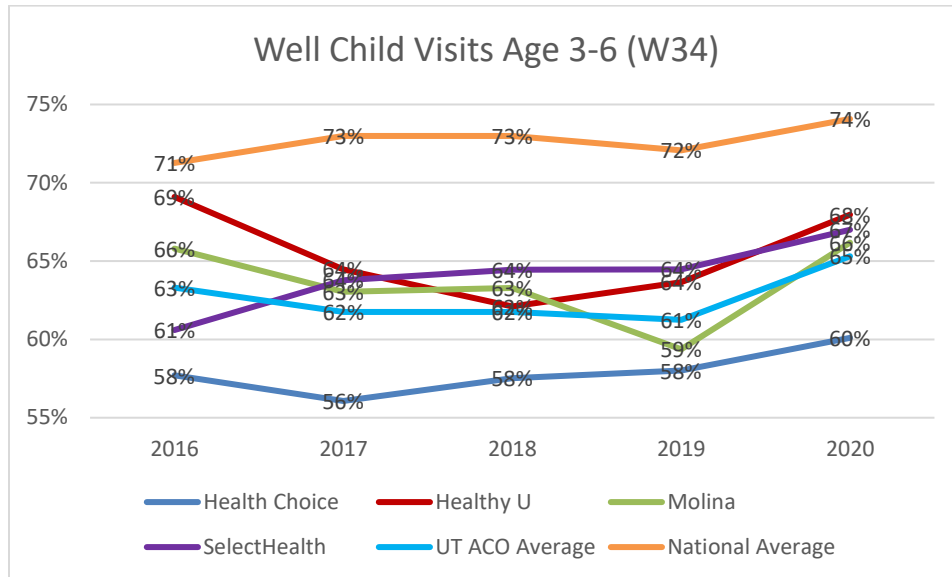
Assesses adolescents 13 years of age who had one dose of meningococcal vaccine, one Tdap vaccine and the complete human papillomavirus vaccine series by their 13th birthday.

*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Well Child Visits Age 3-6

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life: Assess children 3-6 years of age who received one or more well-child visits with a primary care practitioner during the measurement year.



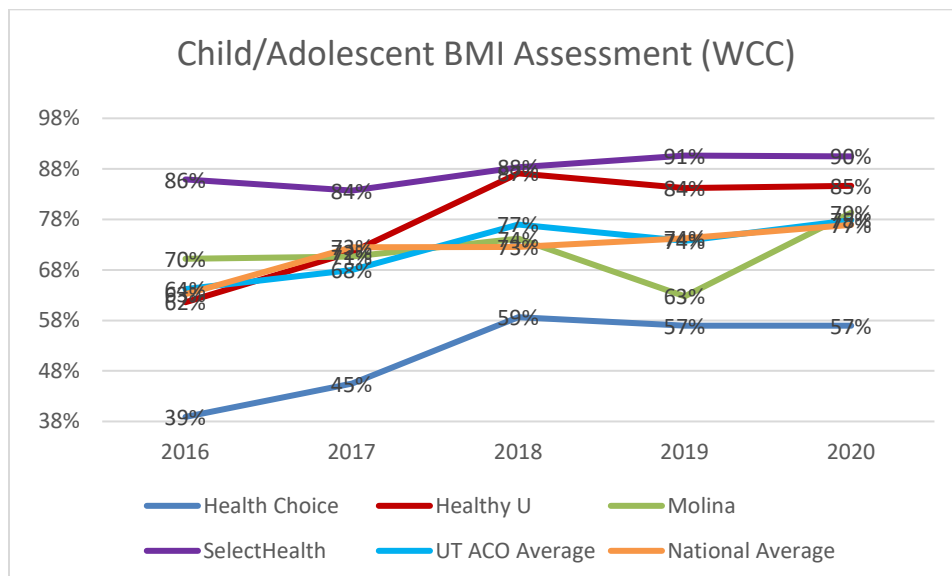
HEDIS: Child/Adolescent BMI Assessment

Assesses children and adolescents 3-17 years of age who had an outpatient visit with a primary care practitioner or OB/GYN during the measurement year and had evidence of:

- Body mass index (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.

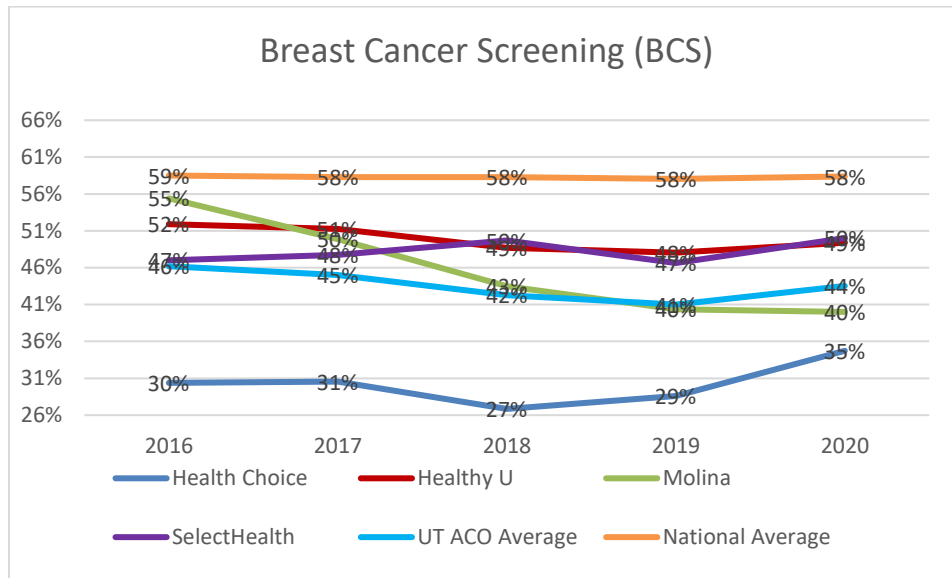
*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Breast Cancer Screening

This HEDIS measure assesses women 50–74 years of age who had at least one mammogram to screen for breast cancer in the past two years.

*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.

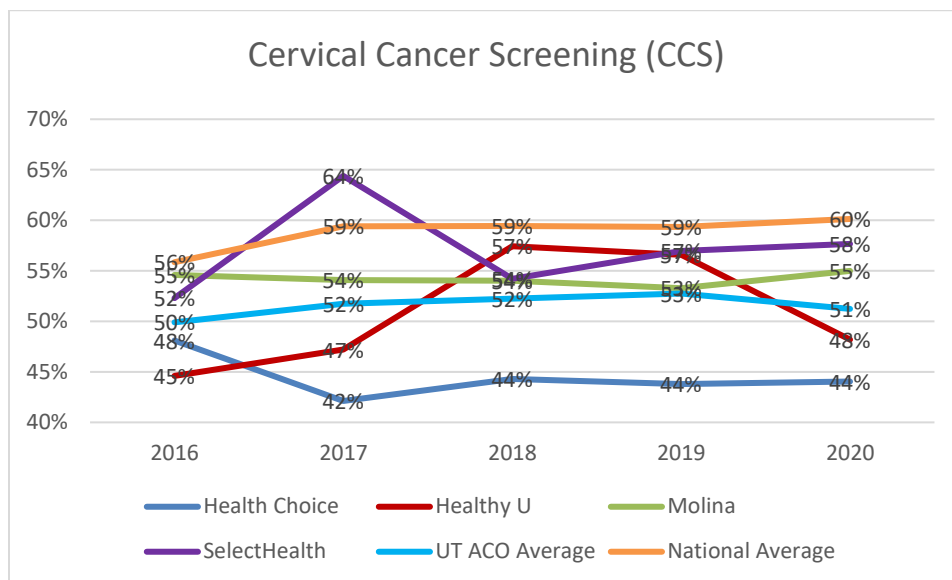


HEDIS: Cervical Cancer Screening

Assesses women 21–64 years of age who were screened for cervical cancer using either of the following criteria:

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

*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.

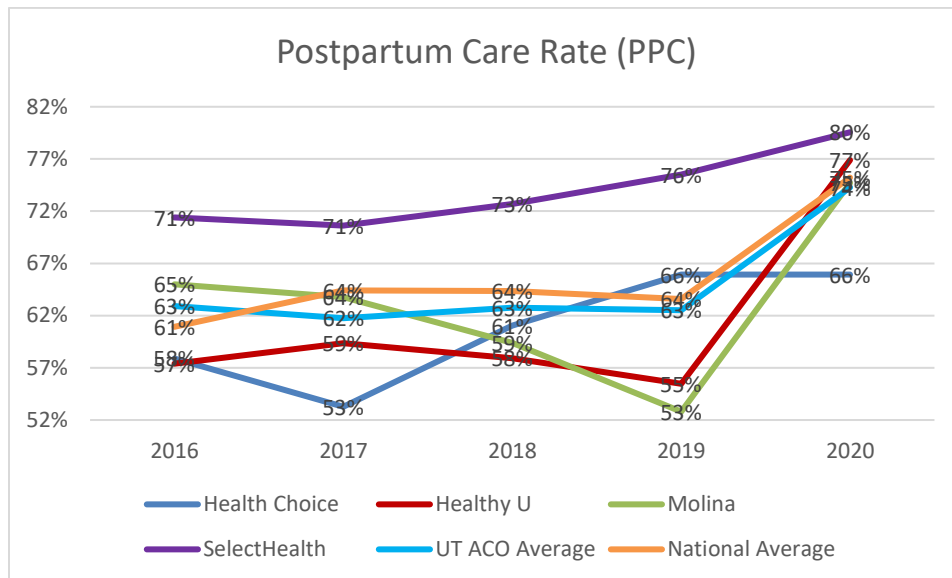


HEDIS: Postpartum Care Rate

The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.

*Large rate improvements from 2019 to 2020 may be due to measure calculation changes per NCQA

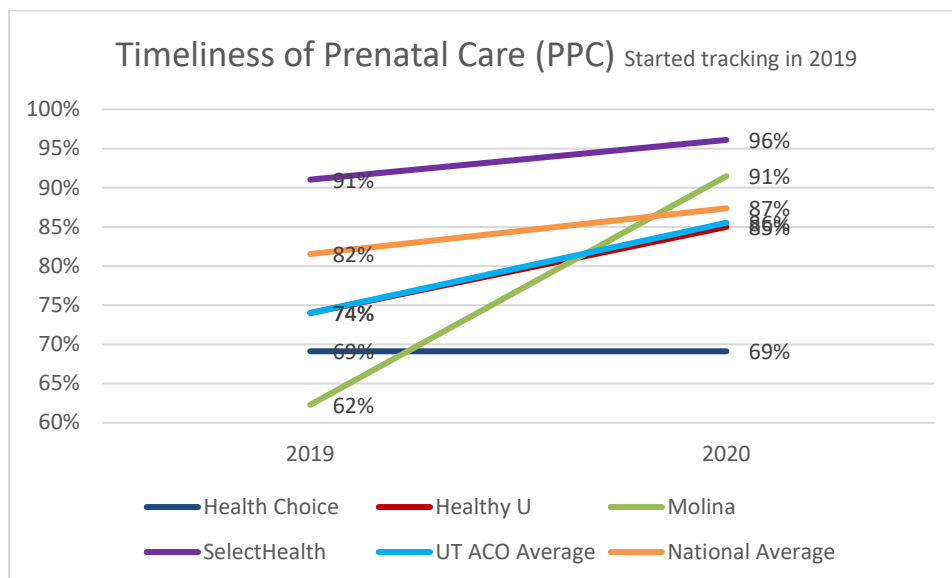
*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Timeliness of Prenatal Care (First year plan tracking measure)

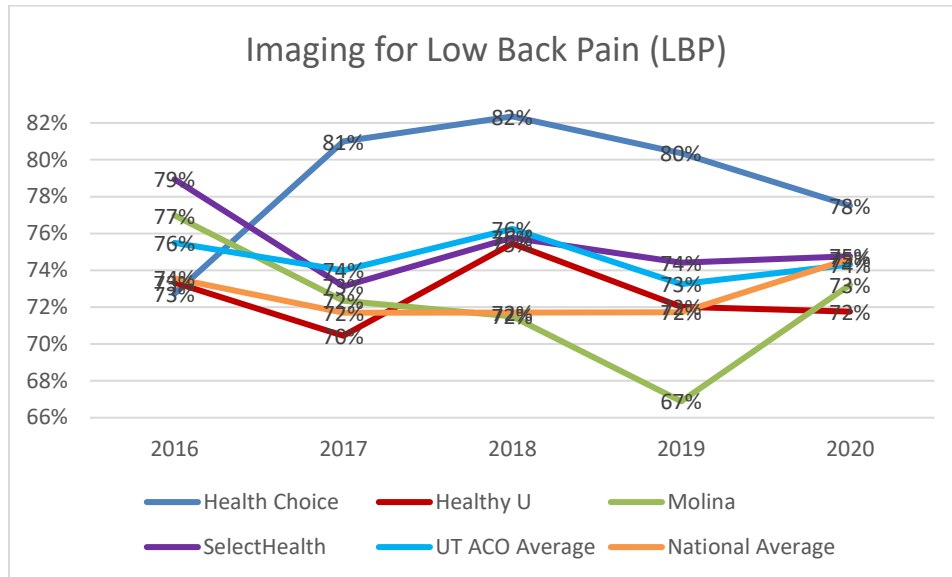
The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester, on the enrollment start date or within 42 days of enrollment in the organization.

*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Use of Imaging for Low Back Pain

Assesses adults 18–50 with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI or CT scan) within 28 days of the diagnosis (a higher score indicates better performance).



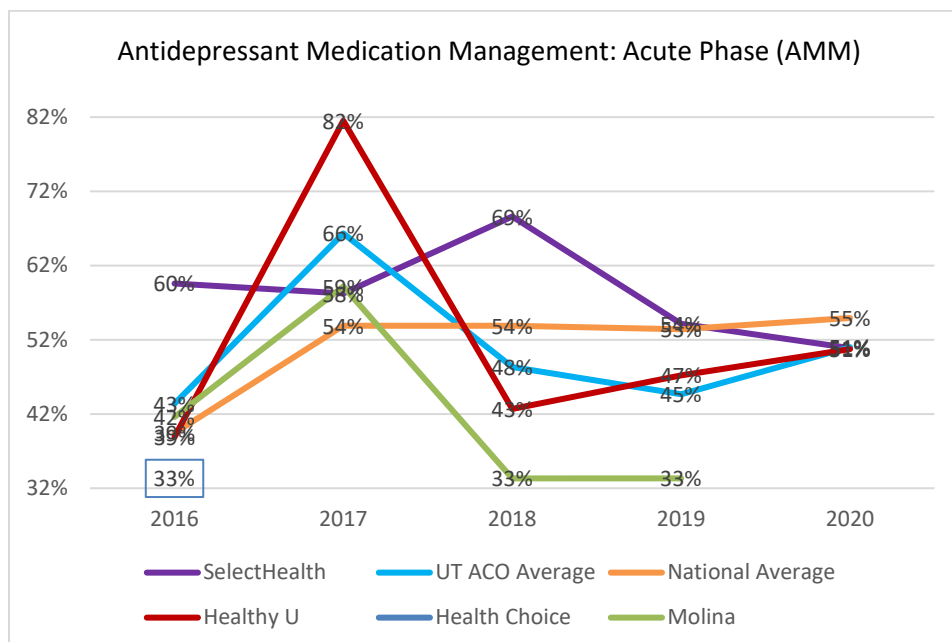
HEDIS: Antidepressant Medication Management: Acute Phase

Assesses adults 18 years of age and older with a diagnosis of major depression who were newly treated with antidepressant medication and remained on their antidepressant medications.

- *Effective Acute Phase Treatment*: Adults who remained on an antidepressant medication for at least 84 days (12 weeks).

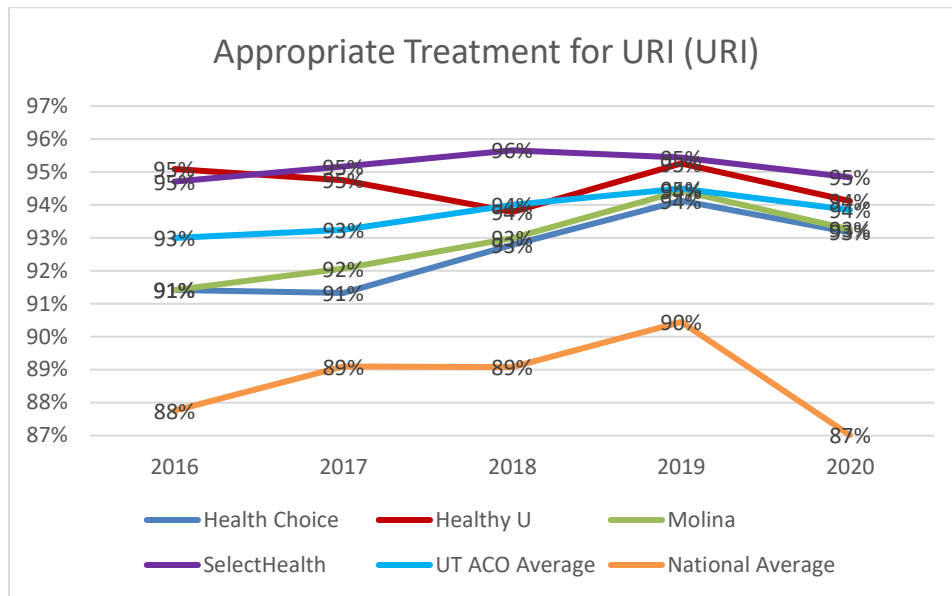
*Molina did not report for 2020 due to a small eligible population

* Health Choice last reported on this measure in 2016, due to a small eligible population



HEDIS: Appropriate Treatment for Children with Upper Respiratory Infection

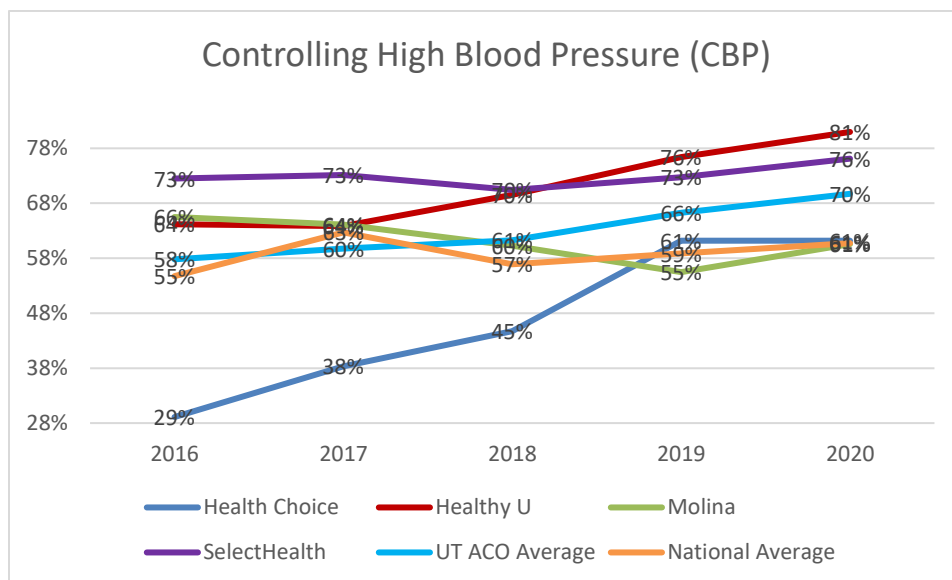
Assesses children 3 months–18 years of age who were given a diagnosis of upper respiratory infection (URI) and were not dispensed an antibiotic prescription. A higher rate indicates appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).



HEDIS: High Blood Pressure

Assesses adults 18–85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90 mm Hg).

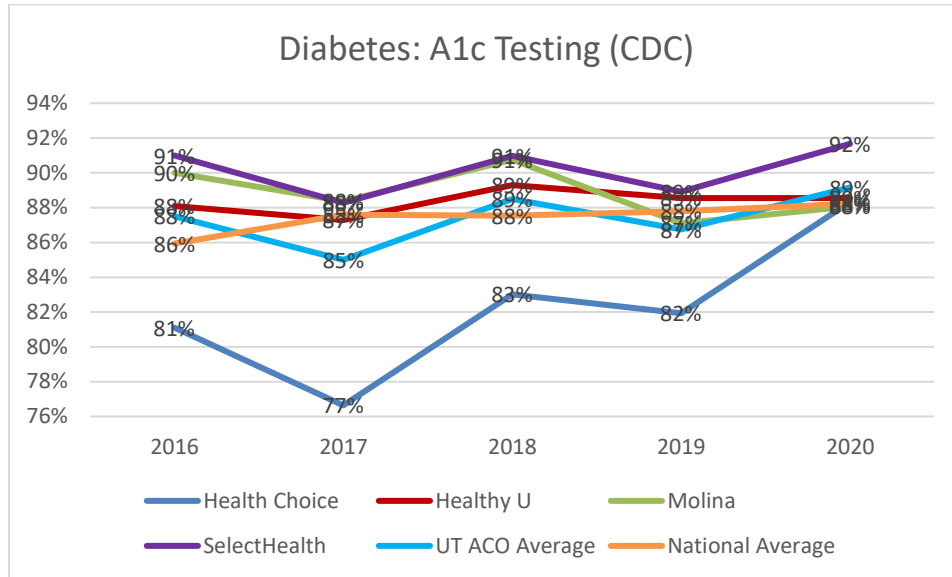
*Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Diabetes: A1c Testing

Assesses adults 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:

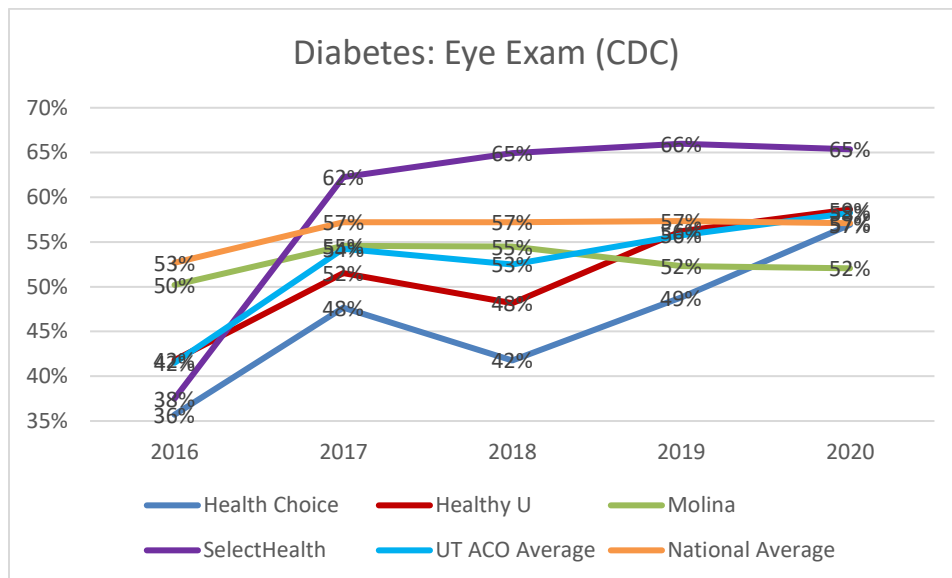
- Hemoglobin A1c (HbA1c) testing.
- *Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Diabetes: Eye Exam

Assesses adults 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:

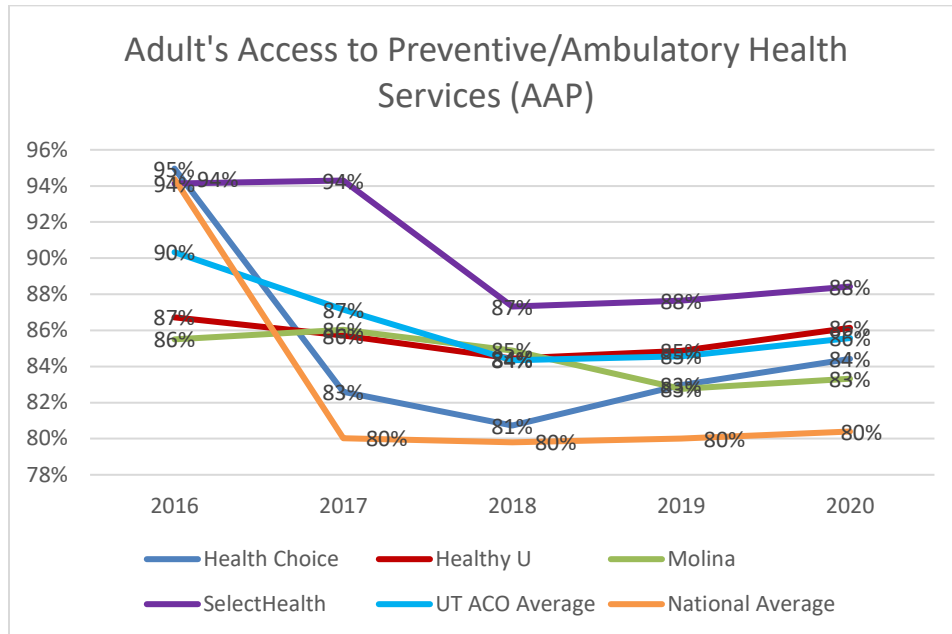
- Eye exam (retinal) performed.
- *Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



HEDIS: Adult's Access to Preventive/Ambulatory Health Services

The percentage of members 20 years and older who had an ambulatory or preventive care visit. The organization reports three separate percentages for each product line.

- Medicaid and Medicare members who had an ambulatory or preventive care visit during the measurement year.
- Commercial members who had an ambulatory or preventive care visit during the measurement year or the two years prior to the measurement year.
- *Per NCQA, plans were allowed to re-report their 2019 hybrid rates.



CAHPS (Child) – Access Measures

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey asks health plan enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support consumers in assessing the performance of health plans and choosing the plans that best meet their needs. Health plans can also use the survey results to identify their strengths and weaknesses and target areas for improvement. The questions for adults and children are slightly different. Based on these differences, the CAHPS survey is on a rotating schedule between adults and children.

Reporting on the CHILD CAHPS surveys until now has only been done every other year; note that trends seen in the line charts below are over a two-year period. Historically, in odd-years, adult enrollees 18 and over have completed the adult questionnaire, and in even-years a parent or guardian has completed the questionnaire for those 17 and younger. Starting this year and going forward, both the CHILD and ADULT CAHPS surveys will be conducted every year.

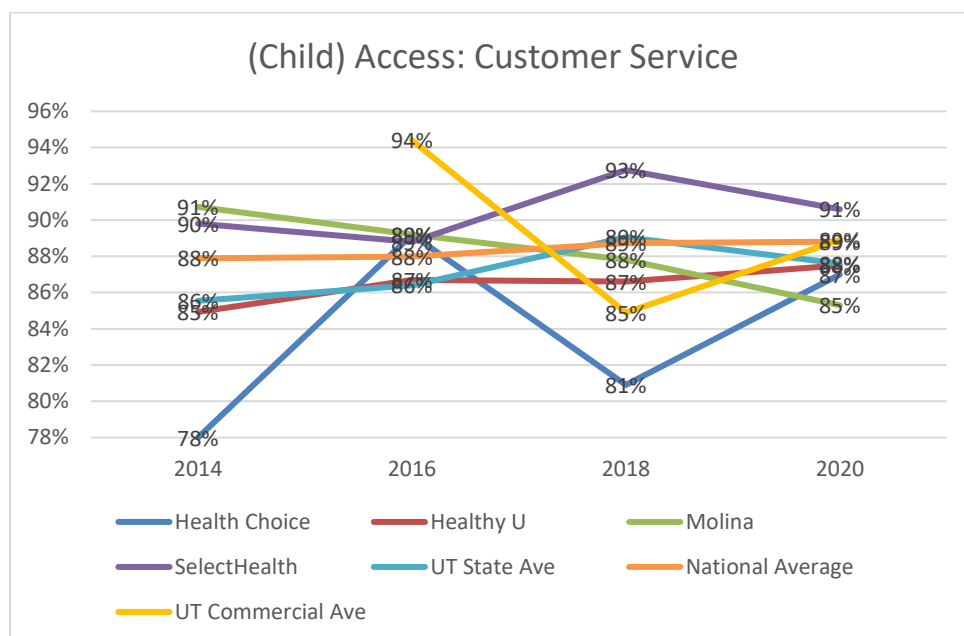
The CAHPS results describe how satisfied health plan members are with their experiences with the care provided. The purpose of these reports is to give consumers and purchasers information they can use to make an informed decision when selecting a health plan.

For more information on the CAHPS surveys, see <http://stats.health.utah.gov/about-the-data/health-plan-quality/>

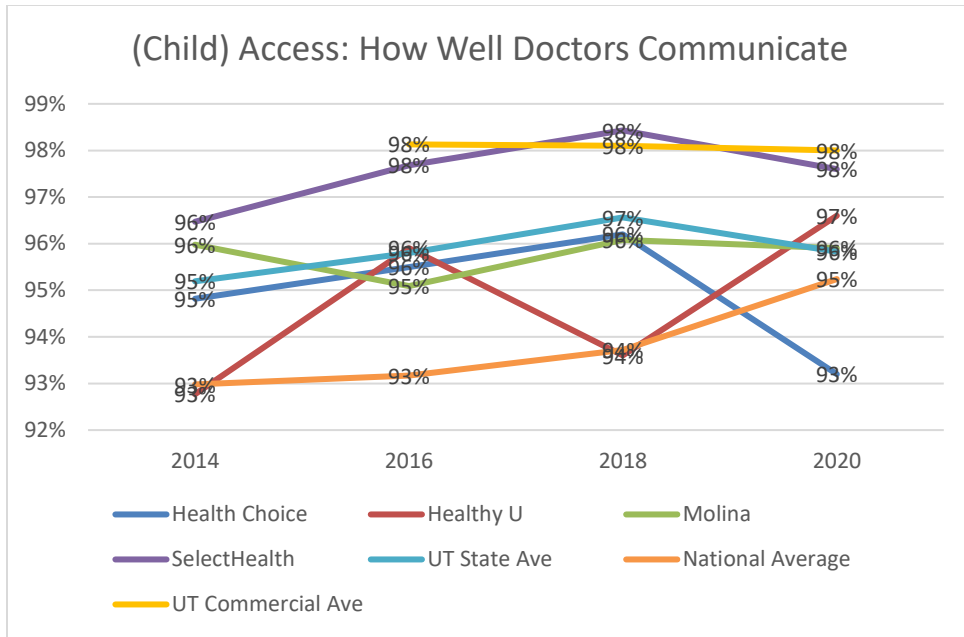
CAHPS survey questions are grouped into the following composite categories:

- Health Plan Ratings
- Health Care Ratings
- Doctor Ratings
- Specialist Ratings
- Getting Care Quickly
- Getting Needed Care
- Doctor Communication
- Customer Service

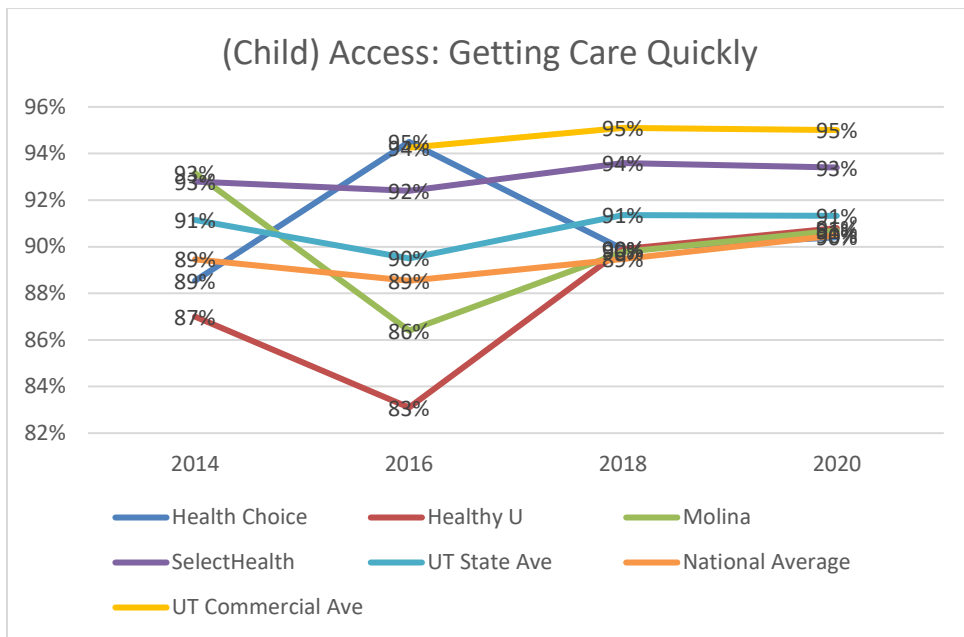
CAHPS – (Child) Access: Customer Service



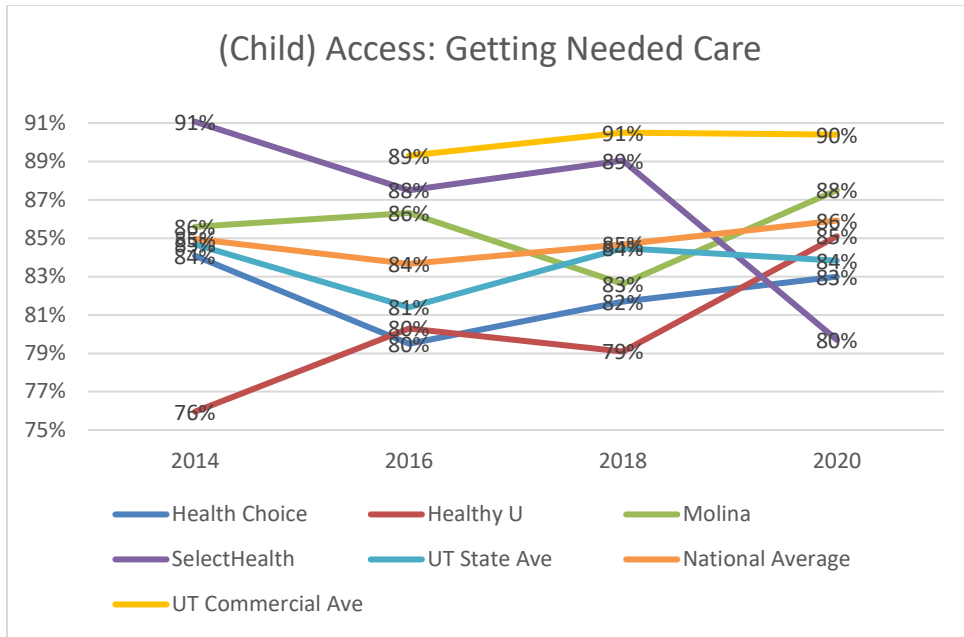
CAHPS – (Child) Access: How Well Doctors Communicate



CAHPS – (Child) Access: Getting Care Quickly

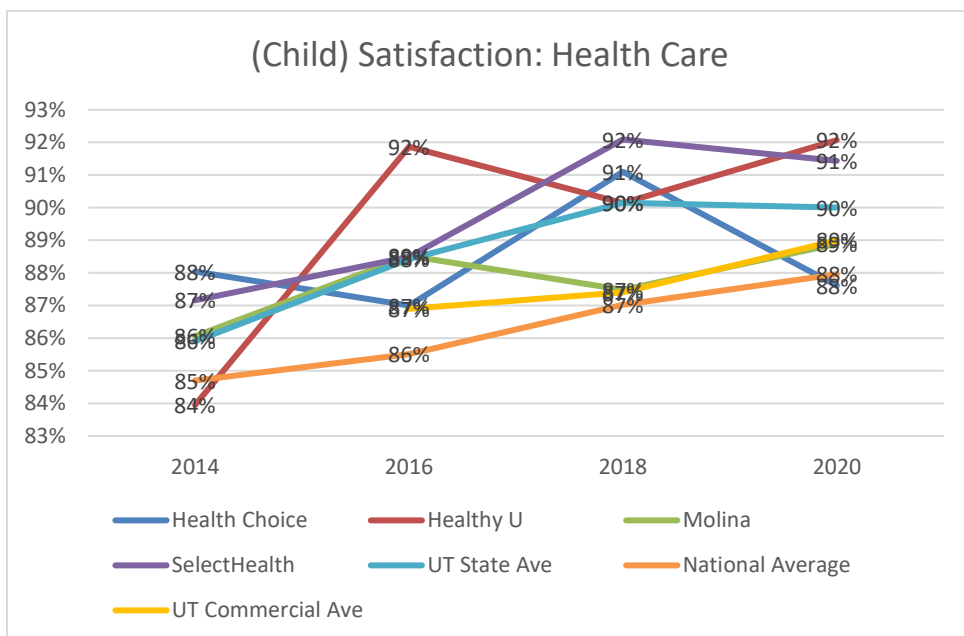


CAHPS – (Child) Access: Getting Needed Care

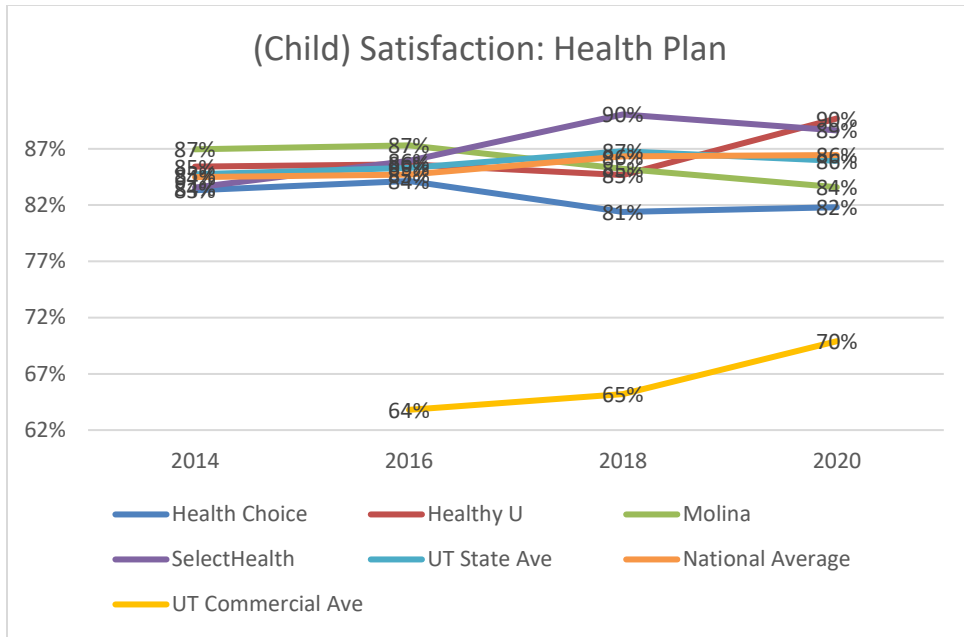


CAHPS (Child)– Satisfaction Measures

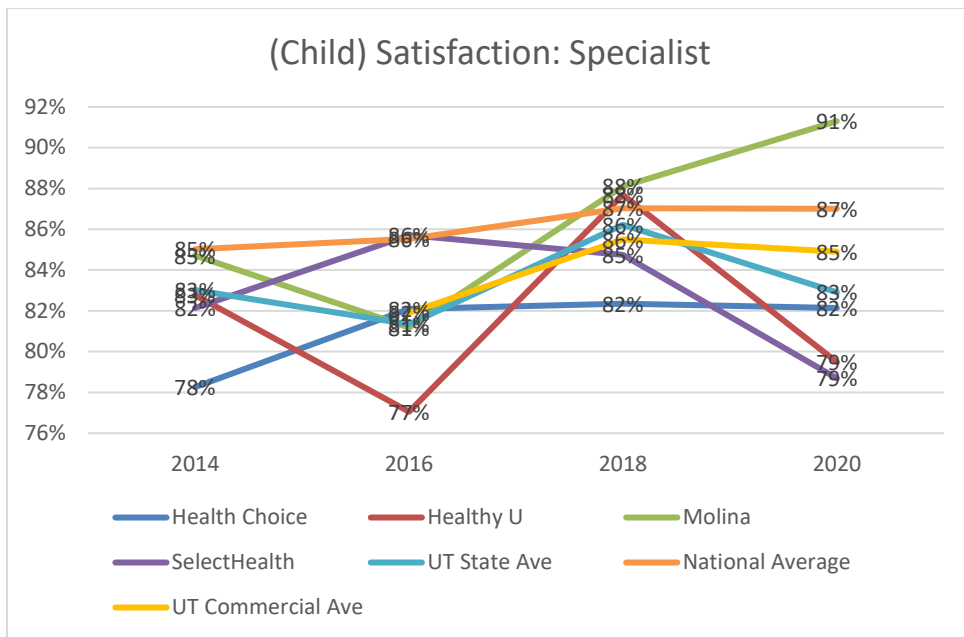
CAHPS – (Child) Satisfaction: Health Care



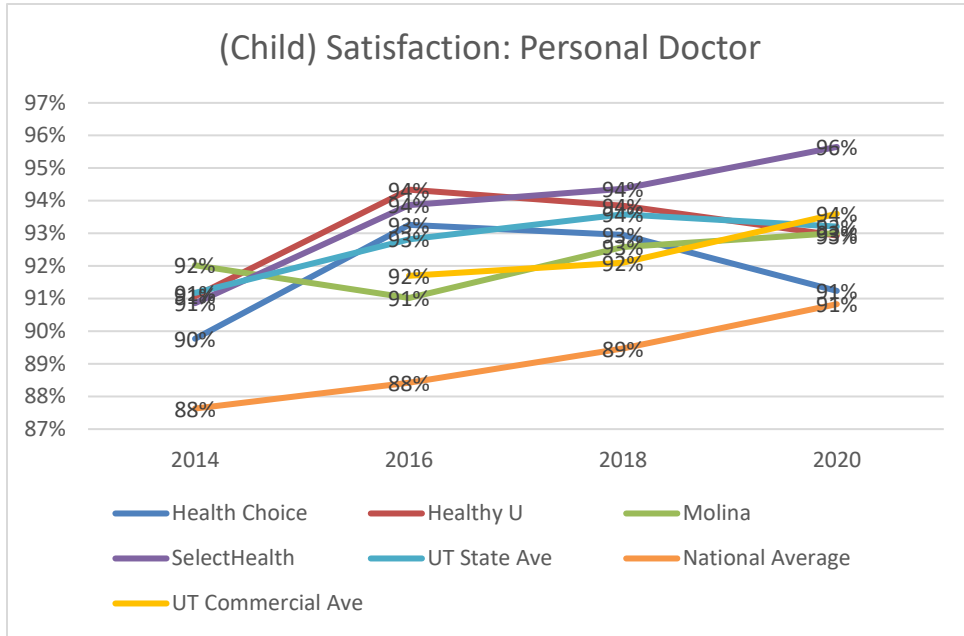
CAHPS – (Child) Satisfaction: Health Plan



CAHPS – (Child) Satisfaction: Specialist



CAHPS – (Child) Satisfaction: Personal Doctor



Appendix A – HEDIS Measure Eligible Populations by Plan

| Childhood Immunization: Combo 3 (CIS) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 505 |
| HealthyU | 1095 |
| Molina | 1271 |
| SelectHealth | 2490 |

| 6 or More Well Child Visits in first 15 Months of Life (W15) | |
|---|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 547 |
| HealthyU | 1089 |
| Molina | 1278 |
| SelectHealth | 2583 |

| Immunizations for Adolescents - Combo 2 (IMA) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 438 |
| HealthyU | 1079 |
| Molina | 1421 |
| SelectHealth | 2380 |

| Well Child Visits Age 3-6 (W34) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 1992 |
| HealthyU | 4478 |
| Molina | 5200 |
| SelectHealth | 9916 |

| Child/Adolescent BMI Assessment (WCC) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 4289 |
| HealthyU | 12422 |
| Molina | 14374 |
| SelectHealth | 25294 |

| Breast Cancer Screening (BCS) | |
|--------------------------------------|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 452 |
| HealthyU | 575 |
| Molina | 430 |

| Cervical Cancer Screening (CCS) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 1603 |
| HealthyU | 3584 |
| Molina | 3340 |
| SelectHealth | 9410 |

| Postpartum Care Rate (PPC) | |
|-----------------------------------|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 698 |
| HealthyU | 1229 |
| Molina | 1362 |
| SelectHealth | 3464 |

| Timeliness of Prenatal Care (PPC) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 698 |
| HealthyU | 1229 |
| Molina | 1362 |
| SelectHealth | 3464 |

| Use of Imaging for Low Back Pain (LBP) | |
|---|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 120 |
| HealthyU | 262 |
| Molina | 224 |
| SelectHealth | 519 |

| Antidepressant Medication Management: Acute Phase (AMM) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 9 |
| HealthyU | 550 |
| Molina | 1 |
| SelectHealth | 114 |

| Appropriate Treatment for Children with Upper Respiratory Infection (URI) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 2824 |
| HealthyU | 6178 |
| Molina | 6991 |
| SelectHealth | 13361 |

| High Blood Pressure (CBP) | |
|----------------------------------|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 610 |
| HealthyU | 1188 |
| Molina | 738 |
| SelectHealth | 3665 |

| Diabetes: A1c Testing (CDC) | |
|------------------------------------|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 510 |
| HealthyU | 859 |
| Molina | 539 |
| SelectHealth | 2391 |

| Diabetes: Eye Exam (CDC) | |
|---------------------------------|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 510 |
| HealthyU | 859 |
| Molina | 539 |
| SelectHealth | 2391 |

| Adult's Access to Preventive/Ambulatory Health Services (AAP) | |
|--|--------------------------|
| Plan: | Elig. Population: |
| Health Choice | 3408 |
| HealthyU | 5809 |
| Molina | 5055 |
| SelectHealth | 19420 |