



MCAC 2023 Quality Update

Managed Care Quality Update

Introduction

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Overview

- ACO Quality Incentive Pool
- Hospital Quality Project
- Quality Solicitations
- ACO Collective Performance Improvement Project (PIP)
- Integrated Health Care
- Quality Measures and Why They Are Important
- Quality Measure Tracking
- Updates on HEDIS and CAHPS measures
- Questions/Comments & Contact

Quality Incentive Pool

- DHHS established a quality incentive pool for the SFY 2024 ACO contracts to support the following initiatives:
 - Increased consumer engagement
 - Emphasis on preventative care
 - Focus on quality
- Quality incentive funds are available for the ACOs to earn based on specific performance benchmarks or improvement targets for specific measures
- Measures include:
 - Member engagement (member engagement panels, member contact and reducing member barriers to access)
 - HEDIS measures (Well-Child visits and Childhood Immunizations)
 - Health Plan Accreditation
 - Data Timeliness and Accuracy

Quality Solicitations

- **Managed Care Quality Contractor**
 - Short and long term strategic planning on quality and reimbursement innovation
 - RFP is open for bid and closes 01/19/2024
- **Population Health Management System**
 - Management of CMS Core Measures Set reporting
 - RFP is open for bid and closes 12/26/2023



Hospital Quality Project

- In response to S.B. 126 Hospital Assessment Amendments (2023), Medicaid is developing a set of quality measures for hospitals receiving state directed payments.
- State directed payments are intended to support increased quality of and access to Medicaid services for Medicaid members.
- Hospitals will begin to submit quality measure performance data to Utah Medicaid in SFY 2025
- The program includes penalties for hospitals that fail to meet quality measure performance standards



ACO Collective Performance Improvement Project (PIP)

- Topic: Well Child Visits in the First 30 Months of Life (HEDIS - W30)
 - Baseline Measurement Period:
01/01/2022 - 12/31/2022
 - Remeasurement #1:
01/01/2023 - 12/31/2023
 - Remeasurement #2:
01/01/2024 - 12/31/2024
- Created Well Child Visit Tracking Card
 - <https://dhhs.utah.gov/up2date/educational-resources/> - under Posters and Flyers

Well child visit record card



Your baby needs 11 well child checks by the time they turn 3 years old. This will help keep your child's immunizations up-to-date, make sure your child meets important milestones, and complete developmental screenings. Wellness checkups are FREE with Medicaid, CHIP, and most insurance plans.

Child's name: _____

Date of birth: _____

Doctor's name: _____

Doctor's phone number: _____

Checkups by age

up2date.utah.gov

1st week after they are born (3 to 5 days old)

Date: _____

1 month old

Date: _____

2 months old

Date: _____

4 months old

Date: _____

6 months old

Date: _____

9 months old

Date: _____

12 months old

Date: _____

15 months old

Date: _____

18 months old

Date: _____

2 years old (24 months)

Date: _____

2^{1/2} years old (30 months)

Date: _____



Not sure if your child is up-to-date on their immunizations?
Call your doctor or download the free Docket app by scanning the QR code with your phone's camera

Integrated Healthcare

Benefits of integrated healthcare:

- Improved health outcomes for individuals with physical and behavioral health conditions
- Reduced fragmentation and lack of care coordination between physical and behavioral health care
- Reduced healthcare utilization (visits, admissions, length of stay) while reducing healthcare costs for members, providers, and payers
- Improved treatment adherence and reduction in perceived stigma associated with seeking behavioral health care
- Improved patient experience with enhanced care coordination

In Utah:

- Historically, Utah Medicaid has provided physical and behavioral health services separately through Accountable Care Organizations (ACOs) and Prepaid Mental Health Plans (PMHP)
- In January 2020, Utah established the Utah Medicaid Integrated Care (UMIC) plans that combined physical and behavioral health services.
- UMIC plans currently operate in 5 counties for Adult Expansion members: Davis, Salt Lake, Utah, Washington, and Weber

What are the quality measures used and why are they important?

HEDIS Measures

- Used by more than 90% of U.S. health plans
- Info used to improve care and services provided to enrollees
- Data collection & analysis led by Office of Health Care Statistics
- Comparisons between health plans



CAHPS Measures

- Performed by a 3rd party to measure perceptions of care
- Asks enrollee about experiences with health plan and services
- Health plans use the surveys to identify strengths and weaknesses in service delivery
- Provides consumers info to help select a health plan



Managed Healthcare Quality Measures

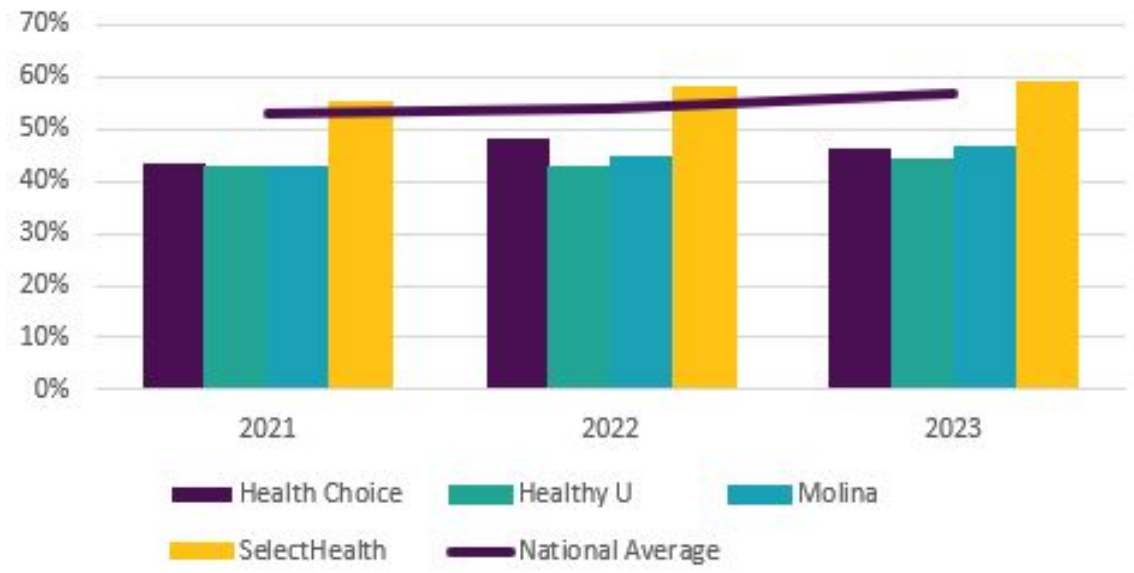
- Utah health plans required to submit HEDIS data and CAHPS survey results to promote informed consumer choice in plan selection and measure quality of care provided to enrollees (R482-12 and R428-13).
- <https://stats.health.utah.gov/about-the-data/health-plan-quality/>

Quality Measure Tracking

- Reporting year 2023 is for 2022 calendar year data
- Data collection and analysis of Utah's HEDIS and CAHPS data is a collaborative effort led by the Office of Health Care Statistics.
- The HEDIS and CAHPS data may be viewed at <https://stats.health.utah.gov/about-the-data/health-plan-quality/>
- HEDIS and CAHPS quality measures are tracked by the Office of Managed Healthcare for Adult Medicaid, Child Medicaid, CHIP, UMIC plans, and PMHPs

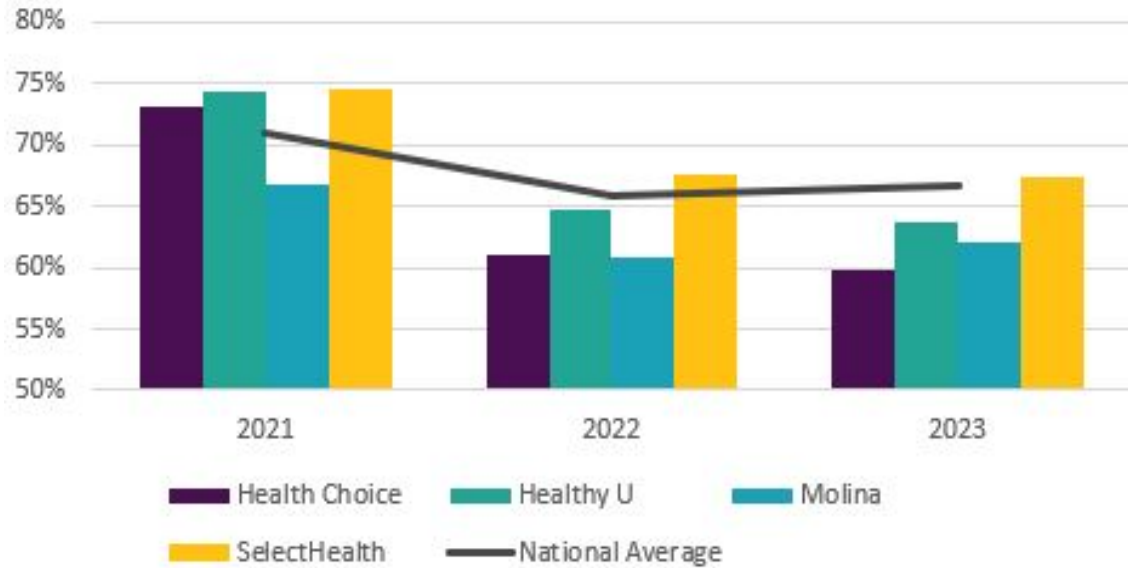
Child ACO HEDIS Measures

Well-Child Visits first 15 months (W30)
Child Medicaid



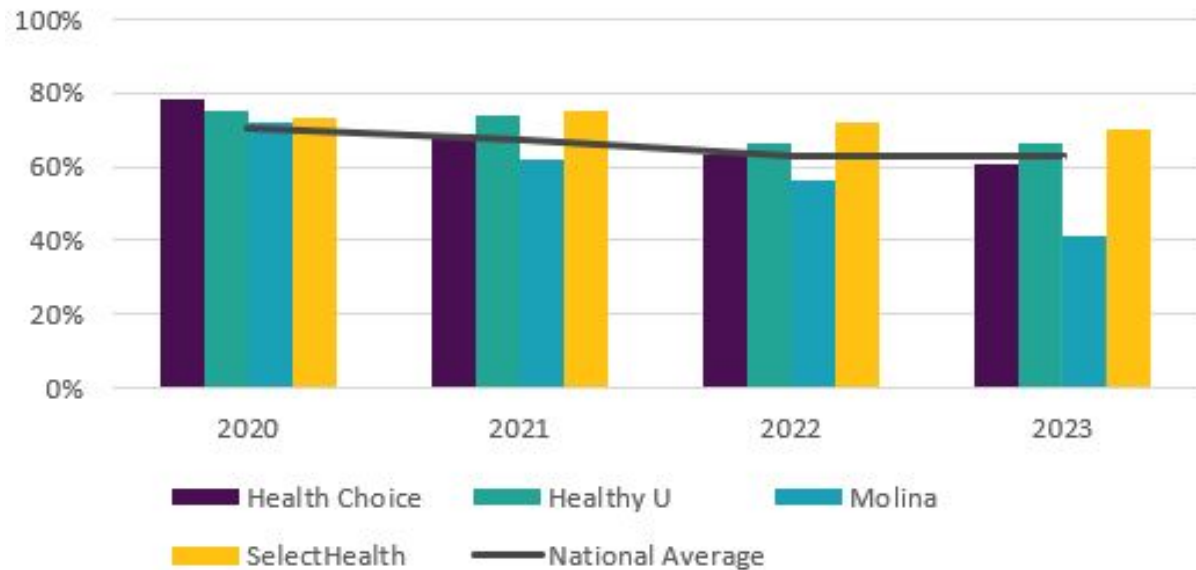
Child ACO HEDIS Measures

Well-Child Visits 15-30 months (W30)
Child Medicaid



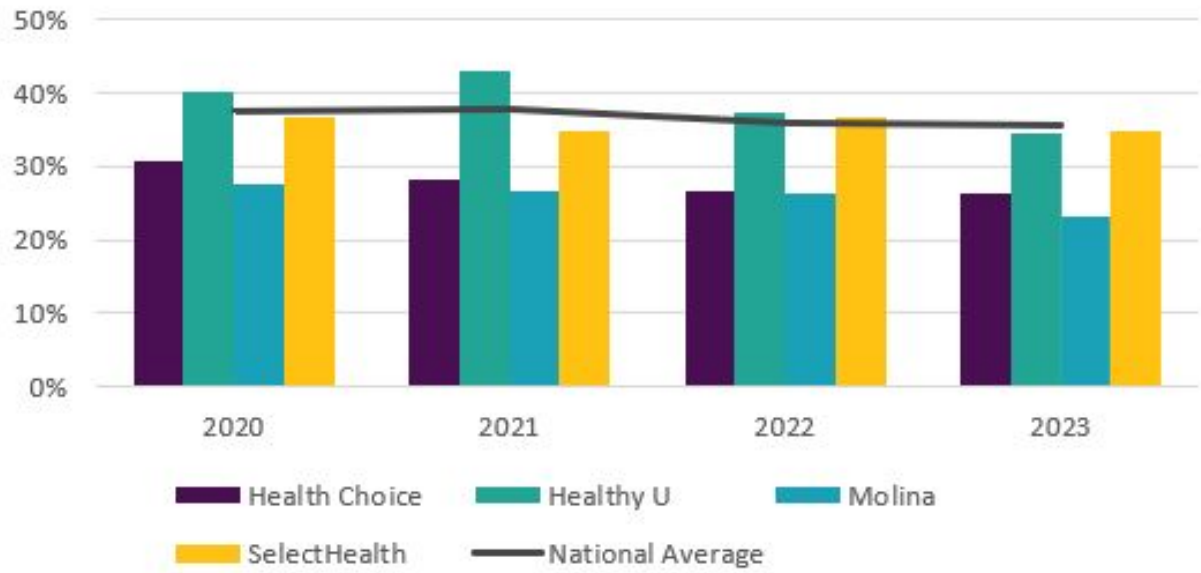
Child ACO HEDIS Measures

Childhood Immunization: Combo #3 (CIS) Child Medicaid

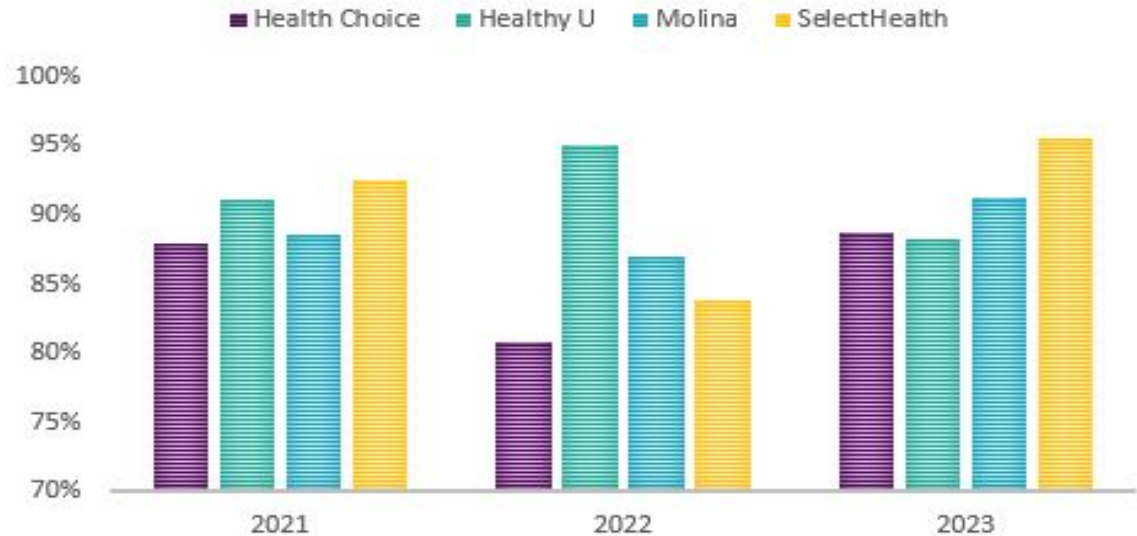


Child ACO HEDIS Measures

Immunizations for Adolescents (IMA) - Combo #2 Child Medicaid



(UMIC) ACCESS: CUSTOMER SERVICE



- Surveys conducted by mail, telephone, and web (Mar-Jun 2023)
- Response rates varied between 15-20%
- To combat low response rates, sample sizes were increased in 2023

Questions/comments?



Contact Info

Medicaid Quality Team

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