



Medicaid Care Management 2018 Quality Update Highlights

Medicaid Care Management Program: Presentation Overview

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

HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA)

CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)

2018 Overview for Today

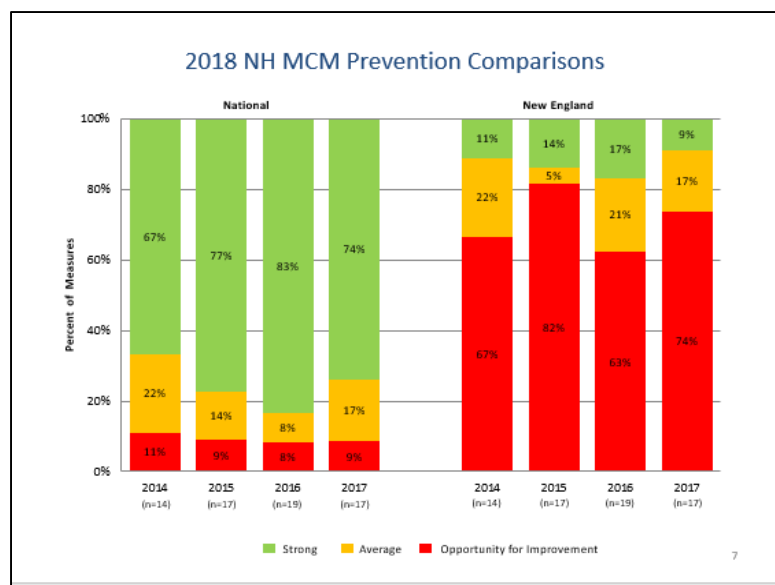
- This quality review to date includes data in the categories*:
 - Prevention
 - Children and Adolescents
 - Women Reproductive Health
 - Cancer Screenings
 - Other Preventive Screenings (e.g. Adult Flu Screenings, Adult BMI)
 - Treatment
 - Asthma
 - Diabetes
 - Heart Disease
 - Behavioral Health
 - 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 2018 Health Insurance Rankings.

How are the Program Results Reported?

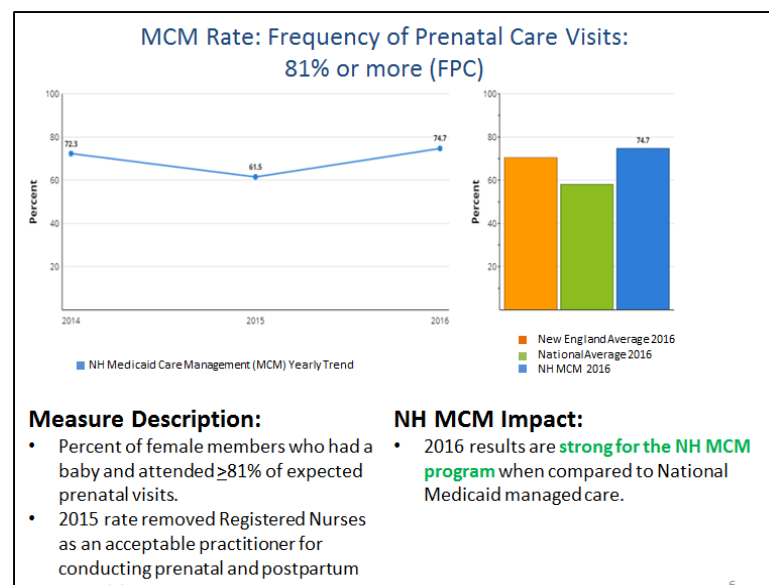
Aggregate Slides

- 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 .*

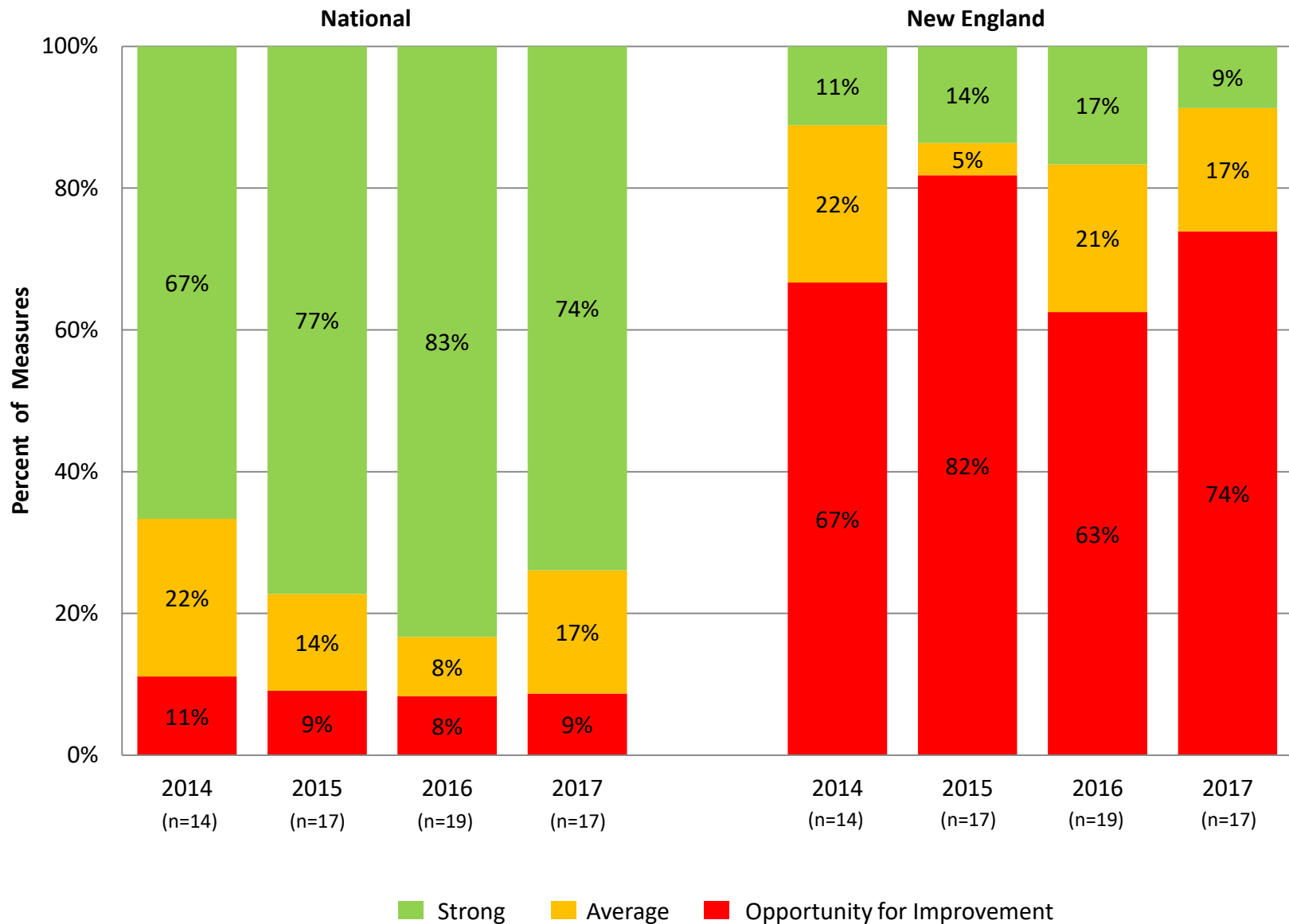
* Strong and Opportunity for Improvement results are determined by whether the rate at the 95% confidence interval is higher or lower compared to the National Medicaid managed care rate.

** 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.

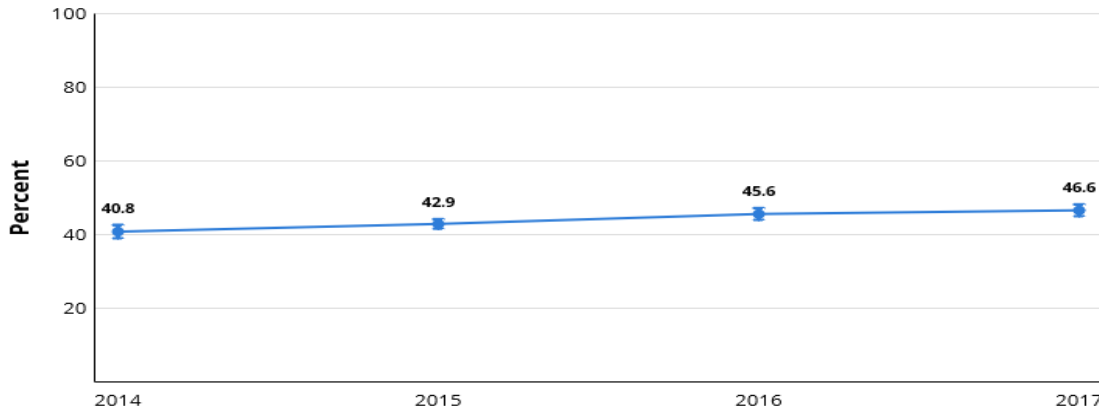
PREVENTION:

Results

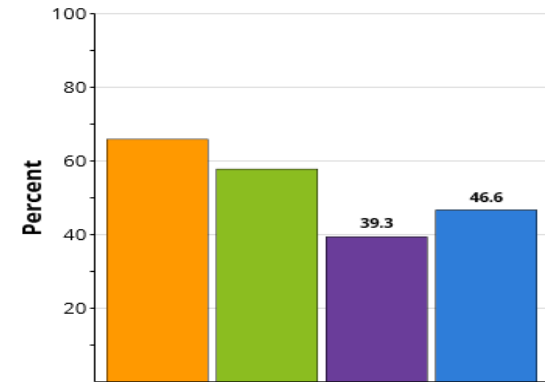
2018 NH MCM Prevention Comparisons



MCM Rate: Chlamydia Screening in Women (CHL)



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2017
■ National Average 2017
■ Medicaid Fee for Service 2012
■ NH MCM 2017

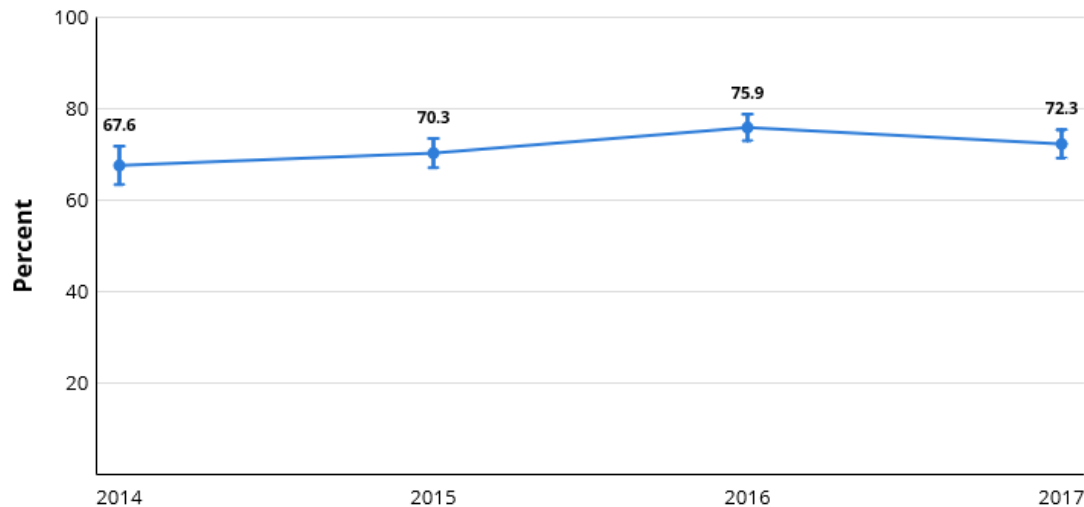
Measure Description:

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

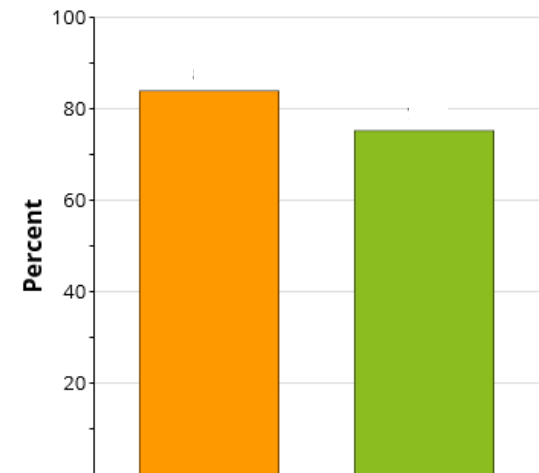
NH MCM Impact:

- 2017 results are an **opportunity for improvement for the NH MCM program** when compared to National Medicaid managed care.

MCM Rate: Immunization for Adolescents (IMA): Combination 1



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2017
■ National Average 2017

Measure Description:

- Percent of members 13 years of age who received vaccine combination #1 (meningococcal vaccine, tetanus, diphtheria toxoids and acellular pertussis vaccine or one tetanus, diphtheria toxoids vaccine.)

NH MCM Impact:

- 2017 results are an **opportunity for improvement for the NH MCM program** when compared to National Medicaid managed care.

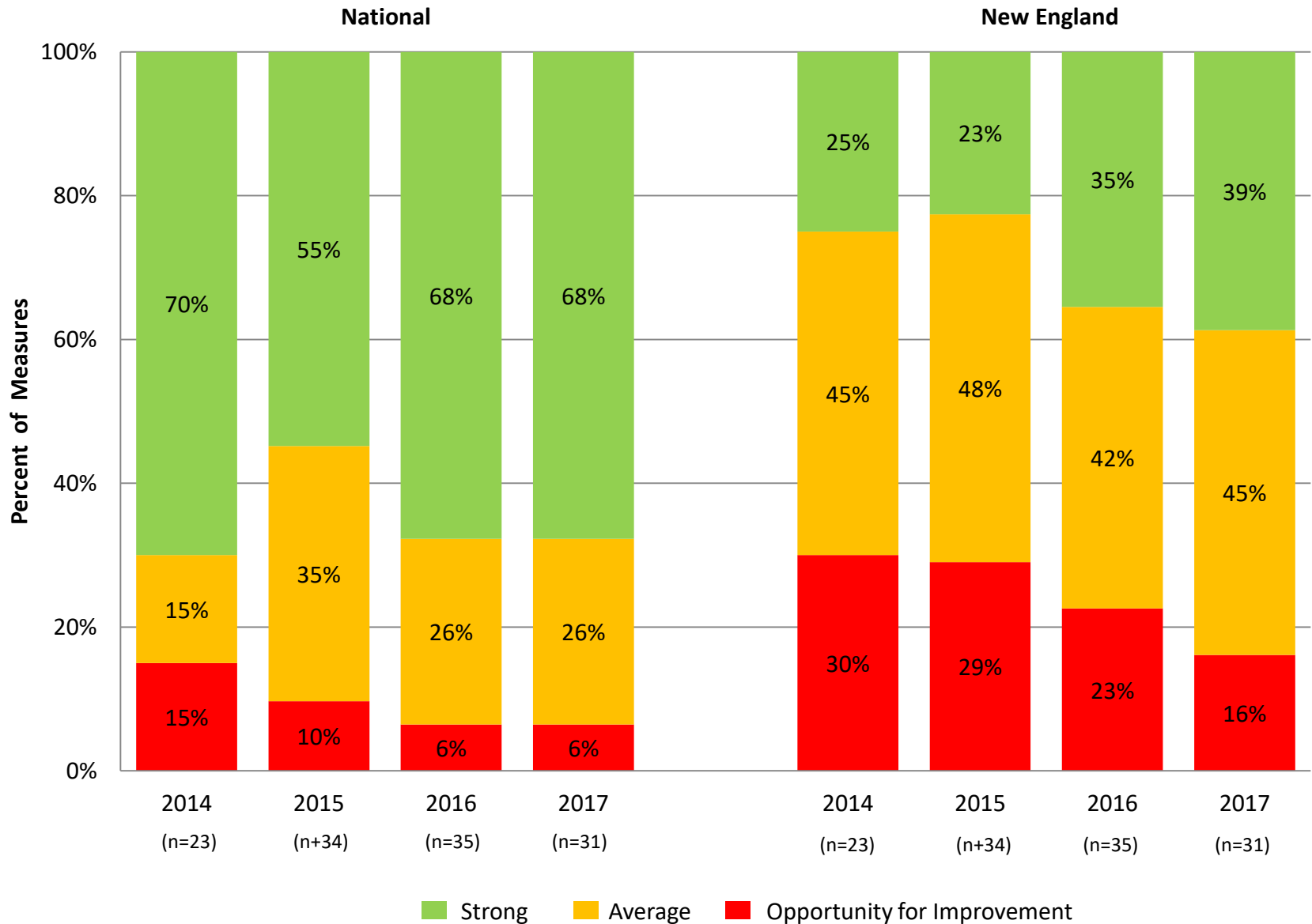
2018 NH MCM Prevention Measure Results

	MCM Program
Improved	<ul style="list-style-type: none"> Lead Screening in Children (OFI→Average)
Worsened	<ul style="list-style-type: none"> Breast Cancer Screening (Strong→Average) Immunizations in Adolescent Children (Average→OFI) Postpartum Care (Strong→Average) <p>*Blue color indicates a change from Strong to Average status</p> <p>*Red color indicates a change from Average to Opportunity For Improvement (OFI)</p>

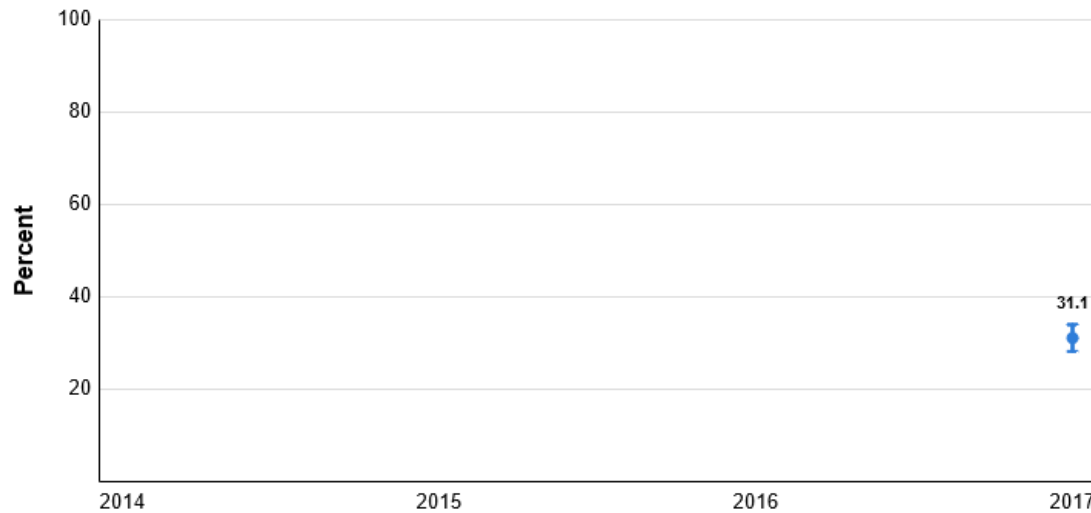
TREATMENT:

Results

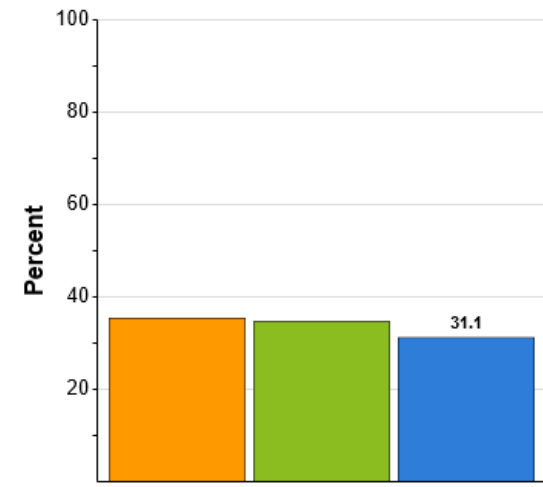
2018 NH MCM Treatment Comparisons



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



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2017
■ National Average 2017
■ NH MCM 2017

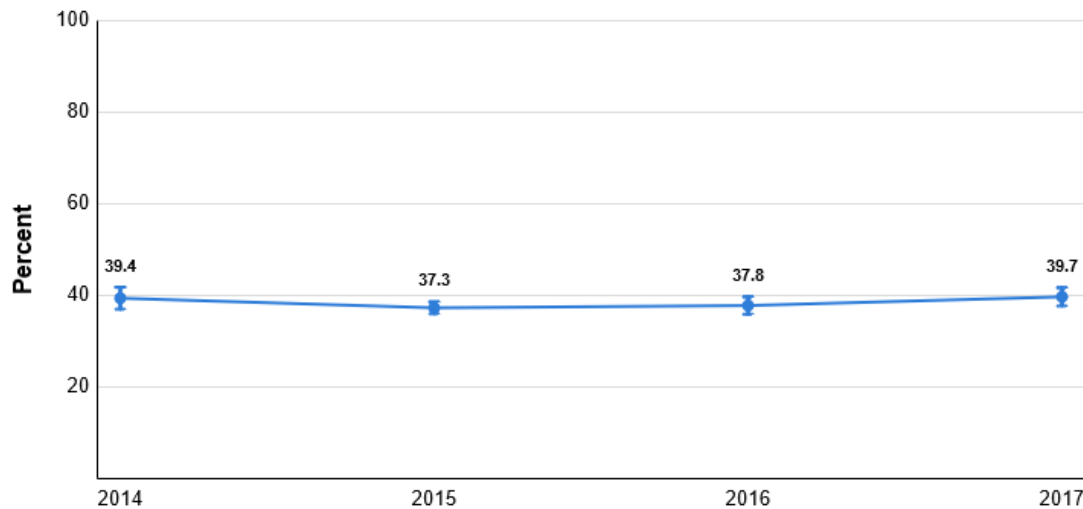
Measure Description:

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

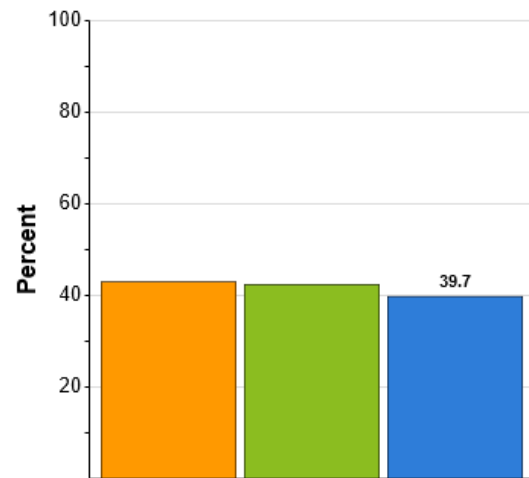
NH MCM Impact:

- 2017 results are an **opportunity for improvement for the NH MCM program** when compared to National Medicaid managed care.

MCM Rate: Initiation of Alcohol and Other Drug Abuse or Dependence treatment (IET)



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2017
■ National Average 2017
■ NH MCM 2017

Measure Description:

- Percent of members 13 years of age and older who had a new episode of alcohol or other drug (AOD) dependence & initiated treatment within 14 days of the diagnosis.

NH MCM Impact:

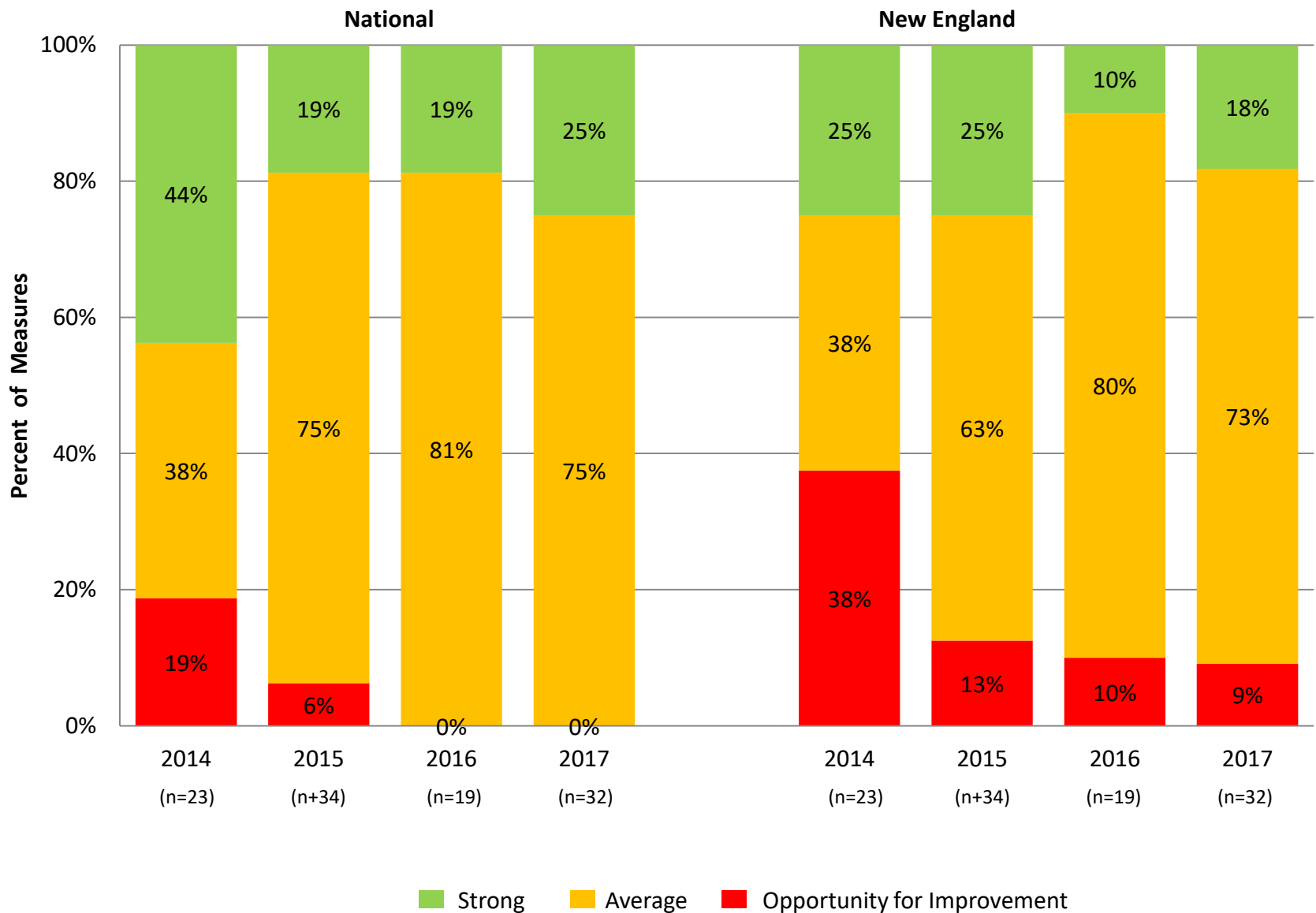
- 2017 results are an **opportunity for improvement for the NH MCM program** when compared to National Medicaid managed care.

2018 NH MCM Treatment Measure Results

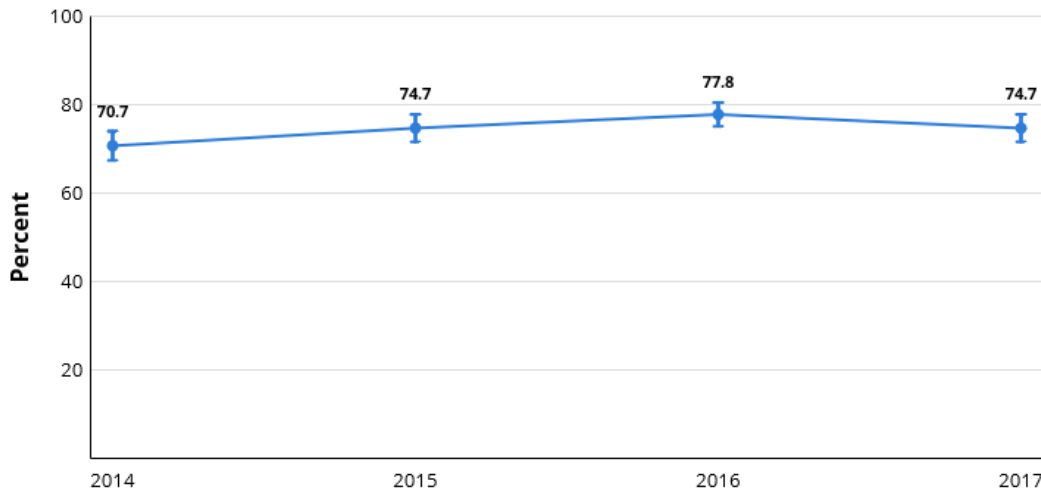
	MCM Program
Improved	<ul style="list-style-type: none"> Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (Average→Strong) Comprehensive Diabetes Care – HbA1C Testing (Average→Strong)
Worsened	<ul style="list-style-type: none"> Follow-up Care for Children Prescribed ADHD Medication – Initiation (Strong→Average) Metabolic Monitoring for Children and Adolescents on Antipsychotics (Average→OFI) Adults Advised by a Provider to Quit Smoking (Strong→Average)

CUSTOMER SATISFACTION:

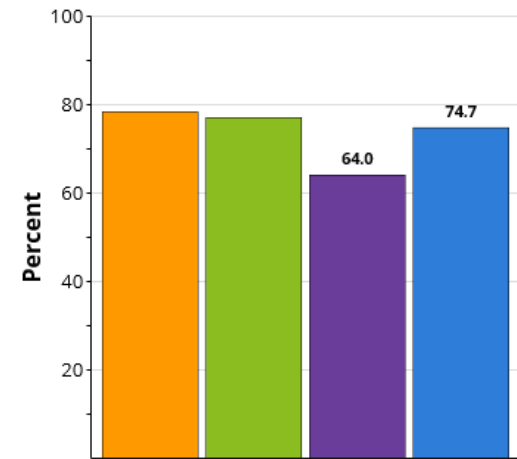
2018 NH MCM Customer Satisfaction Comparisons



MCM Rate: Adults Rating of Health Plan 8, 9, or 10



■ NH Medicaid Care Management (MCM) Yearly Trend



■ New England Average 2017
■ National Average 2017
■ NH MCM 2017

Measure Description:

- The percentage of adults who rate their health plan with a score of 8, 9 or 10 on a scale of 0 to 10.

NH MCM Impact:

- 2017 results are **strong for the NH MCM program** when compared to National Medicaid managed care.

2018 NH MCM Customer Satisfaction Measure Results

	MCM Program
Improved	<ul style="list-style-type: none">• Adult - Customer Service Treated Member with Courtesy and Respect (Average→Strong)• Adult – Ease in Getting Care, Tests, and Treatment: Usually, Always (Average→Strong)
Worsened	<ul style="list-style-type: none">• Adults – Overall Rating of Specialist (Strong→Average)

MCM Rate: 2018 Member Experience of Care Survey (CAHPS) Children with Chronic Conditions

CAHPS Question(s)	2016 Rate	2017 Rate	2017 National	2017 Analysis
Overall Rating of Health Plan (8,9,10)	73.8	73.3	84.4	Opportunity for Improvement
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? (Usually + Always)	89.8	89.4	83.7	Strong
Ease in Getting Care, Tests, and Treatment (Usually + Always)	94.5	94.2	91.6	Strong
Getting Needed Care Right Away (Usually + Always)	95.9	97.1	88.2	Strong

NCQA HEALTH PLAN RANKINGS & ACCREDITATION :

2018 NCQA Health Insurance Plan Ratings



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](#).

Medicaid

New Hampshire

Enter Plan Name

Search

Lower Performance

Higher Performance

≤1.0

1.5

2.0

2.5

3.0

3.5

4.0

4.5



5.0

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)
- † Indicates Special Needs Plan (SNP), according to CMS
- Contact us at my.ncqa.org to ask about licensing the ratings data for research or display

2018 NCQA Health Insurance Plan Ratings

- 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

(*) Comparison based on 2017 NCQA analysis.

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.

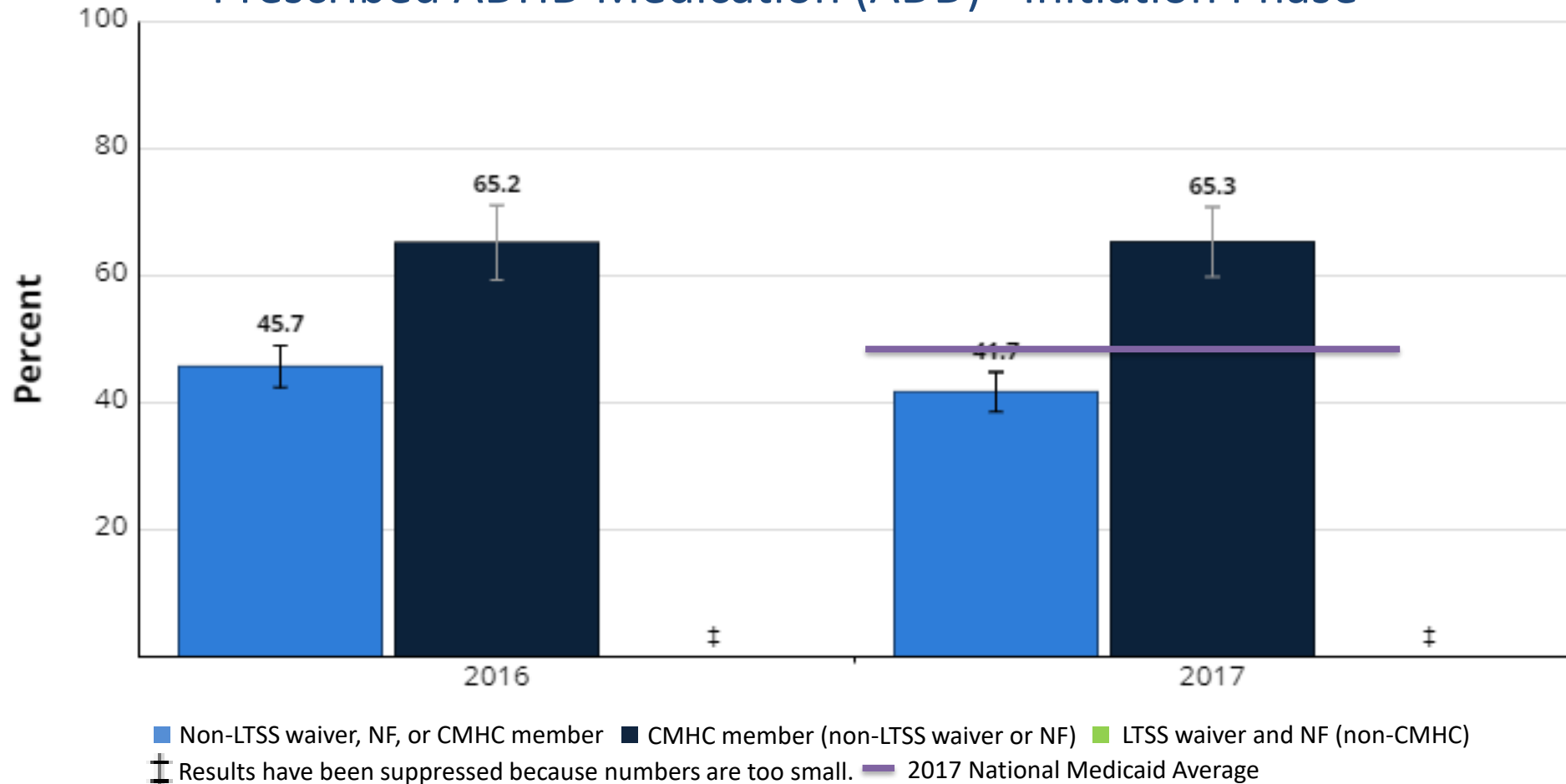
SUBPOPULATION DATA:

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 waivers or nursing home services.*

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

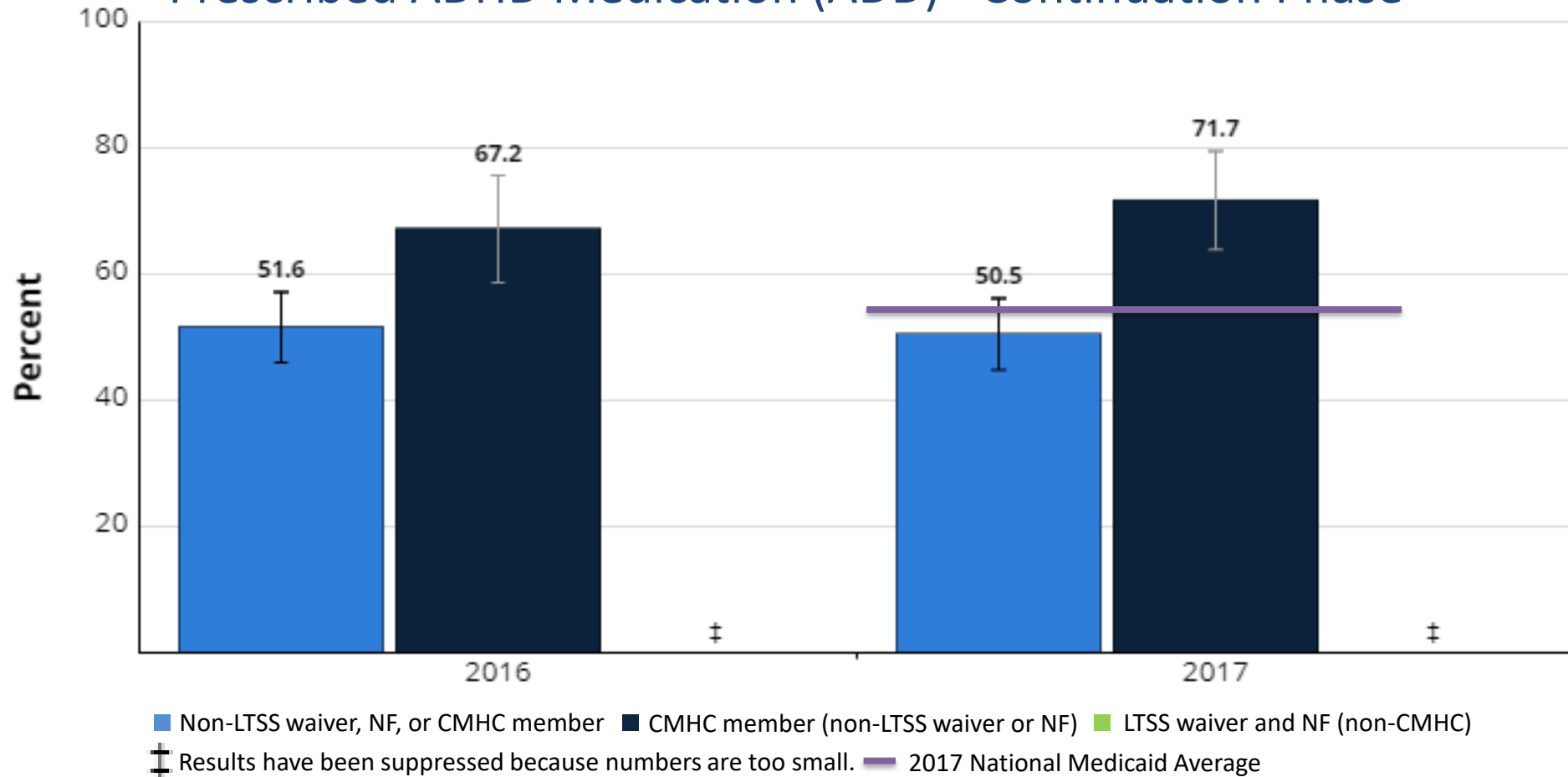
MCM Subpopulation Rate: Follow Up Care for Children Prescribed ADHD Medication (ADD) - Initiation Phase



Measure Description:

- The Percentage of members 6 – 12 years of age who are newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication and had a follow-up visit within 30 days with a practitioner who has prescribing authority.

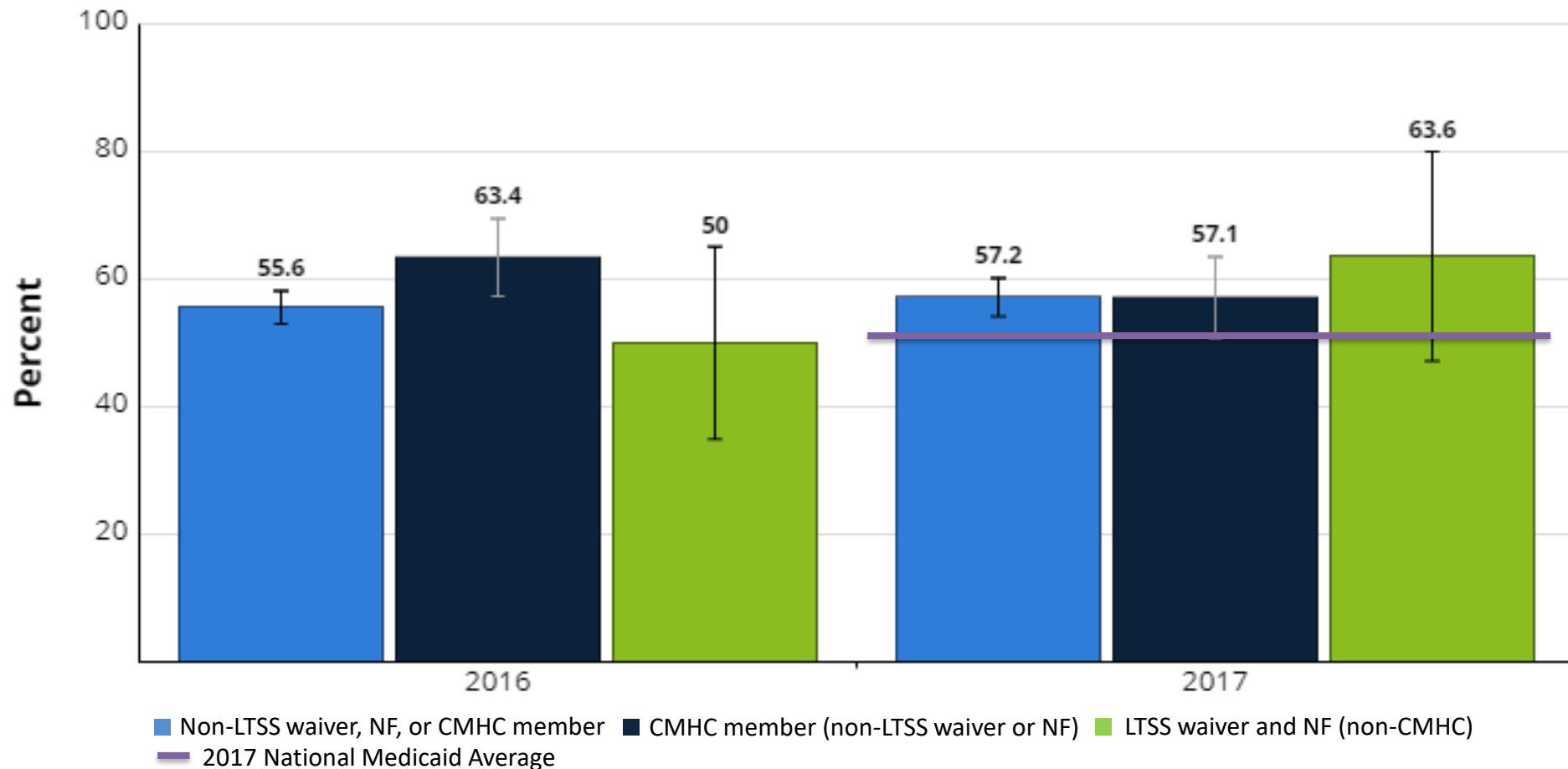
MCM Subpopulation Rate: Follow Up Care for Children Prescribed ADHD Medication (ADD) - Continuation Phase



Measure Description:

- The Percentage of members 6 – 12 years of age who are newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication, who remained on the medication for at least 210 days, and had at least two follow-up visits after the initiation phase with a practitioner who has prescribing authority.

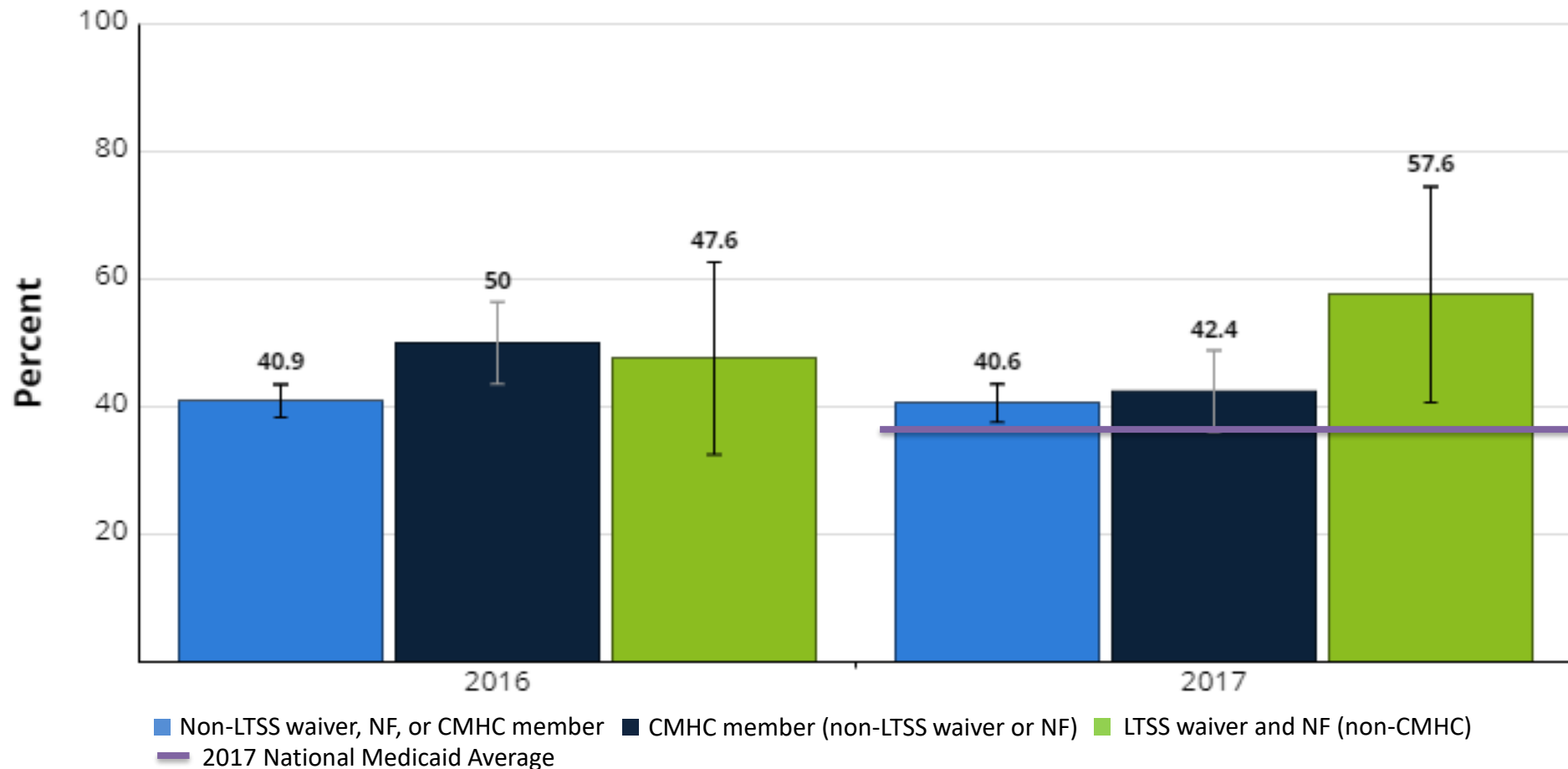
MCM Subpopulation Rate: Antidepressant Medication Management (AMM): Effective Acute Phase Treatment



Measure Description:

- The percentage of members 18 years of age and older who had a diagnosis of major depression and took a prescription antidepressant medication for at least 84 days (6 weeks).

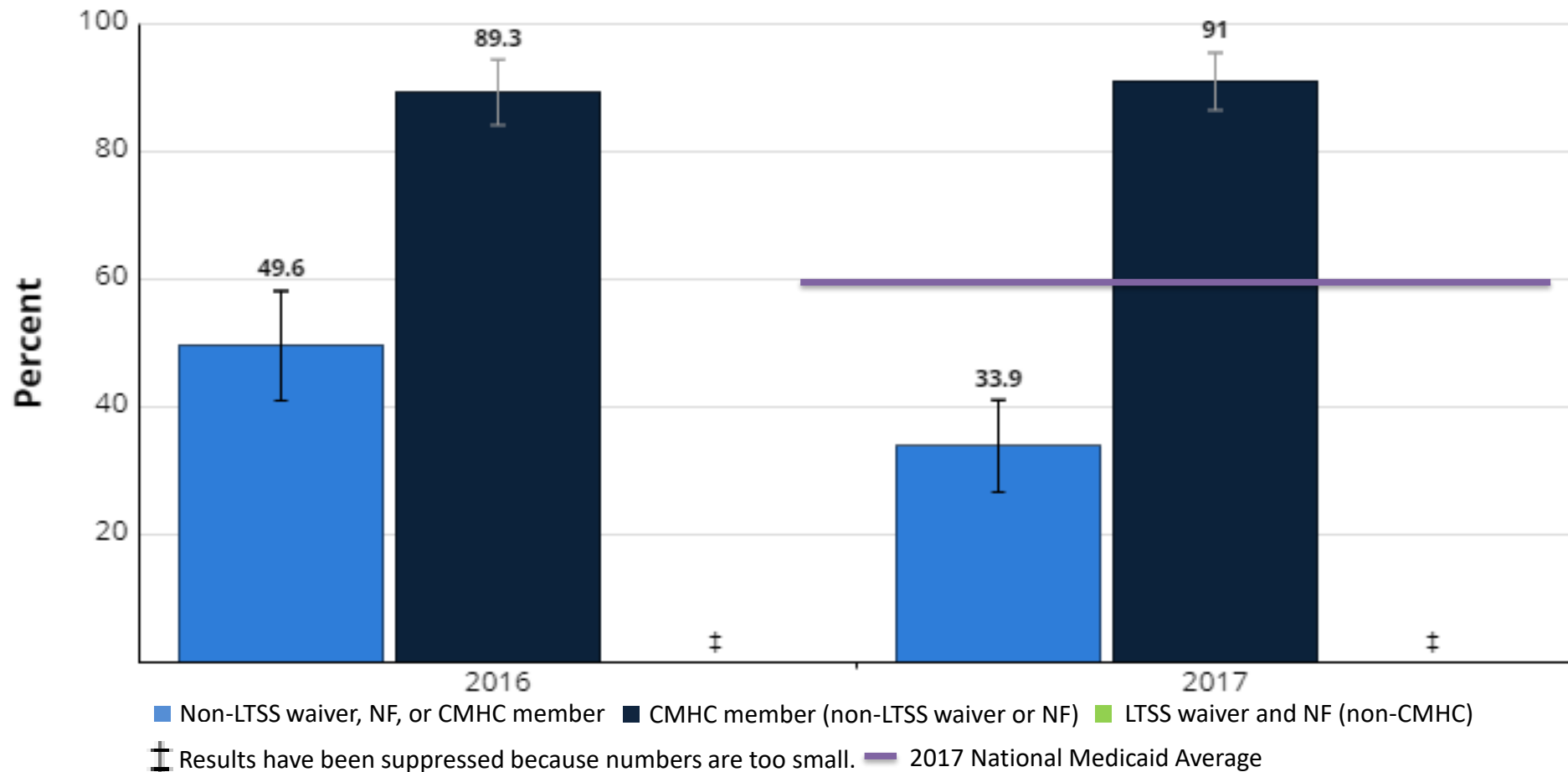
MCM Subpopulation Rate: Antidepressant Medication Management (AMM): Effective Continuation Phase Treatment



Measure Description:

- The percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressants for 180 days (6 months).

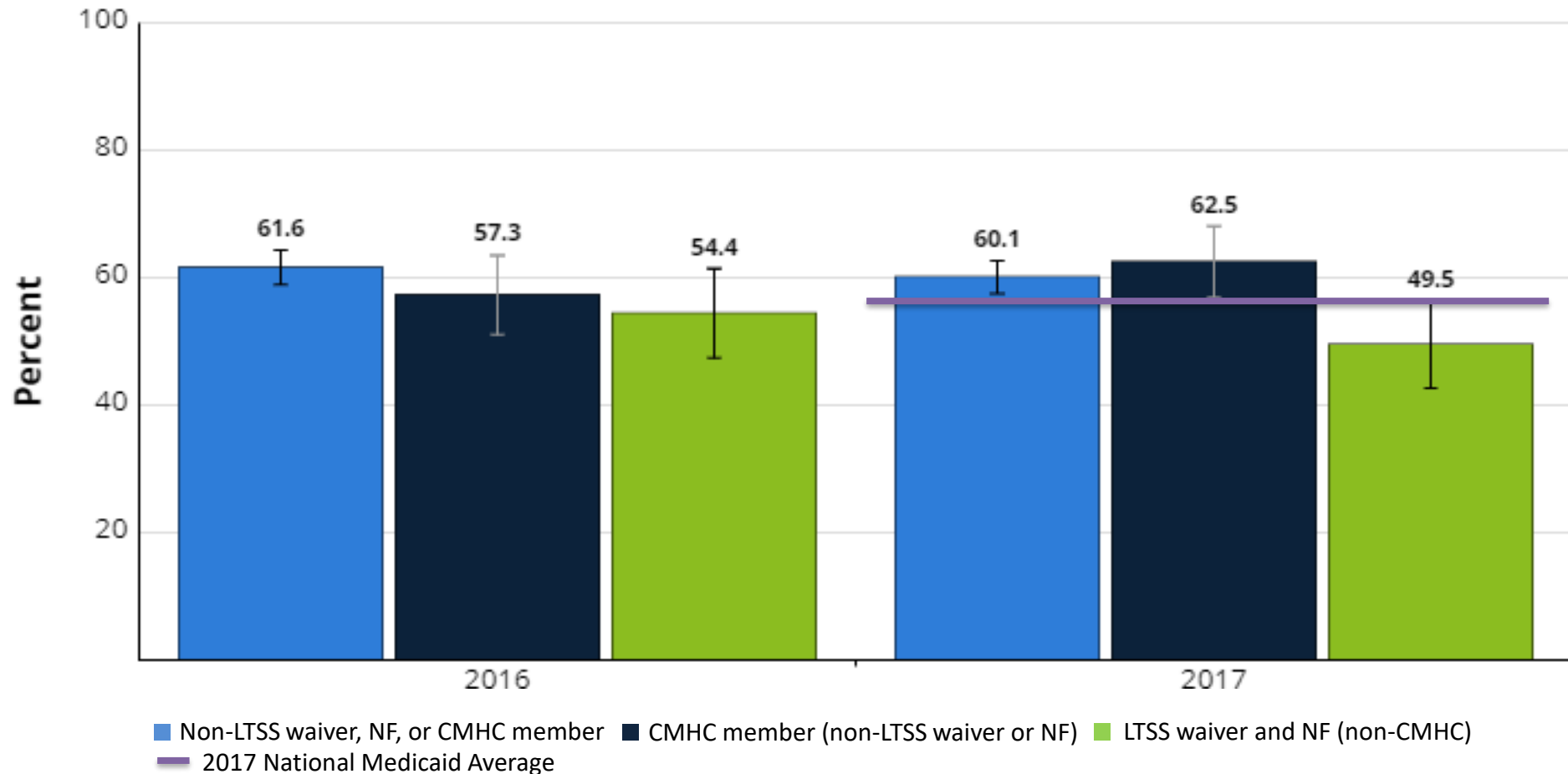
MCM Subpopulation Rate: Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)



Measure Description:

- The percentage of members 1–17 years of age who were newly prescribed an antipsychotic medication and had documentation of psychosocial care as first-line treatment.

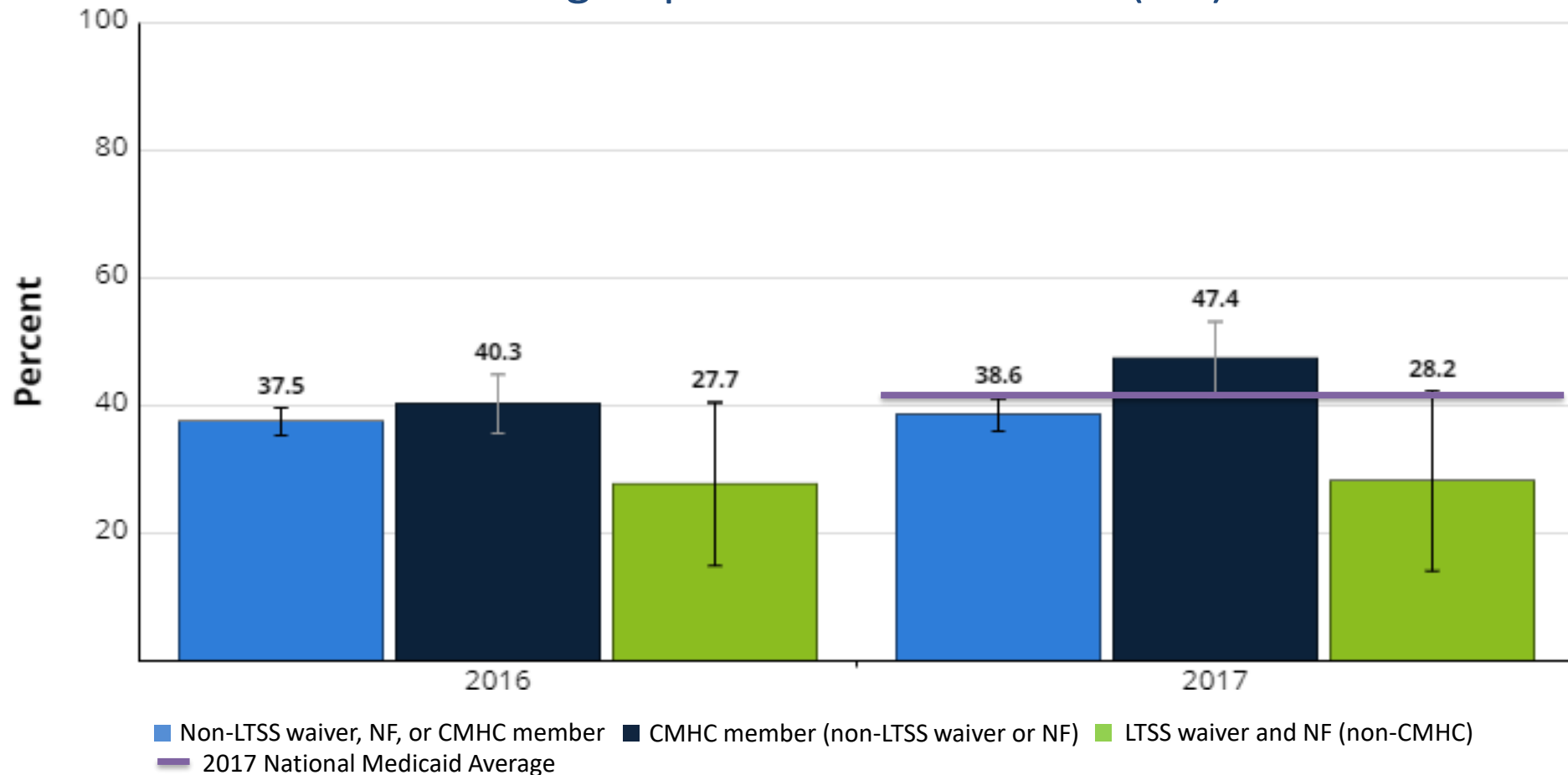
MCM Subpopulation Rate: Breast Cancer Screening (BCS)



Measure Description:

- The percentage of female members 50-74 years of age who were screened for breast cancer with a mammogram.

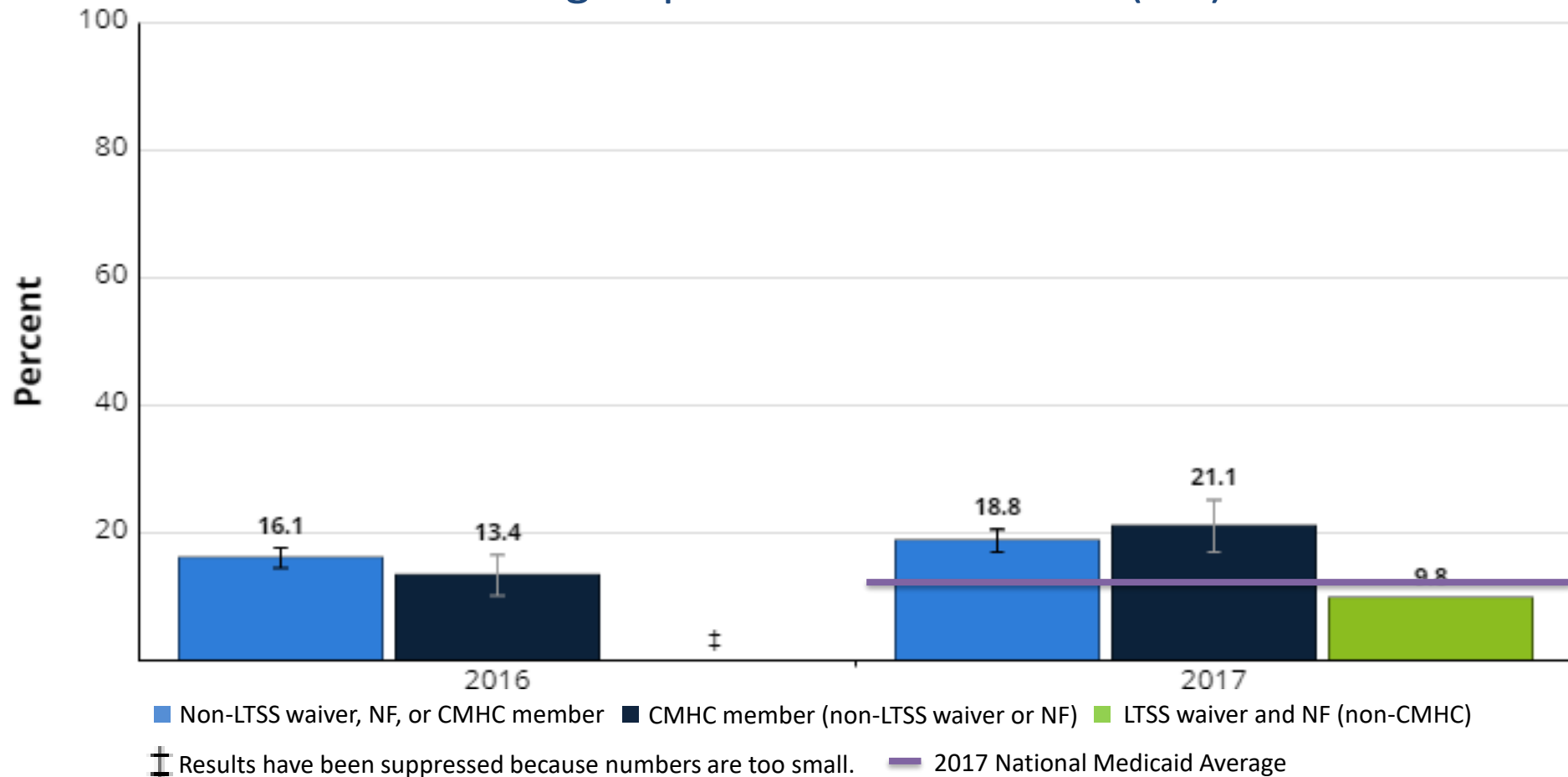
MCM Subpopulation Rate: Initiation of Alcohol & Other Drug Dependence Treatment (IET)



Measure Description:

- Percent of members 13 years of age and older who had a new episode of alcohol or other drug (AOD) dependence & initiated treatment within 14 days of the diagnosis.

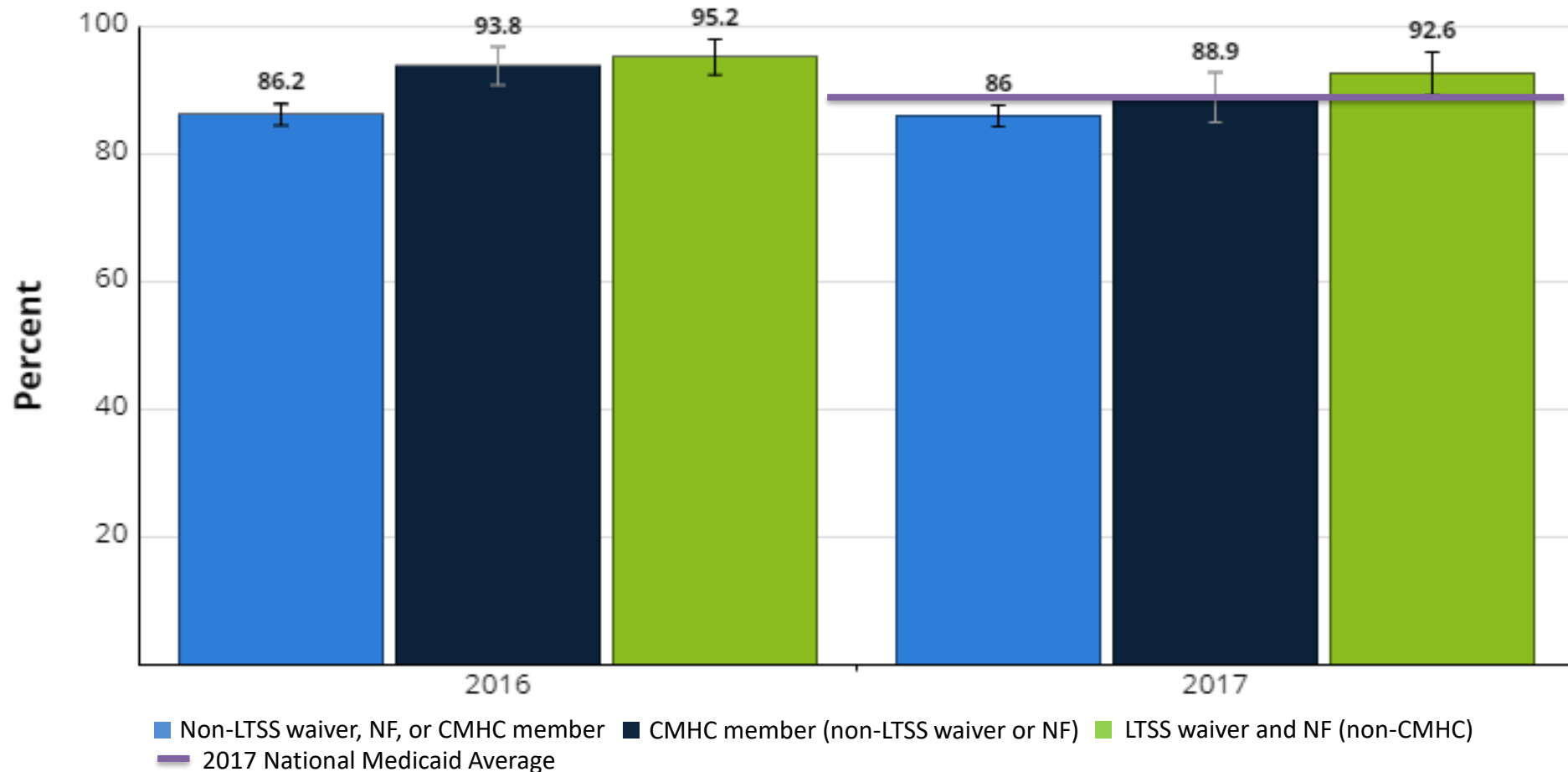
MCM Subpopulation Rate: Engagement of Alcohol & Other Drug Dependence Treatment (IET)



Measure Description:

- Percent of members 13 years of age and older who had a new episode of AOD dependence & initiated treatment within 14 days of the diagnosis & had at least 2 additional services with a diagnosis of AOD within 30 days of the initiation visit.

MCM Subpopulation Rate: Annual Monitoring for Patients on Persistent Medications (MPM) - ACE Inhibitors or ARBs



Measure Description:

- Percent of members 18 years or older who received at least 180 treatment days of a select therapeutic medication and had at least 1 therapeutic monitoring event for the medication.

Conclusions



Contact Information

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 - QA/QI Nurse, Medicaid Quality Program
- Patrick McGowan, MS, CPHQ
 - Administrator of Medicaid Quality Program

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

APPENDIX A: LIST OF INDIVIDUAL MEASURE RESULTS

Prevention: MCM Program Summary

2017 Rate Compared to National Medicaid Plans

— “**STRONG**” (17)

- Adults’ Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Flu Vaccine for Adults 18 – 64 (FVA)
- Children and Adolescent’ Access to Primary Care Practitioners (CAP)
 - 4 Measures
- Childhood Immunization Status (CIS)
 - Combo #10
 - Combo #2
 - Influenza
- Prenatal and Postpartum Care (PPC)
 - Timeliness of Prenatal 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)
- Lead Screening in Children (LSC)
- Prenatal and Postpartum Care (PPC)
 - Postpartum Care

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

- Chlamydia Screening in Women (CHL)
- Immunizations for Adolescents (IMA)

Prevention: Well Sense Program Summary

2017 Rate Compared to National Medicaid Plans

— “**STRONG**” (13)

- Adults Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Children and Adolescent' Access to Primary Care Practitioners (CAP)
 - *4 Measures*
- Childhood Immunization Status (CIS)
 - *Combo #10*
 - *Influenza*
- Prenatal and Postpartum Care (PPC)
 - *Timeliness of Prenatal Care*
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
 - *Counseling for Nutrition*
 - *Counseling for Physical Activity*
- Lead Screening in Children (LSC)

— “**AVERAGE**” (8)

- Breast Cancer Screening (BCS)
- Childhood Immunization Status (CIS)
 - *Combo #2*
- Cervical Cancer Screening (CCS)
- Flu Vaccine for Adults 18 - 64 (FVA)
- Prenatal and Postpartum Care (PPC)
 - *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*

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

- Chlamydia Screening in Women Total (CHL)
- Immunizations for Adolescents-Combo #1 (IMA)

Prevention: NHHF Program Summary

2017 Rate Compared to National Medicaid Plans

— “**STRONG**” (15)

- Adults’ Access to Preventive/Ambulatory Health Services (AAP)
- Adult Body Mass Index (ABA)
- Adolescent Well-Care Visits (AWC)
- Breast Cancer Screening (BCS)
- Flu Vaccine for Adults 18 – 64 (FVA)
- Children and Adolescent’ Access to Primary Care Practitioners (CAP)
 - *4 Measures*
- Childhood Immunization Status (CIS)
 - *Combo #10*
 - *Influenza*
- Well-Child Visits in the First 15 Months of Life – 6 or more Visits (W15)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
 - *Counseling for Nutrition*
 - *Counseling for Physical Activity*
 - *BMI*

— “**AVERAGE**” (5)

- Childhood Immunization Status (CIS)
 - *Combo #2*
- Cervical Cancer Screening (CCS)
- Prenatal and Postpartum Care (PPC)
 - *Timeliness of Prenatal Care*
 - *Postpartum Care*
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)

— “**OPPORTUNITY FOR IMPROVEMENT**” (3)

- Chlamydia Screening in Women – Total (CHL)
- Immunizations for Adolescents (IMA)
- Lead Screening in Children (LSC)

Treatment: MCM Program Summary

2017 Rate Compared to National Medicaid Plans

— “STRONG” (23)

- Antidepressant Medication Management (AMM)
 - *Effective Acute Phase*
 - *Effective Continuation Phase*
- Asthma Medication Ratio - Total (AMR)
- Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)
- Adults – Provider Assistance with smoking cessation.
 - *Discussed Strategies for Quitting*
 - *Medication Assistance Recommended*
- 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: MCM Program Summary

2017 Rate Compared to National Medicaid Plans

— “**STRONG**” (Continued.....)

- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)

— “**AVERAGE**” (10)

- Follow-up Care for Children Prescribed ADHD Medication (ADD)
 - Initiation
 - *Continuation and Maintenance Phases*
- Use of Multiple Concurrent Antipsychotics in Children and Adolescents Total (APC)
- Comprehensive Diabetic Care (CDC)
 - *Medical Attention for Neuropathy*
- Use of Imaging Studies for Low Back Pain (LBP)
- Annual Monitoring for Patients on Persistent Medications Total (MPM)

- Adults – Provider Assistance with smoking cessation.
 - *Advised To Quit*
- Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications (SSD)
- Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics Total (APP)

— “**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” (16)

- Antidepressant Medication Management (AMM)
 - *Acute phase*
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetic Care (CDC)
 - *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)
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)

Treatment: Well Sense Program Summary

2017 Rate Compared to National Medicaid Plans

— “AVERAGE” (19)

- Follow-up Care for Children Prescribed ADHD Medication (ADD)
 - *Initiation Phase*
 - *Continuation and Maintenance Phase*
- Antidepressant Medication Management (AMM)
 - *Effective Continuation 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*
 - *Discussed Strategies for Quitting*
 - *Medication Assistance Recommended*
- Asthma Medication Ratio –Total (AMR)

- Comprehensive Diabetic Care (CDC)
 - *HbA1c Testing*
 - *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)
- Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics-TOTAL (APP)

— “OPPORTUNITY FOR IMPROVEMENT” (0)

Treatment: NHHF Program Summary

2017 Rate Compared to National Medicaid Plans

— “STRONG” (21)

- Follow-up Care for Children Prescribed ADHD Medication (ADD)
 - *Initiation Phase*
 - *Continuation and Maintenance Phase*
- Disease-Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis (ART)
- Adults – Provider Assistance with smoking cessation.
 - *Discussed Strategies for Quitting*
- 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)
 - *Bronchodilator*
 - *Systemic Corticosteroid*
- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
- Appropriate Treatment for Children with Upper Respiratory Infection (URI)
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)
- Asthma Medication Ratio – Total (AMR)
- Comprehensive Diabetic Care (CDC)
 - *Control < 8%*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) –
 - *Engagement*
- Medication Management for People with Asthma -Total 75% (MMA)

Treatment: NHHF Program Summary

2017 Rate Compared to National Medicaid Plans

— “AVERAGE” (13)

- 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)
- Adults – Provider Assistance with smoking cessation.
 - *Advised to Quit*
 - *Medication Assistance Recommended*
- Comprehensive Diabetic Care (CDC)
 - *Medical Attention for Neuropathy*
- Antidepressant Medication Management (AMM)
 - *Effective Acute Phase*
 - *Effective Continuation Phase*
- Use of Imaging Studies for Low Back Pain (LBP)
- 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)
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) –
 - *Initiation*

— “OPPORTUNITY FOR IMPROVEMENT” (1)

- Metabolic Monitoring for Children and Adolescents on Antipsychotics Total (APM)

Customer Satisfaction: MCM Program Summary

2017 Rate Compared to National Medicaid Plans

— “STRONG” (4)

- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always
- Adults – Customer Service
 - *Treated With Courtesy and Respect. Usually or Always.*
- Child - Getting Needed Care Right Away: Usually or Always
- Child – Ease in Getting Care , Tests, and Treatment: Usually or Always

— “AVERAGE” (12)

- Adults - Getting Needed Care Right Away: Usually or Always
- Adults - Overall Rating of Health Plan: 8, 9, 10
- Adults - Overall Rating of Personal Doctor: 8, 9, 10
- Adults - Overall Rating of Specialist: 8, 9, 10
- Adults – Customer Service
 - *Received Information or Help When Needed. 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 or Help 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” (3)

- Adult – Customer Service
 - *Treated With Courtesy and Respect. Usually or Always*
- Child - Getting Needed Care Right Away: Usually or Always
- Child - Ease in Getting Care, Tests, and Treatment: Usually or Always

— “AVERAGE” (12)

- Adults - Overall rating of Health Plan: 8, 9, 10
- Adults - Overall Rating of Specialist: 8, 9, 10
- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always
- Adult – Customer Service
 - *Received Information or Help When Needed. 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?

- Adults - 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 or Help When Needed. Usually or Always*
 - *Treated With Courtesy and Respect. Usually or Always*

— “OPPORTUNITY FOR IMPROVEMENT” (1)

- Adults - Overall Rating of Personal Doctor: 8, 9, 10

Customer Satisfaction: NHHF Program Summary

2017 Rate Compared to National Medicaid Plans

— “**STRONG**” (1)

- Child - Ease in Getting Care, Tests, and Treatment: Usually or Always

— “**AVERAGE**” (15)

- 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
- Adults - Getting Needed Care Right Away: Usually or Always
- Adult – Customer Service
 - *Received Information or Help 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?

- Adults - Ease in Getting Care, Tests, and Treatment: Usually or Always (CAHPS)
- 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 or Help When Needed. Usually or Always*
 - *Treated With Courtesy and Respect. Usually or Always*

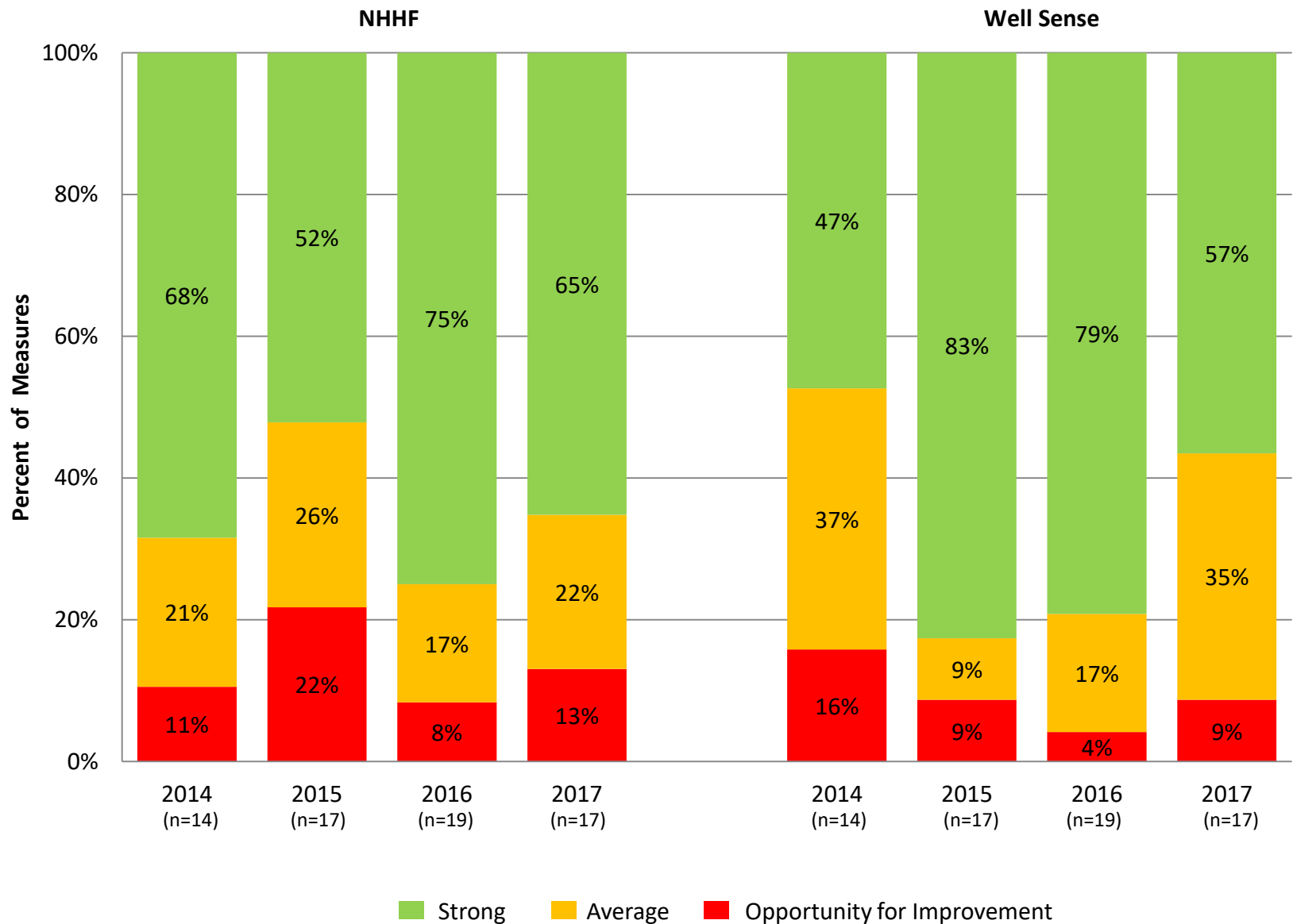
— “**OPPORTUNITY FOR IMPROVEMENT**” (0)

APPENDIX B: MCO RESULTS

PREVENTION:

Results

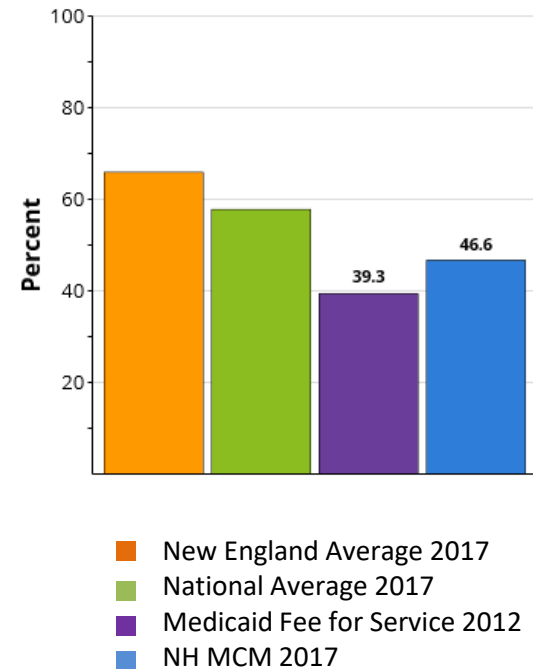
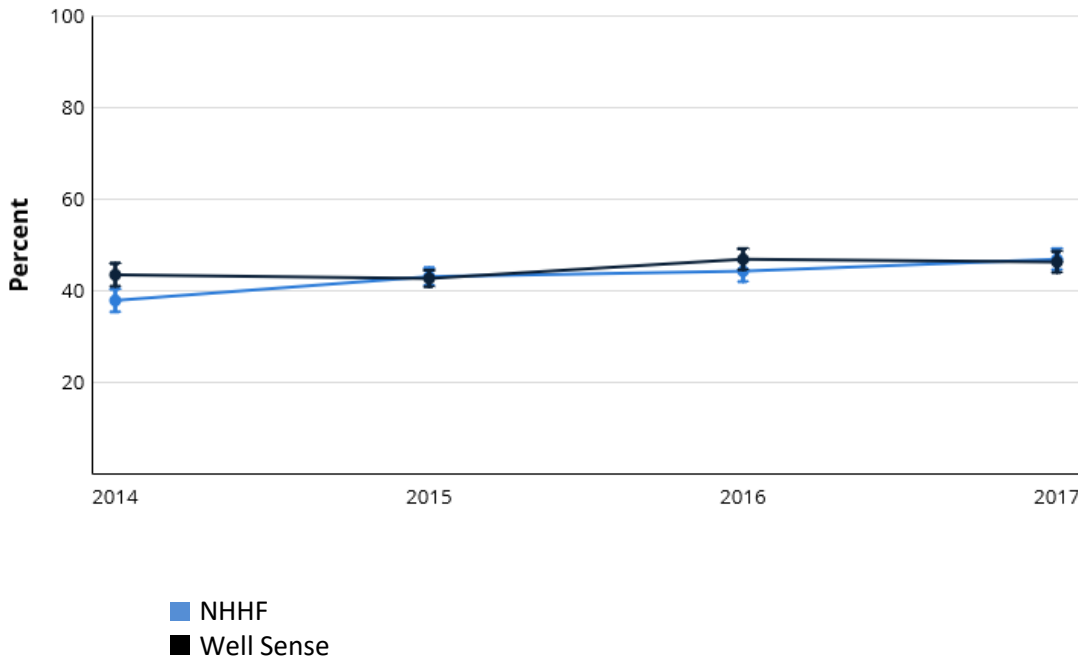
2018 NH MCO Prevention National Comparison



2018 NH MCO Prevention New England Comparison



MCO Rate: Chlamydia Screening in Women (CHL)



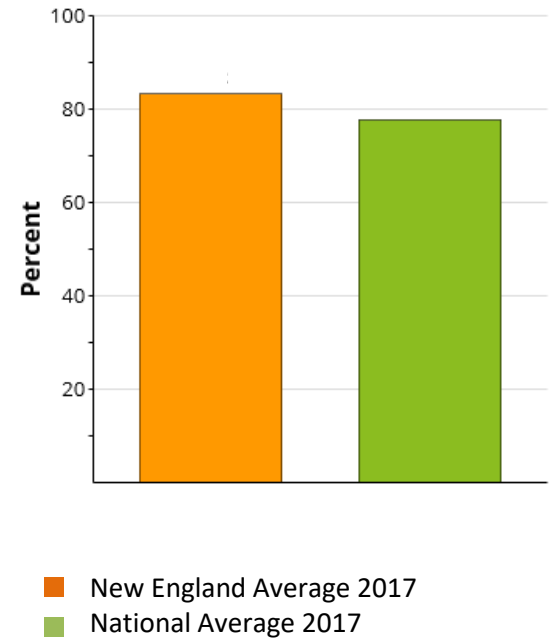
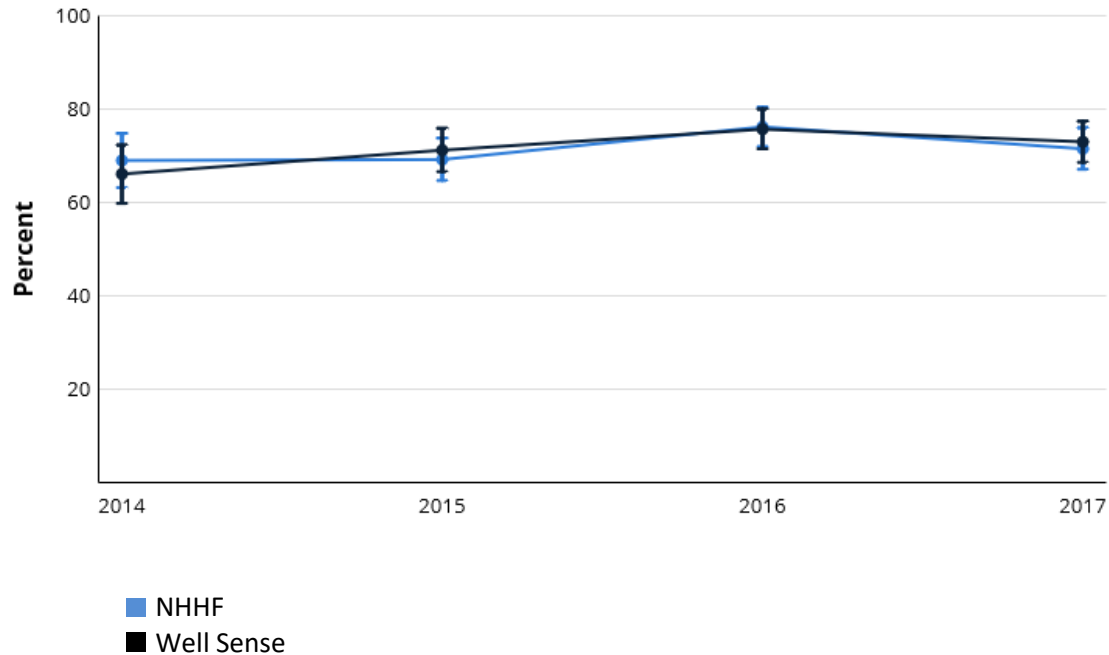
Measure Description:

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

NH MCM Impact:

- 2017 results are an **opportunity for improvement strong for NHHF and Well Sense** when compared to National Medicaid managed care.

MCO Rate: Immunization for Adolescents (IMA): Combination 1



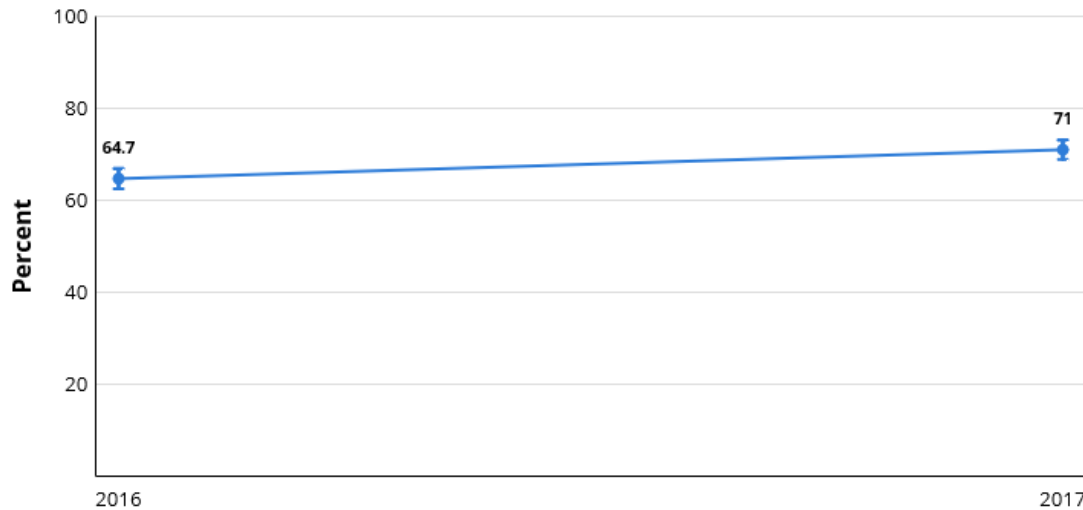
Measure Description:

- Percent of members 13 years of age who received vaccine combination #1.

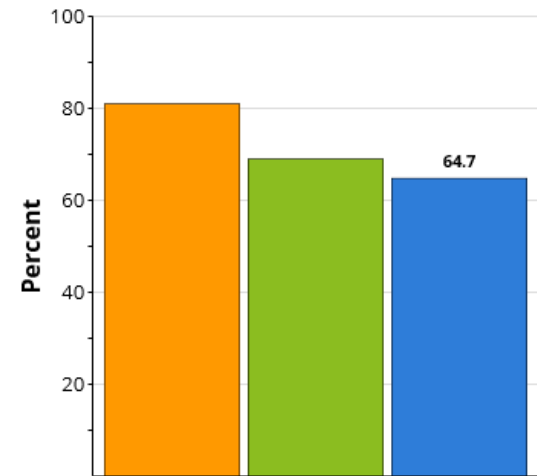
NH MCM Impact:

- 2017 results are an **opportunity for improvement strong for NHHF and Well Sense** when compared to National Medicaid managed care.

MCO Rate: Lead Screening in Children (LSC)



■ NHHF



■ New England Average 2017

■ National Average 2017

■ NH MCM 2017

Measure Description:

- The percentage of children 2 years of age who had one or more capillary or venous lead blood test for lead poisoning by their second birthday.

NH MCM Impact:

- 2017 results are an **opportunity for improvement for NHHF** when compared to National Medicaid managed care.

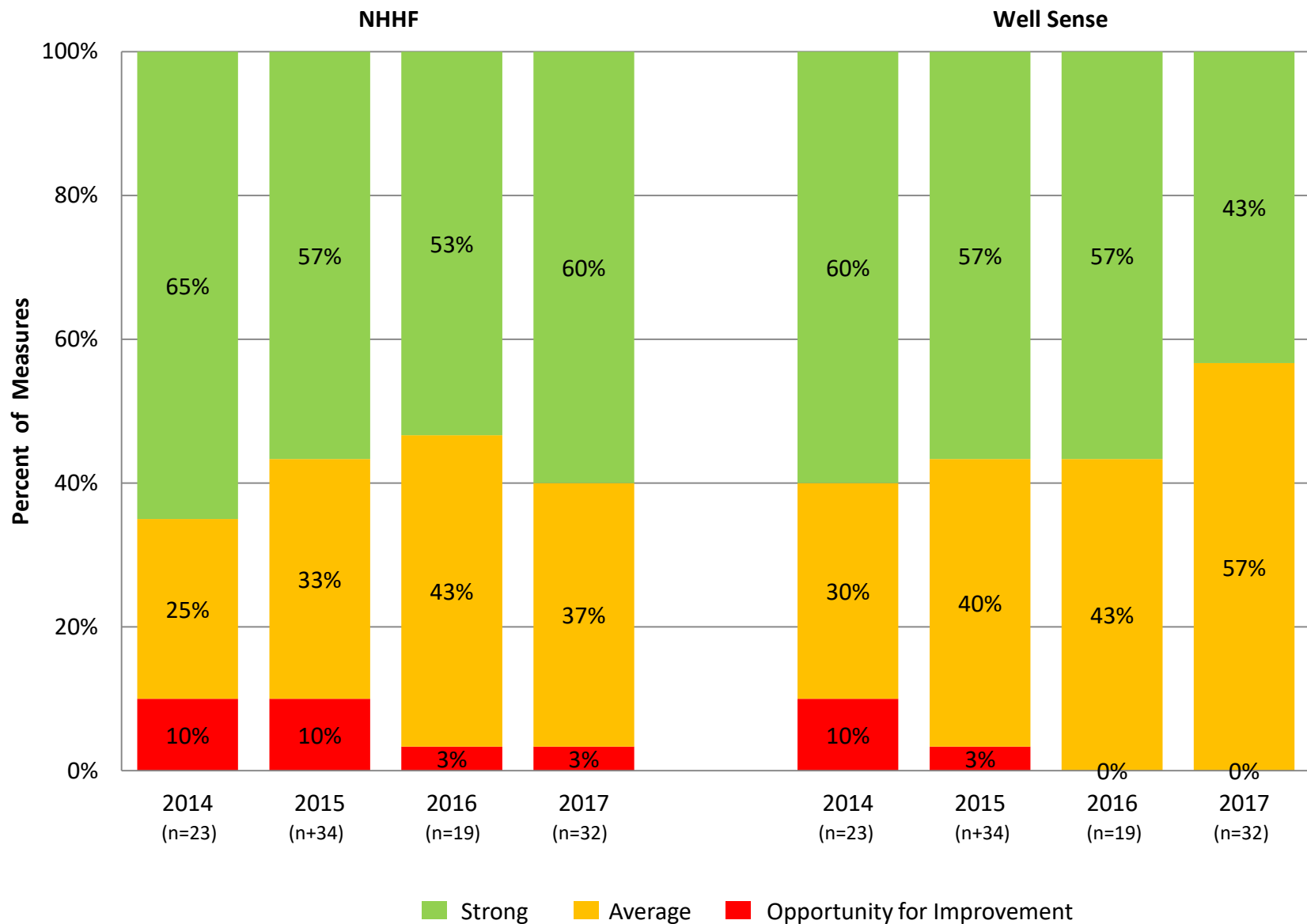
2018 NH MCO Prevention Measure Results

	NHHF	Well Sense
Improved	<ul style="list-style-type: none"> Breast Cancer Screening 	<ul style="list-style-type: none"> Lead Screening in Children
Worsened	<ul style="list-style-type: none"> Childhood Immunizations Immunizations for Adolescent Timeliness of Prenatal Care Postpartum Care Well Child Visits in 3rd, 4th, & 5th Years of Life 	<ul style="list-style-type: none"> Childhood Immunizations Immunizations for Adolescent Adults Receiving Flu Shot Postpartum Care Well Child Visits in the First 15 Months of Life Well Child Visits in 3rd, 4th, & 5th Years of Life

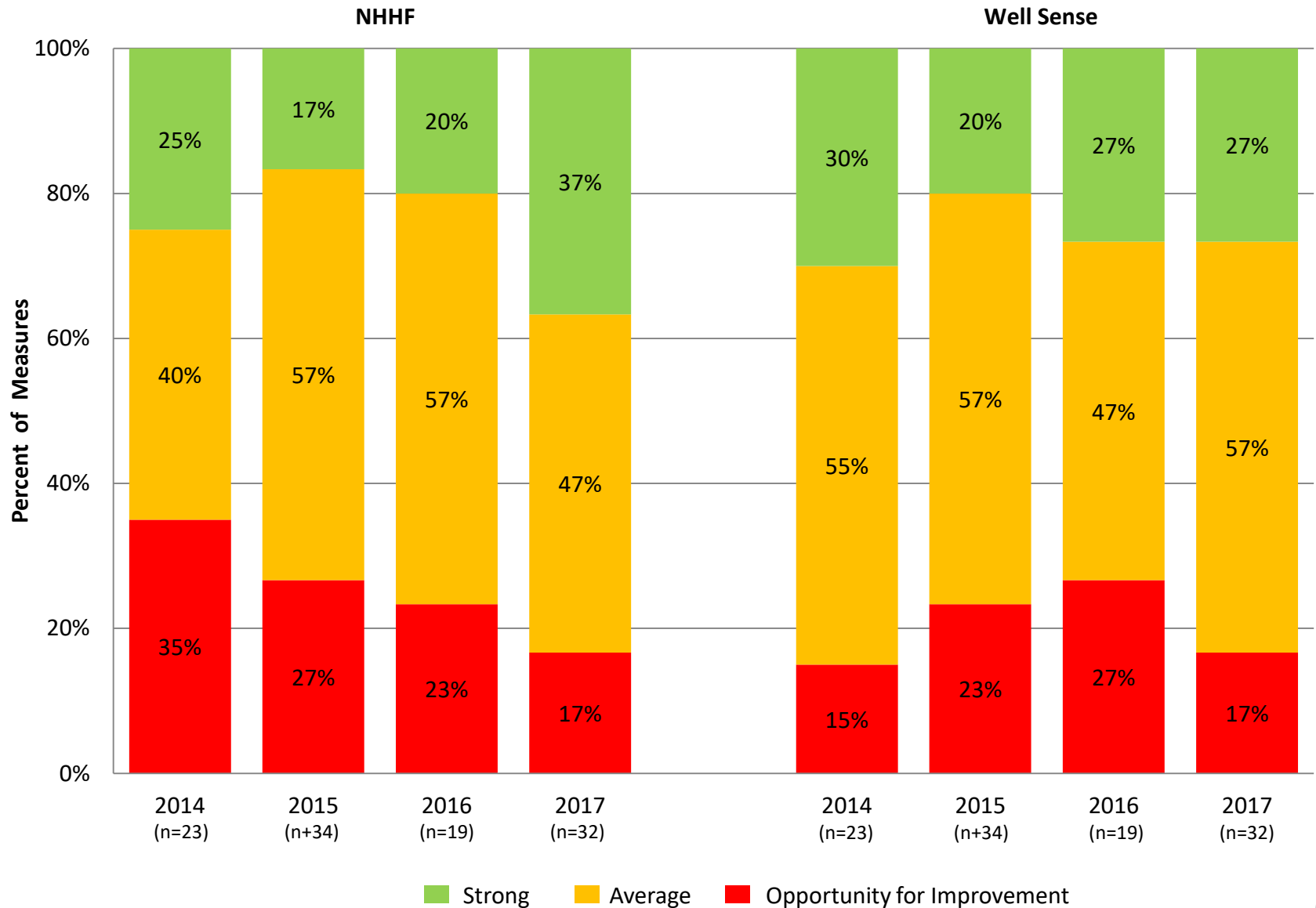
TREATMENT:

Results

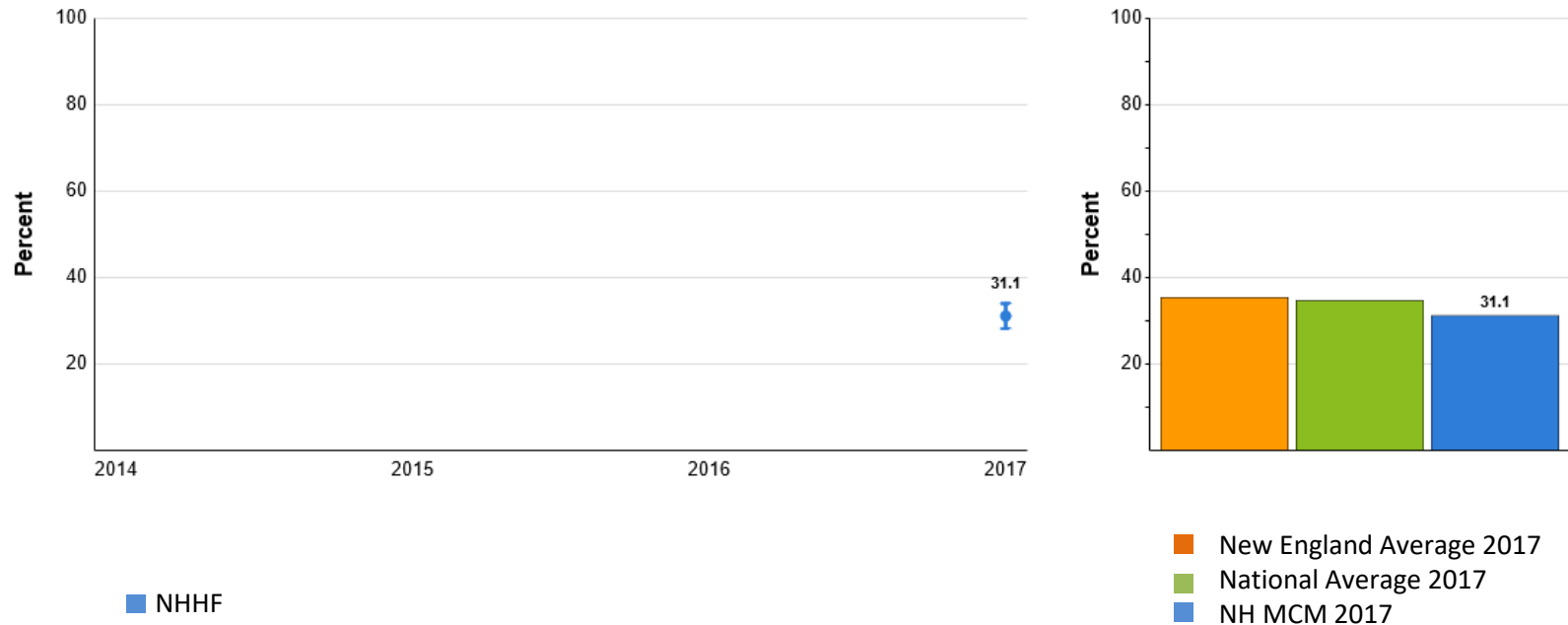
2018 NH MCO National Treatment Comparisons



2018 NH MCO Treatment New England Comparisons



MCO Rate: Metabolic Monitoring for Children and Adolescents on Antipsychotics (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:

- 2017 results are an **opportunity for improvement for NHHF** when compared to National Medicaid managed care.

2018 NHHF Treatment Measure Results

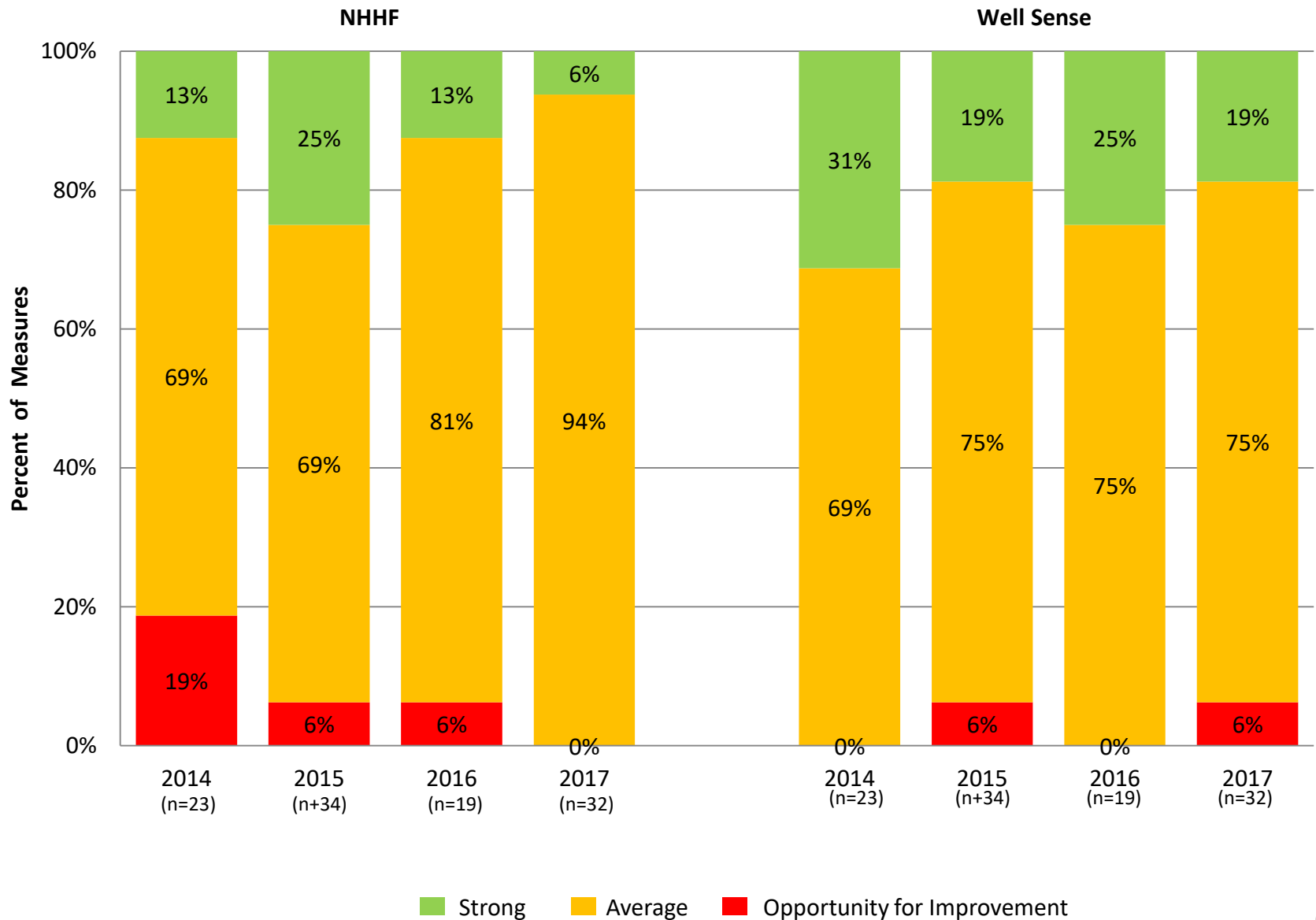
	NHHF
Improved	<ul style="list-style-type: none"> Initiation of Alcohol and Other Drug Dependence Treatment Engagement of Alcohol and Other Drug Dependence Treatment Asthma Medication Ratio Medication Management for People with Asthma Pharmacotherapy Management of COPD Exacerbation Comprehensive Diabetes Care – <8%
Worsened	<ul style="list-style-type: none"> Metabolic Monitoring for Children and Adolescents on Antipsychotics Antidepressant Management – Acute and Continuation Phase

2018 WS Treatment Measure Results

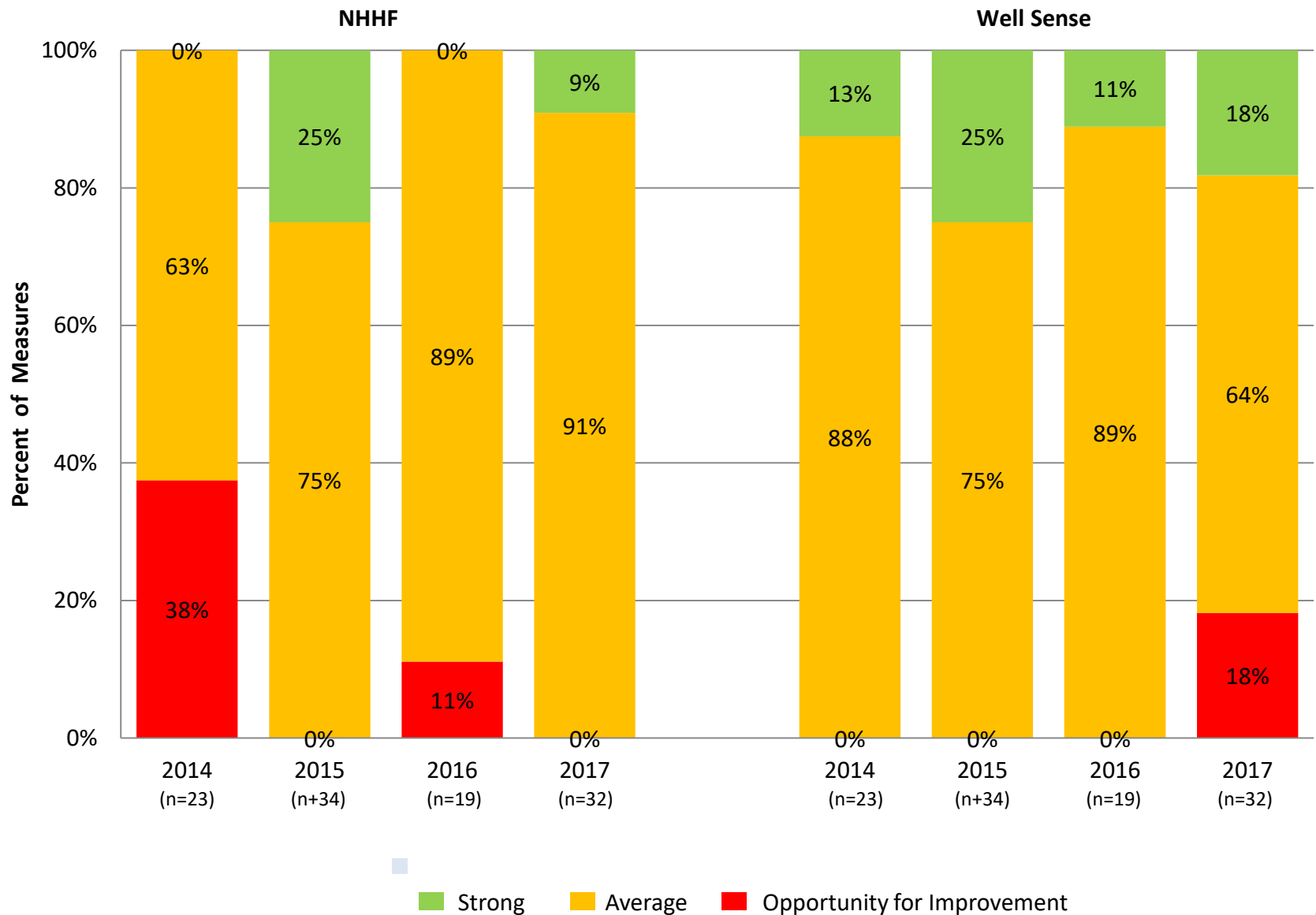
	Well Sense
Improved	<ul style="list-style-type: none"> Antidepressant Management- Acute Phase
Worsened	<ul style="list-style-type: none"> Adult Medication Recommended by Provider to Quit Smoking Antidepressant Management –Continuation Phase Asthma Medication Ratio Follow-up Care for Children Prescribed ADHD Medication – Initiation Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics – Initiation Comprehensive Diabetes Care – HbA1C Testing

CUSTOMER SATISFACTION:

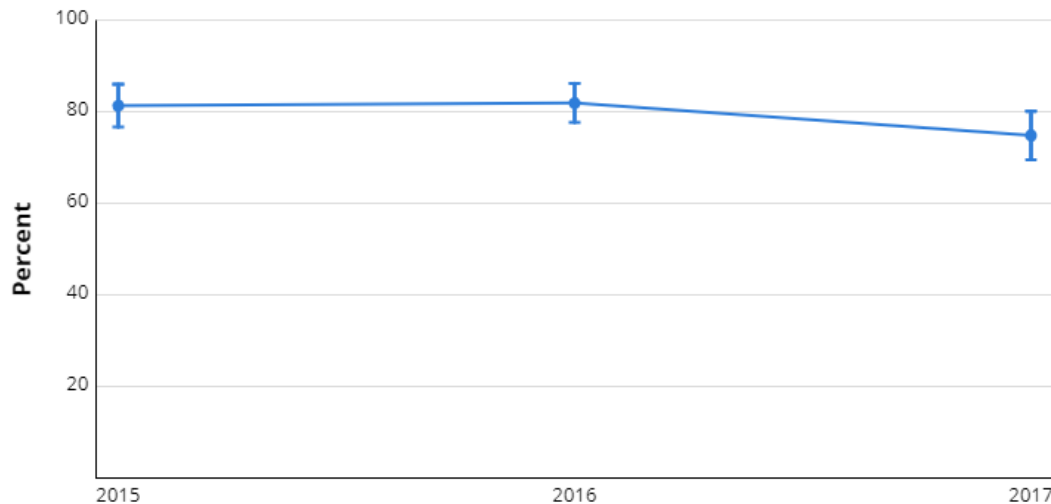
2018 NH MCO Customer Satisfaction National Comparison



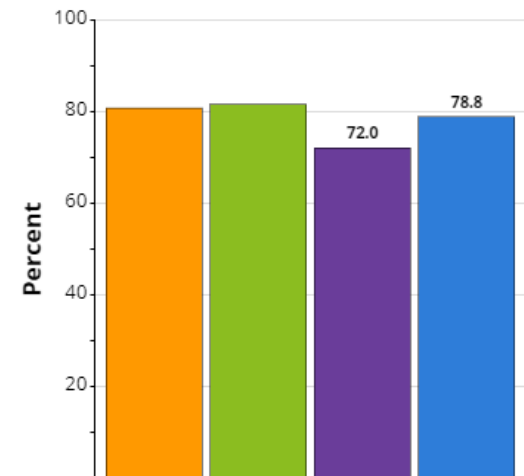
2018 NH MCO Customer Satisfaction New England Comparisons



MCO Rate: Adults Overall Rating of Personal Doctor



■ Well Sense



■ New England Average 2017
■ National Average 2017
■ Medicaid Fee for Service 2012
■ NH MCM 2017

Measure Description:

- The percentage of Adults who rated their personal doctor a 8, 9 or 10 on a scale of 0 to 10.

NH MCM Impact:

- 2017 results are an **opportunity for improvement for Well Sense** when compared to National Medicaid managed care.

2018 NH MCO Customer Satisfaction Measure Results

	NHHF	Well Sense
Improved	<ul style="list-style-type: none"> Adult – Ease in Getting Care, Tests, and Treatment: Usually, Always 	<ul style="list-style-type: none"> Adult - Customer Service Treated Member with Courtesy and Respect
Worsened	<ul style="list-style-type: none"> Child – Getting Needed Care Right Away: Usually, Always 	<ul style="list-style-type: none"> Adults – Overall Rating of Health Plan Adults – Overall Rating of Personal Doctor Adults – Overall Rating of Specialist