



# Medicaid Care Management 2017 Quality Update Highlights

# Medicaid Care Management Program: Presentation Overview

- CLINICAL MEASURES: Healthcare Effectiveness Data and Information Set (HEDIS)<sup>®</sup>
  - Preventive Care
  - Acute and Chronic Care
  - Behavioral Care
- EXPERIENCE OF CARE MEASURES: Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS)<sup>®</sup>
- HEALTH PLAN RANKING & ACCREDITATION: National Committee for Quality Assurance (NCQA) Accreditation Data
- SUBPOPULATION DATA

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)

## 2017 Overview for Today

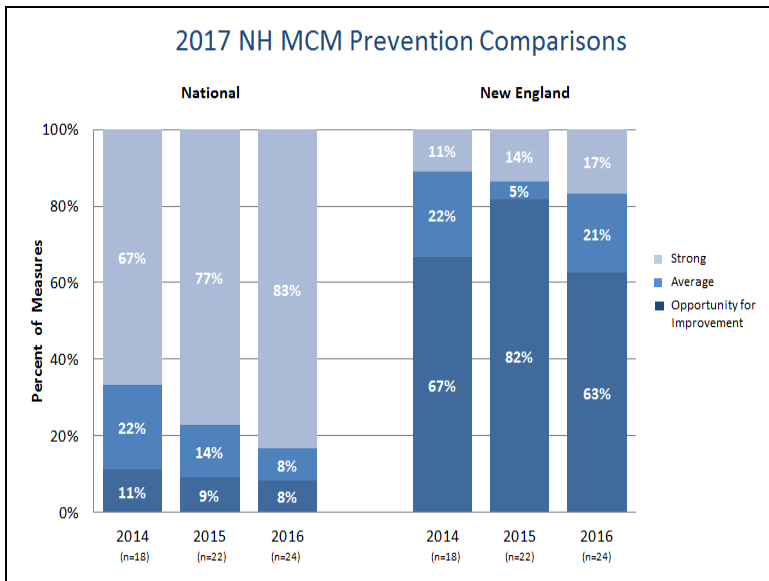
- This quality review to date includes data in the categories\*:
  - Prevention
    - Children and Adolescents
    - Women Reproductive Health
    - Cancer Screenings
    - Other Preventive Screenings (e.g. Adult Flu Screenings, Adult BMI)
  - Treatment
    - Asthma
    - Diabetes
    - Heart Disease
    - Behavioral Health
    - Other Treatment (e.g. Appropriate Utilization, COPD)
  - Customer Satisfaction
    - Satisfaction with Health Plan
    - Satisfaction with Physicians
    - Getting Care

\* Categories established by National Committee for Quality Assurance of Health Plans (NCQA) for 2017 Health Insurance Rankings.

# How are the Program Results Reported?

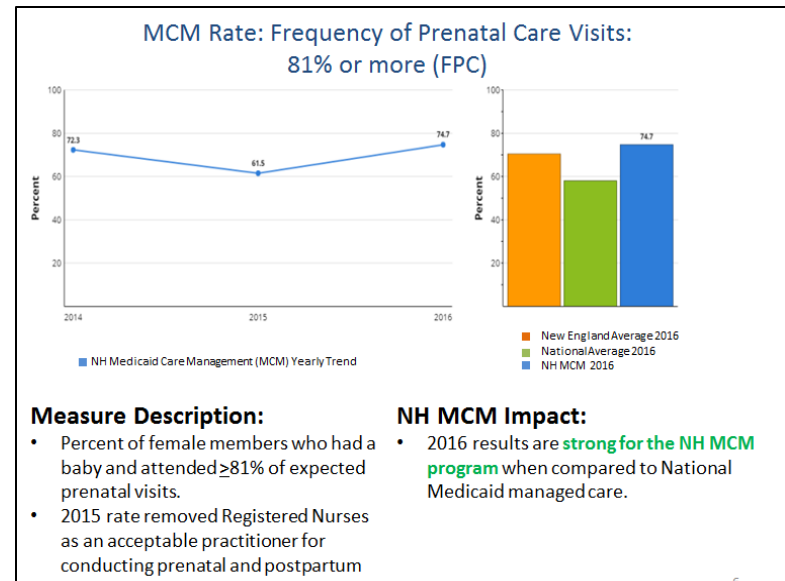
## Aggregate Slides

- Results of multiple measures.
- Helps understand the “big picture.”



## Single Measure Slides

- Results of a single measures.
- Understanding the detail of a particular outcome.
- Used for key indicators and results.



## How are the Program Results Evaluated?

- The MCM and MCO rates are compared to rates for:
  - New England Medicaid managed care health plans; and
  - National Medicaid managed care health plans.
- Results are noted as:
  - “**STRONG**” if the MCM rate or an MCO’s rate exceeds the National Medicaid managed care rate.\*
  - “**AVERAGE**” if MCM rate or MCO’s rate are not statistically different than National Medicaid managed care rate.\*\*
  - “**OPPORTUNITY FOR IMPROVEMENT**” if the MCM or MCO’s rate falls below National Medicaid managed care .\*

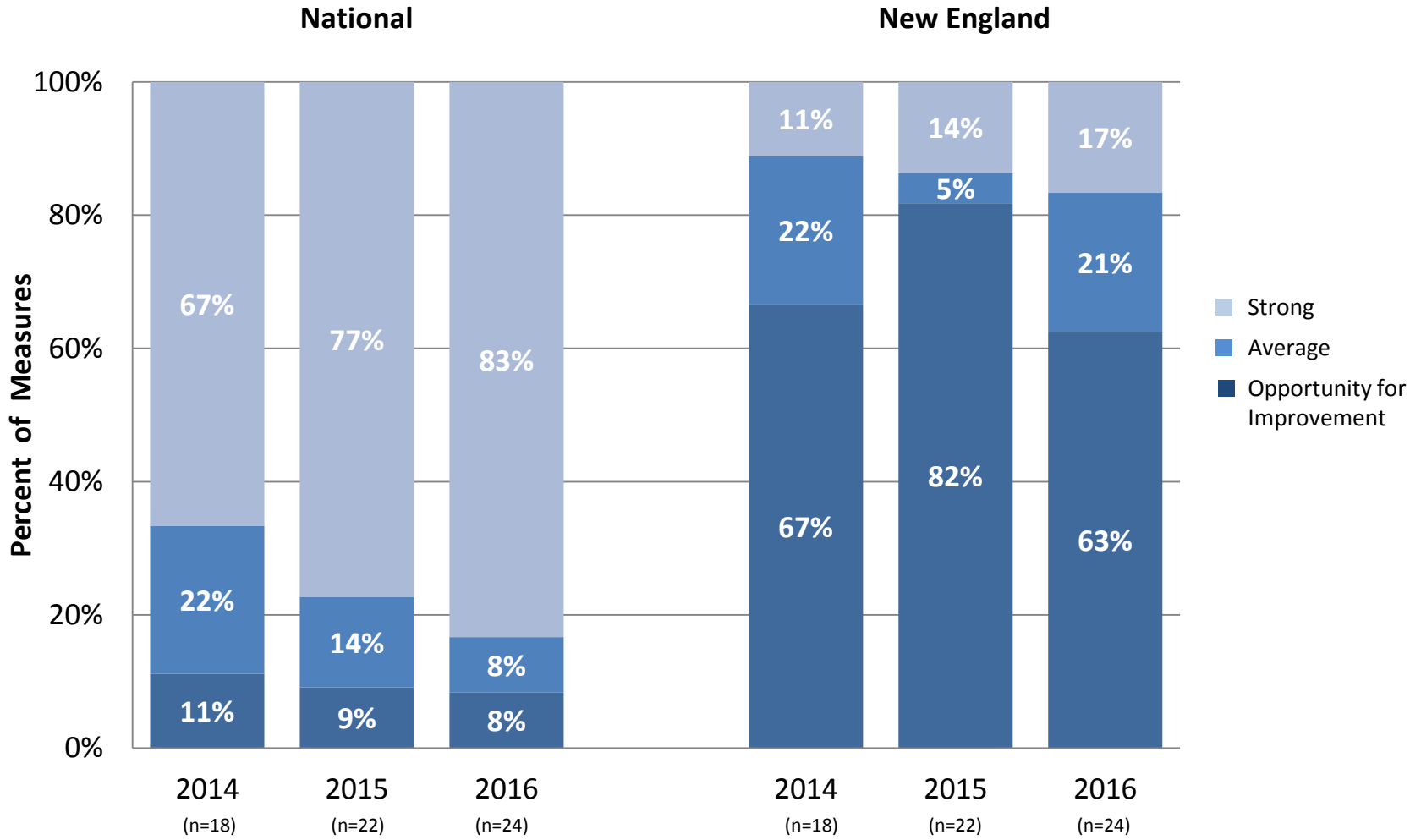
\* Strong and Opportunity for Improvement results are determined by whether the rate at the 95% confidence interval is higher or lower compared to the National Medicaid managed care rate.

\*\* Average results are determined by whether the difference between the rate and National Medicaid managed care rate are not statistically significant at the 95% confidence interval.

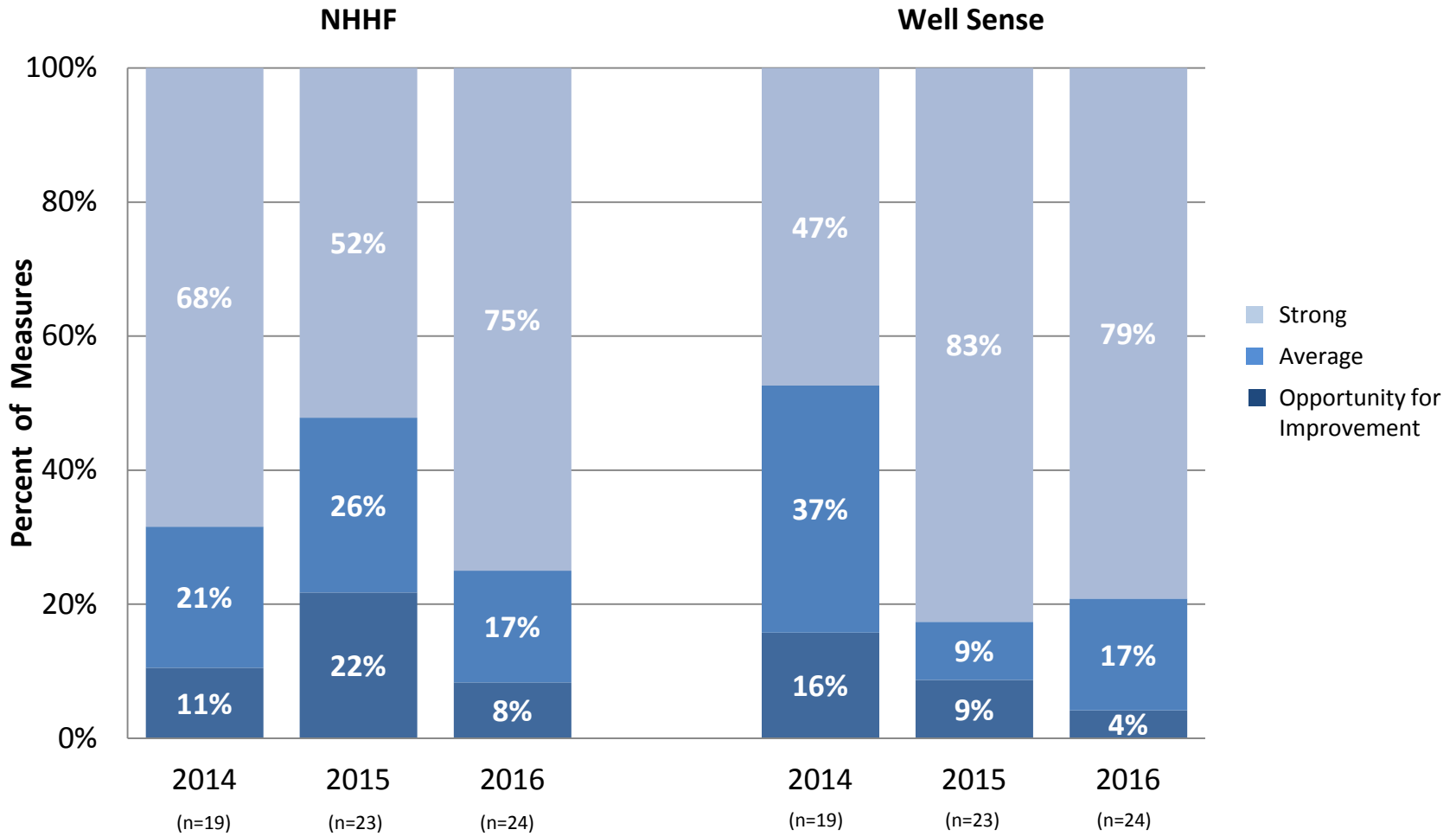
# **PREVENTION:**

*Results*

# 2017 NH MCM Prevention Comparisons

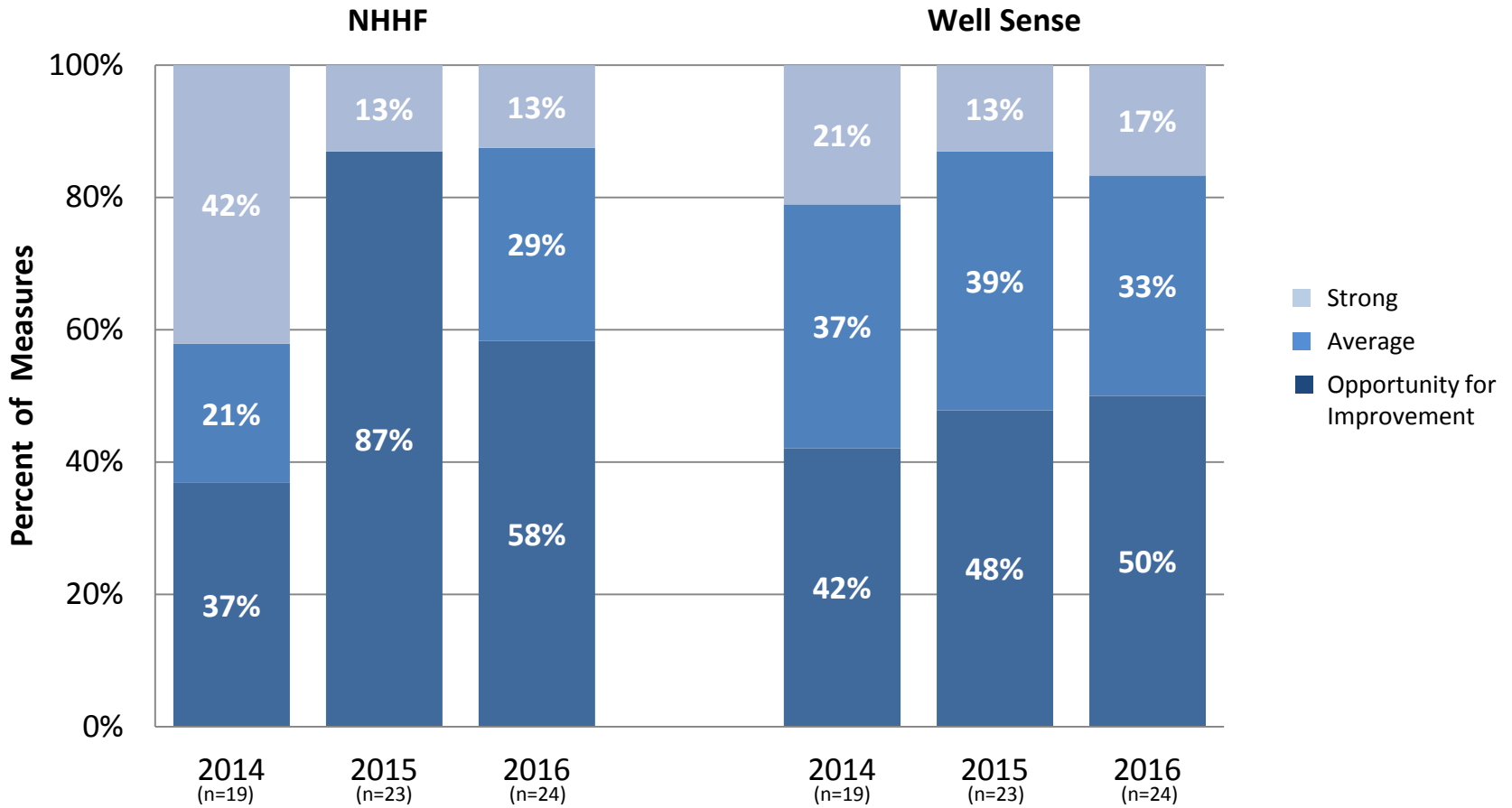


# 2017 NH MCO Prevention National Comparison

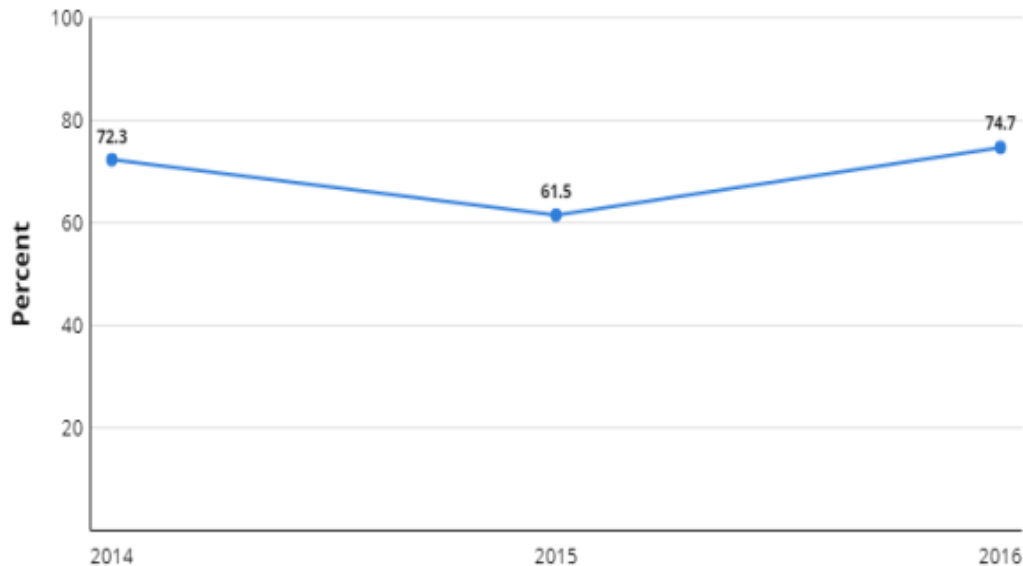




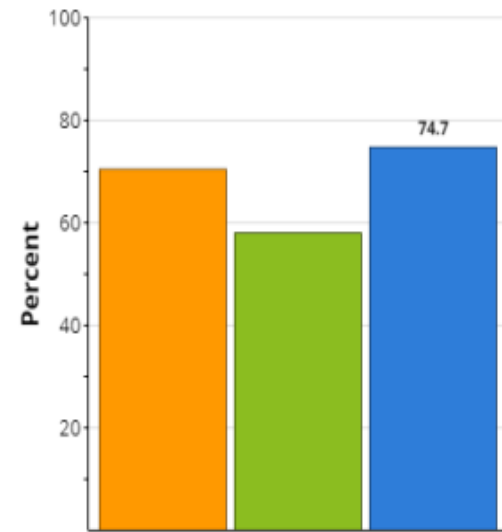
# 2017 NH MCO Prevention New England Comparisons



# MCM Rate: Frequency of Prenatal Care Visits: 81% or more (FPC)



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2016  
■ National Average 2016  
■ NH MCM 2016

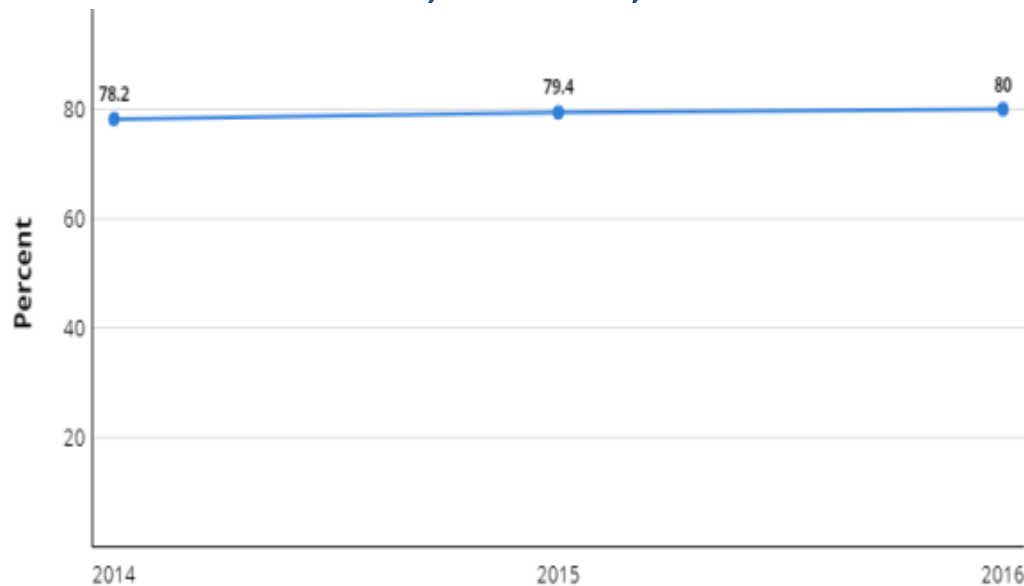
## Measure Description:

- Percent of female members who had a baby and attended  $\geq 81\%$  of expected prenatal visits.

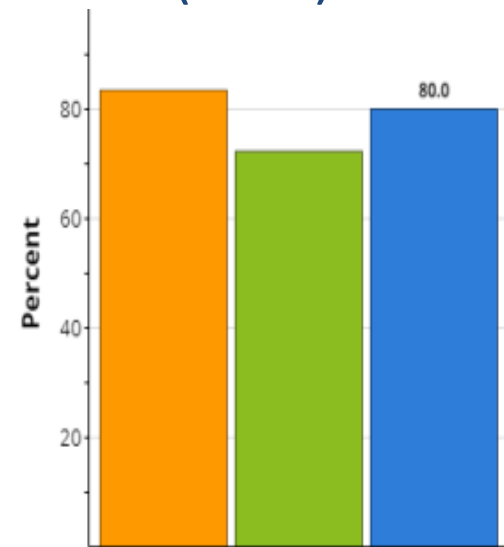
## NH MCM Impact:

- 2016 results are **strong for the NH MCM program** when compared to National Medicaid managed care.

# MCO Rate: Well Child Visits Third, Fourth, and Fifth Years of Life (W34)



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2016  
■ National Average 2016  
■ NH MCM 2016

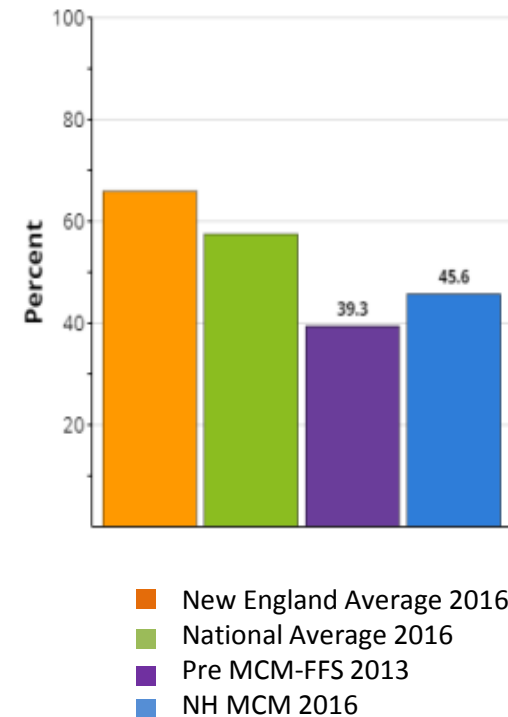
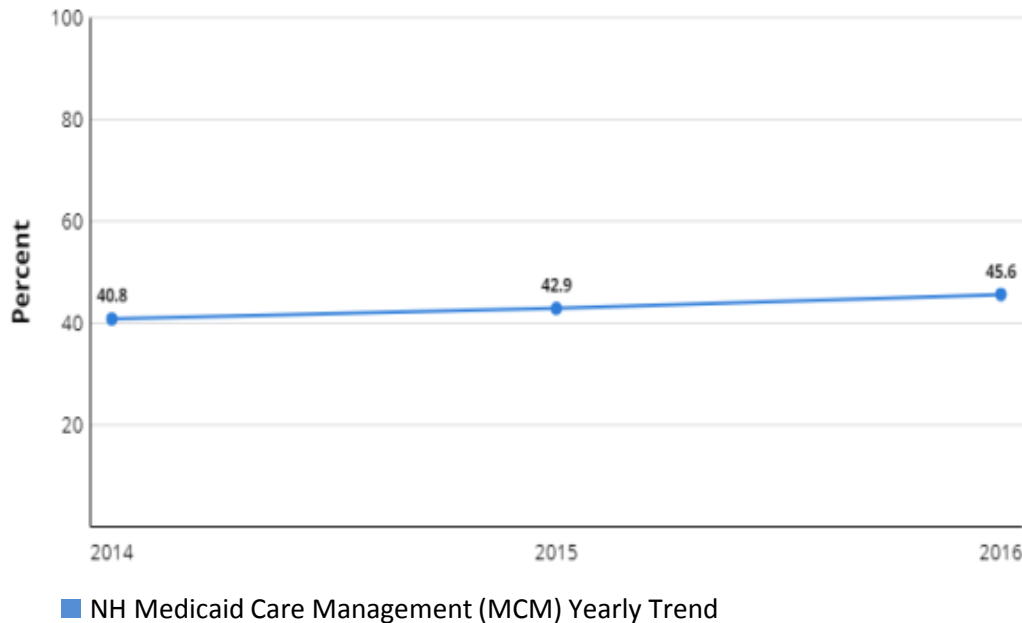
## Measure Description:

- Percent of 3-6 year olds who had at least one well-child visit in the past year.

## NH MCM Impact:

- 2016 results are **strong for the MCM program** when compared to National Medicaid managed care.

# MCM Rate: Chlamydia Screening in Women (CHL)



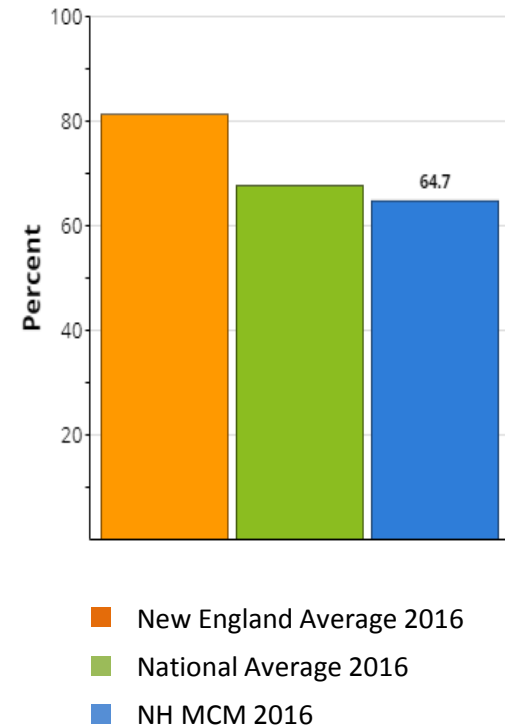
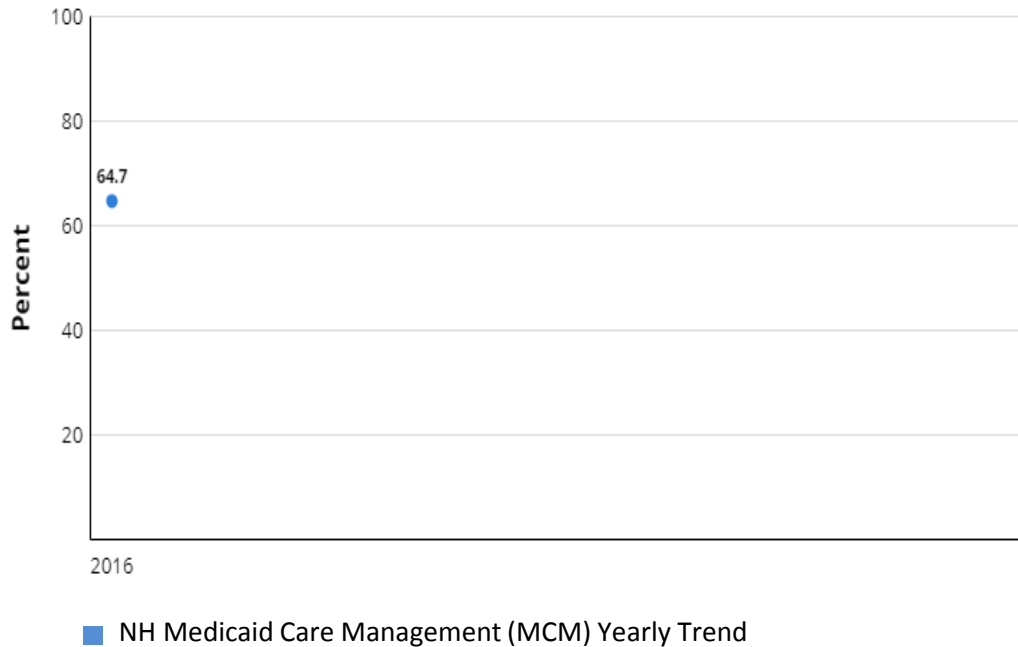
## Measure Description:

- Percent of sexually active females 16-24 years of age who had at least one test for chlamydia during the past year.

## NH MCM Impact:

- 2016 results indicate **opportunities for improvement for the NH MCM program** when compared to National Medicaid managed care.

# MCM Rate: Lead Screening in Children (LSC)



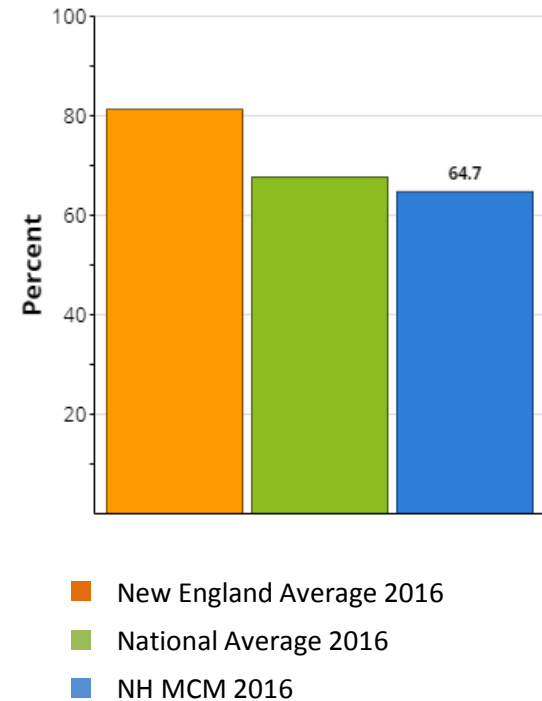
## Measure Description:

- This measure is reported as the number of children 2 years of age who received 1 or more lead blood tests for lead poisoning on or before 2 years of age.

## NH MCM Impact:

- 2016 results indicate **opportunities for improvement (OFI) for the MCM program** when compared to National Medicaid managed care.

# MCO Rate: Lead Screening in Children (LSC)



## Measure Description:

- This measure is reported as the number of children 2 years of age who received 1 or more lead blood tests for lead poisoning on or before 2 years of age.

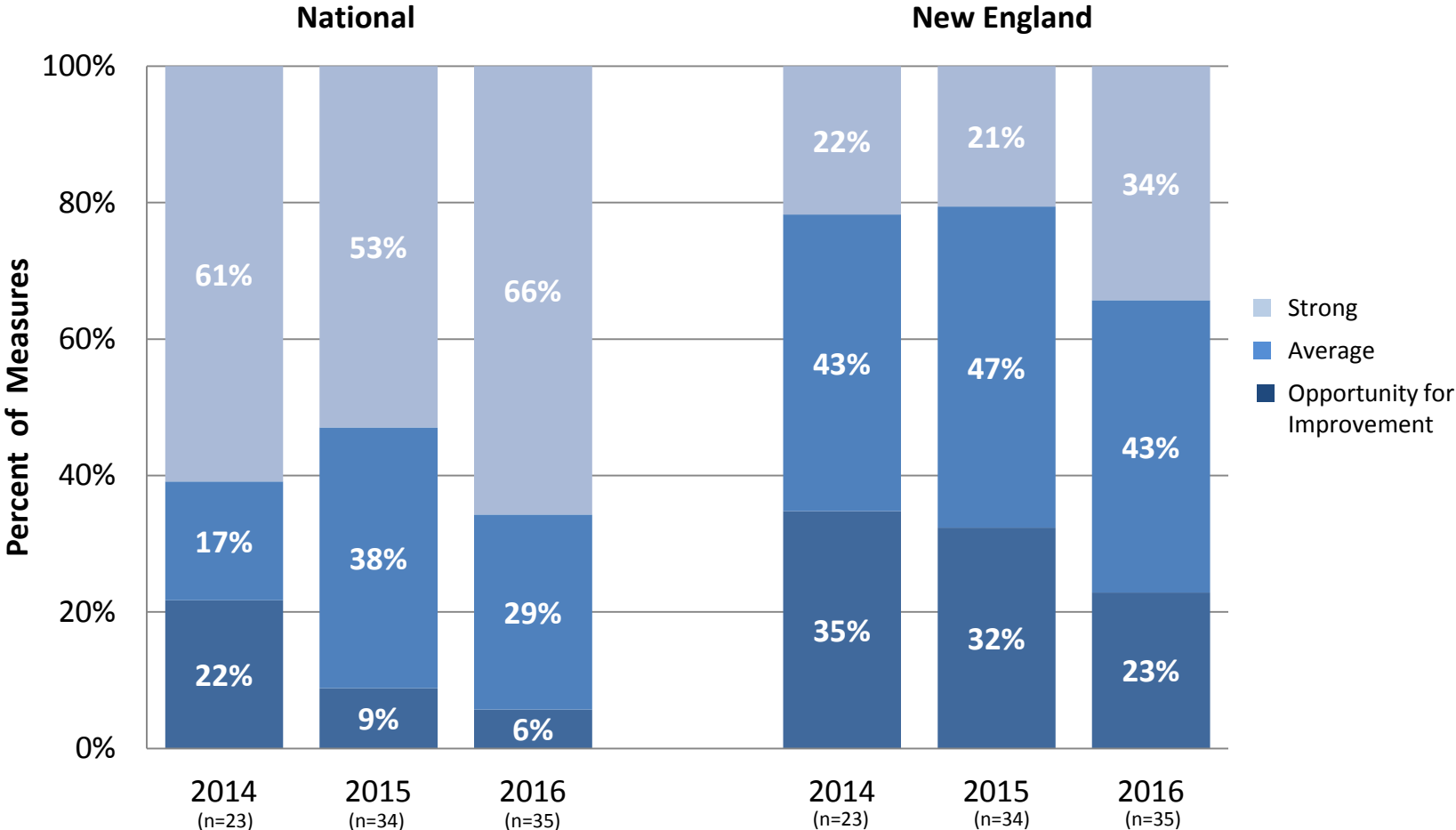
## NH MCM Impact:

- 2016 results indicate **average for Well Sense** and **opportunities for improvement (OFI) for the NH MCM program** when compared to National Medicaid managed care.

**TREATMENT:**

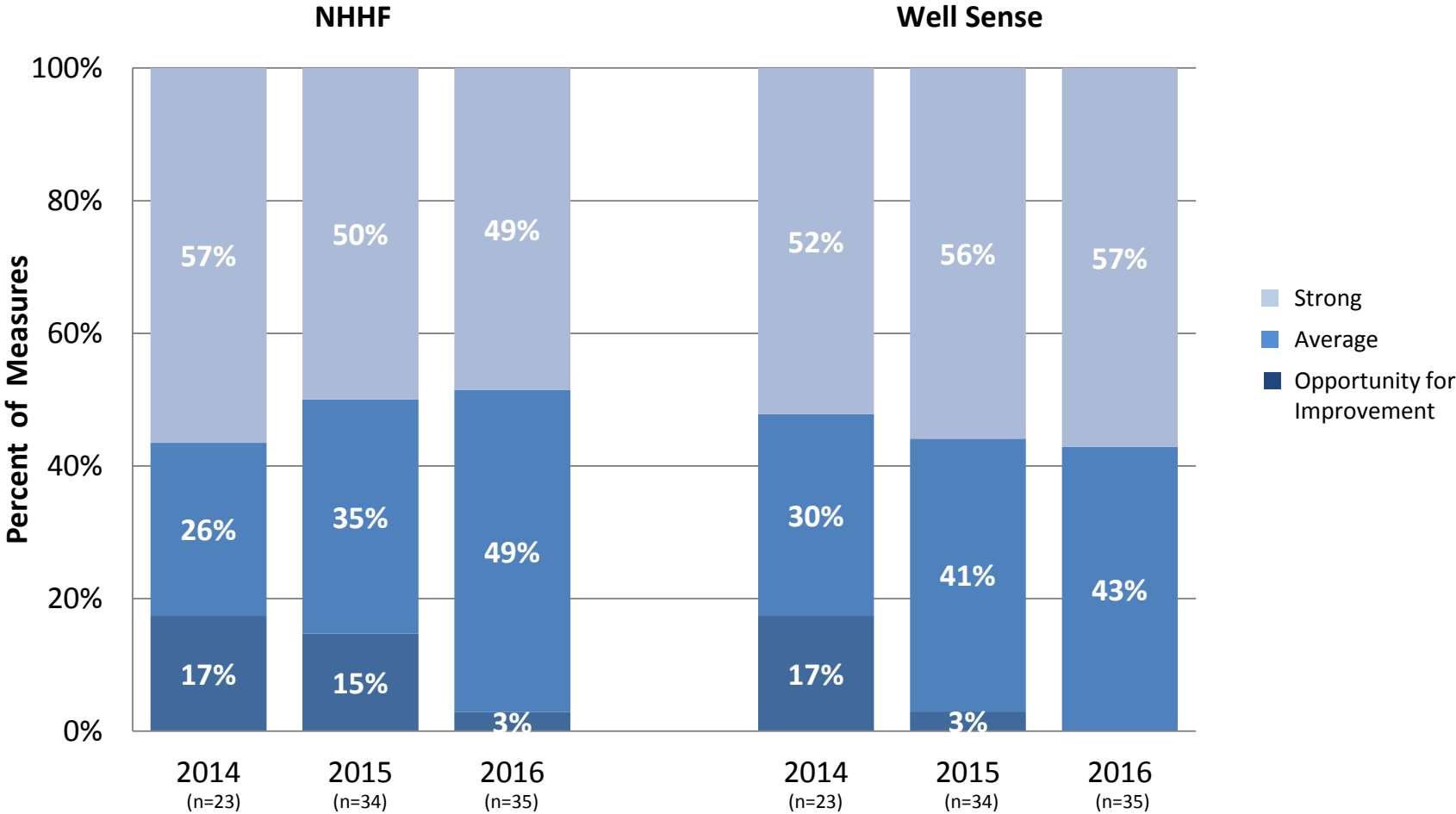
*Results*

# 2017 NH MCM Treatment Comparisons

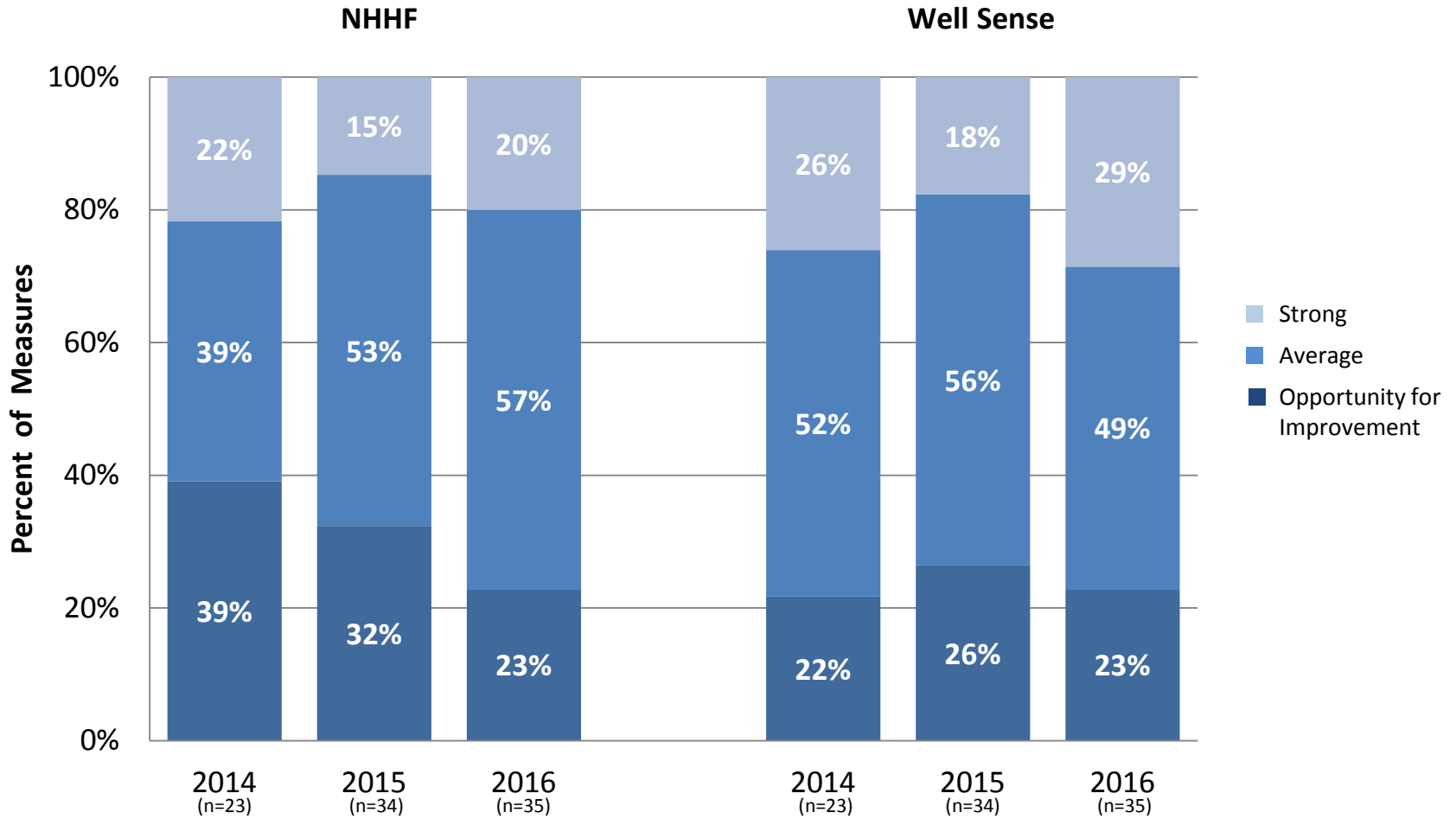




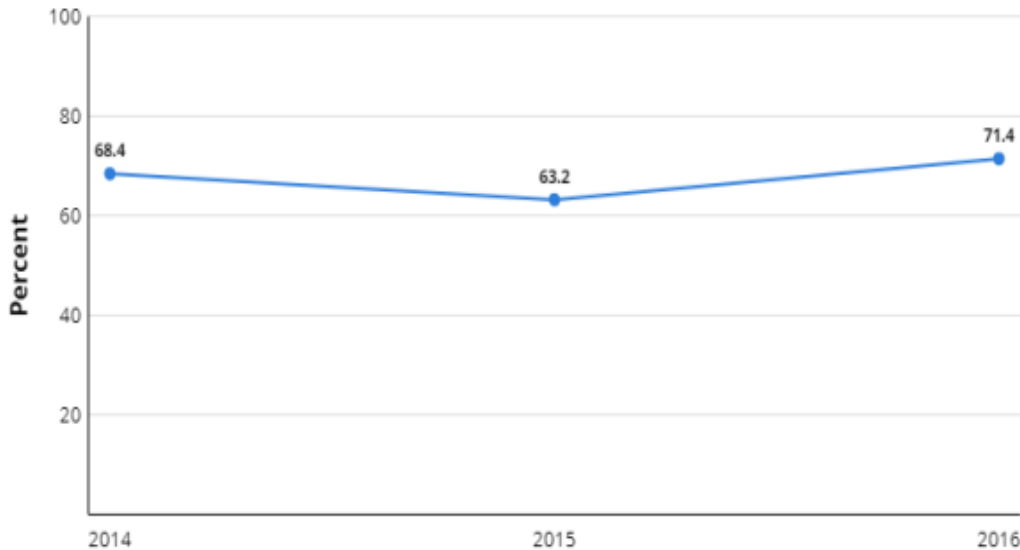
# 2017 NH MCO Treatment National Comparison



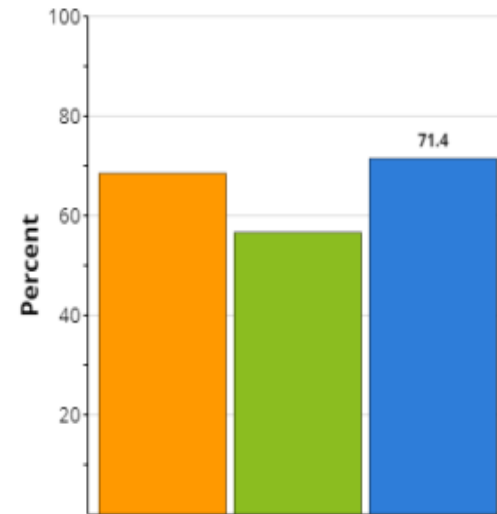
# 2017 NH MCO Treatment New England Comparisons



# MCM Rate: Controlling High Blood Pressure (CBP)



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2016  
■ National Average 2016  
■ NH MCM 2016

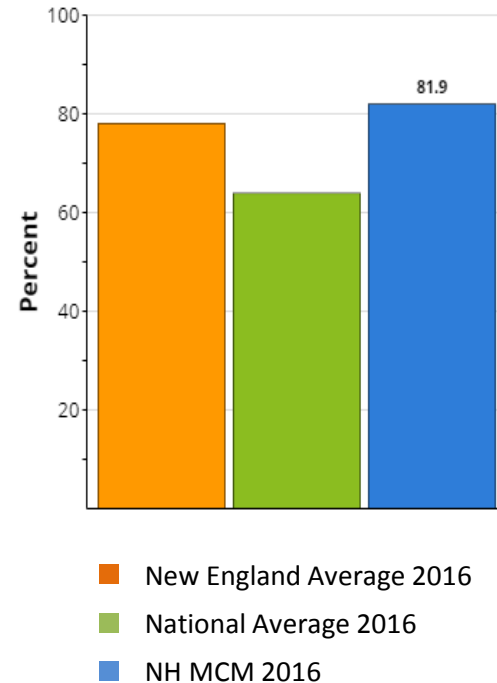
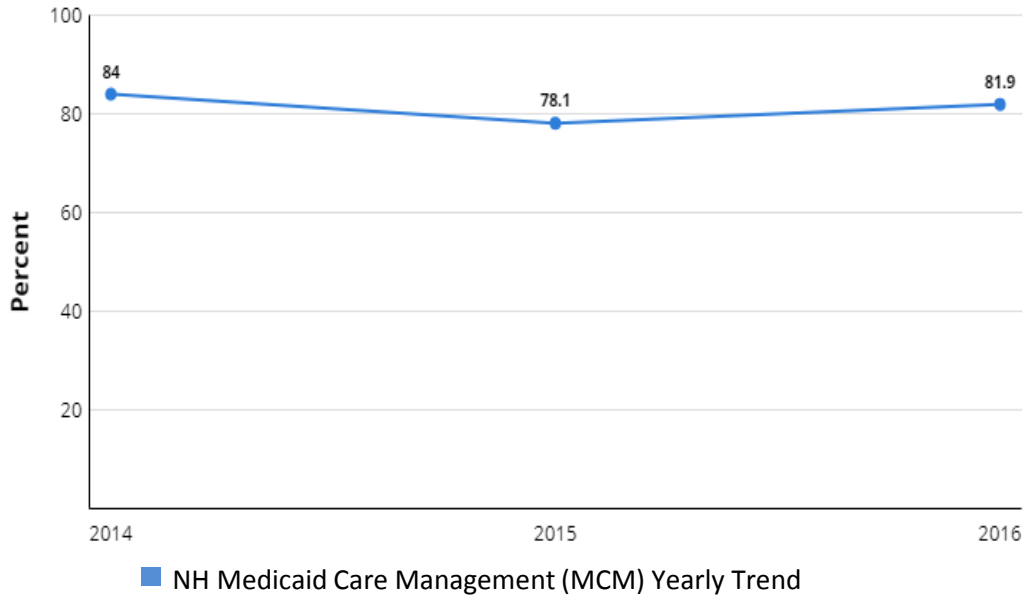
## Measure Description:

- The percent of adults 18–85 years of age with diagnosed hypertension and whose blood pressure (BP) was adequately controlled.

## NH MCM Impact:

- 2016 results are **strong for the NH MCM program** when compared to National Medicaid managed care.

# MCM Rate: Follow Up Visit Within 30 Days after Hospitalization for Mental Illness (FUH)



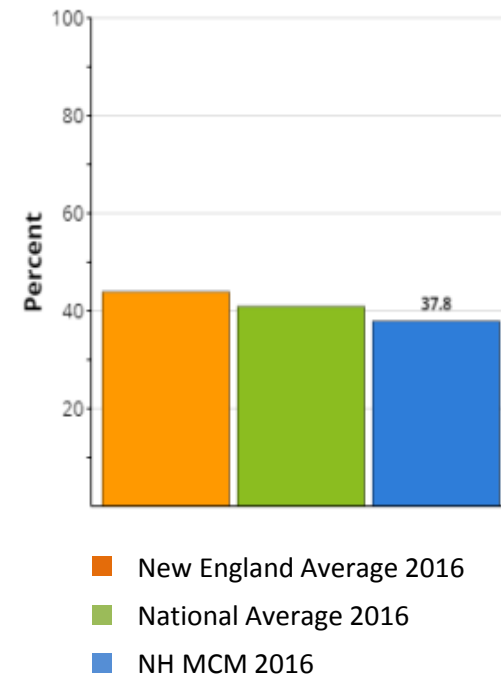
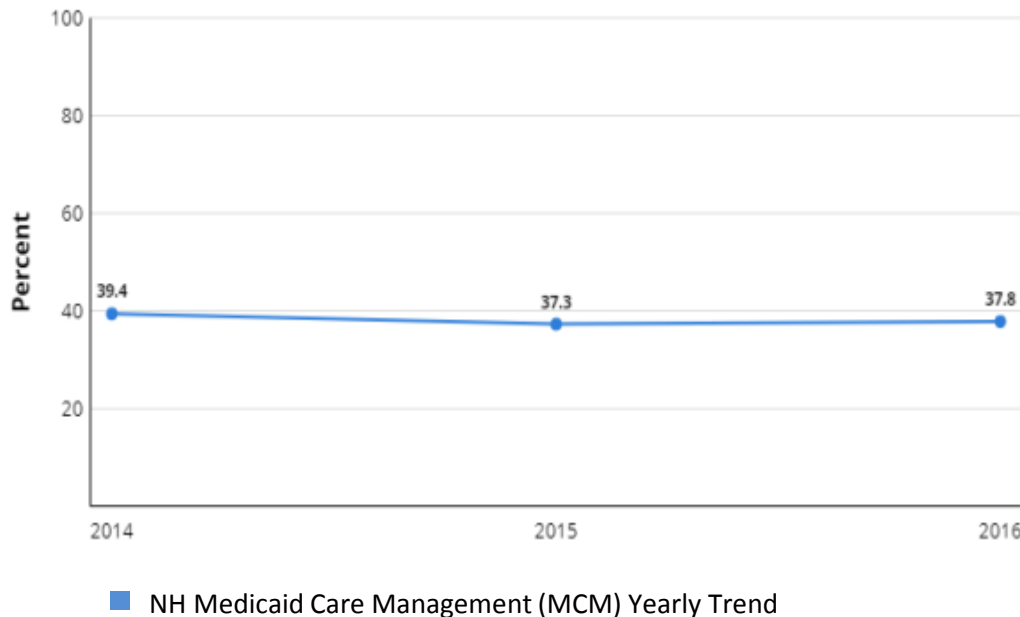
## Measure Description:

- Percent of children ( $\geq 6$  years old) and adults who had a follow-up visit with a mental health practitioner within 30 days of discharge after hospitalization for mental illness.
- NH Hospital adults 21-64 years old are excluded.

## NH MCM Impact:

- 2016 results are **strong for NH MCM** when compared to National Medicaid managed care.

# MCM Rate: Initiation of Alcohol and Other Drug Dependence Treatment (IET): Initiation



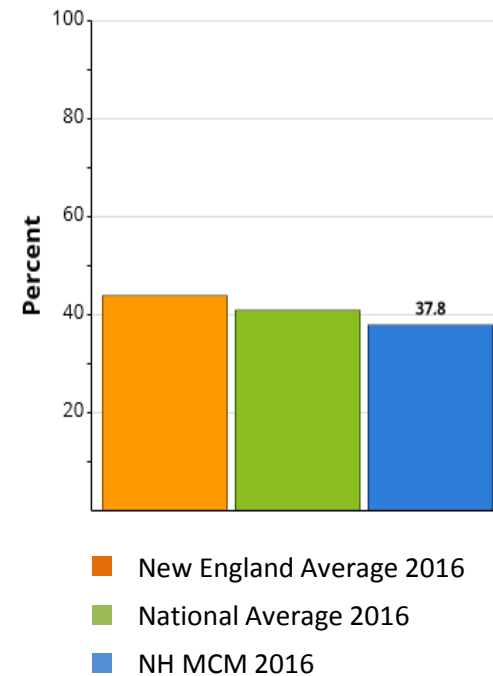
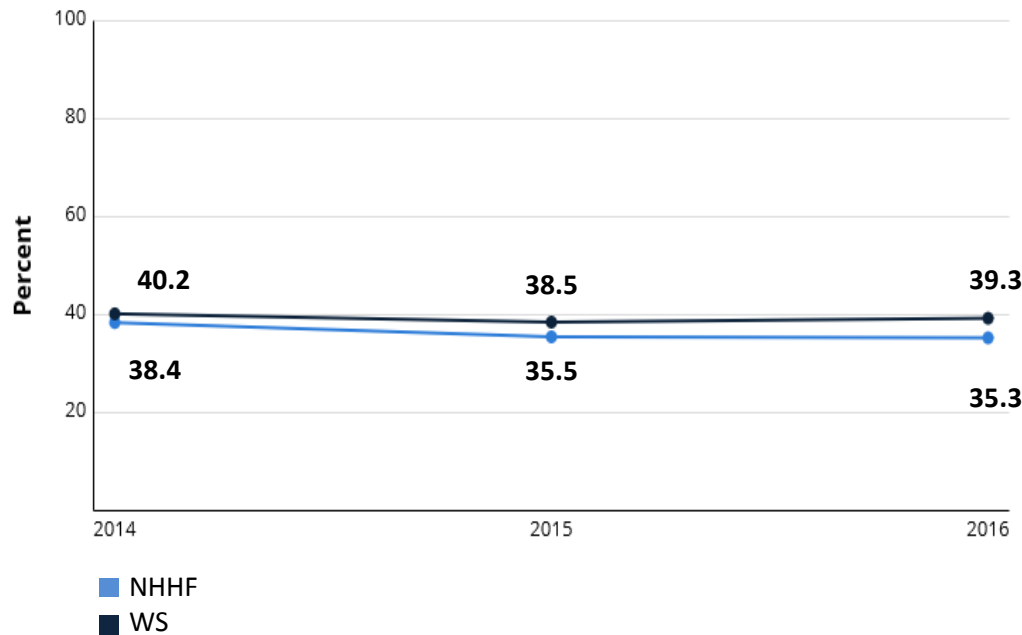
## Measure Description:

- This measure is reported as the number of adolescent and adults 13 years of age and older who had a new episode of AOD dependence and initiated treatment within 14 days of the diagnosis.
- Medication assisted treatment not included until 2017 data.

## NH MCM Impact:

- 2016 results are **opportunity for improvement for NH MCM Program** when compared to National Medicaid managed care.

# MCO Rate: Initiation of Alcohol and Other Drug Dependence Treatment (IET): Initiation



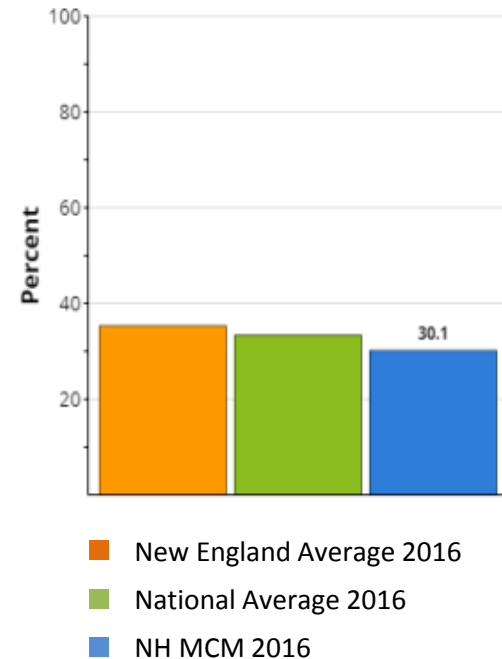
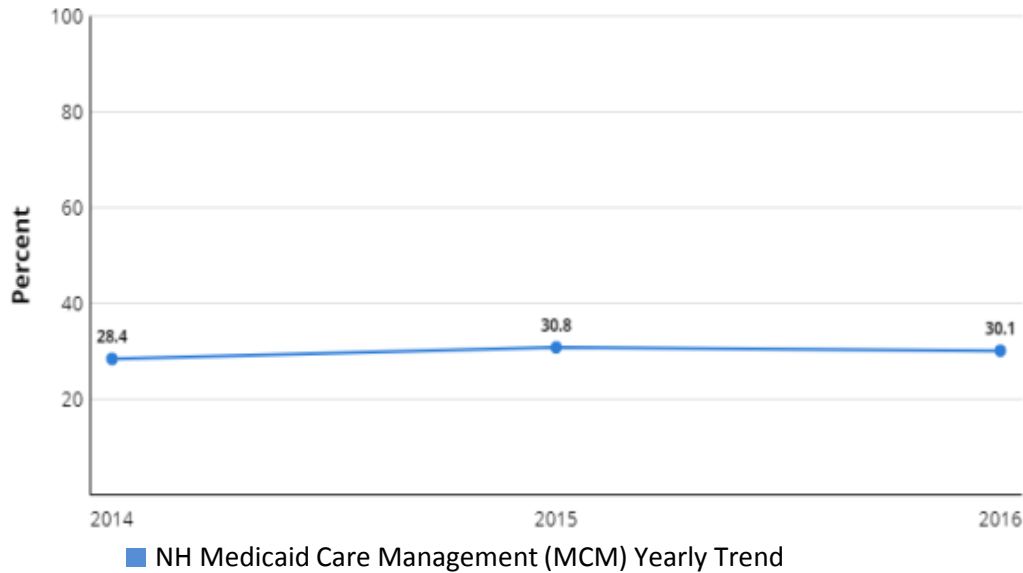
## Measure Description:

- This measure is reported as the number of adolescent and adults 13 years of age and older who had a new episode of AOD dependence and initiated treatment within 14 days of the diagnosis.

## NH MCM Impact:

- 2016 results are **opportunity for improvement for NHHF** and **average for Well Sense** when compared to National Medicaid managed care.

# MCM Rate: Metabolic Monitoring for Children and Adolescents on Antipsychotics Total (APM)



## Measure Description:

- This measure captures the number of children 1-17 years of age who taking two or more antipsychotic medications and had metabolic testing.

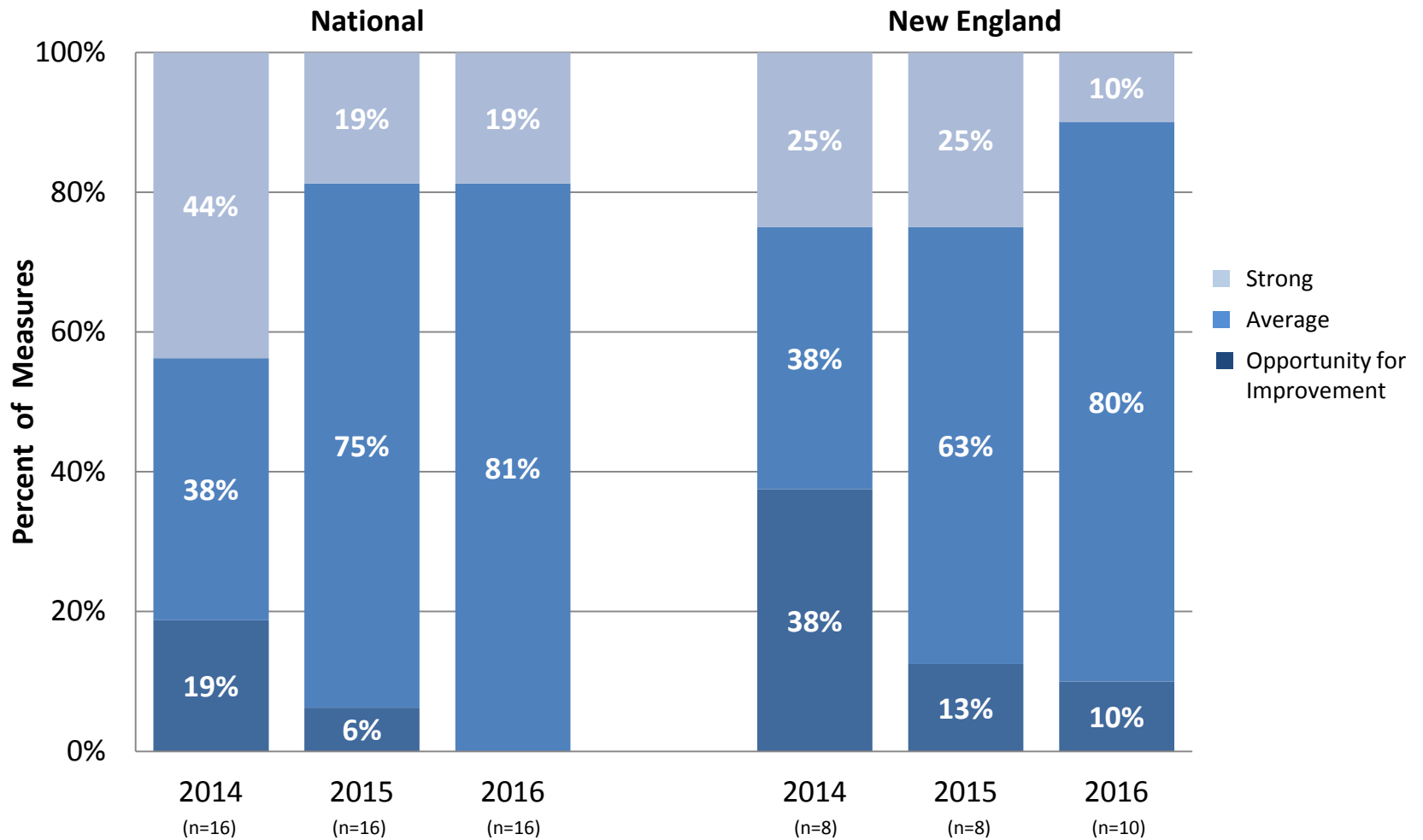
## NH MCM Impact:

- 2016 results are **opportunity for improvement for NH MCM** when compared to National Medicaid managed care.

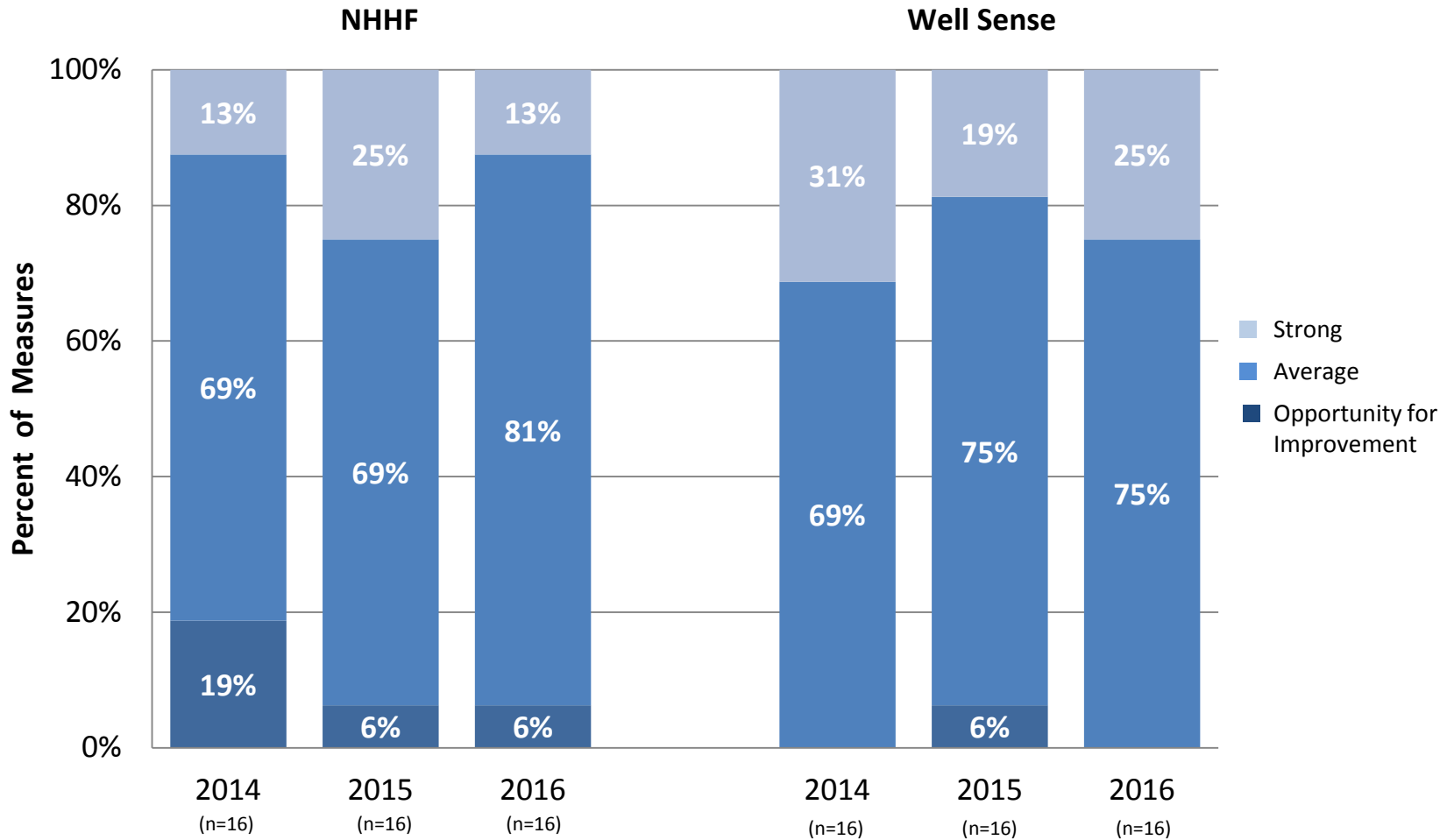
# **CUSTOMER SATISFACTION:**



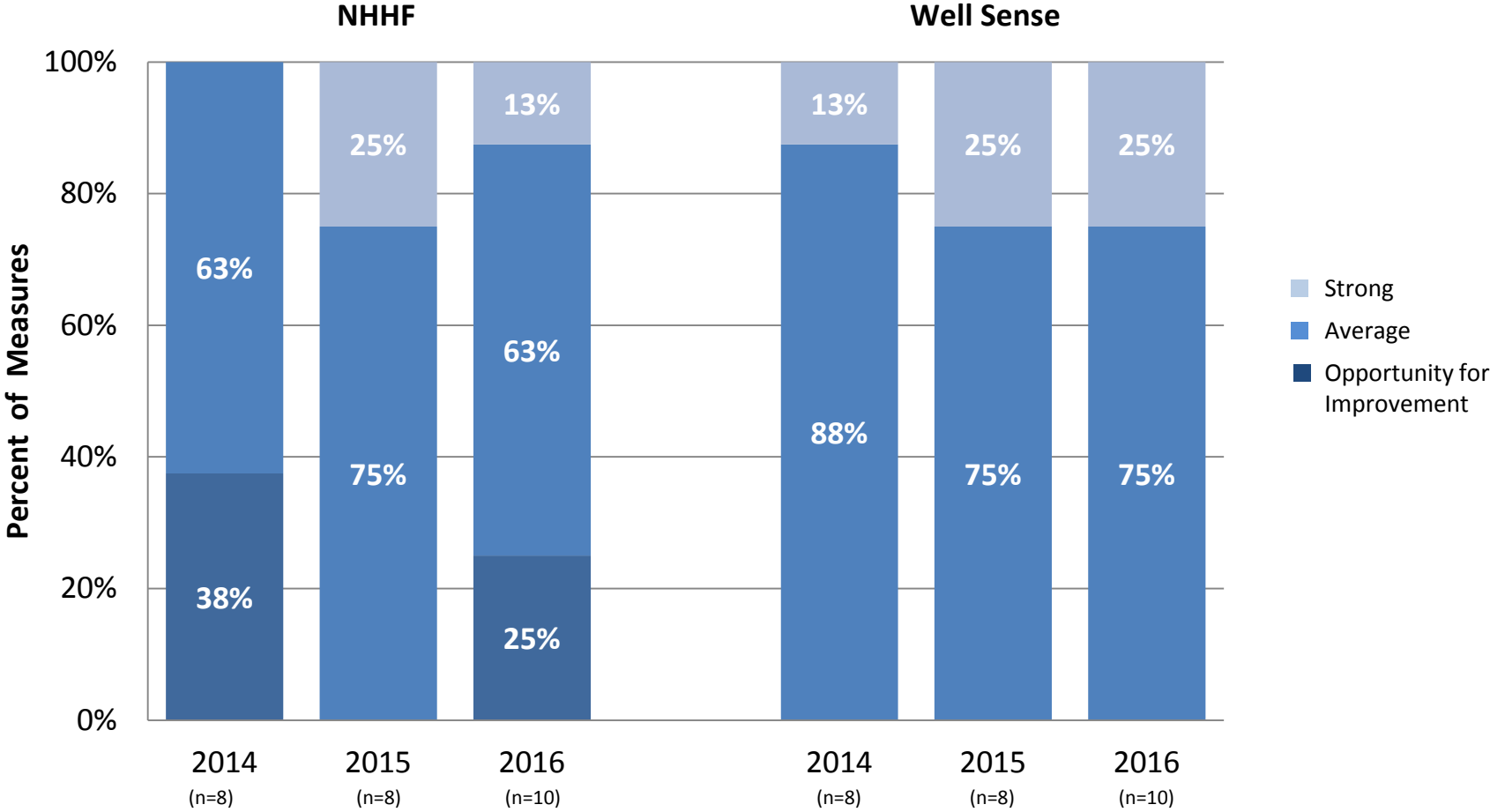
# 2017 NH MCM Customer Satisfaction Comparisons



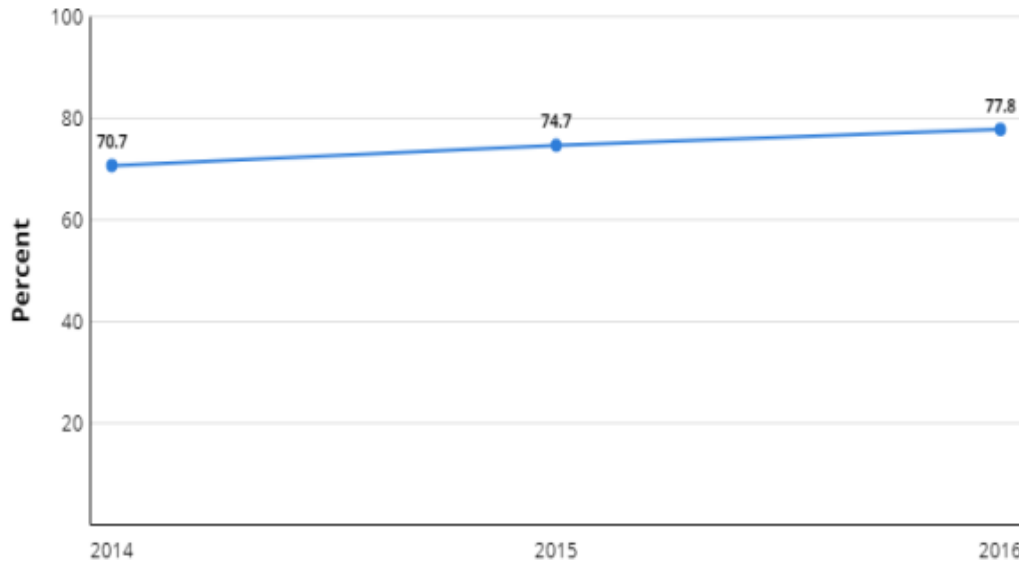
# 2017 NH MCO Customer Satisfaction National Comparison



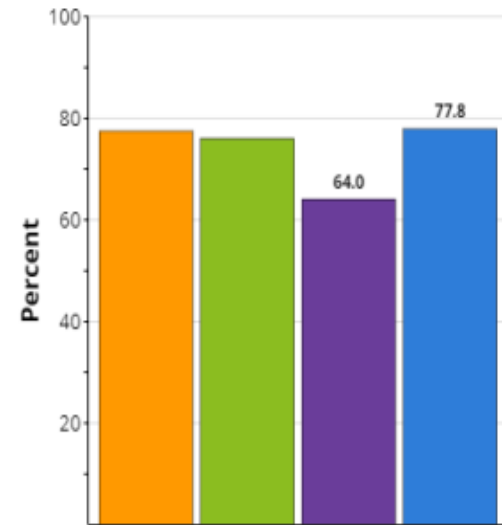
# 2017 NH MCO Customer Satisfaction New England Comparisons



# MCM Rate: Adult Overall Rating of Health Plan – 8, 9, or 10



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2016  
■ National Average 2016  
■ Pre MCM-FFS 2013  
■ NH MCM 2016

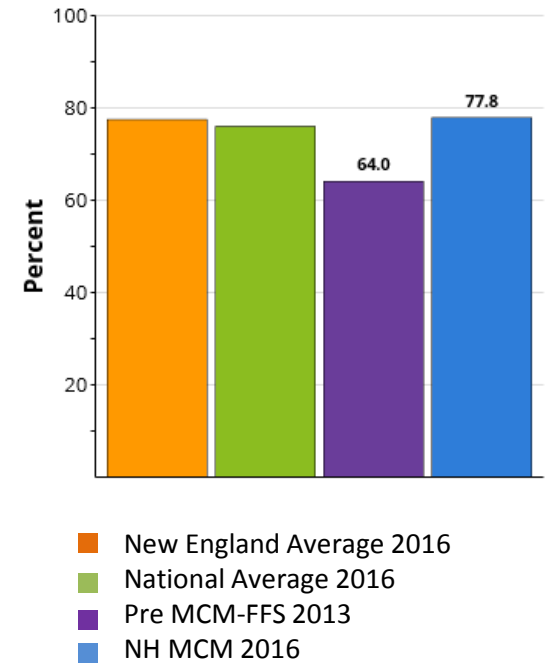
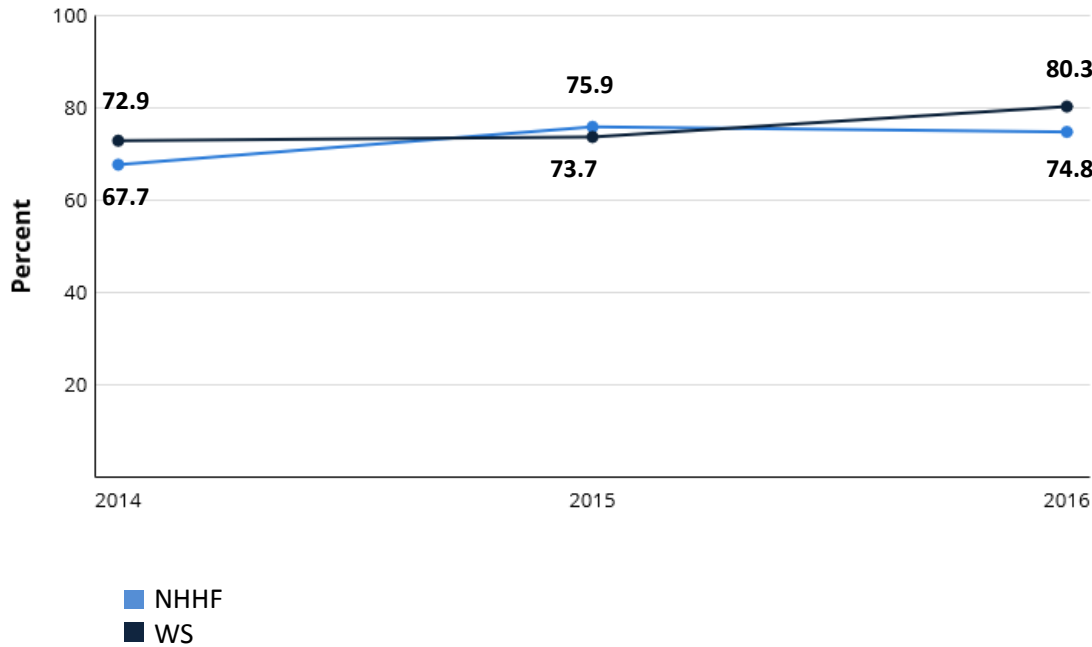
## Measure Description:

- Percent of adults who rated their plan an 8, 9, or 10 on a scale of 1-10 where 1 is worst and 10 is best.

## NH MCM Impact:

- 2016 results are **average for NH MCM** when compared to National Medicaid managed care.

# MCO Rate: Adult Overall Rating of Health Plan – 8, 9, or 10



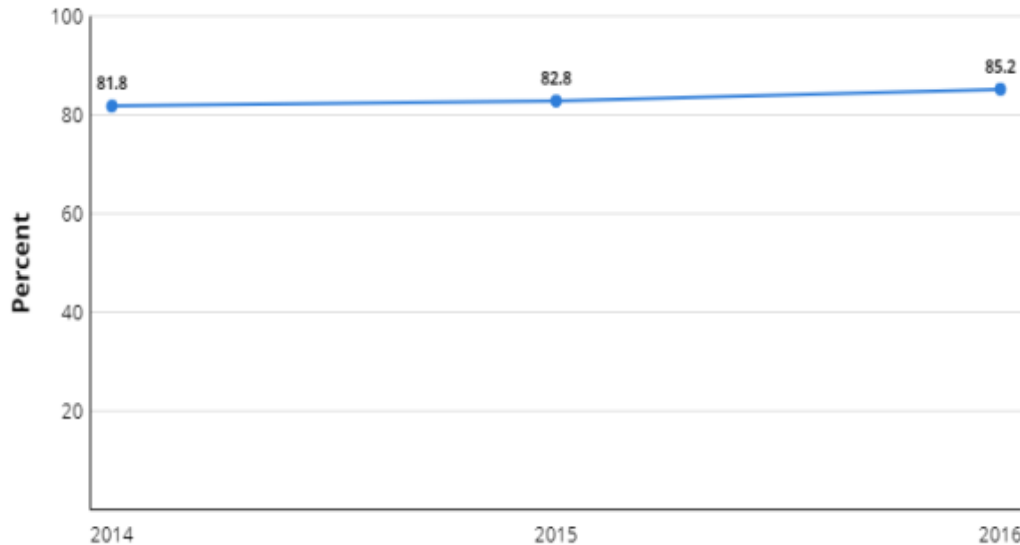
## Measure Description:

- Percent of adults who rated their plan an 8, 9, or 10 on a scale of 1-10 where 1 is worst and 10 is best.

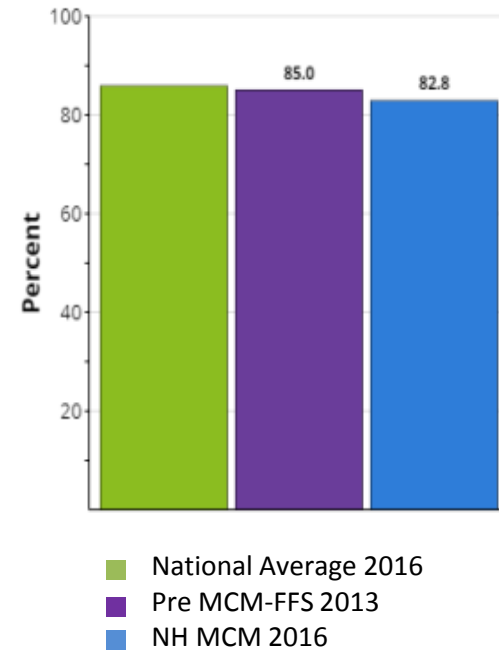
## NH MCM Impact:

- 2016 results are **strong for Well Sense** and **average for NHHF** when compared to National Medicaid managed care.

# MCM Rate: Child Overall Rating of Health Plan – 8, 9, or 10



■ NH Medicaid Care Management (MCM) Yearly Trend



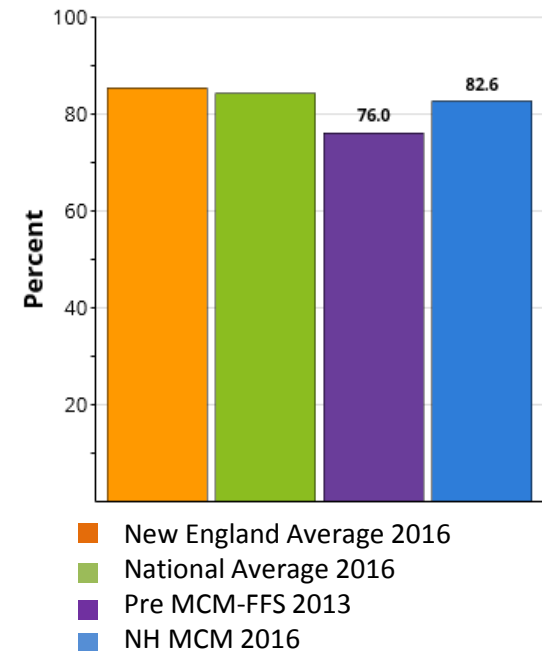
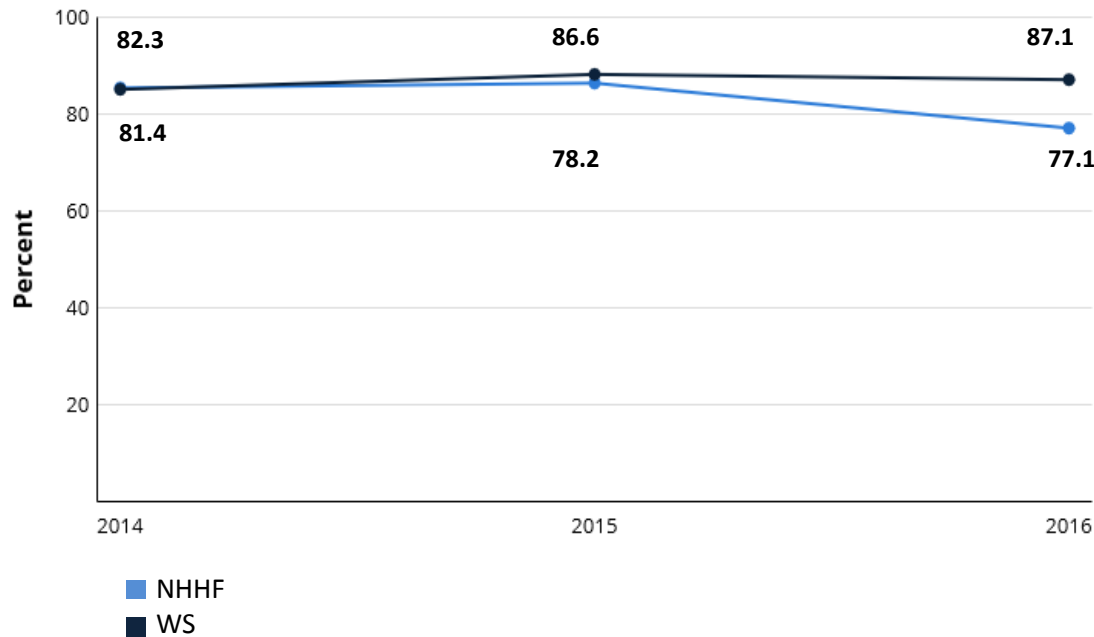
## Measure Description:

- Percent of children whose caregivers rated their plan an 8, 9, or 10 on a scale of 1-10 where 1 is worst and 10 is best.

## NH MCM Impact:

- 2016 results are **average for NH MCM** when compared to National Medicaid managed care.

# MCO Rate: Adults Ease in Getting Care, Tests, & Treatment – *Usually or Always*



## Measure Description:

- Percent of children whose caregivers rated the ease of getting care, test, and treatment as usually or always.

## NH MCM Impact:

- 2016 results are **average for Well Sense and opportunity for improvement for NHHF** when compared to National Medicaid managed care.

# **NCQA HEALTH PLAN RANKINGS & ACCREDITATION :**



# NCQA Health Insurance Plan Ratings



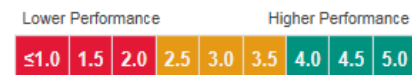
2017 - 2018

## NCQA Health Insurance Plan Ratings 2017-2018 - Summary Report (Medicaid)

Search for a health insurance plan by state, plan name or plan type (Private, Medicaid, Medicare). Click a plan name for a detailed analysis.

In 2017, NCQA rated more than 1,000 health insurance plans based on clinical quality, member satisfaction and NCQA Accreditation Survey results. This way of rating plans emphasizes care outcomes (the results of care people receive) and what patients say about their care.

Information about the ratings, including how they are calculated, is available [here](#). To license the underlying data, go [here](#).



Rating	Plan Name	States	Type	NCQA Accreditation	Consumer Satisfaction	Prevention	Treatment
4.5	Boston Medical Center Health Plan, Inc. (d/b/a Well Sense Health Plan)	NH	HMO	Yes	3.5	3.5	4.0
4.0	Granite State Health Plan, Inc. d/b/a New Hampshire Healthy Families	NH	HMO	Yes	3.5	3.5	4.0

- NCQA Accreditation is as of June 30, 2017
- I= Insufficient data; **NC** = No Credit; **NA** = Not Applicable; **NP** = Not Publicly Reported
- Specific plan demographic data are supplied by AIS's Directory of Health Plans, Atlantic Services, Inc. ([www.aishealth.com](http://www.aishealth.com))
- † Indicates Special Needs Plan (SNP), according to CMS
- Contact us at [my.ncqa.org](http://my.ncqa.org) to ask about licensing the ratings data for research or display

# NCQA Health Insurance Plan Ratings

- Both plans gained of “.5” rating from the previous year.
- 22.5% of Medicaid health plans scored 4.0 or higher. (n=40/178)
- 6.2% of Medicaid health plans scored 4.5 or higher. (n=11/178)

Rating 	Plan Name 
4.5	Boston Medical Center Health Plan, Inc. (d/b/a Well Sense Health Plan)
4.0	Granite State Health Plan, Inc. d/b/a New Hampshire Healthy Families

# NCQA Health Plan Accreditation

## NCQA Accreditation Rating Scores

Excellent

- *Meets or exceeds* accreditation standards.
- HEDIS/CAHPS scores in highest range.

Commendable

- *Meets* accreditation standards.
- HEDIS/CAHPS scores not submitted OR need improvement.

Accredited

- Meets *basic* accreditation standards.
- HEDIS/CAHPS scores not submitted OR need improvement.

Provisional

- Meets *some basic* accreditation standards.
- Processes need to be improved to achieve higher accreditation standards.

Denied

- Service and clinical quality *did not meet* NCQA standards.

## Current NH Rating

Both NH MCOs are rated as commendable.

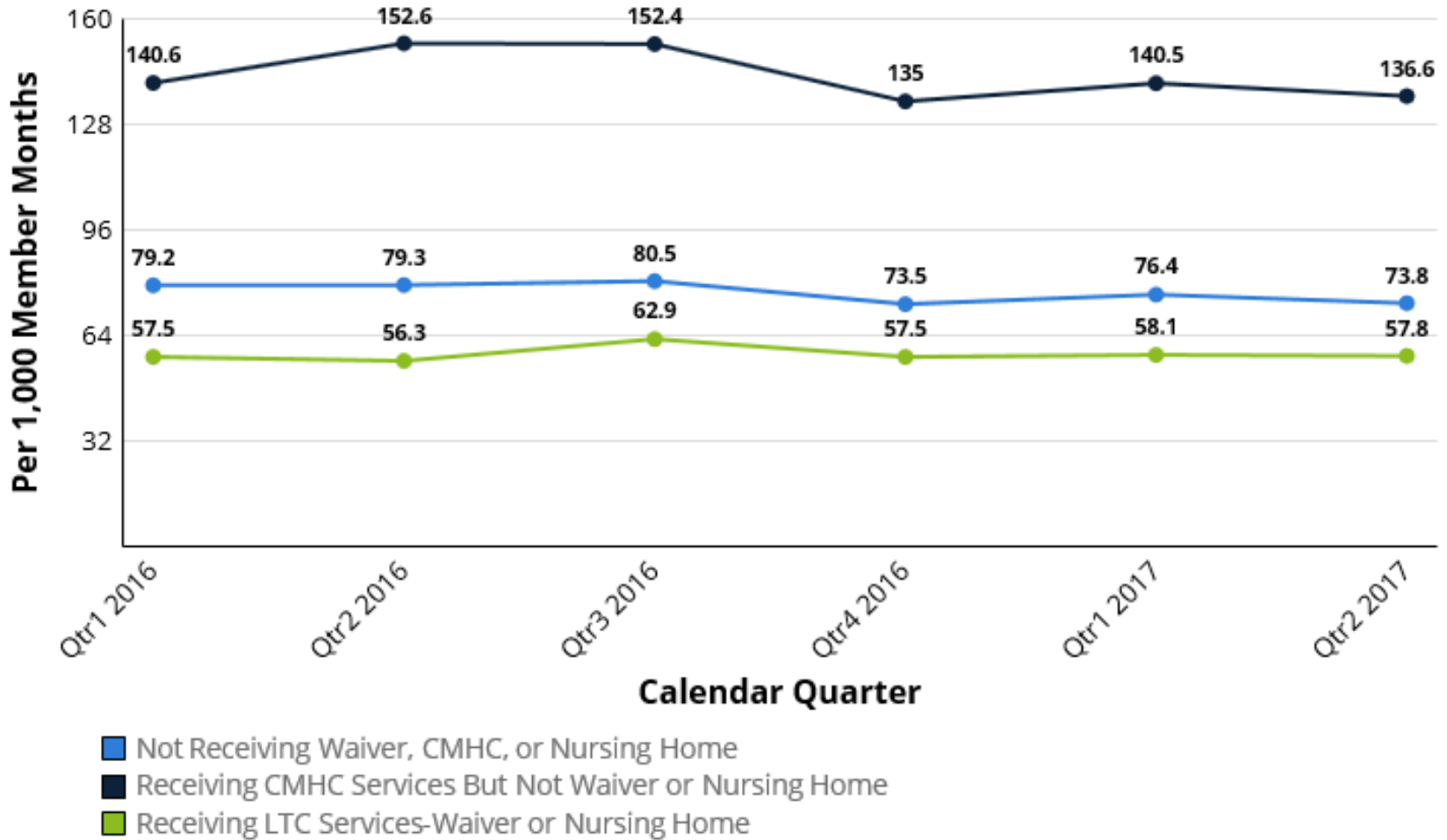
# **SUBPOPULATION DATA:**

# Subpopulation Categories

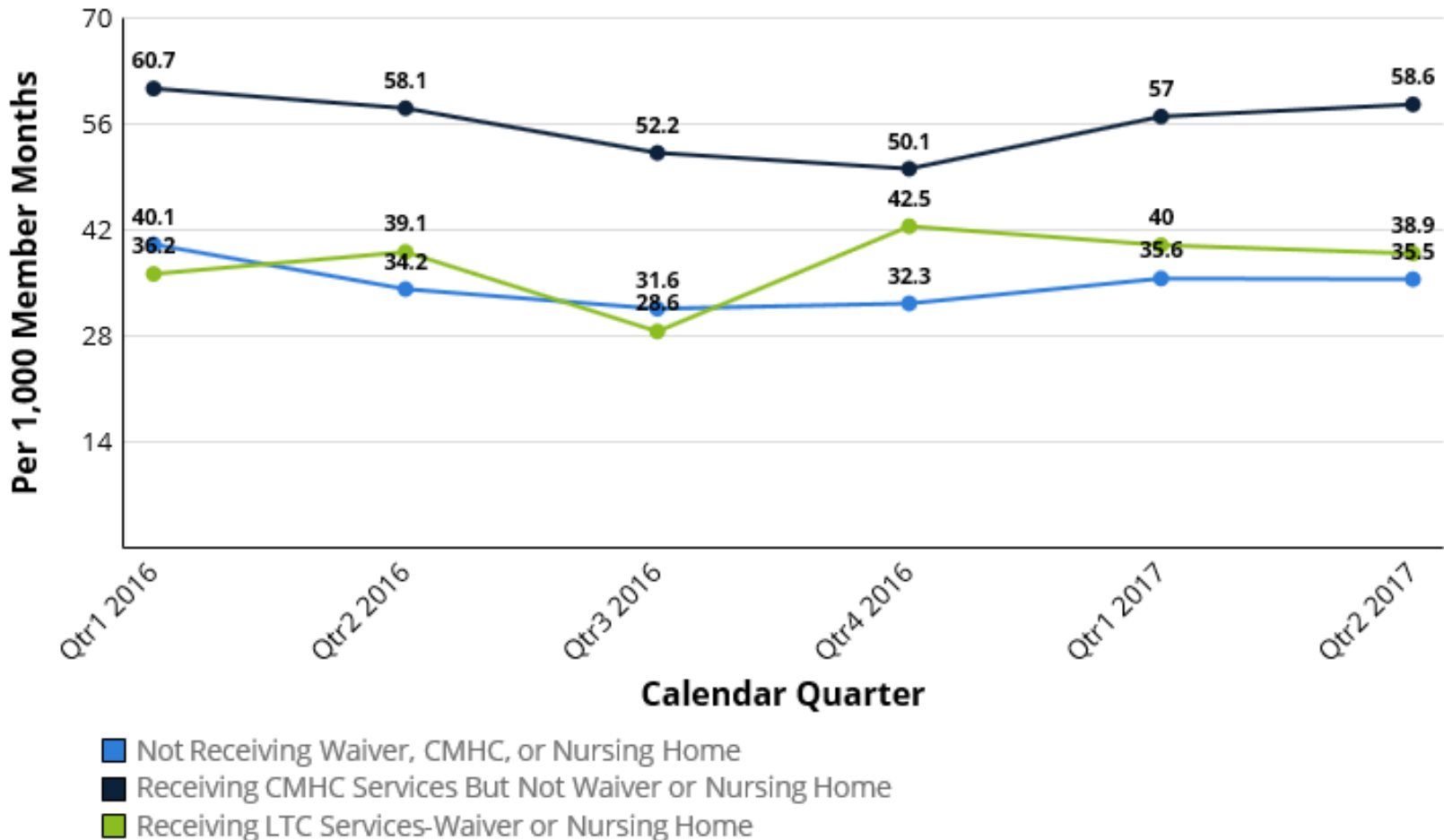
- Not receiving waiver, Community Mental Health Center (CMHC) services, or nursing home services.
- Receiving CMHC services, but not waiver or nursing home services.
- Receiving Long Term Supports and Services waiver or nursing home services.\*

\* May include some member receiving both CMHC and LTSS waiver services.

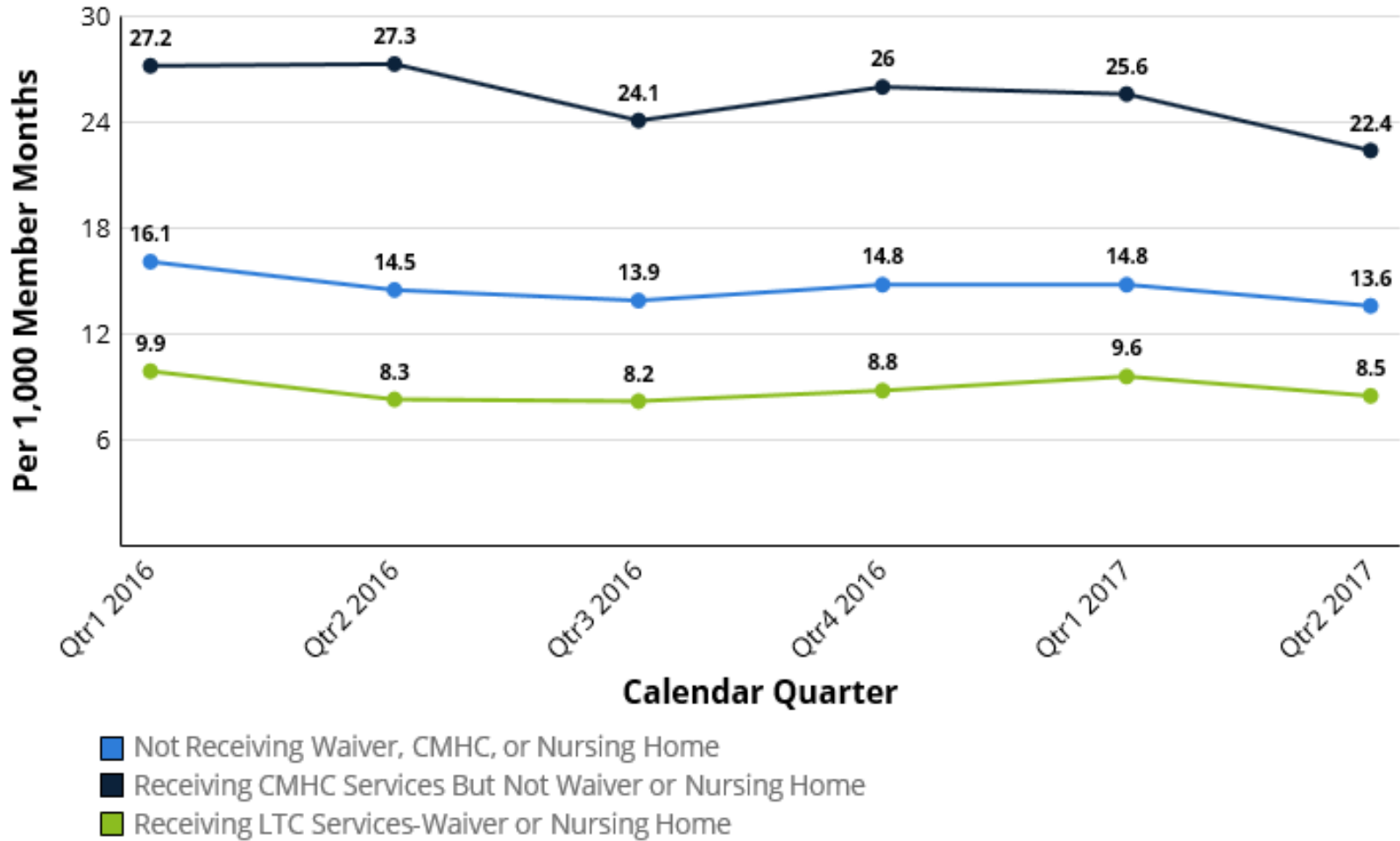
# MCM Rate: Adult Emergency Department Use - Subpopulations



# MCM Rate: Child Emergency Department Use - Subpopulations

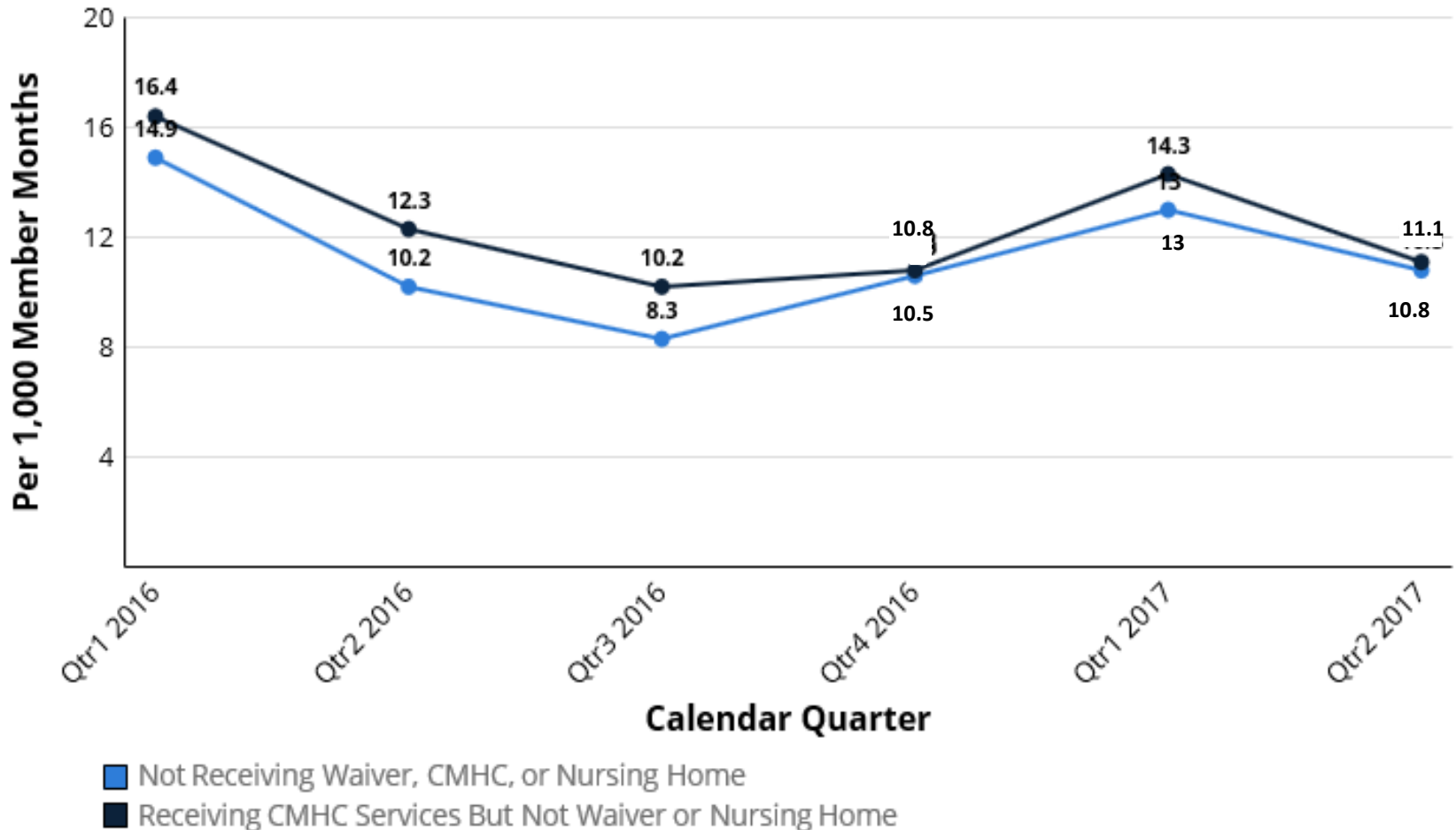


# MCM Rate: Adult Emergency Department Use for Conditions Treatable in Primary Care- Subpopulations



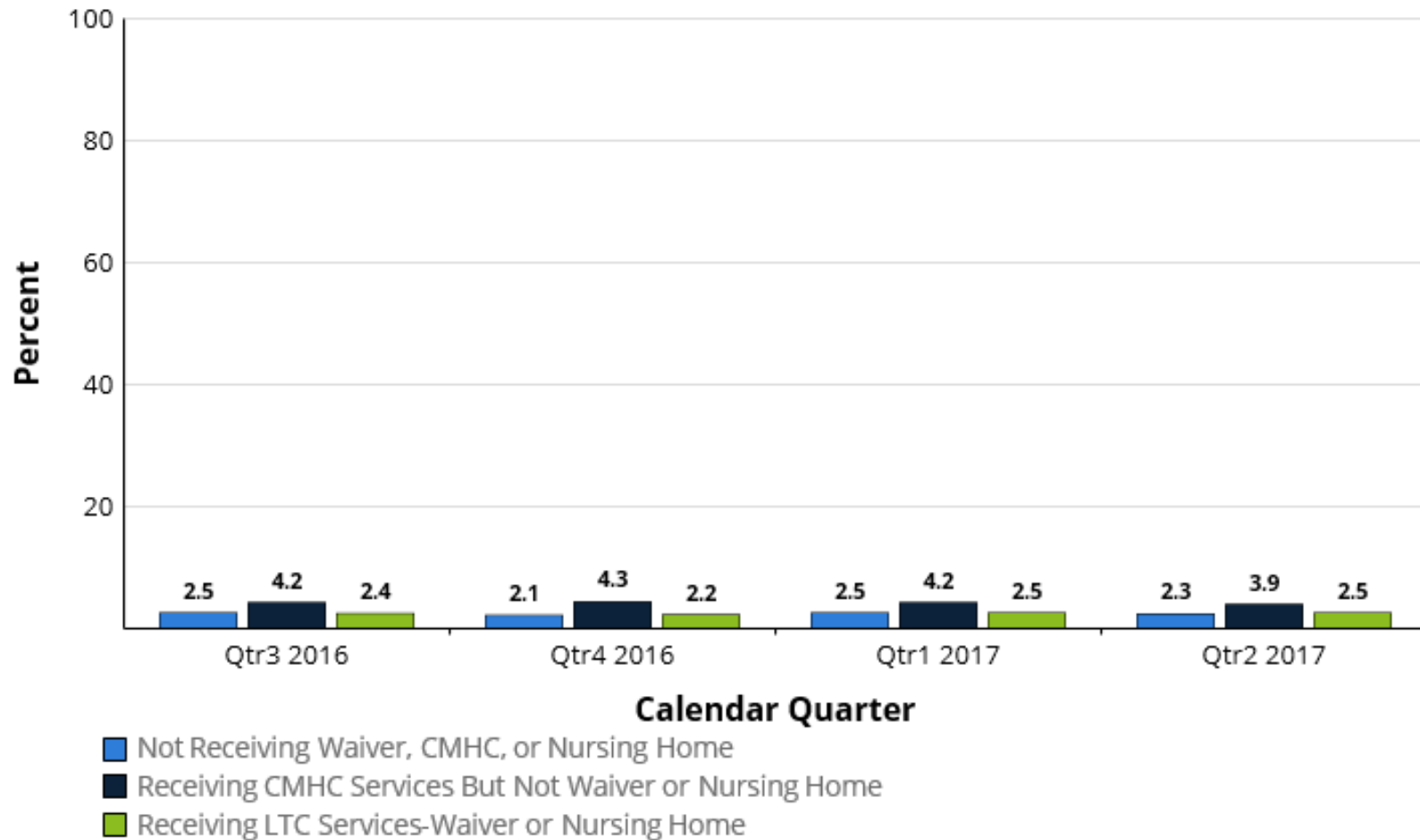


# MCM Rate: Child Emergency Department Use for Conditions Treatable in Primary Care- Subpopulations

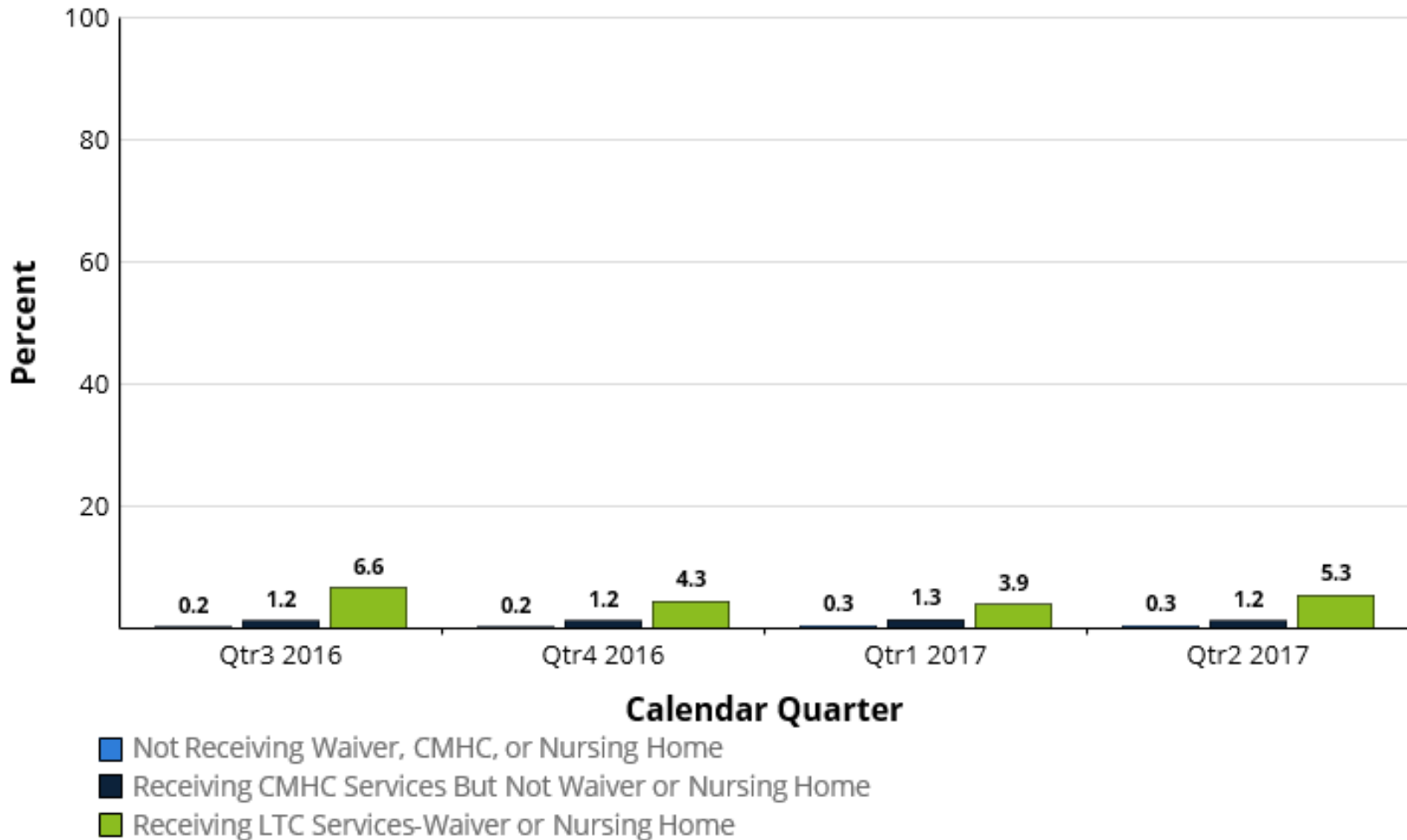


\*Children receiving waiver services are not charted due to small numbers

# MCM Rate: Adults Enrolled in Case Management - Subpopulations



# MCM Rate: Children Enrolled in Case Management - Subpopulations



# Conclusions





# Contact Information

- Patrick McGowan, MS, CPHQ
  - Administrator of Medicaid Quality Program

[MedicaidQuality@dhhs.nh.us](mailto:MedicaidQuality@dhhs.nh.us)

<http://medicaidquality.nh.gov/>

# **APPENDIX A: LIST OF INDIVIDUAL MEASURE RESULTS**

# Prevention: MCM Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “**STRONG**” (20)

- Adults’ Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Breast Cancer Screening (BCS)
- Adults - Have you had either the flu shot or flu spray? (CAHPS)
- Children and Adolescent' Access to Primary Care Practitioners (CAP)
  - 4 Measures
- Childhood Immunization Status (CIS)
  - Combo #10
  - Combo #2
  - Influenza
- Frequency of Ongoing Prenatal Care - 81% + (FPC)
- Prenatal and Postpartum Care (PPC)
  - *Timeliness of Prenatal Care*
  - *Postpartum Care*

- Well-Child Visits in the First 15 Months of Life – 6 or more Visits (W15)
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
  - *Body Mass Index*
  - *Counseling for Nutrition*
  - *Counseling for Physical Activity*

### — “**AVERAGE**” (2)

- Cervical Cancer Screening (CCS)
- Immunizations for Adolescents (IMA)

### — “**OPPORTUNITY FOR IMPROVEMENT**” (2)

- Chlamydia Screening in Women (CHL)
- Lead Screening in Children (LSC)



# Prevention: Well Sense Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — **“STRONG”** (19)

- Adults Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Adults - Have you had either the flu shot or flu spray? (CAHPS)
- Children and Adolescent' Access to Primary Care Practitioners (CAP)
  - 4 Measures
- Childhood Immunization Status (CIS)
  - Combo #10
  - Combo #2
  - Influenza
- Frequency of Ongoing Prenatal Care - 81% + (FPC)
- Prenatal and Postpartum Care (PPC)
  - Timeliness of Prenatal Care
  - Postpartum Care
- Well-Child Visits in the First 15 Months of Life – 6 or more Visits (W15)

- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
  - *Body Mass Index*
  - *Counseling for Nutrition*
  - *Counseling for Physical Activity*

### — **“AVERAGE”** (4)

- Breast Cancer Screening (BCS)
- Cervical Cancer Screening (CCS)
- Immunizations for Adolescents-Combo #1 (IMA)
- Lead Screening in Children (LSC)

### — **“OPPORTUNITY FOR IMPROVEMENT”** (1)

- Chlamydia Screening in Women Total (CHL)

# Prevention: NHHF Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — **“STRONG”** (18)

- Adults' Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Adults - Have you had either the flu shot or flu spray? (CAHPS)
- Children and Adolescent' Access to Primary Care Practitioners (CAP)
  - 4 Measures
- Childhood Immunization Status (CIS)
  - Combo #10
  - Combo #2
  - Influenza
- Frequency of Ongoing Prenatal Care - 81% + (FPC)
- Prenatal and Postpartum Care (PPC)
  - Timeliness of Prenatal Care
  - Postpartum Care
- Well-Child Visits in the First 15 Months of Life – 6 or more Visits (W15)

- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
  - Counseling for Nutrition
  - Counseling for Physical Activity

### — **“AVERAGE”** (4)

- Breast Cancer Screening (BCS)
- Immunizations for Adolescents (IMA)
- Cervical Cancer Screening (CCS)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) -BMI

### — **“OPPORTUNITY FOR IMPROVEMENT”** (2)

- Chlamydia Screening in Women – Total (CHL)
- Lead Screening in Children (LSC)

# Treatment: MCM Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (23)

- Follow-up Care for Children Prescribed ADHD Medication (ADD) – Initiation
- Antidepressant Medication Management (AMM)
  - *Antidepressant Medication Management (AMM) Effective Acute Phase*
  - *Effective Continuation Phase*
- Asthma Medication Ratio - Total (AMR)
- Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics Total (APP)
- Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)
- Adults – Provider Assistance with smoking cessation.
  - *Advised To Quit*
  - *Non-Medication Assistance Discussed*
  - *Medication Assistance Discussed*
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetic Care (CDC)
  - *HbA1c Testing*
  - *Blood Pressure Controlled*
  - *Control < 8%*
  - *Retinal Exam*
- Appropriate Testing for Children with Pharyngitis (CWP)
- Follow-up After Hospitalization for Mental Illness (FUH)
  - *7 Day Follow Up*
  - *30 Day Follow Up*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
  - *Engagement*
- Medication Management for People with Asthma -Total 75% (MMA)
- Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)
- Pharmacotherapy Management of COPD Exacerbation- (PCE)
  - *Bronchodilator*
  - *Systemic Corticosteroid*

# Treatment: MCM Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — **“STRONG”** (Continued.....)

- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
- Appropriate Treatment for Children with Upper Respiratory Infection (URI)

### — **“AVERAGE”** (10)

- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
- Follow-up Care for Children Prescribed ADHD Medication (ADD)
  - *Continuation and Maintenance Phase*
- Use of Multiple Concurrent Antipsychotics in Children and Adolescents Total (APC)
- Comprehensive Diabetic Care (CDC)
  - *HBA1C Testing*
  - *Medical Attention for Neuropathy*
- Use of Imaging Studies for Low Back Pain (LBP)

- Annual Monitoring for Patients on Persistent Medications Total (MPM)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
- Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications (SSD)

### — **“OPPORTUNITY FOR IMPROVEMENT”** (2)

- Metabolic Monitoring for Children and Adolescents on Antipsychotics Total (APM)
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) –
  - *Initiation*

# Treatment: Well Sense Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (20)

- Follow-up Care for Children Prescribed ADHD Medication (ADD)
  - *Initiation Phase*
- Antidepressant Medication Management (AMM)
  - *Effective Continuation Phase*
- Asthma Medication Ratio –Total (AMR)
- Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics-TOTAL (APP)
- Adults – Provider Assistance with smoking cessation.
  - *Medication Assistance Discussed*
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetic Care (CDC)
  - *HbA1c Testing*
  - *Blood Pressure Controlled*
  - *Control < 8%*
  - *Retinal Exam*
- Appropriate Testing for Children with Pharyngitis (CWP)
- Follow-up After Hospitalization for Mental Illness (FUH)
  - *7 Day Follow Up*
  - *30 Day Follow Up*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
  - *Engagement*
- Medication Management for People with Asthma -Total 75% (MMA)
- Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)
- Pharmacotherapy Management of COPD Exacerbation- (PCE)
  - *Bronchodilator*
  - *Systemic Corticosteroid*
- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
- Appropriate Treatment for Children with Upper Respiratory Infection (URI)

# Treatment: Well Sense Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “AVERAGE” (15)

- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
- Follow-up Care for Children Prescribed ADHD Medication (ADD)
  - *Continuation and Maintenance Phase*
- Antidepressant Medication Management (AMM)
  - *Effective Acute Phase*
- Use of Multiple Concurrent Antipsychotics in Children and Adolescents Total (APC)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics Total (APM)
- Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)
- Adults – Provider Assistance with smoking cessation.
  - *Advised to Quit*
  - *Non-Medication Assistance Discussed*

- Comprehensive Diabetic Care (CDC)
  - *Medical Attention for Neuropathy*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
  - *Initiation*
- Use of Imaging Studies for Low Back Pain (LBP)
- Annual Monitoring for Patients on Persistent Medications-Total (MPM)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
- Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications (SSD)

### — “OPPORTUNITY FOR IMPROVEMENT” (0)

# Treatment: NHHF Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (17)

- Follow-up Care for Children Prescribed ADHD Medication (ADD)
  - *Initiation Phase*
  - *Continuation and Maintenance Phase*
- Antidepressant Medication Management (AMM)
  - *Effective Acute Phase*
  - *Effective Continuation Phase*
- Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)
- Adults – Provider Assistance with smoking cessation.
  - *Non-Medication Strategies*
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetic Care (CDC)
  - *HbA1c Testing*
  - *Blood Pressure Controlled*
  - *Retinal Exam*
- Appropriate Testing for Children with Pharyngitis (CWP)
- Follow-up After Hospitalization for Mental Illness (FUH)
  - *7 Day Follow Up*
  - *30 Day Follow Up*
- Non-Recommended Cervical Cancer Screening in Adolescent Females (NCS)
- Pharmacotherapy Management of COPD Exacerbation (PCE)
  - *Systemic Corticosteroid*
- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
- Appropriate Treatment for Children with Upper Respiratory Infection (URI)

# Treatment: NHHF Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “**AVERAGE**” (17)

- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
- Asthma Medication Ratio – Total (AMR)
- Use of Multiple Concurrent Antipsychotics in Children and Adolescents Total (APC)
- Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics-TOTAL (APP)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics Total (APM)
- Adults – Provider Assistance with smoking cessation.
  - *Advised to Quit*
  - *Medication Assistance Discussed*
- Comprehensive Diabetic Care (CDC)
  - *Control < 8%*
  - *Medical Attention for Neuropathy*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) –
  - *Engagement*

- Use of Imaging Studies for Low Back Pain (LBP)
- Medication Management for People with Asthma -Total 75% (MMA)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
- Annual Monitoring for Patients on Persistent Medications - Total (MPM)
- Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications (SSD)
- Pharmacotherapy Management of COPD Exacerbation (PCE)
  - *Bronchodilator*

### — “**OPPORTUNITY FOR IMPROVEMENT**” (1)

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



# Customer Satisfaction: MCM Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (3)

- Adults - Overall Rating of Specialist: 8, 9, 10
- Child - Getting Needed Care Right Away: Usually or Always
- Child – Ease in Getting Care , Tests, and Treatment: Usually or Always

### — “AVERAGE” (13)

- Adults - Getting Needed Care Right Away: Usually or Always
- Adults - Overall Rating of Health Plan: 8, 9, 10
- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always
- Adults - Overall Rating of Personal Doctor: 8, 9, 10
- Adults – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always.*

- Adults –how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Child - how often did your child’s personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Child - Overall rating of Health Plan: 8, 9, 10
- Child - Overall Rating of Specialist: 8, 9, 10
- Child – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always*
- Child - Overall Rating of Personal Doctor: 8, 9, 10

### — “OPPORTUNITY FOR IMPROVEMENT” (0)

# Customer Satisfaction: Well Sense Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (4)

- Adults - Overall rating of Health Plan: 8, 9, 10
- Adults - Overall Rating of Specialist: 8, 9, 10
- Child - Getting Needed Care Right Away: Usually or Always
- Child - Ease in Getting Care, Tests, and Treatment: Usually or Always

### — “AVERAGE” (12)

- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always
- Adults - Getting Needed Care Right Away: Usually or Always
- Adults - Overall Rating of Personal Doctor: 8, 9, 10
- Adult – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always*

- Adults –how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Child - how often did your child’s personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Child - Overall rating of Health Plan: 8, 9, 10
- Child - Overall Rating of Personal Doctor: 8, 9, 10
- Child - Overall Rating of Specialist: 8, 9, 10
- Child – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always*

### — “OPPORTUNITY FOR IMPROVEMENT” (0)

# Customer Satisfaction: NHHF Program Summary

## 2017 Rate Compared to National Medicaid Plans

### — “STRONG” (2)

- Child - Ease in Getting Care, Tests, and Treatment: Usually or Always
- Adults - Getting Needed Care Right Away: Usually or Always

### — “AVERAGE” (13)

- Adults - Overall Rating of Personal Doctor: 8, 9, 10
- Adults - Overall Rating of Specialist: 8, 9, 10
- Adults - Overall rating of Health Plan: 8, 9, 10
- Adult – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always*
- Adults –how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Child - Getting Needed Care Right Away: Usually or Always
- Child - how often did your child’s personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- Child - Overall rating of Health Plan: 8, 9, 10
- Child - Overall Rating of Personal Doctor: 8, 9, 10
- Child - Overall Rating of Specialist: 8, 9, 10
- Child – Customer Service
  - *Received Information When Needed. Usually or Always*
  - *Treated With Courtesy and Respect. Usually or Always*

### — “OPPORTUNITY FOR IMPROVEMENT” (1)

- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always (CAHPS)

# **APPENDIX B: CHART BOOKS**

# HEDIS and CAHPS Chart Books

The following chart books contain charts and tables for all 2017 HEDIS and CAHPS MCM rates:

- 2017 HEDIS MCM Acute and Chronic Care Chart Book
- 2017 HEDIS MCM Behavioral Health Chart Book
- 2017 HEDIS MCM Prevention Chart Book
- 2017 CAHPS MCM Member Experience of Care Adult and Child Chart Book

Chart books and presentation can be found at:

<https://medicaidquality.nh.gov/medicaid-care-management-quality-updates>