

To: IL MAC Committee

From: Ann Lundy, Chair, IL MAC Quality Committee

**Quality Care Subcommittee Meeting
February 26, 2020**

I. 2018 HealthChoice IL Quality Report Cards: MCO Panel (State-Wide and Cook County):

Margaret DeHesse with the Health Services Advisory Group and her team gave this presentation. It was explained how HSAG came up with the figures represented on the spreadsheet. Everyone was reminded that the 2018 report does include data for Next Level. Next Level was just not displayed. The data for calendar year 2019 will be available near the end of July 2020. At that point, it will be reviewed and will be released sometime in October 2020.

II. The Managed Care Organizations (MCOs): MCO's discussed what their performance numbers are and how they can improve in the future. Presentations shared from:

- CountyCare
- Aetna Better Health

III. Ann Lundy stressed to the MCOs promoting trauma informed care. There was a discussion regarding the opportunity to look at other states and see how they handle these issues. It was suggested that we have individuals from other states come and share with us their situations and how we can learn from them. HFS will be in discussion with the MCOs to get their ideas working on outcome measures that we can use in the future.

IV. Next meeting: August 26, 2020

V. Appendix: Handouts

1. HealthChoice Illinois: 2018 HealthChoice Illinois Plan Report Card
2. CountyCare Quality Care and Performance Improvement Initiatives
3. Aetna Better Health of IL: YoY Overview and Access to Care

HealthChoice Illinois: 2018 HealthChoice Illinois Plan Report Card

Comparing HealthChoice Illinois Plans

This report card is for individuals in the HealthChoice Illinois Managed Care Program in **Cook County**. The report shows how the managed care plans compare to one another in key performance areas. The ratings for each plan are to help pick a plan that is best for you. The change for each performance area shows if the plan's rating got better, worse, or stayed the same from last year's report card.

Performance Rating

Performance Change

Highest Performance	Average Performance ★★★	Rating Got Better ↑
High Performance	Low Performance ★★	Rating Stayed the Same
	Lowest Performance ★	Rating Got Worse ↓

Plan [^]	Doctors' Communication and Patient Engagement	Change	Access to Care	Change	Women's Health	Change	Living With Illness	Change	Behavioral Health	Change	Keeping Kids Healthy	Change
Blue Cross Community Health Plans	★★★★★	—	★★★★	↑	★★★★★★	—	★★★★	↑	★★★★★★	—	★★★★★★	—
CountyCare Health Plan	★★★★	—	★★★★	—	★★★★★★	—	★★★★	—	★★★★	—	★★★★★★	—
IlliniCare Health	★★★★	↑	★★★★	↑	★★	—	★★★★★★	—	★★★★★★	—	★★	—
MeridianHealth*	★★★★	—	★★★★★★	—	★★★★	—	★★★★	—	★★★★	—	★★★★	↓
Molina Healthcare	★★	↑	★★★★	—	★★★★	—	★★★★★★	—	★★★★	—	★★★★★★	—

[^]Plan ratings include data for NextLevel Health Partners but results for NextLevel are not shown.

*Data for MeridianHealth also include data for members enrolled in Harmony in 2018.

What is Rated in Each Performance Area?

Doctors' Communication and Patient Engagement

- Doctors explain things well to members
- Doctors involve members in decisions about their care

Access to Care

- Members get the care they need, when they need it

Women's Health

- Women get screenings and tests for female cancers and diseases
- Women receive care before and after their babies are born

Living With Illness

- Members living with conditions, like diabetes and asthma, get the care they need by getting tests, checkups, and the right medicines

Behavioral Health

- Members with behavioral health conditions get the follow-up care they need

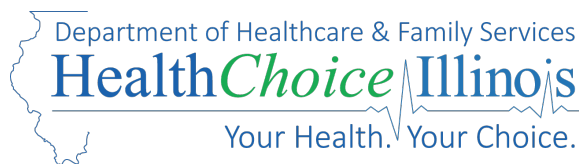
Keeping Kids Healthy

- Children get regular checkups and important shots that help them stay healthy

Choosing a HealthChoice Illinois Plan

Choosing the plan that best meets your health care needs is important. Here are some questions to ask before you pick a plan:

- **Have you read all of the materials that were included in this enrollment packet?**
- **Which plans have the extra services you want? (See Your Health Plan Choices that came with this packet.)**
- **How did the plans rate in each area on the front of this report card? Do the doctors in the plan I like communicate with their members?**
 - Do the members in the plan I like get care when they need it?
 - Do women get the care they need?
 - Do members with behavioral health conditions get the care they need?
 - Do kids get the care they need to stay healthy?
- **Which plans have the doctors, clinics, hospitals, specialists, long term care waiver service providers, and other providers you use? Call your providers to find out which HealthChoice Illinois plans they accept.**
- **Do you need providers that speak a certain language?**
- **How far do you want to travel to see your providers?**
- **Which plans have co-pays?**
- **Did the plan receive any sanctions from the state?**
 - **For more information, visit the website [here](#).**



Need More Information on Your HealthChoice Illinois Plan Options?

Visit the Illinois Department of Healthcare and Family Services online at:

www.illinois.gov/hfs. You can contact Illinois Client Enrollment Services by phone at 1-877-912-8880 (TTY 1-866-565-8576) or visit the website at: enrollhfs.illinois.gov.

You can also contact the plans directly. All plan contact information is found on the Your Health Plan Choices that came with this Report Card.

About This Report Card

The information in this report card included measures collected for calendar year 2018 as required by the health plan contract. The information was reviewed for accuracy by independent organizations. The 2019 (calendar year 2018 results) National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) data were used in this report card to rate the plans. HEDIS® is a registered trademark of NCQA and CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Published 2/2020

You can get this information in other languages or formats, such as large print or audio.

HealthChoice Illinois Plans' National Ratings

The star ratings below show how the managed care plans in **Cook County** compare to national Medicaid ratings for each measure within key performance areas.

Key

Highest Performance ★★★★★	High Performance ★★★★
Average Performance ★★★	Low Performance ★★
	Lowest Performance ★

Plan	Blue Cross Community Health Plans	CountyCare Health Plan	IlliniCare Health	MeridianHealth*	Molina Healthcare
Doctors' Communication and Patient Engagement					
Adult—How Well Doctors Communicate	★★★★★	★★★★★	★★★	★★★	★★
Child—How Well Doctors Communicate	★★★	★★	★★	★★★	★★
Adult—Shared Decision Making	★★★	★★	★★	★	★★★★★
Adult—Rating of Personal Doctor	★★	★★	★★★★★	★★★	★★★
Child—Rating of Personal Doctor	★★★	★★★	★	★★★	★★★
Talking to Tobacco Users About How to Quit	★★★	★★★★★	★★★	★	★
Talking About Medicines to Stop Tobacco Use	★★★★★	★★★★★	★★★★★	★★★	★
Talking About Plans to Stop Tobacco Use	★★★	★★★★★	★★★★★	★★	★★
Access to Care					
Adult—Getting Needed Care	★★★	★★	★★	★★★	★
Child—Getting Needed Care	★	★★	★	★	★★
Adult—Getting Care Quickly	★★	★★	★★★	★★★	★★
Child—Getting Care Quickly	★	★	★★★	★★	★★
Outpatient or Preventive Care Visits	★★★★★	★★	★	★★	★
Adult Body Mass Index (BMI)	★	★★	★★	★	★★★
Annual Dental Visits	★★★★★	★★	★★★	★★★	★★

*Data for MeridianHealth also include data for members enrolled in Harmony in 2018.

Plan	Blue Cross Community Health Plans	CountyCare Health Plan	IlliniCare Health	MeridianHealth*	Molina Healthcare
Women's Health					
Breast Cancer Screening	★★	★★★★★	★★	★★	★
Cervical Cancer Screening	★	★★★	★	★★★★	★★
Chlamydia Screening in Women	★★★★	★★★★★	★★★★	★★	★★★★
Moms Got Care Before Babies Were Born	★★★★★	★★★★	★★	★★★★★	★★
Moms Got Care After Babies Were Born	★★★★	★★	★★	★★★★	★★
Living With Illness					
Diabetics Had HbA1c Testing	★★★★	★★★★	★★★★	★★★★	★★
Diabetics Had an Eye Exam	★★	★★	★★★★	★★★★	★★
Diabetics Were Tested for Kidney Disease or Damage	★★★★★★	★★	★★★★	★★	★
Adults Have Controlled High Blood Pressure	National rules on how to collect and report this data changed.				
Checkups for Adults on Medications	NR	★★	★★★★★	★	★★★★
Diabetics Received Statin Drugs	★★★★★★	★★★★★★	★★★★★★	★★★★★	★★★★
Diabetics Received Statin Drugs and Stayed on Them	★★	★★★★	★★★★★	★★	★★★★
People With Asthma Used the Right Medicine	★★	★	★★	★★	★★
Behavioral Health					
Follow-Up Care Within 7 Days After a Hospital Visit Due to Mental Illness	★	★	★	★★	★★
Follow-Up Care Within 30 Days After a Hospital Visit Due to Mental Illness	★	★	★	★★	★★
Start of Addiction Treatment	★★★★	★★★★	★★★★★	★★★★	★★
Start and Continue Addiction Treatment	★★★★	★★	★★★★	★★★★	★★
Checkups for Kids/Teenagers on Mental Health Medications (Antipsychotics)	★★★★	★★★★	★★★★	★★★★	★★★★

*Data for MeridianHealth also include data for members enrolled in Harmony in 2018.

NR = plan chose not to report data

Plan	Blue Cross Community Health Plans	CountyCare Health Plan	IlliniCare Health	MeridianHealth*	Molina Healthcare
Keeping Kids Healthy					
Doctor Visits for Kids Younger Than 15 Months	★★	★★	★★	★★	★★★★
Doctor Visits for Kids Ages 3 to 6 Years	★★★★	★★★★★	★★	★★★★	★★
Kids Received Immunizations, Combo 2	★★★★	★★★★	★	★	★★★★★
Kids Received Immunizations, Combo 3	★★★★	★★★★	★	★	★★
Human Papillomavirus (HPV) Immunization for Teenagers	★★★★	★★★★★	★★	★★★★	★★★★★
BMI Percentile for Kids/Teenagers	★★	★★★★★	★★★★	★★	★★★★
Counseling for Nutrition for Kids/Teenagers	★★	★★★★★	★★	★★	★★★★
Counseling for Physical Activity for Kids/Teenagers	★★	★★★★★	★★★★	★★	★★

*Data for MeridianHealth also include data for members enrolled in Harmony in 2018.



CountyCare Quality Scores and Performance Improvement Initiatives

MAC Quality Subcommittee
02/26/2020



CountyCare
HEALTH PLAN
AN ILLINOIS MEDICAID HEALTH PLAN

HEDIS Results: Top Performing Measures

CY2019/HY2020 (MY2019)

80th Percentile

- Prenatal and Postpartum Care – Timeliness (PPC)*
- Prenatal and Postpartum Care – Postpartum (PPC)*

75th Percentile

- Breast Cancer Screening (BCS)

60th Percentile

- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment – Initiation Total (IET)

*Hybrid measure, results not final

HEDIS Results: Opportunities for Improvement

CY2019/HY2020 (MY2019)

50th Percentile

- Adult Access to Preventative/Ambulatory Services (AAP)
- Antidepressant Medication Management – Acute (AMM)

25th Percentile

- Antidepressant Medication Management – Continuation (AMM)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)
- Comprehensive Diabetes Care – HbA1c Screen (CDC)*
- Comprehensive Diabetes Care – Med Attn for Nephro (CDC)*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment – Engagement Total (IET)
- Medication Management for People With Asthma – 75% Compliant (MMA)
- Well-Child Visit within the First 15 Months of Life – 6 visits (W15)*
- Well-Child Visit in the 3, 4, 5, 6 Year of Life (W34)*

*Hybrid measure, results not final

Performance Improvement Initiatives

Members

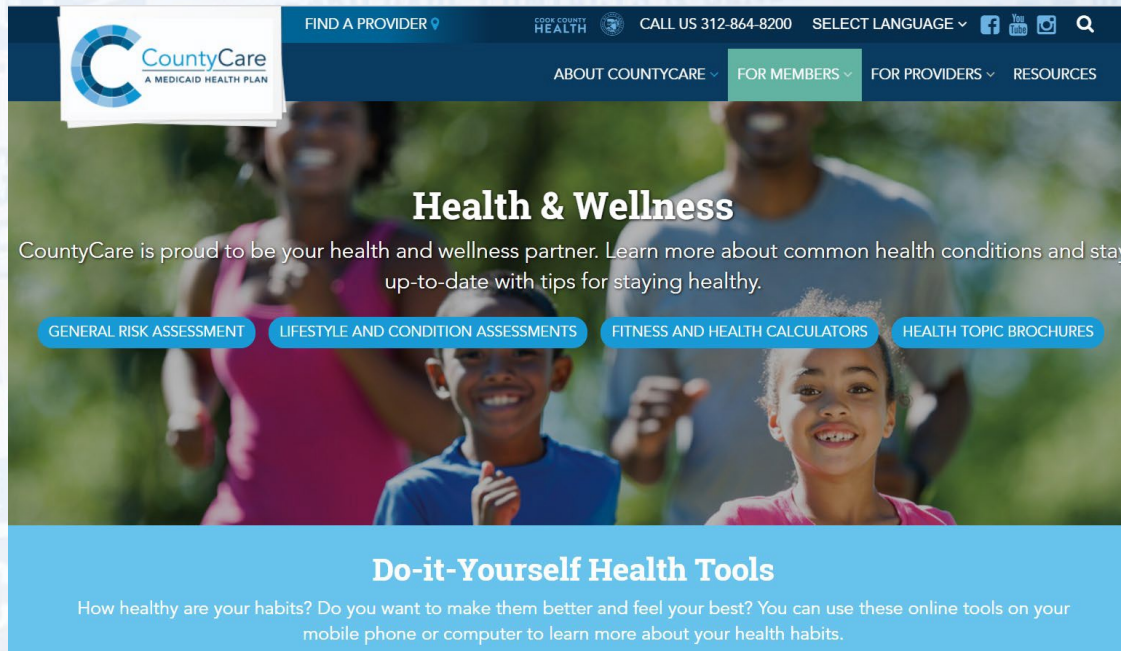
- Launched Brighter Beginnings
 - Program for expectant families and babies offering resources and rewards
 - Quality Measures impacted: CIS, PPC, W15
- Expanded the CountyCare Rewards Program
 - Reward for PCP annual visit for all members 16 months and older
 - Quality Measures impacted: AAP, AWC, CAP, W34
- Offering in-home diabetic retinal eye exams
 - Quality Measure impacted: CDC
- Member Self-Management Program
 - A mobile-phone enabled self-management software for members to learn and practice appropriate self-care for asthma, diabetes, hypertension, and obesity
 - Quality Measures impacted: ABA, CBP, CDC, MMA



Performance Improvement Initiatives

Members

- New Health and Wellness page on the CountyCare website
 - Offers lifestyle and condition assessments, fitness and health calculators, health topic brochures
 - Quality Measures impacted: ABA, AMM, CBP, CDC, MMA



The screenshot shows the CountyCare website's Health & Wellness page. The header includes the CountyCare logo, navigation links for 'FIND A PROVIDER', 'CALL US 312-864-8200', 'SELECT LANGUAGE', and social media icons. Below the header, there are tabs for 'ABOUT COUNTYCARE', 'FOR MEMBERS' (which is highlighted), 'FOR PROVIDERS', and 'RESOURCES'. The main content area features a large image of a family (a woman, a man, and two children) and the heading 'Health & Wellness'. Below the heading, a paragraph states: 'CountyCare is proud to be your health and wellness partner. Learn more about common health conditions and stay up-to-date with tips for staying healthy.' Underneath this text are four buttons: 'GENERAL RISK ASSESSMENT', 'LIFESTYLE AND CONDITION ASSESSMENTS', 'FITNESS AND HEALTH CALCULATORS', and 'HEALTH TOPIC BROCHURES'. At the bottom of the page, there is a section titled 'Do-it-Yourself Health Tools' with a paragraph: 'How healthy are your habits? Do you want to make them better and feel your best? You can use these online tools on your mobile phone or computer to learn more about your health habits.'



Performance Improvement Initiatives

Providers

- Implemented retinal cameras in clinics
 - Quality Measure impacted: CDC
- School-based health centers pilot program
 - Establish model for MCO and school-based health center collaboration for shared CountyCare/Chicago Public Schools members to coordinate care and identify and close care gaps
 - Quality Measures impacted: APM, AWC, IMA, W34
- Pay for Performance program
 - Quality Measures impacted: AAP, APM, BCS, MMA, PPC
- Quarterly performance meetings
 - Share data with provider groups on membership, costs, utilization, chronic conditions, and HEDIS measures
 - Provide gaps in care member lists for outreach
 - Impacts all quality measures



Performance Improvement Initiatives

Data

- Improved HEDIS measure data capture and completeness
 - Using adjudicated, but not yet paid claims
 - Educated providers on including rendering provider on claims
- Incorporated additional supplemental data sources
 - I-CARE
 - Electronic medical record files from medical homes
 - Medical record reviews
- Updated reporting structure for providers
 - Actionable member lists
 - Trending HEDIS performance



Results: Adult CAHPS

2019

90th
Percentile

- Customer Service
- Rating of Personal Doctor

75th
Percentile

- N/A

50th
Percentile

- Coordination of Care
- Rating of Health Plan

25th
Percentile

- Getting Needed Care:
- Getting Care Quickly
- Rating of Health Care
- Rating of Specialist



Results: Child CAHPS

2019

90th
Percentile

- Rating of Healthcare
- Rating of Personal Doctor
- Rating of Health Plan

75th
Percentile

- Coordination of Care

50th
Percentile

- N/A

25th
Percentile

- Getting Needed Care

<25th
Percentile

- Getting Care Quickly
- Customer Service

Performance Improvement Initiatives

CAHPS

- Segmented results by provider group and shared with providers
- Expanded use of platform to improve ease of referrals to specialists
- Selection of additional supplemental questions for 2020 CAHPS survey
- Presentation and discussion of results with input from members at Quality Management Committee
- Education of CountyCare staff
- Initiation of CAHPS workgroup



Thank You!



CountyCare
HEALTH PLAN
AN ILLINOIS MEDICAID HEALTH PLAN



Aetna Better Health of Illinois

MAC Quality subcommittee meeting


YoY overview and Access to Care

- 67% of reportable measures demonstrated a YoY Improvement

YoY Comparisons: HEDIS 2018 Final v. HEDIS 2019 Final

Count Measures w/ Improvement	% Measures w/ Improvement
29	67.44%

- Access and availability of care (driver measure) demonstrates YoY improvement

Aetna Better Health of Illinois Premier Plan Year Over Year Trending						
Measure	HEDIS 2016 Final	HEDIS 2017 Final	HEDIS 2018 Final	HEDIS 2019 Final	Trend	Performance Improvement?
AAP	81.14%	83.91%	85.94%	86.24%		Yes

- Interventions:
 - Facilitation of appointment scheduling with CM activities
 - Utilization of vendor to locate unable to be reached members (Feet on the ground)
 - Member incentive program

Preventive Screenings YoY

Aetna Better Health of Illinois Premier Plan Year Over Year Trending						
Measure	HEDIS 2016 Final	HEDIS 2017 Final	HEDIS 2018 Final	HEDIS 2019 Final	Trend	Performance Improvement?
ABA	—	68.98%	89.29%	94.65%		Yes
BCS	—	51.13%	50.23%	54.34%		Yes
COL	—	29.00%	34.79%	42.09%		Yes
COA - Advanced Care Planning	5.32%	11.63%	41.85%	48.42%		Yes
COA - Medication Review	28.94%	27.67%	64.96%	74.45%		Yes
COA - Functional Status Assessment	13.89%	52.79%	64.96%	63.50%		No
COA - Pain Assessment	25.93%	55.35%	69.59%	74.94%		Yes

- Interventions:
 - Partnership with Community Hospital twice a year
 - Provider education regarding requirements
 - Member education through plan's website, CM activity, member newsletters
 - Member incentives
 - Population health management strategy – focusing on healthy adults

Management of Chronic Conditions YOY

Aetna Better Health of Illinois Premier Plan Year Over Year Trending						
Measure	HEDIS 2016 Final	HEDIS 2017 Final	HEDIS 2018 Final	HEDIS 2019 Final	Trend	Performance Improvement?
SPR	NA	NA	15.73%	22.41%		Yes
PCE - Systemic Corticosteroid	55.12%	63.64%	77.51%	74.85%		No
PCE - Bronchodilator	73.23%	84.24%	86.39%	88.02%		Yes
CBP	43.30%	53.98%	61.07%	57.42%		No
SPC - Statin Therapy	—	77.05%	83.17%	80.71%		No
SPC - Statin Adherence	—	87.23%	70.24%	71.68%		Yes
CDC - A1c Test	84.72%	87.04%	92.46%	89.54%		No
CDC - A1c Poor Control (>9)	56.02%	55.32%	38.69%	38.44%		Yes
CDC - A1c Good Control (<8)	36.34%	37.73%	50.12%	52.55%		Yes
CDC - Eye Exams	38.89%	50.46%	62.29%	66.91%		Yes
CDC - Attention for Nephropathy	88.19%	88.66%	91.48%	91.24%		No
CDC - BP Control (<140/90)	34.95%	43.52%	55.72%	62.04%		Yes
SPD - Statin Therapy	—	70.17%	73.23%	76.50%		Yes
SPD - Statin Adherence	—	86.86%	70.32%	77.39%		Yes






- Interventions:
 - Included most prevalent conditions in the population health management strategy
 - Incentive members for diabetes gaps in care closure
 - Provider education regarding requirements
 - Member education through member newsletters, member condition specific newsletters, plan's website, CM activity

Behavioral Health YoY

Aetna Better Health of Illinois Premier Plan Year Over Year Trending						
Measure	HEDIS 2016 Final	HEDIS 2017 Final	HEDIS 2018 Final	HEDIS 2019 Final	Trend	Performance Improvement?
AMM - Effective Acute Phase	100.00%	81.25%	66.46%	67.94%		Yes
AMM - Effective Continuation Phase	96.70%	78.13%	44.72%	44.27%		No
FUH - Follow-up in 30 Days	49.81%	54.88%	42.40%	36.57%		No
FUH - Follow-up in 7 Days	33.46%	38.62%	24.88%	21.71%		No
FUM - Follow-up in 30 Days	—	—	51.79%	49.18%		No
FUM - Follow-up in 7 Days	—	—	32.14%	40.98%		Yes
FUA - Follow-up in 30 Days	—	—	6.00%	14.46%		Yes
FUA - Follow-up in 7 Days	—	—	5.00%	8.43%		Yes
IET - Initiation	39.23%	49.58%	50.18%	45.25%		No
IET - Engagement	7.73%	6.69%	9.61%	9.84%		Yes

- Interventions
 - Telephonic outreach to members and discharge planners
 - Provider education regarding timeliness and appropriate provider follow-up
 - Utilization of BH vendor to facilitate timely follow up post hospitalization of mental illness
 - Member education through member newsletters, health plan's website and CM activity
 - Deep dive on high ED utilization with BH conditions – driving additional Cmactivities

Transitions of Care YoY

Aetna Better Health of Illinois Premier Plan Year Over Year Trending						
Measure	HEDIS 2016 Final	HEDIS 2017 Final	HEDIS 2018 Final	HEDIS 2019 Final	Trend	Performance Improvement?
MRP	5.28%	10.04%	19.68%	27.98%		Yes
TRC - Notification of Admission	—	—	1.46%	0.97%		No
TRC - Receipt of Discharge Plan	—	—	2.43%	4.38%		Yes
TRC - Medication Reconciliation	—	—	16.55%	27.01%		Yes
TRC - Patient Engagement	—	—	57.66%	63.99%		Yes

- Interventions:
 - Telephonic outreach to members and discharge planners
 - Provider education regarding requirements

Questions