

**Illinois Department of Healthcare and Family Services**  
**Quality Care Subcommittee Meeting Minutes**  
**December 9, 2020**

**Members Present**

Ann Lundy, Chair, Access Community Health Network  
Jason Korkus, Sonrisa Family Dental  
Kathy Chan, Cook County Health and Hospitals System  
Krishna Das  
Andrea McGlynn, Cook County Health Plan

**Members Absent**

Jennifer Cartland, Lurie Children's Hospital  
Beverly Hamilton-Robinson, Human Services Consultant  
Barrett Hatches, Chicago Family Health Center  
Catina Latham, University of Chicago

**HFS Staff Present**

Arvind K. Goyal	Dawn Wells
Kyle Daniels	Michelle Eckhoff

- I. **Call to order:** The regular bi-monthly meeting of the Medicaid Advisory Committee Quality Care Subcommittee was called to order December 9, 2020 at 10:00am by Ann Lundy.
- II. **Introductions:** The Chair took roll call for all Committee Members.
- III. **2021 Priority HEDIS Measures for Performance:** Dawn Wells, HFS, made this presentation. The presentation is attached.
- IV. **Managed Care Best Practices:** Molina mentioned help they provide for moms pre-birth and post-birth. Molina works with providers for additional assistance. Molina has a behavioral health program which has been very successful. They are always looking to improve performance. Incentives are given for better outcomes. County Care gave a presentation which is attached. Meridian spoke regarding member incentives. This program started in 2019. They have had success with this program. They also have pushed out to the providers importance of blood pressure for women who are pregnant.
- V. **Review 2019 IL Choice Quality Report Card:** HSAG made this presentation. The presentation is attached.
- VI. **Adjournment:** The meeting was adjourned at 11:55am.
- VII. **Next meeting:** January 19, 2021 at 10:00am.

# MAC QUALITY SUBCOMMITTEE

## 12/9/2020

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QUALITY STRATEGY 2021

BASELINE P4P – MY 2021 RY 2022

# Quality Strategy Purpose

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The Illinois Department of Healthcare and Family Services (HFS) developed a transformative person-centered, integrated, equitable Comprehensive Medical Programs Quality Strategy (Quality Strategy) designed to improve outcomes in the delivery of healthcare at a community level. The Quality Strategy provides a framework to accomplish HFS' mission.

# Quality Strategy Mission

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HFS is committed to improving lives by addressing social and structural determinants of health, empowering customers to maximize their health and well-being, and by maintaining the highest standards of program integrity on behalf of Illinoisans. HFS is committed to making equity the foundation of quality improvement.

# Quality Strategy Objectives

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Our transformation puts a strong new focus on equity, prevention and public health; pays for value and outcomes rather than volume and services; proactively uses analytics and data to drive decisions and address health disparities; and works to move individuals from institutions to community in an effort to keep individuals in the least restrictive environment and to keep them more closely connected with families and communities.

## Better Care

1. Improve population health
2. Improve access to care
3. Increase effective coordination of care

## Healthy People/Healthy Communities

4. Improve participation in preventive care and screenings.
5. Promote integration of behavioral and physical healthcare.
6. Create consumer-centric healthcare delivery system.
7. Identify and prioritize reducing health disparities.
8. Implement evidence-based interventions to reduce disparities.
9. Invest in the development and use of health equity performance measures.
10. Incentivize the reeducation of health disparities and achievement of health equity.

## Affordable Care

11. Transition to value- and outcome-based payment.
12. Deploy technology initiatives and provide incentives to increase adoption of electronic health records (EHRs) and streamline and enhance performance reporting, eligibility and enrollment procedures, pharmacy management, and data integration.

Aims/Goals

# HFS Vision

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- Addressing social and structural determinants of health.
- Empowering customers to maximize their health and well-being.
- Providing consistent, responsive service to our colleagues and customers.
- Making equity the foundation of everything we do.

How to get there.....

# P4P – 5 Pillars of Improvement

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Maternal and Child Health



Adult Behavioral Health



Child Behavioral Health



Equity Inclusiveness



Keeping People in the Community



Each Pillar will have P4P measures and reporting measures.





# Maternal and Child Health

## **P4P**

Timeliness of Prenatal and Postpartum Care  
Childhood Immunizations Status (Combo 3)

## **Reporting**

C-section Rate for Low-risk Women with No Prior Births  
Well-Child Visits in the First 30 Months of Life  
Child and Adolescent WellCare Visits  
Annual Dental Visits



# Maternal and Child Health

## **Overarching Goals**

Improving birth outcomes

Full term births and infant vitality

Improving maternal health and outcomes

Improving immunizations and preventative visits for child  
and adolescent



# Adult Behavioral Health

## **P4P**

Follow up After Hospitalization for Mental Illness

Follow up After Emergency Department Visit for Alcohol and  
Other Drug Abuse or Dependence

## **Reporting**

Follow Up High Intensity Care for Substance Use Disorder

Pharmacotherapy for Opioid Use Disorder



# Adult Behavioral Health

## **Overarching Goals**

Appropriate behavioral health follow up

Improve transitions in care from inpatient to community-based services

Improve care coordination and access to care for individuals with alcohol and/or substance abuse disorders

Improve continuity of care for vulnerable individuals after high intensity care

Improve efforts to address the opioid crisis



# Child Behavioral Health

## **P4P**

Follow up After Hospitalization for Mental Illness

Follow up After Emergency Department Visit for Mental Illness

## **Reporting**

Mobile Crisis Response Services that Result in Hospitalizations

Visits to ER for BH services that Result in Hospitalizations

Overall number and Length of BH Hospitalizations

Number of Repeat BH Hospitalizations



# Child Behavioral Health

## **Overarching Goals**

Appropriate behavioral health follow up

Improve transitions in care from inpatient to community-based services

Monitor and reduce avoidable psychiatric hospitalizations through improved access to community-based services

Reduce avoidable emergency department visits by leveraging statewide mobile crisis response



# Equity Inclusiveness

## **P4P**

Breast Cancer Screening

Cervical Cancer Screening

Controlling High Blood Pressure

Adults Access to preventative/Ambulatory Health Services

## **Reporting**

HIV Viral Load Suppression

One additional HIV measure



Equity  
Inclusiveness

### **Overarching Goals**

Identify overall disparities

Decrease disparities wherever identified





# Improving Community Placement

## Under Development

### **Reporting**

LTSS Comprehensive Care Plan and Update

Successful Transition after Long-term Care Stay



# Improving Community Placement

## **Overarching Goals**

Keeping customers in the least restrictive environment  
whenever possible

# HealthChoice Illinois Plan Report Card

## Calendar Year 2019

# Health Plan Report Card Overview

Evaluated the performance of the 5 managed care organizations (MCOs) available in Cook County and the 4 MCOs available Statewide.

Targeted a consumer audience; therefore, it is user friendly, easy to read, and addresses areas of interest for consumers.

Utilized HEDIS<sup>®</sup> (Healthcare Effectiveness Data and Information Set) results and CAHPS<sup>®</sup> (Consumer Assessment of Healthcare Providers and Systems) data.<sup>1</sup>

<sup>1</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# HealthChoice Illinois Report Card Measures

- Measures for the 2020 (i.e., calendar year [CY] 2019) HealthChoice Illinois Report Card were chosen based on several factors, including:
  - Using measures that best approximate the reporting categories and are useful to consumers,
  - Using validated, audited data that are readily available,
  - Using nationally recognized, standardized measures of Medicaid and/or managed care.
- Plan performance was evaluated at the measure-level and category-level for the following six reporting categories:
  - Doctors' Communication
  - Access to Care
  - Women's Health
  - Living With Illness
  - Behavioral Health
  - Keeping Kids Healthy

# Comparing Plan Performance

## Methodology

### Step 1: Data

- Used 2020 (CY 2019) Healthcare Effectiveness Data and Information Set (HEDIS®)<sup>1</sup> results, and Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup> survey data provided by HFS and the MCOs.

### Step 2: Comparing Plan Performance

- Calculated six category summary scores for each MCO using select HEDIS and CAHPS measures.
- Ratings are assigned to MCOs within each category by comparing each MCO's category score to the Illinois Medicaid statewide average.

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

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

# Comparing Plan Performance

## Methodology

### Step 3: Consumer friendly rating scale

- The 95 percent and 68 percent confidence intervals are used to determine if the MCO summary score was above or below the Illinois statewide average
- MCOs are assigned a rating of one to five stars for each reporting category using the following distribution:

Rating	Plan Performance Compared to Statewide Average	
★★★★★	<b>Highest Performance</b>	The plan's performance was 1.96 standard deviations above the Illinois Medicaid Health Plan average.
★★★★	<b>High Performance</b>	The plan's performance was 1 standard deviation above the Illinois Medicaid Health Plan average.
★★★	<b>Average Performance</b>	The plan's performance was average compared to all Illinois Medicaid Health Plan average.
★★	<b>Low Performance</b>	The plan's performance was 1 standard deviation below the Illinois Medicaid Health Plan average.
★	<b>Lowest Performance</b>	The plan's performance was 1.96 standard deviations below the Illinois Medicaid Health Plan average.

# Comparing Plan Performance

## Methodology

### Step 4: Comparing measure rates to national benchmarks

- Used a 5-star rating scale to report how HEDIS and CAHPS measures compare to the 2019 Quality Compass® national Medicaid benchmarks.<sup>1,2</sup>
- The following 5-star rating scale provides an overview of how the measure rates were compared to national Medicaid benchmarks:

Rating	Performance Measure Compared to 2019 Quality Compass National Medicaid Benchmarks	
★★★★★	<b>Highest Performance</b>	The performance measure was at or above the 90th percentile.
★★★★	<b>High Performance</b>	The performance measure was at or between the 75th and 89th percentiles.
★★★	<b>Average Performance</b>	The performance measure was at or between the 50th and 74th percentiles.
★★	<b>Low Performance</b>	The performance measure was at or between the 25th and 49th percentiles.
★	<b>Lowest Performance</b>	The performance measure was at or below the 25th percentile.

<sup>1</sup> Quality Compass® is a registered trademark for the National Committee for Quality Assurance (NCQA).

<sup>2</sup> The PPC measure was not compared to the 2019 Quality Compass benchmarks due to a break in trending.






# Comparing Plan Performance

## Methodology

### Step 5: Comparing category-level trending to national benchmarks.

- Assigned a star rating for each measure in the selected categories based on the 5-star rating scale on the previous page.
- Each plan's summary scores for each category in 2020 were compared to the summary scores in 2019 in order to make trending determinations, which are displayed using the following symbols:

Rating	Category Trending Compared to 2019 Quality Compass National Medicaid Benchmarks
	<b>Substantial Improvement</b> The plan's category rating increased by one star from the prior years' rating.
	<b>Sustained Performance</b> The plan's category rating either did not change at all or changed only slightly.
	<b>Substantial Decline</b> The plan's category rating decreased by one star from the prior years' rating.

# CY 2019 Report Card for Cook County

## HealthChoice Illinois: 2019 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	Change	Access to Care	Change	Women's Health	Change	Living With Illness	Change	Behavioral Health	Change	Keeping Kids Healthy	Change
Aetna Better Health*	★★★	—	★★★★	—	★	—	★★★	—	★★★★★★	—	★	—
Blue Cross Community Health Plans	★★★★★	—	★★★★	—	★★	—	★★★	—	★★★★	—	★	—
CountyCare Health Plan	★★★	—	★★★★	—	★★★★★★	—	★★	—	★★★	—	★★★★★★	—
MeridianHealth	★★★	—	★★★★	—	★★★★	—	★★★	—	★★★	—	★★★	—
Molina Healthcare	★★★	—	★★★★	—	★★	—	★★★	—	★	—	★★★★	—

\*Formerly known as IlliniCare

### What is Rated in Each Performance Area?

#### Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctors

#### 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

# CY 2019 Report Card for Statewide

## HealthChoice Illinois: 2019 HealthChoice Illinois Plan Report Card

### Comparing HealthChoice Illinois Plans

This report card is for individuals in the HealthChoice Illinois Managed Care Program. The report shows how the **Statewide** 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	Change	Access to Care	Change	Women's Health	Change	Living With Illness	Change	Behavioral Health	Change	Keeping Kids Healthy	Change
Aetna Better Health*	★★★	—	★★★★	—	★	—	★★★★	—	★★★★★	—	★	—
Blue Cross Community Health Plans	★★★★★	—	★★★★	—	★★★★	—	★★★★	—	★★★★	—	★★★★	—
MeridianHealth	★★★	—	★★★★	—	★★★★★	—	★★★★	—	★★★★	—	★★★★	—
Molina Healthcare	★★★	—	★★★★	—	★★★★	—	★★★★	—	★	—	★★★★★	—

\*Formerly known as IlliniCare

### What is Rated in Each Performance Area?

#### Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctor

#### 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

# CY 2019 Report Card for Cook County and Statewide

## 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](http://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](http://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 2019 as required by the health plan contract. The information was reviewed for accuracy by independent organizations. The 2020 (calendar year 2019 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 9/2020

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

# CY 2019 Report Card for Cook County and Statewide

## 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	Aetna Better Health*	Blue Cross Community Health Plans	CountyCare Health Plan	MeridianHealth	Molina Healthcare
<b>Doctors' Communication</b>					
Adult—How Well Doctors Communicate	★★★	★★★★★	★★	★★★	★★★
Child—How Well Doctors Communicate	★★	★★★	★	★★★	★★★★★
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	★★★★★	★★	★★★★★	★★	★★
<b>Access to Care</b>					
Adult—Getting Needed Care	★★	★	★★	★★	★★
Child—Getting Needed Care	NA	★	★	★★	★★★
Adult—Getting Care Quickly	★	★★	★★	★★	★★★
Child—Getting Care Quickly	NA	★	★★	★★★	★★★
Outpatient or Preventive Care Visits	★★	★★★★★	★★	★★	★
Adult Body Mass Index (BMI)	★	★	★★	★★	★★★
Annual Dental Visits	★★	★★★★★	★★★★★	★★	★★

\*Formerly known as IlliniCare  
NA = not enough data

# CY 2019 Report Card for Cook County and Statewide


Plan	Aetna Better Health*	Blue Cross Community Health Plans	CountyCare Health Plan	MeridianHealth	Molina Healthcare
<b>Women's Health</b>					
Breast Cancer Screening	★★	★★	★★★★	★★★★	★
Cervical Cancer Screening	★	★★	★★★★	★★★★	★★
Chlamydia Screening in Women	★★	★★	★★★★	★★	★★
Moms Got Care Before Babies Were Born	National rules on how to collect and report this data changed.				
Moms Got Care After Babies Were Born	National rules on how to collect and report this data changed.				
<b>Living With Illness</b>					
Diabetics Had HbA1c Testing	★★★★	★★★★	★★★★	★★	★★★★
Diabetics Had an Eye Exam	★★	★★	★★	★★★★	★★
Diabetics Were Tested for Kidney Disease or Damage	★★★★	★★★★	★★★★	★★★★	★★★★
Adults Have Controlled High Blood Pressure	★	★	★	★	★★
Diabetics Received Statin Drugs	★★★★★★	★★★★★★	★★★★	★★★★★★	★★★★
Diabetics Received Statin Drugs and Stayed on Them	★★★★	★★★★	★★★★	★★★★	★★★★
People With Asthma Used the Right Medicine	★★	★★	★	★★	★★
<b>Behavioral Health</b>					
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)	★★★★	★★★★	★★★★	★★	★★

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# CY 2019 Report Card for Cook County and Statewide

Plan	Aetna Better Health*	Blue Cross Community Health Plans	CountyCare Health Plan	MeridianHealth	Molina Healthcare
<b>Keeping Kids Healthy</b>					
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	★★★	★	★★★★	★★	★★

\*Formerly known as IlliniCare

The slide features a white background with blue geometric shapes in the corners. A large blue triangle is in the top right, and another is in the bottom left. A thin vertical blue line is in the bottom right corner.

THANK YOU!

ANY QUESTIONS?





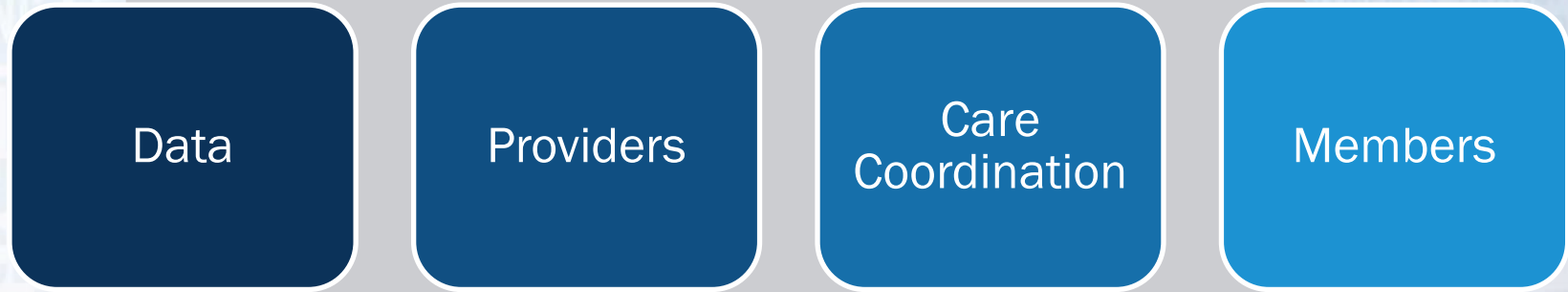
# CountyCare Quality Initiatives

**Laurel R. Chadde**  
Manager of Population Health and Performance Improvement

Wednesday December 9, 2020



# CountyCare Quality Initiative Focus Areas



# Data: Incorporating Supplemental Sources

- Need accurate, timely, and actionable data to share with providers and Care Management Entities

Adjudicated, but not yet paid claims

I-CARE (Illinois Comprehensive Automated Immunization Registry Exchange)

EMR (Electronic Medical Record)

CCCD (Care Coordination Claims Data)

HL7 (Health Level Seven)

# Data: New Population Health Tool

## Vital Data Technology (VDT)

- Contracted with new vendor to deliver more robust HEDIS reporting solution
- Includes web-based population health tool, *ProviderLink*, for providers and Care Management Entities
  - View and export HEDIS measure performance
  - Gaps in care member lists
  - Member claims history

More frequent  
data refreshes

Inclusion of  
additional data  
sources

Automated  
reports



# Data: Provider Performance Reports

## HEDIS Measure Performance Report

- Includes scorecard with current HEDIS rates and targets
- Member List with Purpose of Report is to:
  - Contact information for outreach
  - Provider and Care Management Entity information
- Can filter the report to target certain measures or providers
- Reports are produced on a weekly basis

## Membership & Utilization Performance Report

- Includes enrollment, chronic conditions, medical and BH utilization metrics
- Purpose of Report is to:
  - Identify trends
  - Highlight top performers
  - Identify opportunities for improvement
- Can filter the report to target certain groups of members or providers
- Reports are produced on a quarterly basis



# Provider Supergroups: Outreach

## Provider Performance Meetings

- Supergroup – a grouping of providers/medical homes with a single administrative structure
- Quarterly Provider Performance meetings with Supergroup leadership to:
  - Share provider performance reports
  - Discuss Supergroup quality initiatives and priorities/goals
  - Discuss CountyCare quality initiatives and priorities/goals
- Supergroup disseminates information to participating providers and implements performance improvement projects



## Care Management Entities: Outreach

Meet at least quarterly with Care Management Entity leadership to share HEDIS report card and gaps in care lists

Care Management Entity leadership disseminates information and member lists to care coordinators

Care coordinators contact members to schedule appointments to close care gaps



# Care Management Entities: Outreach

## All-Care Coordination Webinar

- Host a monthly webinar for sharing information and updates with care coordinators
- Each month features a applicable education topic and corresponding HEDIS measure
- Share best practices and how care coordinators can help
- Attended by over 200 care coordinators

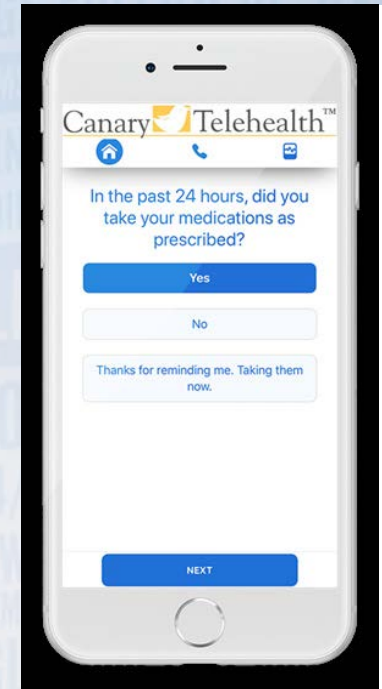




# Members: Programs

## 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
- Members receive health education tips about their chronic condition and upload biometric readings
- 1,265 enrolled from 4 provider groups



# Members: Programs

- In-Home Diabetes Care

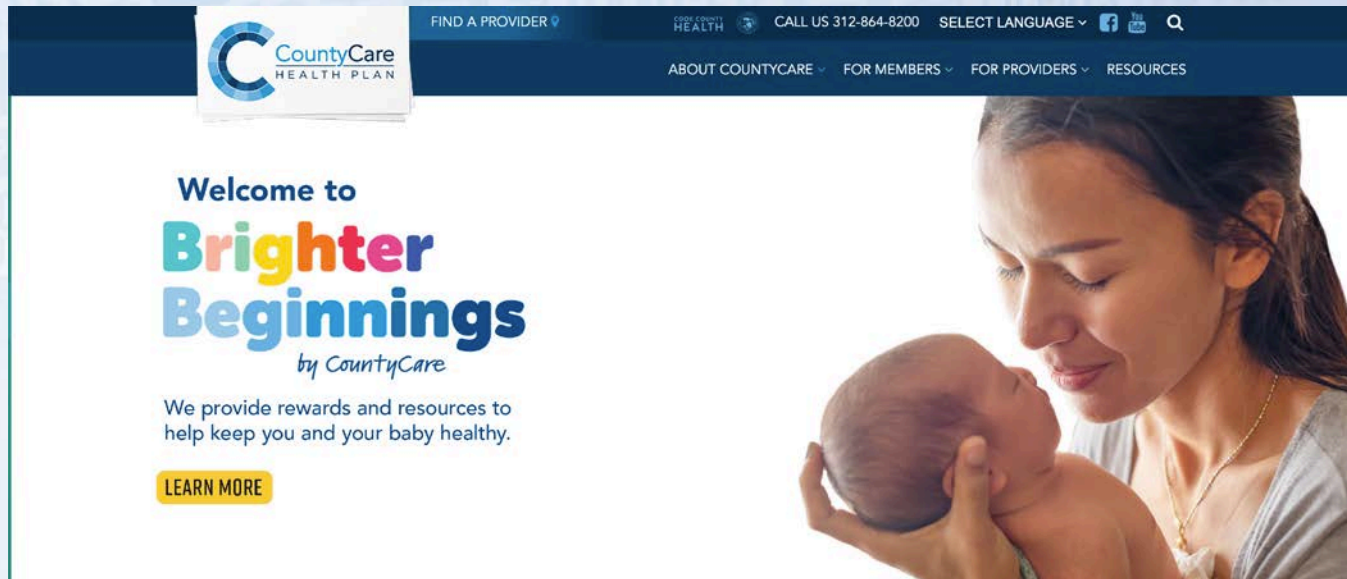
- Offering in-home diabetic retinal exams
  - Completed 1,650 exams so far in 2020
- Expanding to include in-home diabetic testing in 2021
  - HbA1c (CDC-HbA1c Screen HEDIS measure)
  - Estimated glomerular filtration rate (eGFR) and urine albumin creatinine ratio (uACR) (KED HEDIS measure)

- CountyCare Rewards Program

- Incentives for getting needed care to help members stay healthy
- Includes rewards for services related to:
  - Expectant moms and families
  - Women's health
  - Adults and chronic conditions
  - Follow-up after hospitalization

# Members: Programs

## Brighter Beginnings



The screenshot shows the CountyCare Health Plan website. 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, the main content area features the text 'Welcome to Brighter Beginnings by CountyCare' and 'We provide rewards and resources to help keep you and your baby healthy.' A yellow 'LEARN MORE' button is visible. To the right of the text is a photograph of a woman holding a newborn baby.

- Wrap-around program to help expectant families and babies stay healthy during pregnancy and after the baby is born
- Offers incentives and value-added benefits to members for getting needed care

# Members: Programs

## Brighter Beginnings

- **Diaper Program:**
  - Members up to 24 months old who are up-to-date on their immunizations receive coupons for free diapers
- **Breast Pumps:**
  - Providers may order double electric breast pumps for members
- **Blood Pressure Monitor:**
  - CountyCare covers an automatic blood pressure monitor so pregnant women can check their blood pressure at home between prenatal visits
- **Sleep Safe Kit (portable crib, sleep sack, safe sleep book, pacifier):**
  - Pregnant members who complete at least 7 prenatal appointments are eligible for a sleep safe kit
- **Car Seat Program:**
  - Babies and children are eligible for a free car seat

# Members: Outreach

## Text Campaigns

Hello from CountyCare! High blood pressure can cause problems for you and your baby during and after pregnancy. If you are pregnant, request a blood pressure monitor from your prenatal provider and have it delivered to your home. You can use it during telehealth prenatal visits. For questions about your benefits, call Member Services at 312-864-8200.

Hello from CountyCare! Last year the seasonal flu shot prevented an estimated 5.3 million illnesses. That's why doctors recommend flu shots for everyone over 6 months old. Have you received your flu shot this year? Reply YES or No

Hello from CountyCare! Did you know that you can earn rewards for staying healthy? For example, you can earn a \$25 reward for an annual check-up with your assigned PCP. Rewards can be used at places like CVS and Walgreens. Learn more: [\[Link\]](#)

Hello from CountyCare! It's important to keep your children up-to-date on their vaccinations. CountyCare providers are still seeing children for vaccinations and well-child visits. Call your provider to schedule an appointment. View vaccination schedule [\[Link\]](#)

# Members: Outreach

## Member Newsletter

### Recursos para el COVID-19

Durante estos momentos de incertidumbre, la salud y el bienestar de los miembros de CountyCare es nuestra prioridad más importante. Visite con frecuencia la página de Información para Miembros sobre el COVID-19 en [www.countycare.com/members/](http://www.countycare.com/members/) para obtener más información sobre el COVID-19 en [www.countycare.com/members/](http://www.countycare.com/members/). Esta página tiene respuestas a preguntas frecuentes y recursos de emergencia disponibles para usted y sus seres queridos. Puede ver una lista de organizaciones que brindan ayuda en cuanto a alimentación, asistencia financiera, ropa, necesidades de las mascotas, cuidado de niños y otros recursos. Por favor comuníquese si necesita ayuda debido al COVID-19. Si necesita la asistencia de su coordinador de cuidado médico, por favor llámelo al 312-864-8200.

#### ¿Qué medidas puedo tomar para proteger a mi familia del COVID-19?

- Lávese las manos frecuentemente con agua y jabón durante 20 segundos o más.
- Si no tiene agua y jabón, también puede usar un desinfectante para manos. Este debe contener al menos 60% de alcohol. Cubra sus manos y frótelas hasta que estén secas.
- Use su brazo o codo para cubrir su boca y nariz cuando tosa o estornude.
- Evite tocar sus ojos, nariz o boca.
- Mantenga al menos 6 pies de distancia entre usted y otras personas cuando esté en público.
- La CDC recomienda usar cubiertas de tela para la cara en lugares públicos como supermercados y farmacias.

#### Visitas del bienestar del niño y vacunas durante el COVID-19

Ordenes de confinamiento. Mandatos de tapabocas. Usted está recibiendo mucha información debido al COVID-19. Es importante saber que es seguro ir al doctor para las visitas del bienestar del niño, especialmente para mantener a sus hijos protegidos y al día con sus vacunas. Que los niños no tengan todas sus vacunas puede ser más peligroso que el riesgo de la exposición al COVID-19.

Los doctores y el personal de CountyCare están tomando precauciones como usar equipo de protección personal y ofrecer tapabocas a los pacientes. Están utilizando formas creativas de mantener seguros a sus pacientes. Algunos están separando las visitas por enfermedad de las visitas rutinarias. Algunos mandan a sus enfermeros y doctores al estacionamiento para ver a su hijo(a). Algunos proveedores también están utilizando la telemedicina.

Llame a su doctor para preguntarle cómo están manteniendo seguros a los pacientes durante las visitas, haga una cita y gane sus recompensas de CountyCare.

#### ¿SABÍA USTED QUE...?

##### CountyCare cubre los termómetros.

Si no posee uno, su doctor puede pedir uno para su familia y enseñarle cómo tomar la temperatura de su hijo(a) en su casa.

Algunas vacunas para niños de 7 o más años de edad están disponibles en la farmacia.

Llame a su doctor si prefiere esta opción para que vacunen a su hijo(a).



#### ¿Qué es la telemedicina?

La telemedicina es una manera de ver a su doctor sin ir a su consultorio.

Su visita puede ser por teléfono o usando una aplicación como FaceTime o Zoom. CountyCare cubre las visitas telemédicas. Llame al consultorio de su proveedor para ver si tienen telemedicina disponible y pregunte cualquier duda que tenga.



### Well-Child Visits and Vaccinations During COVID-19

Stay at home orders. Mask mandates. A lot of information is coming your way because of COVID-19. It's important to know it is safe to go to the doctor for well-child visits – especially to keep your children protected and up-to-date with their shots. Children missing vaccinations can be more dangerous than the risk of exposure to COVID-19.

CountyCare doctors and staff are taking precautions like wearing personal protective equipment and offering masks to patients. They are using creative ways to keep patients safe. Some are separating sick from well visits. Some may send nurses and doctors to the parking lot to see your child. Some providers are also using telehealth.

Call your doctor to ask how they are keeping patients safe during visits, schedule an appointment and earn your CountyCare rewards.

### DID YOU KNOW?

**Thermometers are covered by CountyCare.**

If you don't have one, your doctor can order one for your family and teach you how to take your child's temperature at home.

**Some immunizations are available at pharmacies for kids 7+ years.**

Call your doctor if you'd prefer that option to get your children vaccinated.



# Recap: CountyCare Quality Initiatives

## Members:

- Self-Management Program
- In-home diabetes care
- CountyCare Rewards Program
- Brighter Beginnings
- Outreach campaigns

## Providers and Care Management Entities:

- Share provider performance reports, gaps in care member lists, and improvement initiatives
- Education on HEDIS measures

## Data:

- Incorporating additional supplemental data sources
- Contracted with new HEDIS vendor
- Provider Performance Reports



**Questions?**

**Thank You!**



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