



Utah Department of
Health & Human Services
Integrated Healthcare

Medical Care Advisory Committee 2022 Managed Care Quality Update

January 19, 2023

DRAFT

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Managed Care Quality Analysis

HEDIS Measures:

The Healthcare Effectiveness Data and Information Set (HEDIS) The Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by more than 90 percent of U.S. health plans to measure performance on important dimensions of care and service. More than 190 million people are enrolled in health plans that report quality results using HEDIS. Since 2008, HEDIS has also been available for use by medical providers and practices. Because so many health plans use HEDIS and because the measures are so specifically defined, HEDIS can be used to make comparisons among plans. Health plans can also use this information to improve care and services provided to enrollees.

To ensure that HEDIS stays current, the National Committee for Quality Assurance (NCQA) has established a process to evolve the measurement set each year through its Committee on Performance Measurement.

Data collection and analysis of Utah's HEDIS data is a collaborative effort led by the Office of Health Care Statistics. The HEDIS data may be viewed at <https://stats.health.utah.gov/about-the-data/health-plan-quality/>

2022 results shown are for the measurement year time frame, Jan-Dec, 2021.

CAHPS Measures:

Consumer Assessment of Health Plans and Systems (CAHPS) surveys are performed by a third-party vendor and measure perceptions of care.

The annual CAHPS survey asks health plan enrollees about their recent experiences with health plans and their services. Separate surveys are conducted for child and adult members. This standardized survey was designed to support consumers in assessing the performance of health plans and choosing the plans that best meet their needs. Health plans can also use the survey results to identify their strengths and weaknesses and target areas for improvement. The questions for adults and children are slightly different.

The CAHPS results describe how satisfied health plan members are with their experiences with the care provided. The purpose of these reports is to give consumers and purchasers information they can use to make an informed decision when selecting a health plan.

CAHPS results may be viewed at <http://stats.health.utah.gov/about-the-data/health-plan-quality/>

CAHPS survey questions are grouped into the following composite categories:

- Customer Service
- How well doctors communicate
- Getting care quickly
- Getting needed care
- Health Care
- Health Plan
- Specialist
- Personal Doctor

Health Data Authority

Title 26 Chapter 33 of Utah Code established the Utah Health Data Authority. The purpose to this committee is to direct a statewide effort to collect, analyze, and distribute health care data to facilitate the promotion and accessibility of quality and cost-effective health care and also to facilitate interaction among those with concern for health care issues.

Pursuant to statute, the Utah Health Data Authority promulgated rulemaking that requires each plan in Utah to complete and submit a CAHPS survey (R482-12) and to collect and submit HEDIS data (R428-13) to promote informed consumer choice in plan selection and measure the quality of care provided to enrollees.

Utah Department of Health Quality Measure Analysis:

Quality measures in this report were selected through a series of public meetings with input from the ACOs, other stakeholders, and review of the CMS Adult and Child Core Measures. The goal for each plan is to be at or above the national average for all measures.

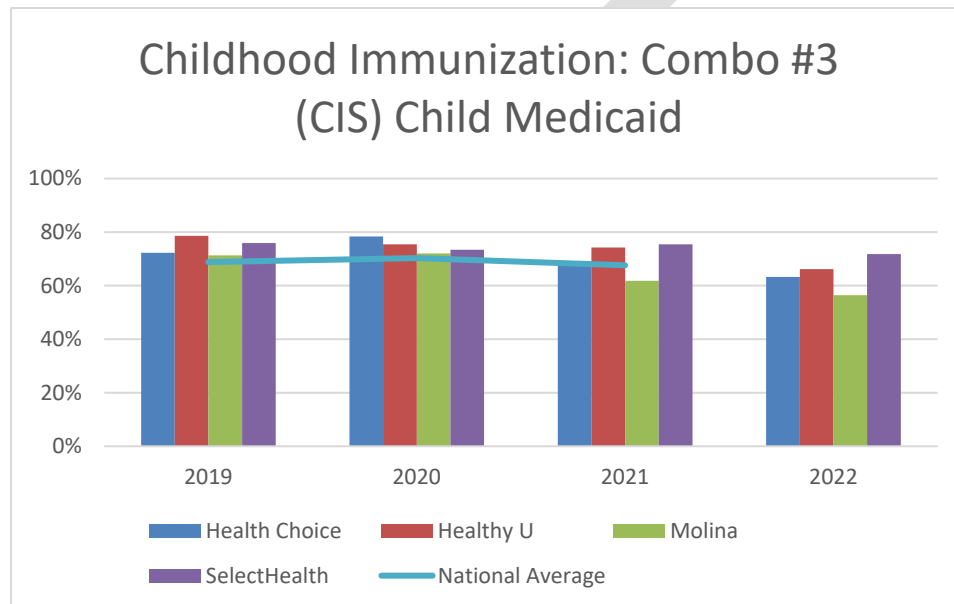
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HEDIS Measures

HEDIS: Childhood Immunization: Combo 3

The percentage of children 2 years of age who had a four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday.

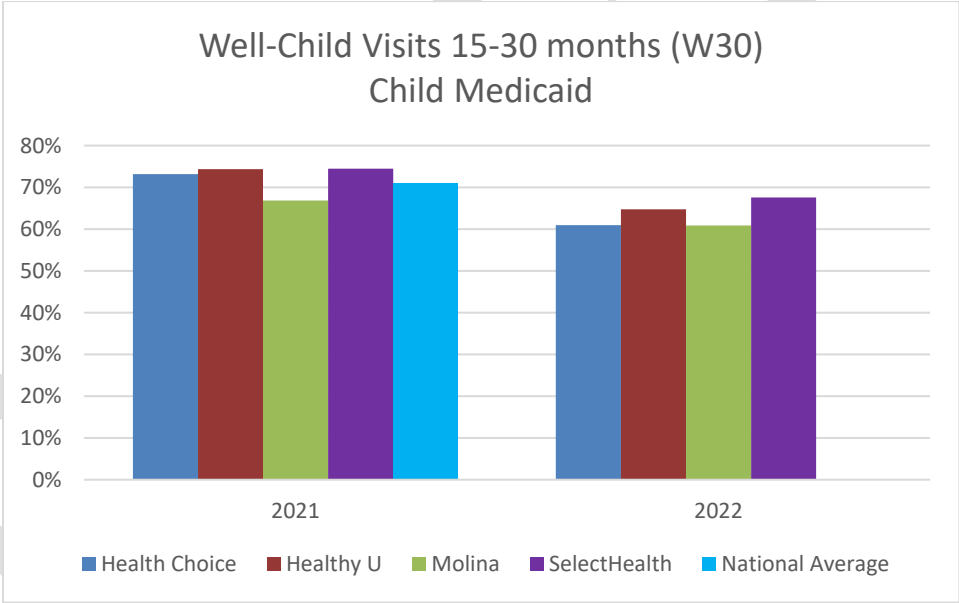
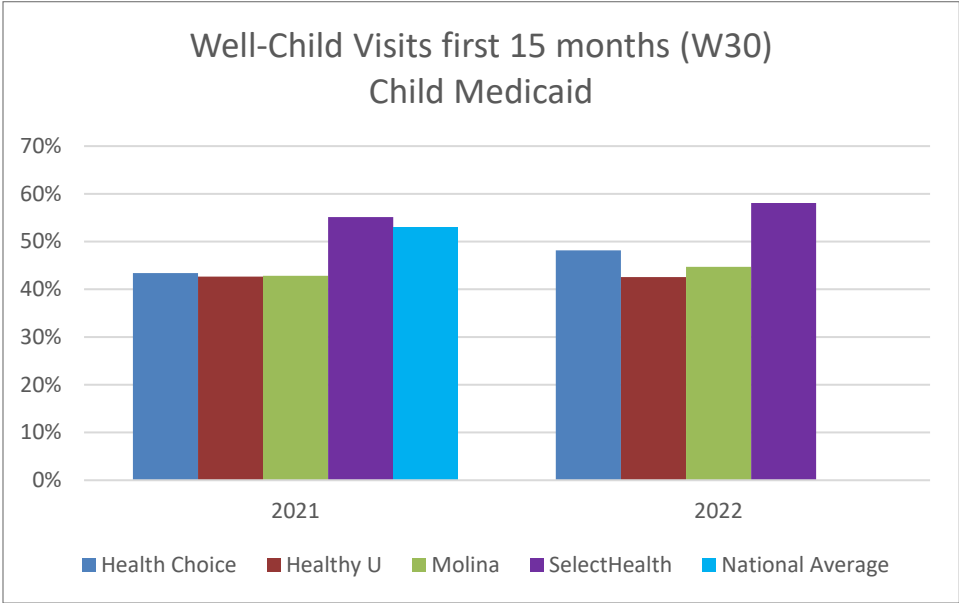
Combo #3: DTAP, IPV, MMR, HIB, Hepatitis B, VZV and PCV



HEDIS: Well-Child Visits in the First 30 Months of Life

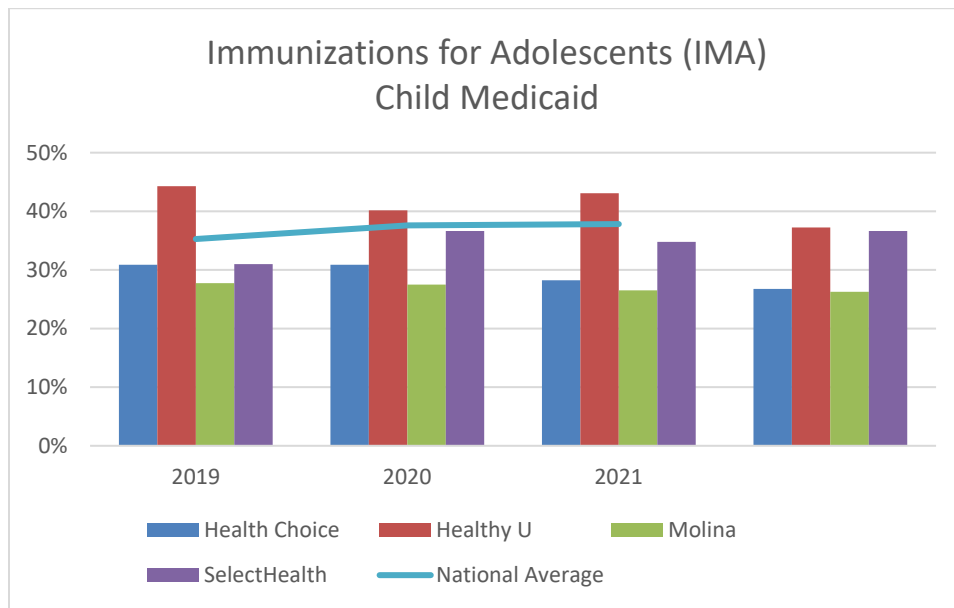
The percentage of members who had the following number of well-child visits with a PCP during the last 15 months. The W30 measure replaced the W15 and W34 measures beginning with the 2021 reporting year. The following rates are reported:

- Well-Child Visits in the First 15 Months. Children who turned 15 months old during the measurement year: Six or more well-child visits.
- Well-Child Visits for Age 15 Months–30 Months. Children who turned 30 months old during the measurement year: Two or more well-child visits.



HEDIS: Immunizations for Adolescents - Combo 2

Assesses adolescents 13 years of age who had one dose of meningococcal vaccine, one Tdap vaccine and the complete human papillomavirus vaccine series by their 13th birthday.

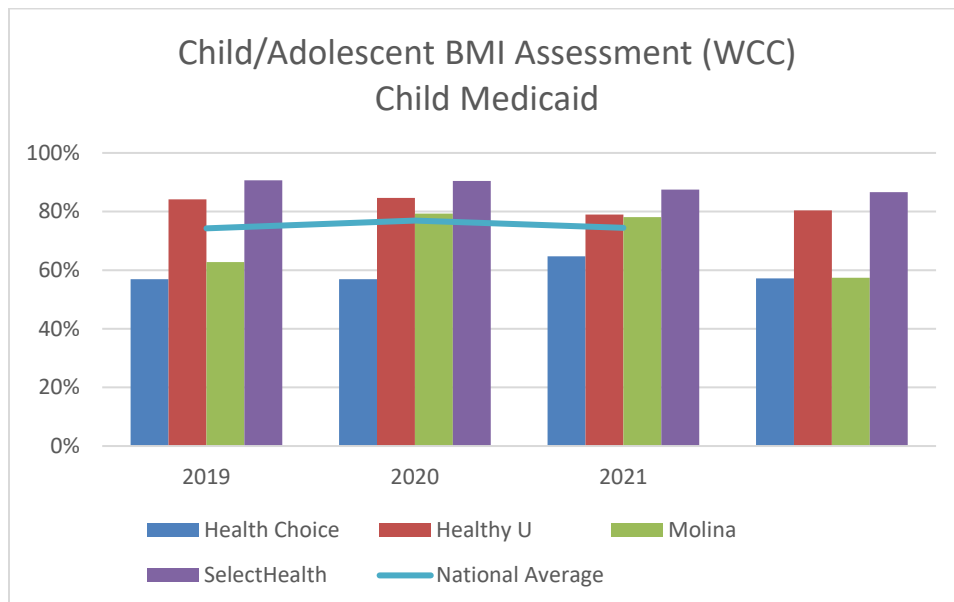


HEDIS: Child/Adolescent BMI Assessment

Assesses children and adolescents 3-17 years of age who had an outpatient visit with a primary care practitioner or OB/GYN during the measurement year and had evidence of:

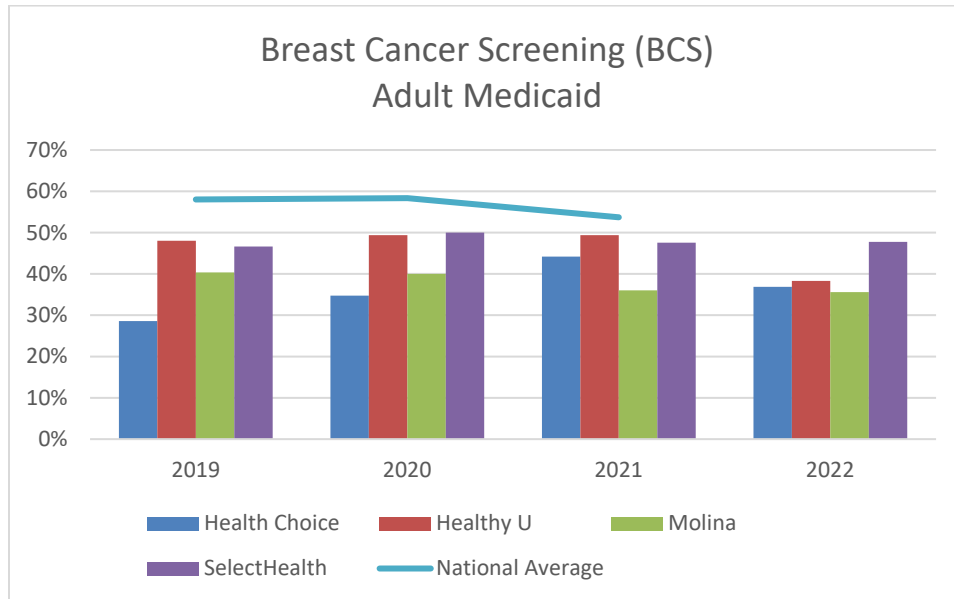
- Body mass index (BMI) percentile documentation.
- Counseling for nutrition.
- Counseling for physical activity.

Because BMI norms for youth vary with age and gender, this measure evaluates whether BMI percentile is assessed, rather than an absolute BMI value.

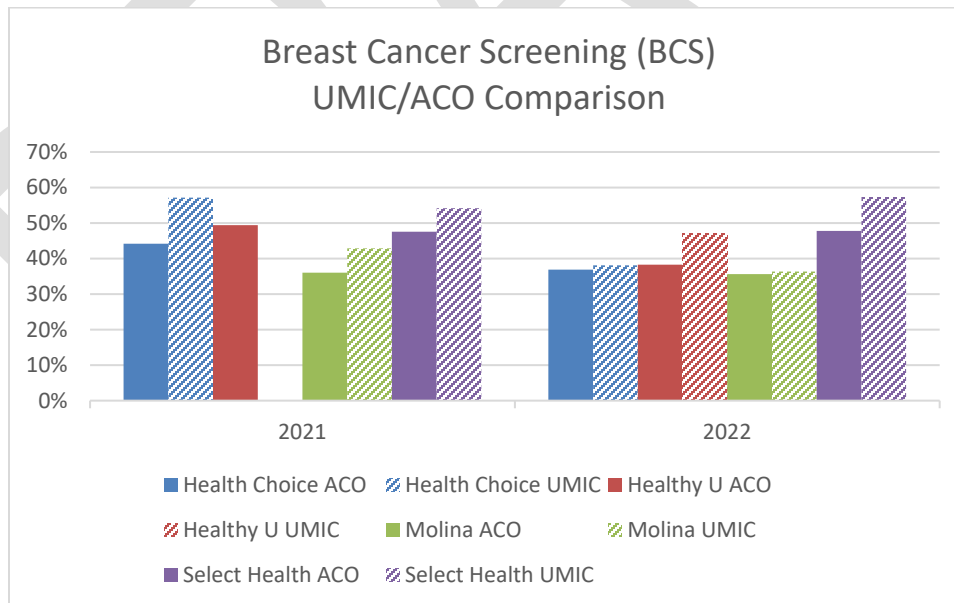


HEDIS: Breast Cancer Screening

This HEDIS measure assesses women 50–74 years of age who had at least one mammogram to screen for breast cancer in the past two years.



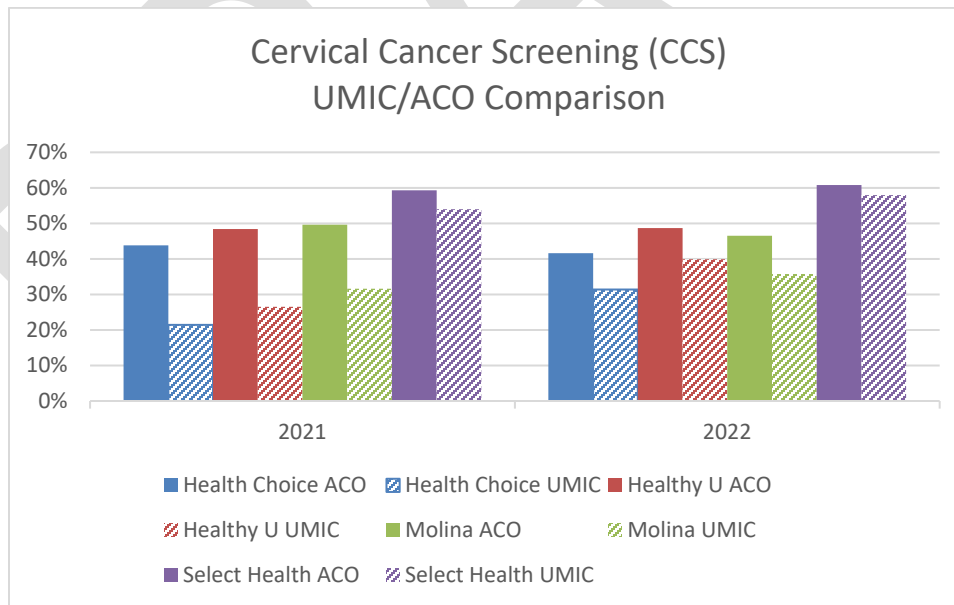
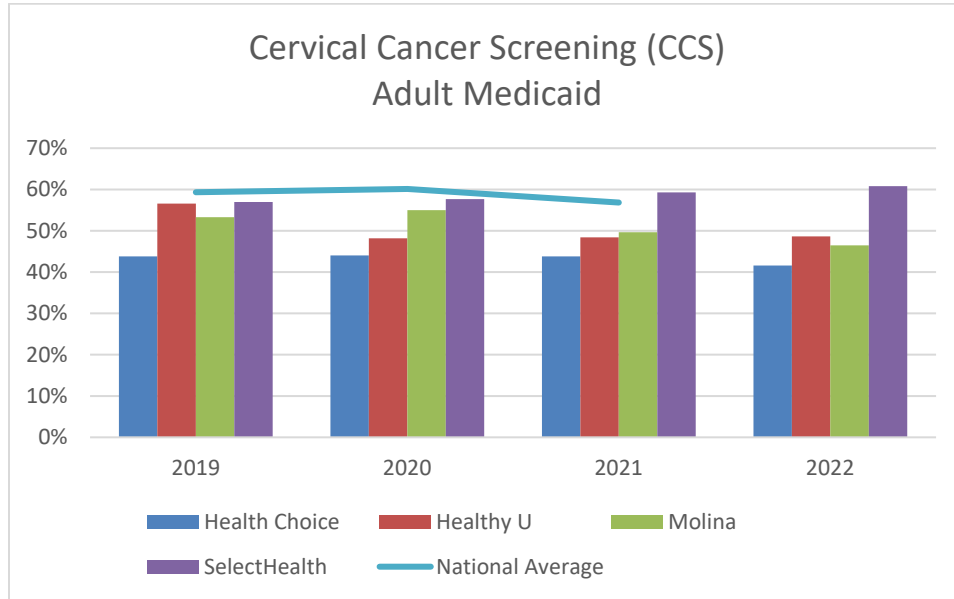
HealthyU UMIC 2021 = NR



HEDIS: Cervical Cancer Screening

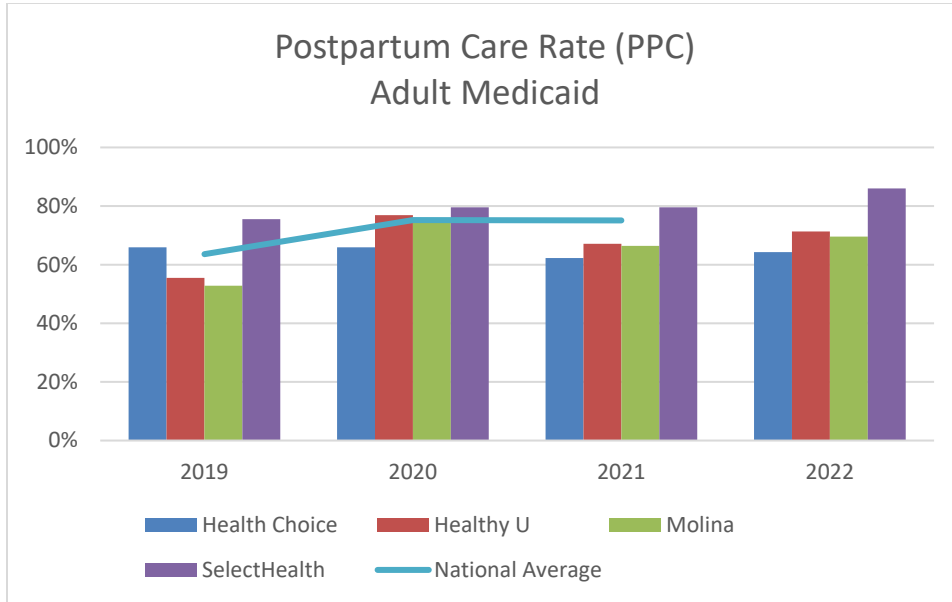
Assesses women 21–64 years of age who were screened for cervical cancer using either of the following criteria:

- Women age 21–64 who had cervical cytology performed every 3 years.
- Women age 30–64 who had cervical cytology/human papillomavirus (HPV) co-testing performed every 5 years.



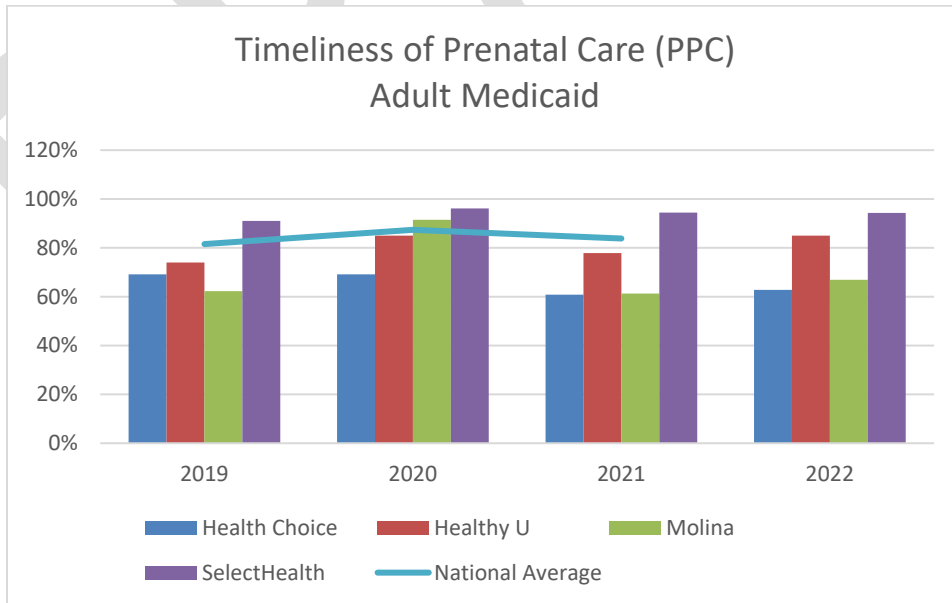
HEDIS: Postpartum Care Rate

The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery.



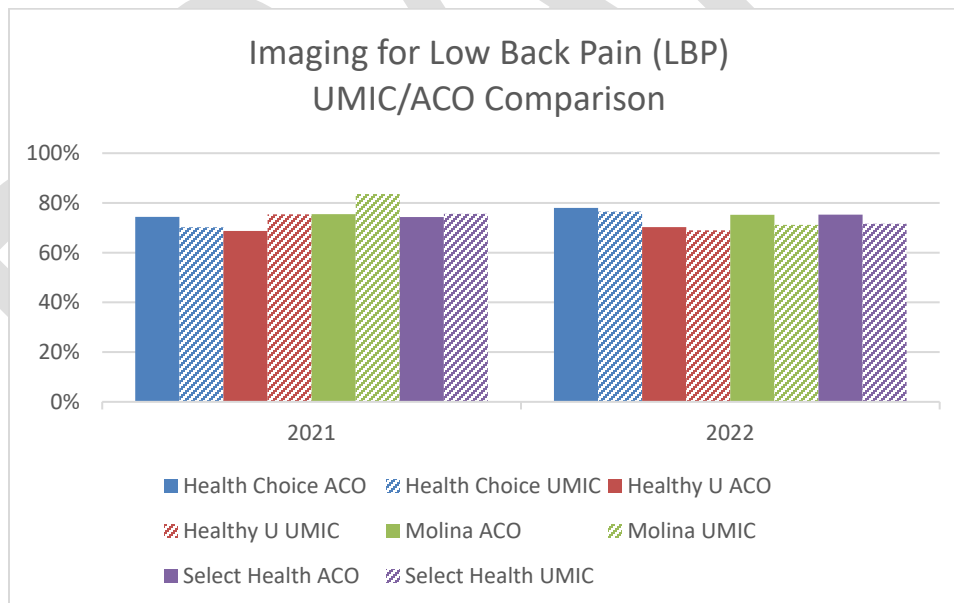
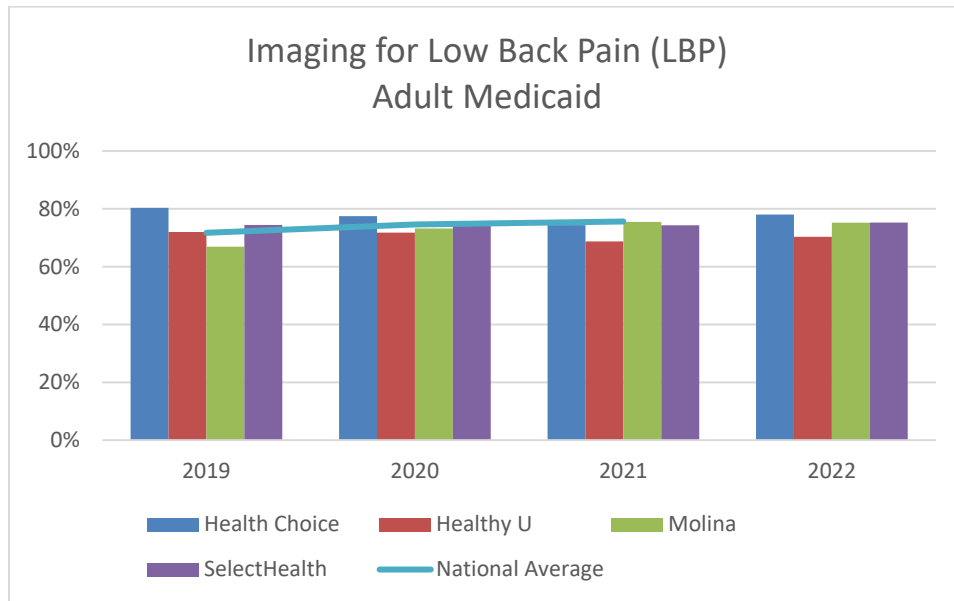
HEDIS: Timeliness of Prenatal Care (First year plan tracking measure)

The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester, on the enrollment start date or within 42 days of enrollment in the organization.



HEDIS: Use of Imaging for Low Back Pain

Assesses adults 18–50 with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI or CT scan) within 28 days of the diagnosis (a higher score indicates better performance).



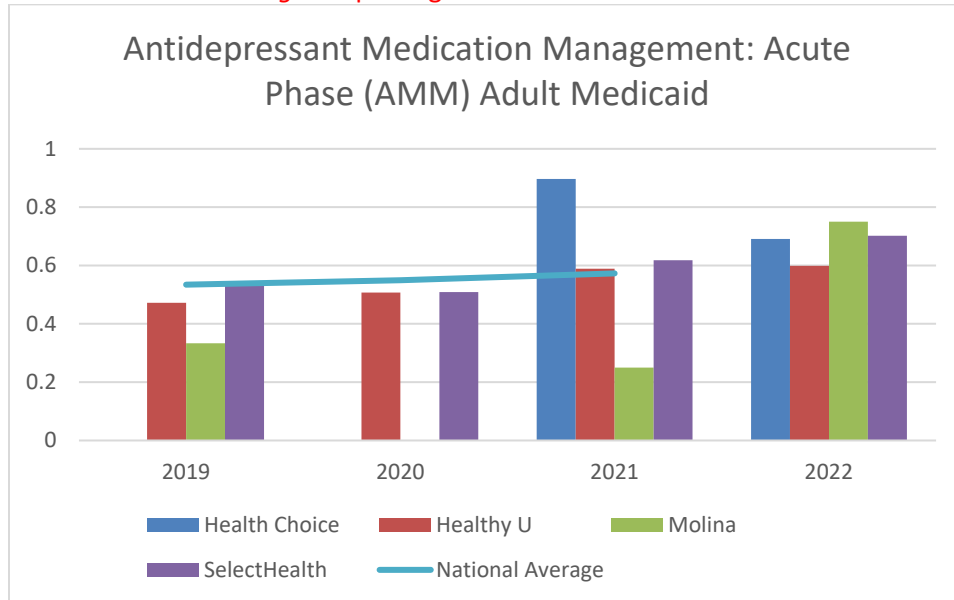
HEDIS: Antidepressant Medication Management: Acute Phase

Assesses adults 18 years of age and older with a diagnosis of major depression who were newly treated with antidepressant medication and remained on their antidepressant medications.

- *Effective Acute Phase Treatment*: Adults who remained on an antidepressant medication for at least 84 days (12 weeks).

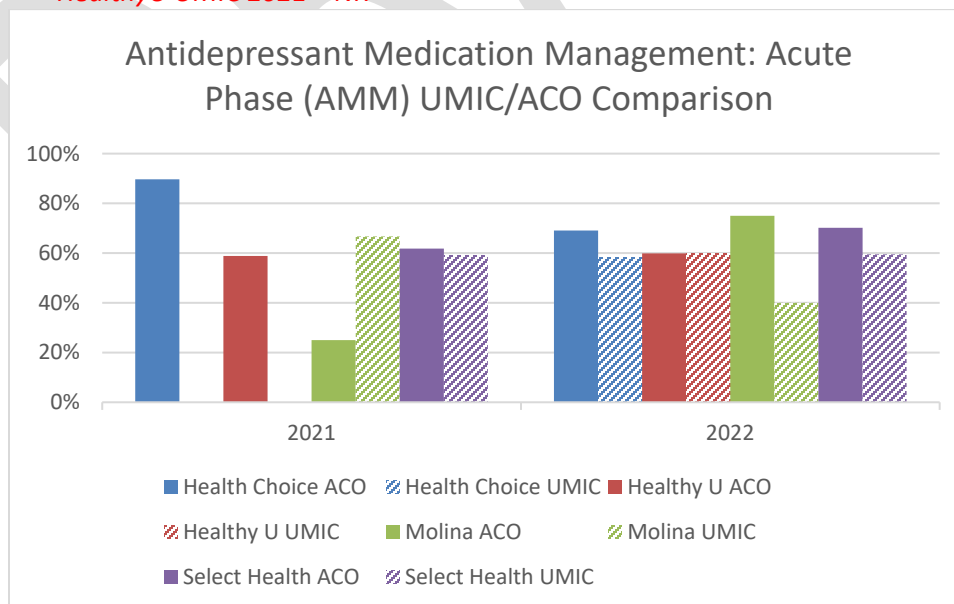
Molina 2020 = NR

Health Choice = Began reporting 2021



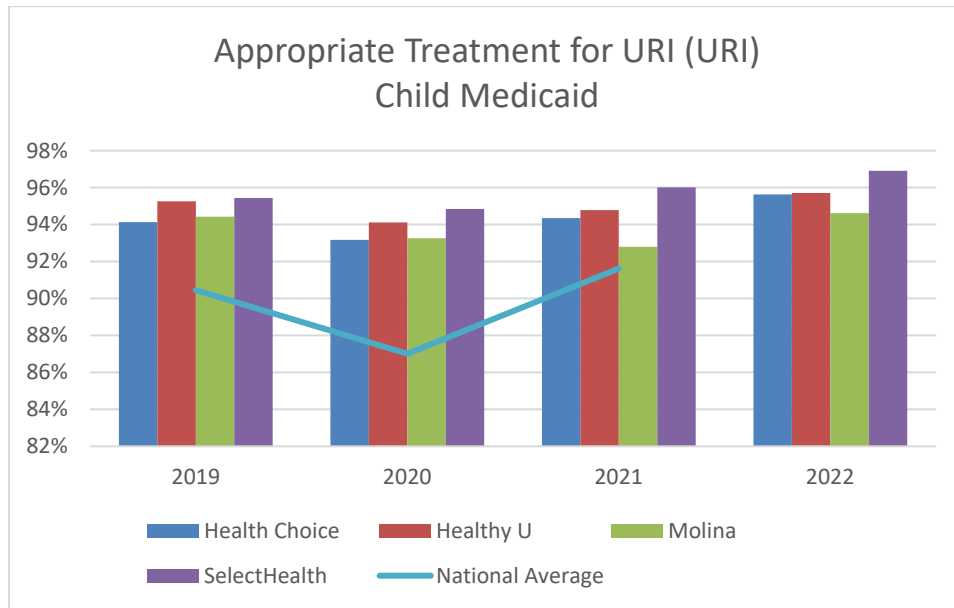
Health Choice UMIC 2021 = NR

HealthyU UMIC 2021 = NR



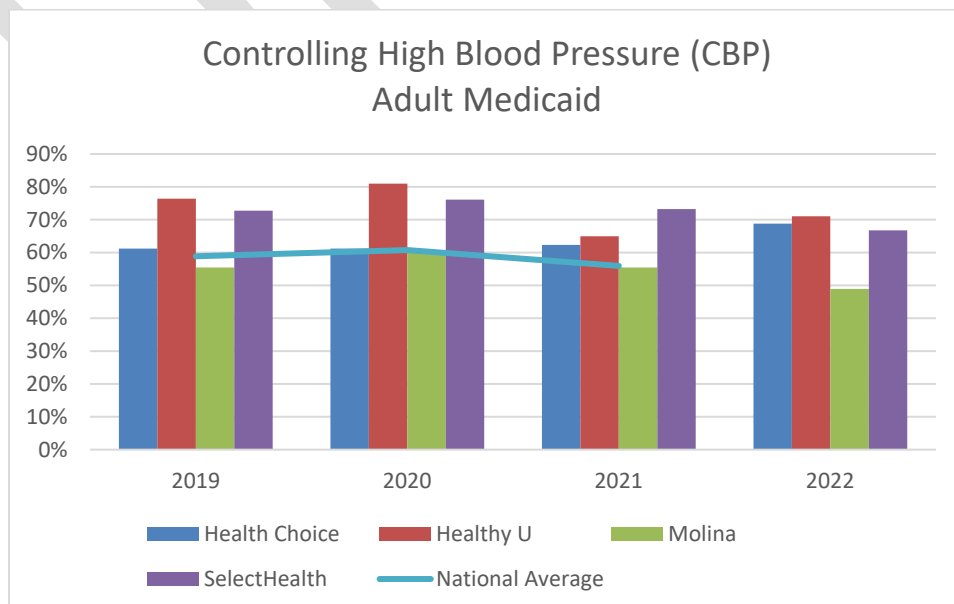
HEDIS: Appropriate Treatment for Children with Upper Respiratory Infection

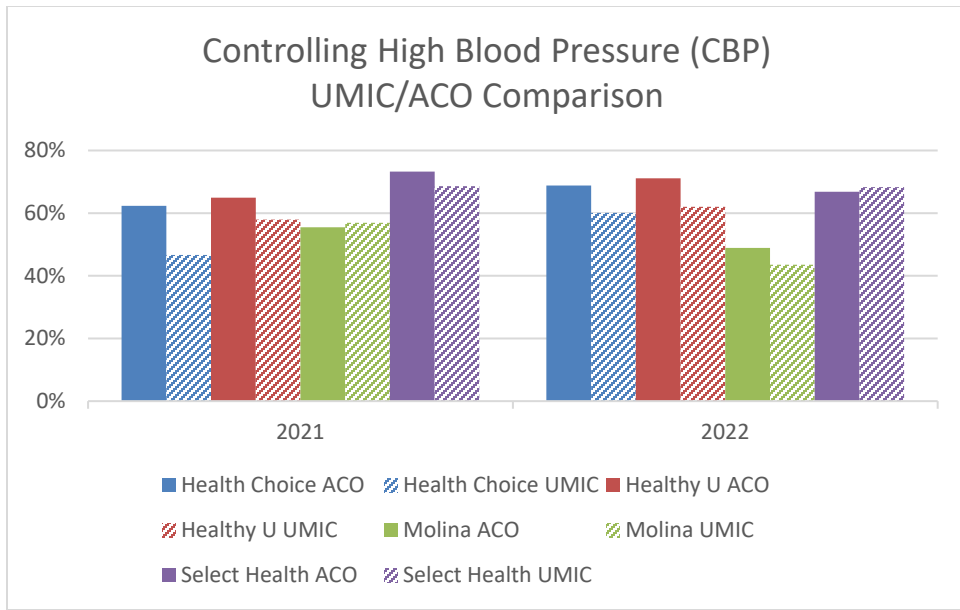
Assesses children 3 months–18 years of age who were given a diagnosis of upper respiratory infection (URI) and were not dispensed an antibiotic prescription. A higher rate indicates appropriate treatment of children with URI (i.e., the proportion for whom antibiotics were not prescribed).



HEDIS: High Blood Pressure

Assesses adults 18–85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90 mm Hg).

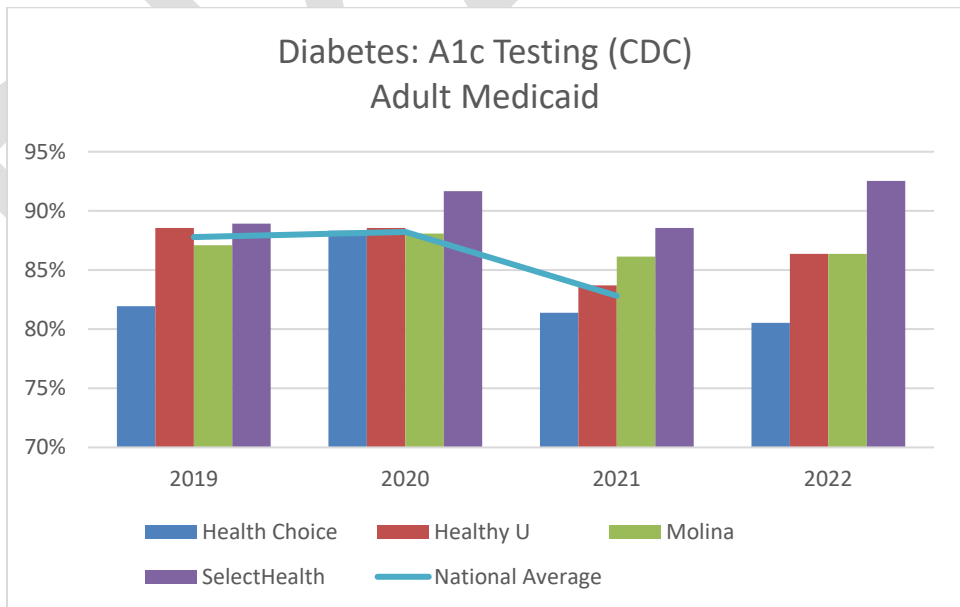


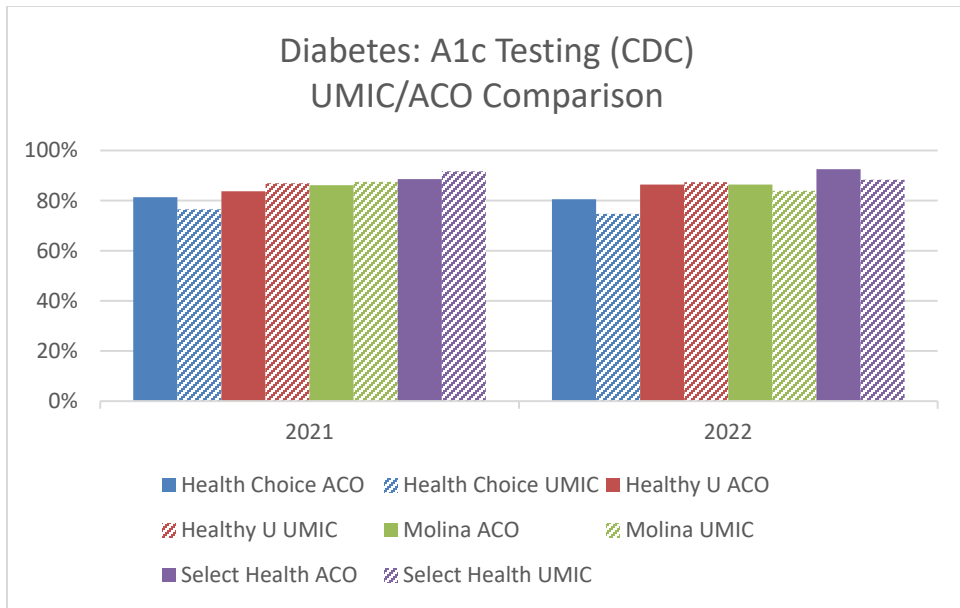


HEDIS: Diabetes: A1c Testing

Assesses adults 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:

- Hemoglobin A1c (HbA1c) testing.

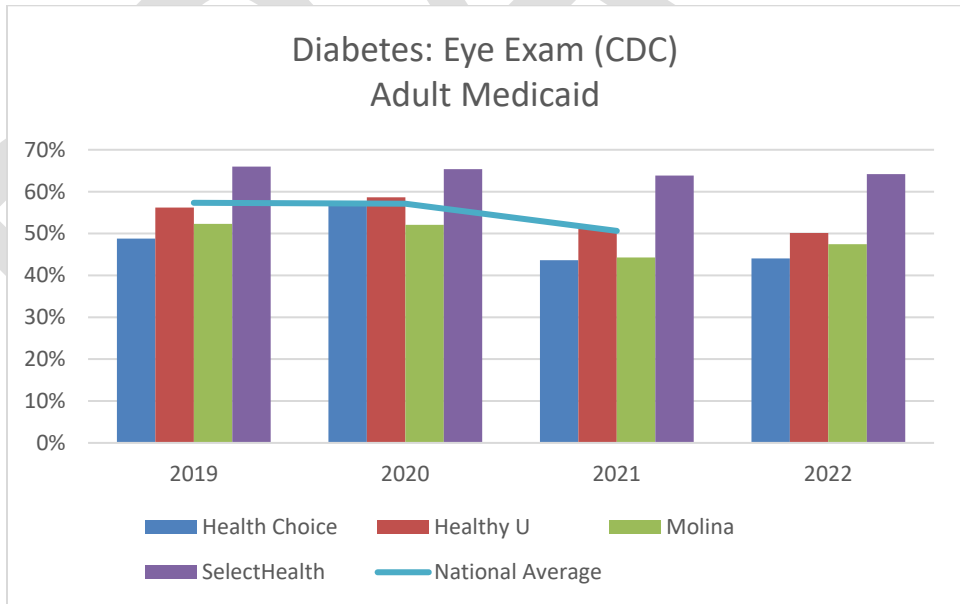


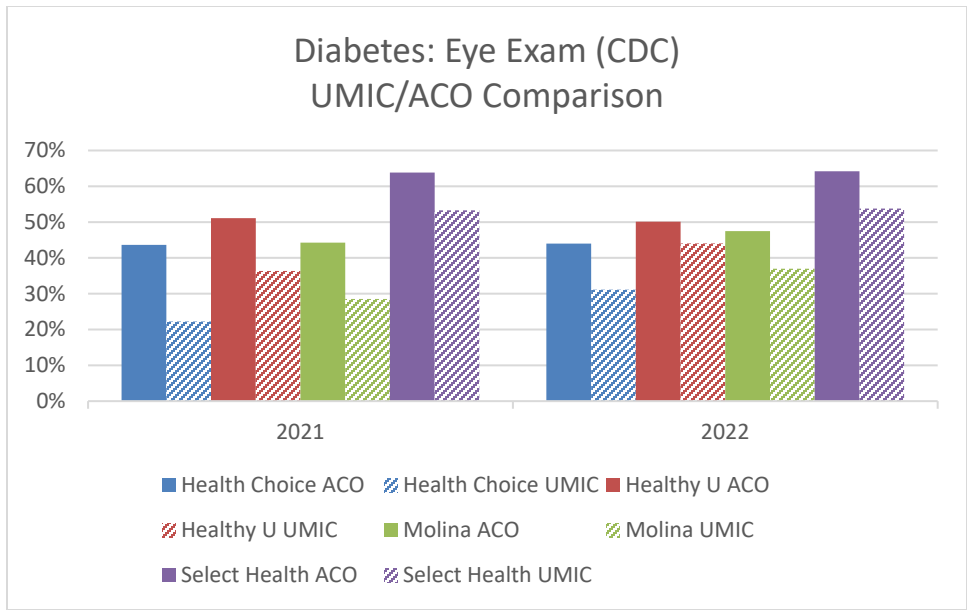


HEDIS: Diabetes: Eye Exam

Assesses adults 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:

- Eye exam (retinal) performed.

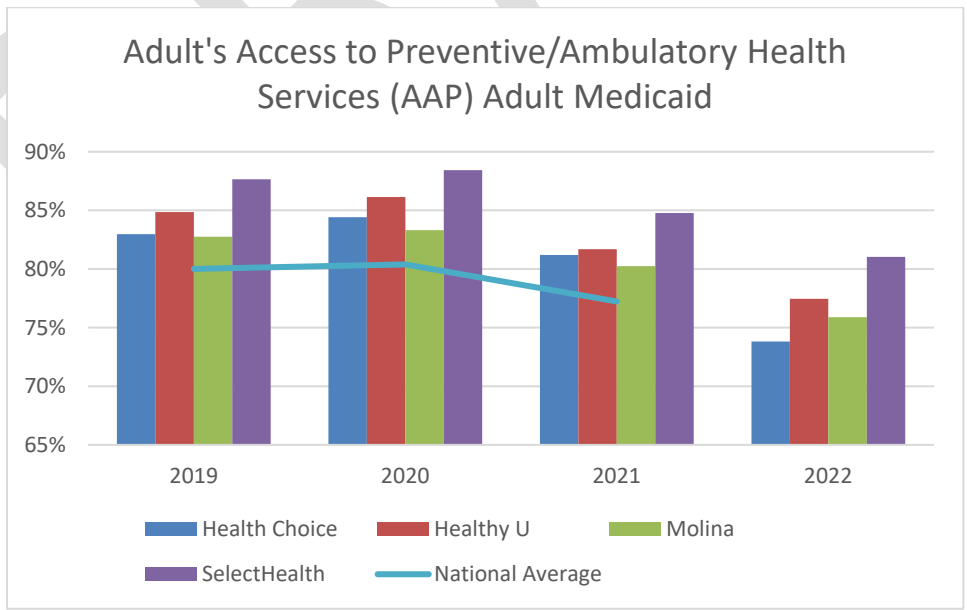


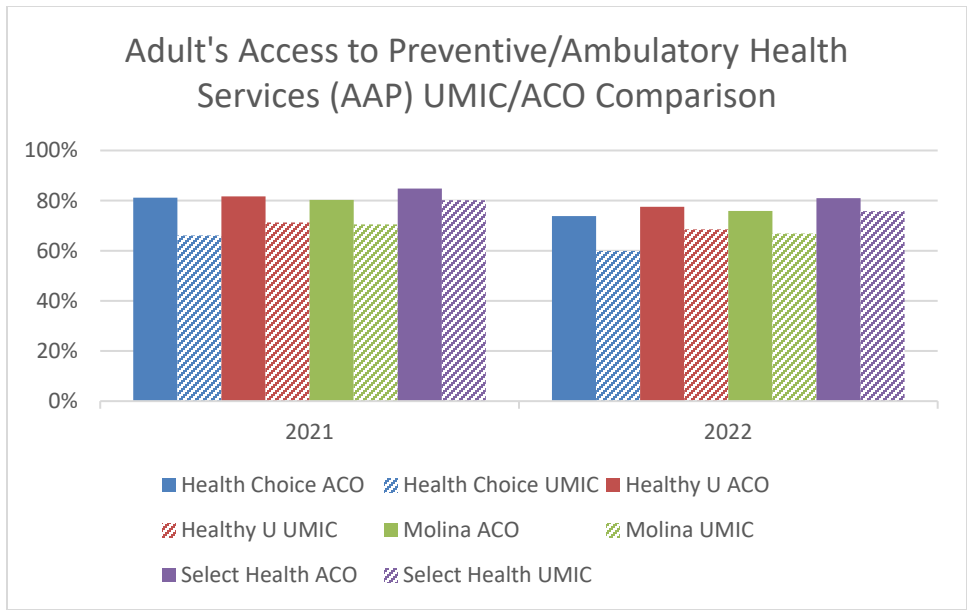


HEDIS: Adult’s Access to Preventive/Ambulatory Health Services

The percentage of members 20 years and older who had an ambulatory or preventive care visit. The organization reports three separate percentages for each product line.

- Medicaid and Medicare members who had an ambulatory or preventive care visit during the measurement year.
- Commercial members who had an ambulatory or preventive care visit during the measurement year or the two years prior to the measurement year.

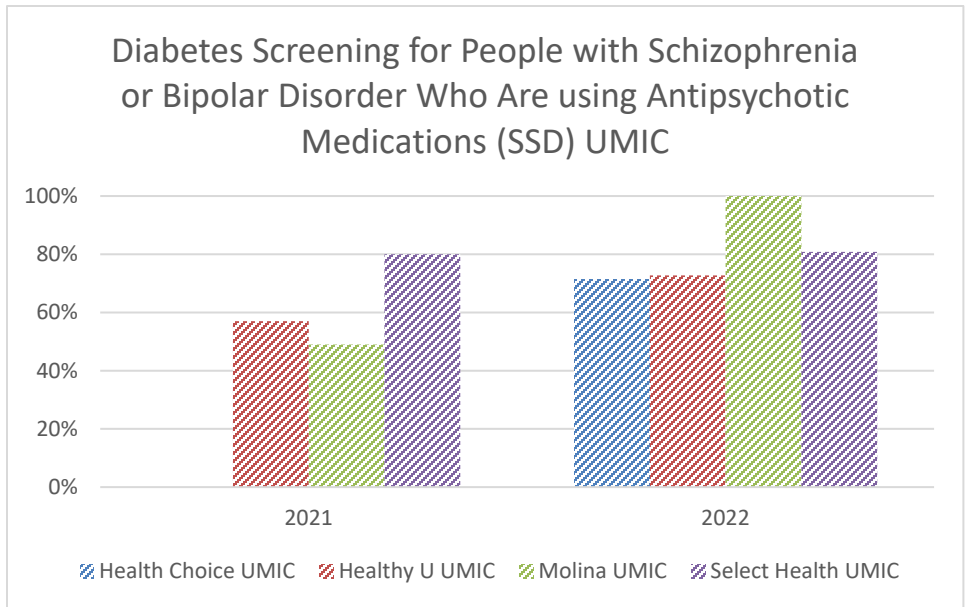




HEDIS: Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (UMIC plans only)

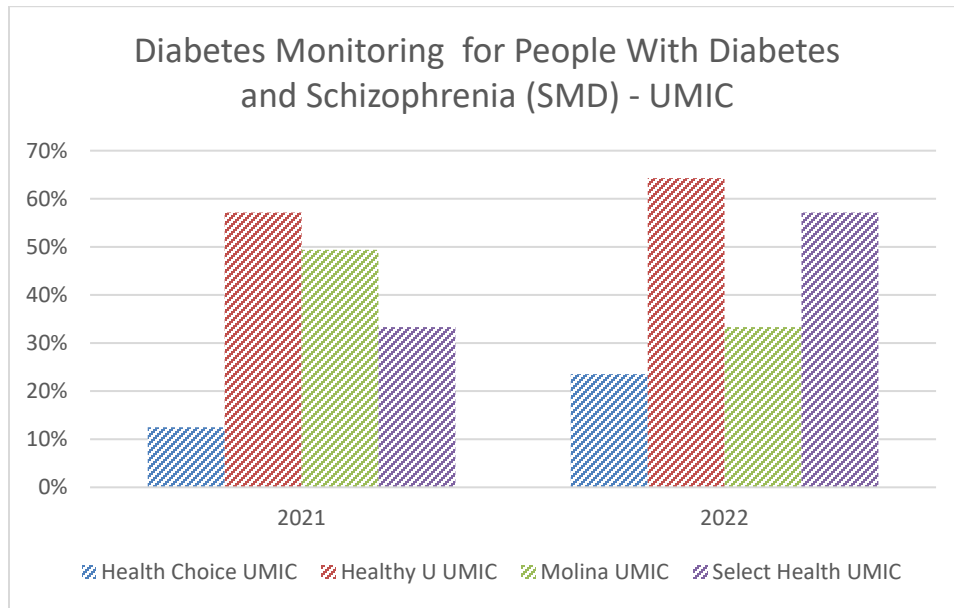
Assesses adults 18–64 years of age with schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

Health Choice UMIC 2021 = NR



HEDIS: Diabetes Monitoring for People with Diabetes and Schizophrenia (UMIC plans only)

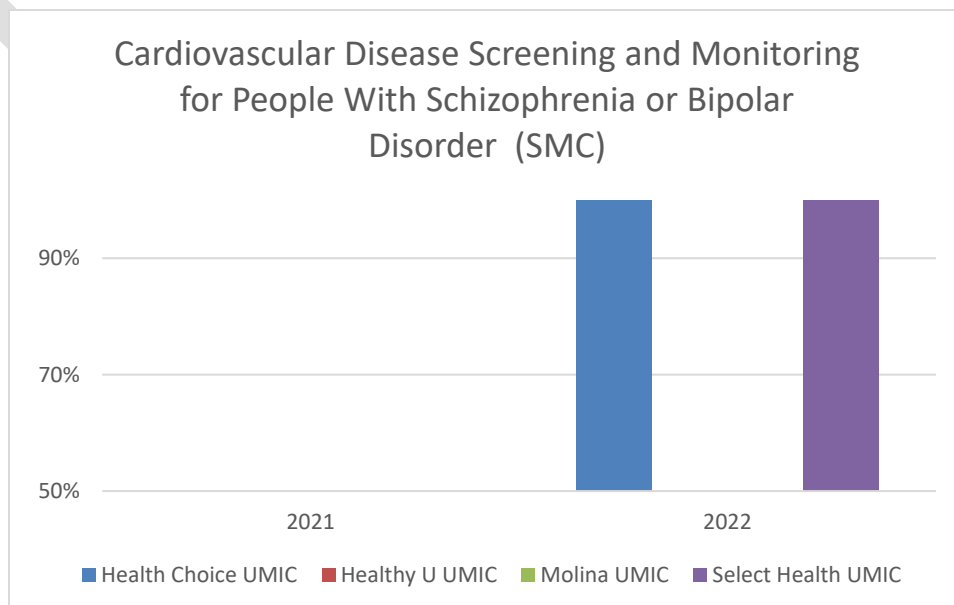
Assesses adults 18–64 years of age with schizophrenia and diabetes who had both an LDL-C test and an HbA1c test during the measurement year.



HEDIS: Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (UMIC plans only)

Assesses adults 18–64 years of age with schizophrenia and cardiovascular disease, who had an LDL-C test during the measurement year.

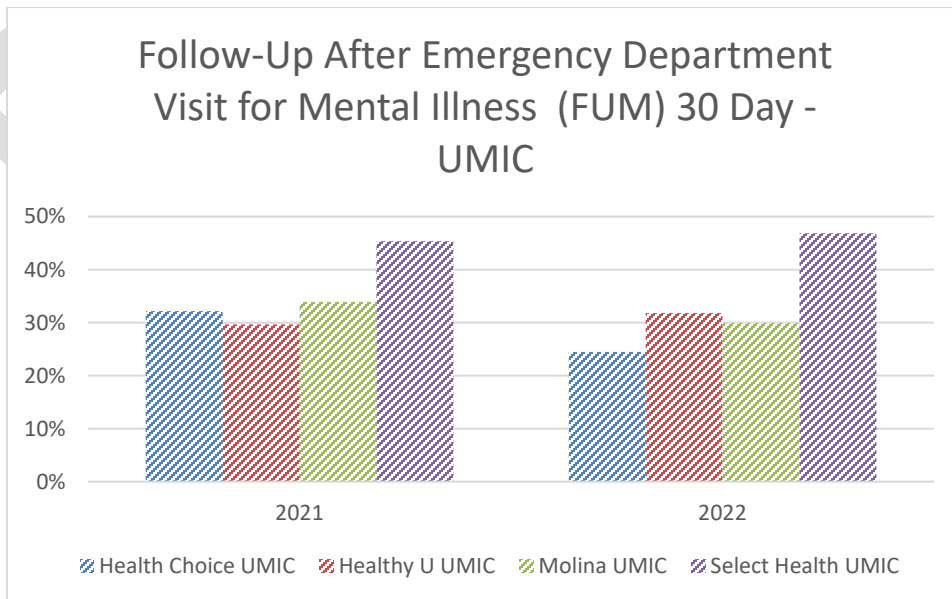
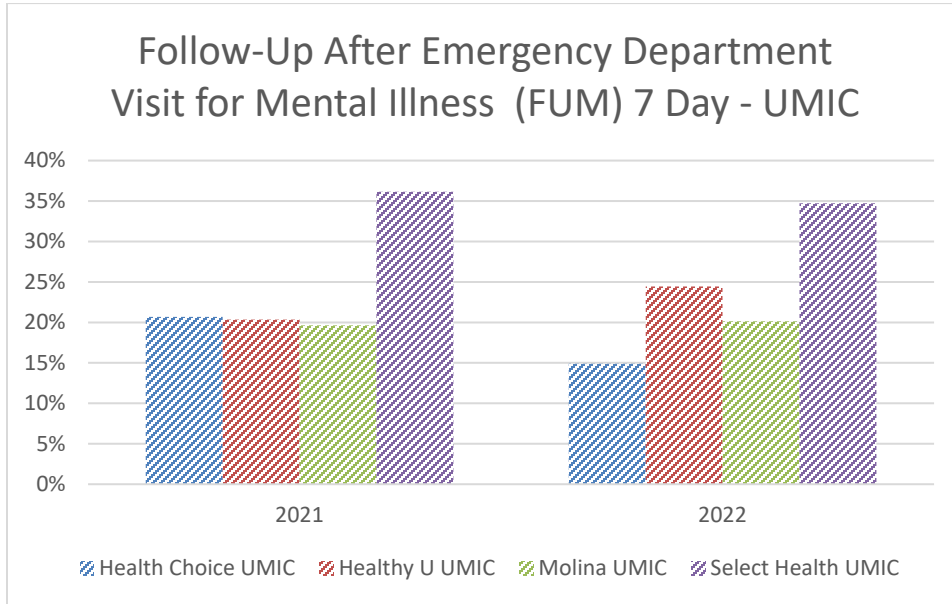
*Health Choice UMIC 2021 = NR HealthyU UMIC 2021 = NR Molina UMIC 2021 = NR
SelectHealth UMIC 2021 = NR HealthyU UMIC 2022 = NR Molina UMIC 2022 = NR*



HEDIS: Follow-Up After Emergency Department Visit for Mental Illness (UMIC plans only)

Assesses emergency department (ED) visits for adults and children 6 years of age and older with a diagnosis of mental illness and who received a follow-up visit for mental illness.

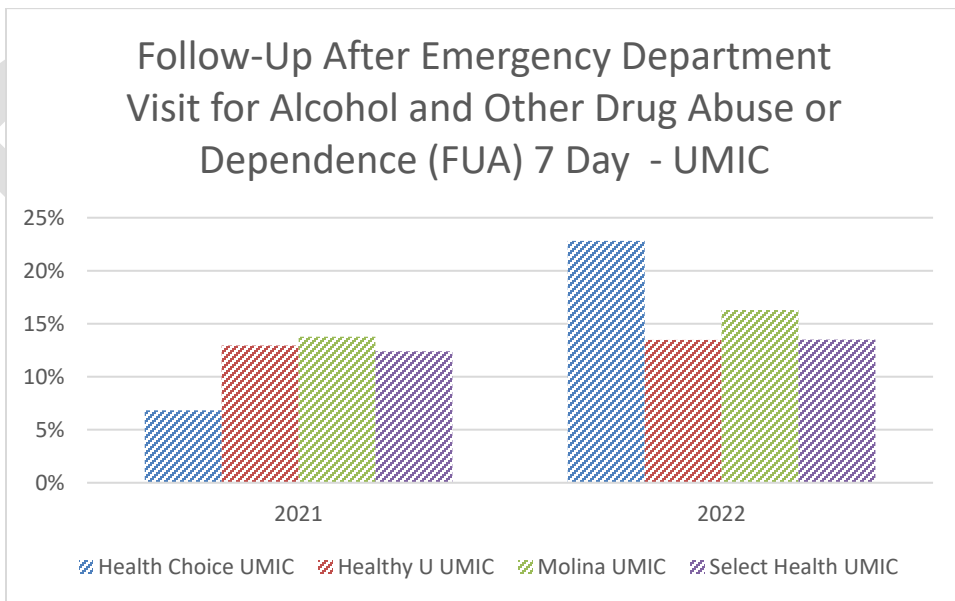
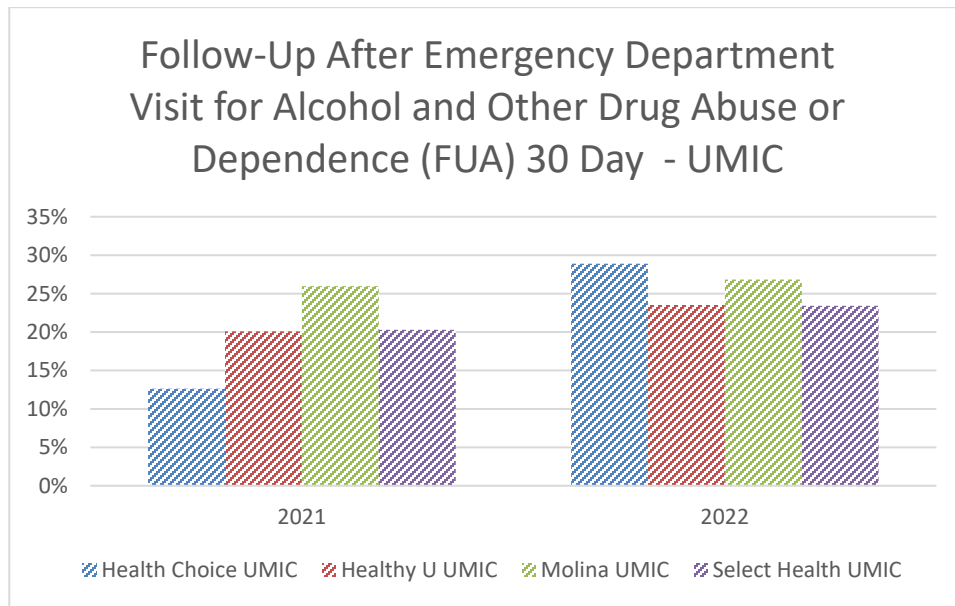
- ED visits for which the member received follow-up within 30 days of the ED visit (31 total days).
- ED visits for which the member received follow-up within 7 days of the ED visit (8 total days).



HEDIS: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (UMIC plans only)

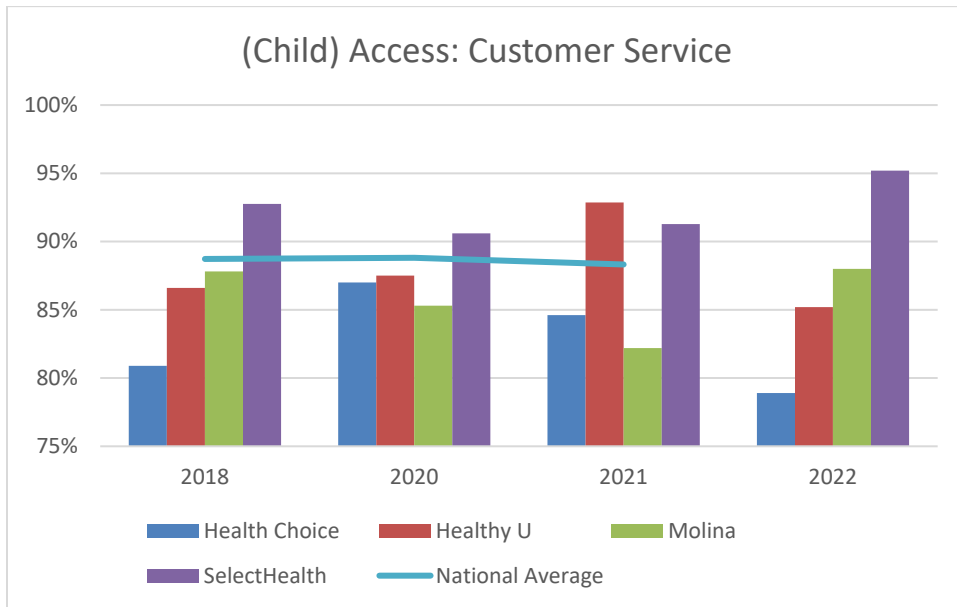
Assesses emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AOD) abuse or dependence, who had a follow up visit for AOD.

- ED visits for which the member received follow-up within 30 days of the ED visit (31 total days).
- ED visits for which the member received follow-up within 7 days of the ED visit (8 total days).

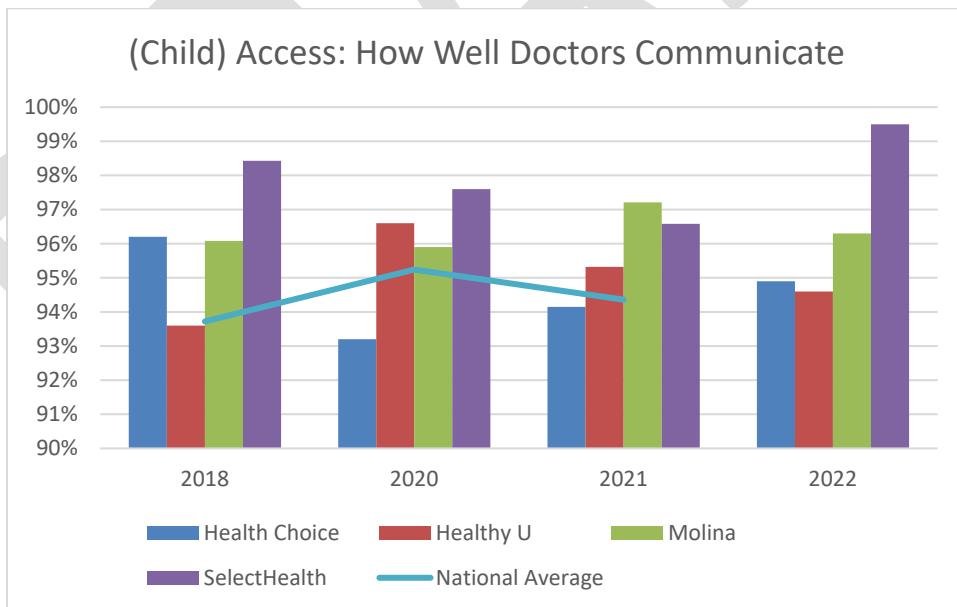


CAHPS Measures

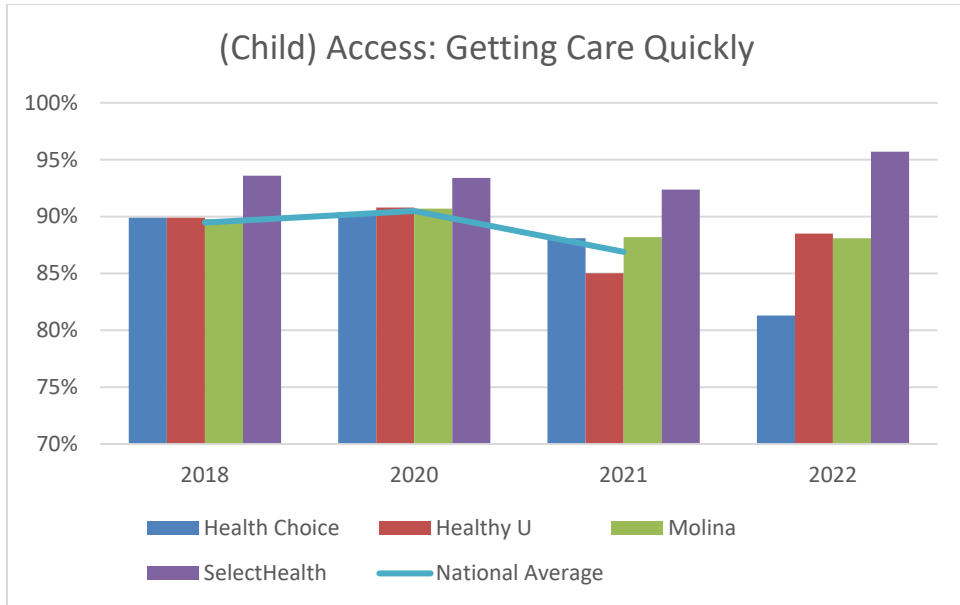
CAHPS – (Child) Access: Customer Service



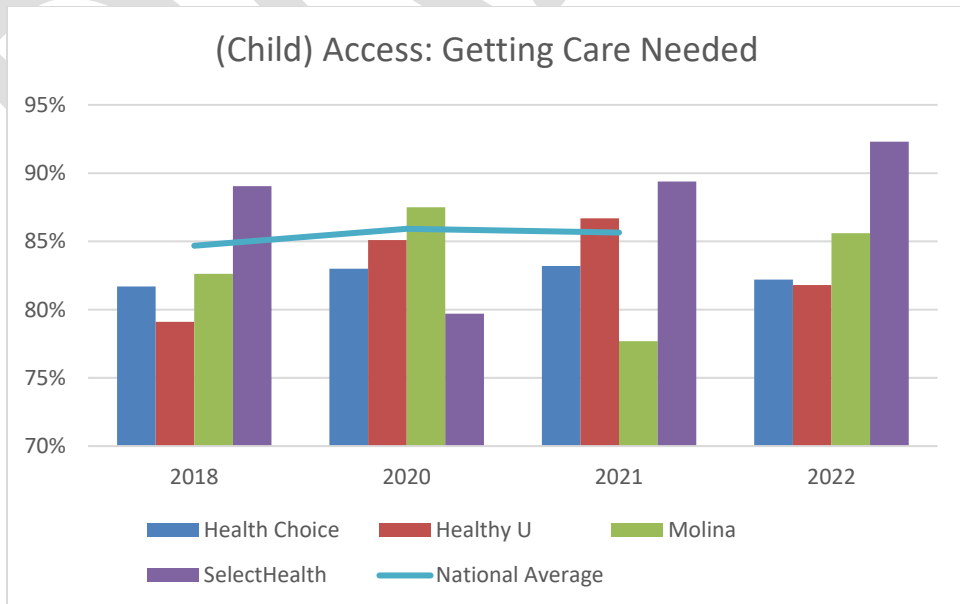
CAHPS – (Child) Access: How Well Doctors Communicate



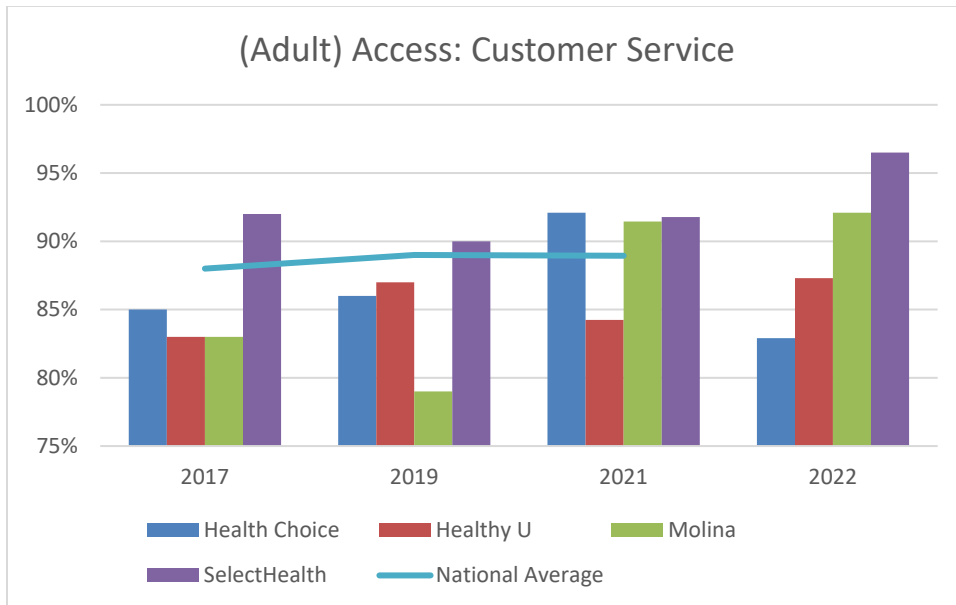
CAHPS – (Child) Access: Getting Care Quickly



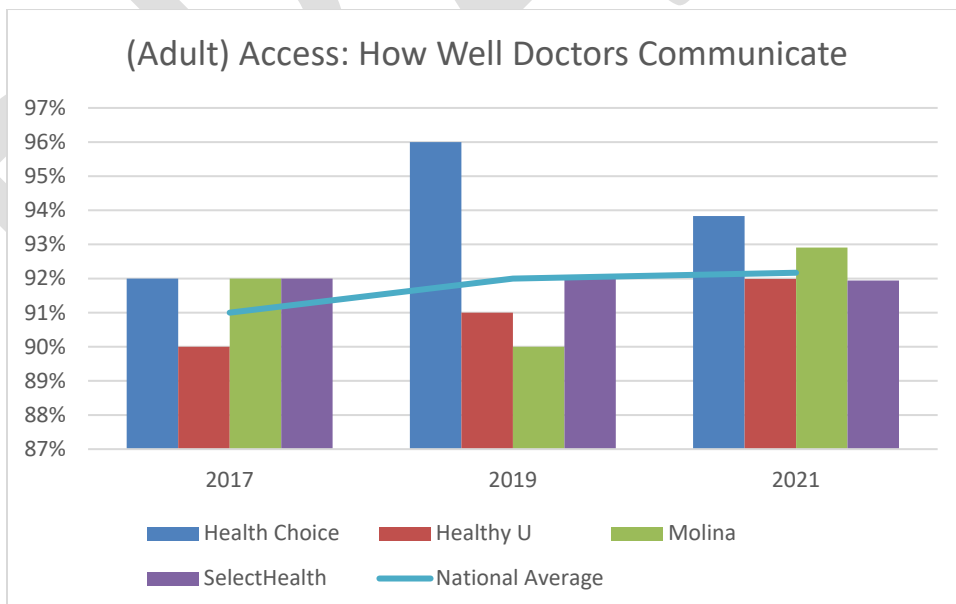
CAHPS – (Child) Access: Getting Needed Care



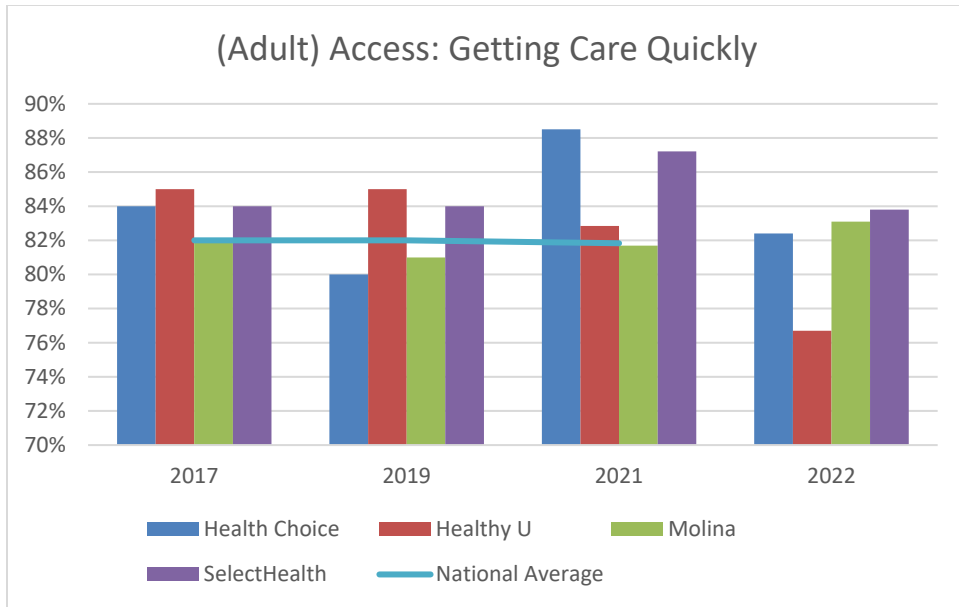
CAHPS – (Adult) Access: Customer Service



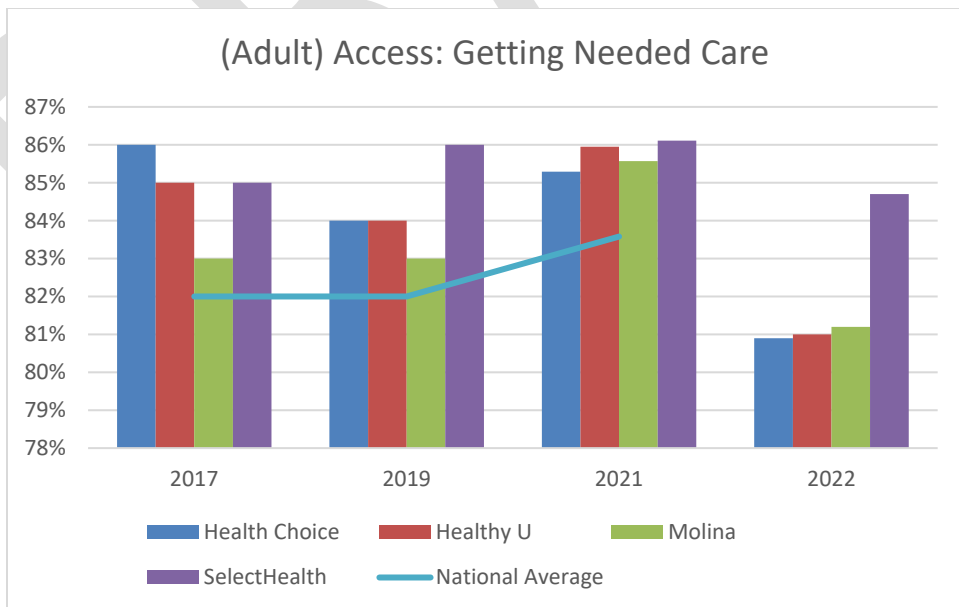
CAHPS – (Adult) Access: How Well Doctors Communicate



CAHPS – (Adult) Access: Getting Care Quickly

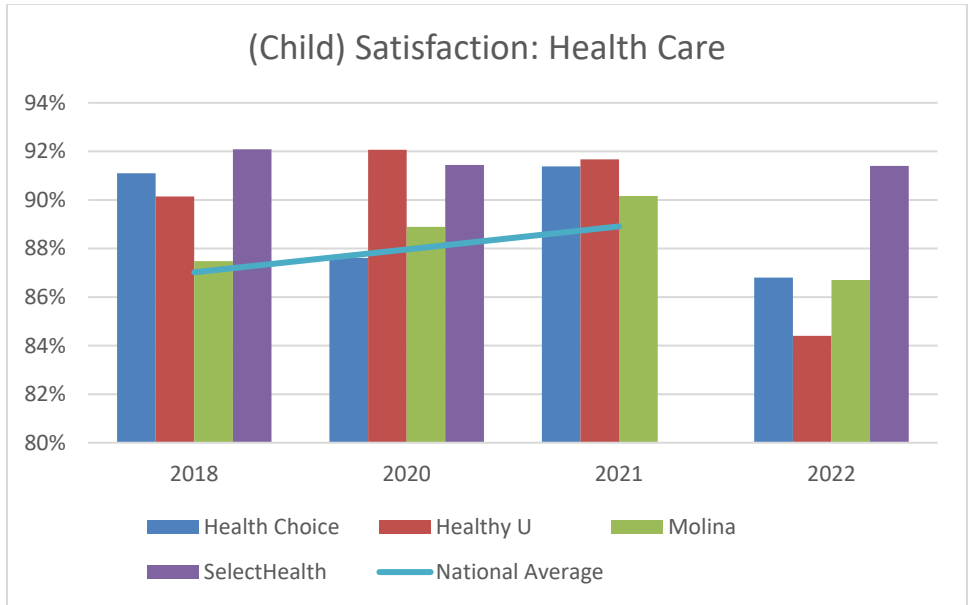


CAHPS – (Adult) Access: Getting Needed Care

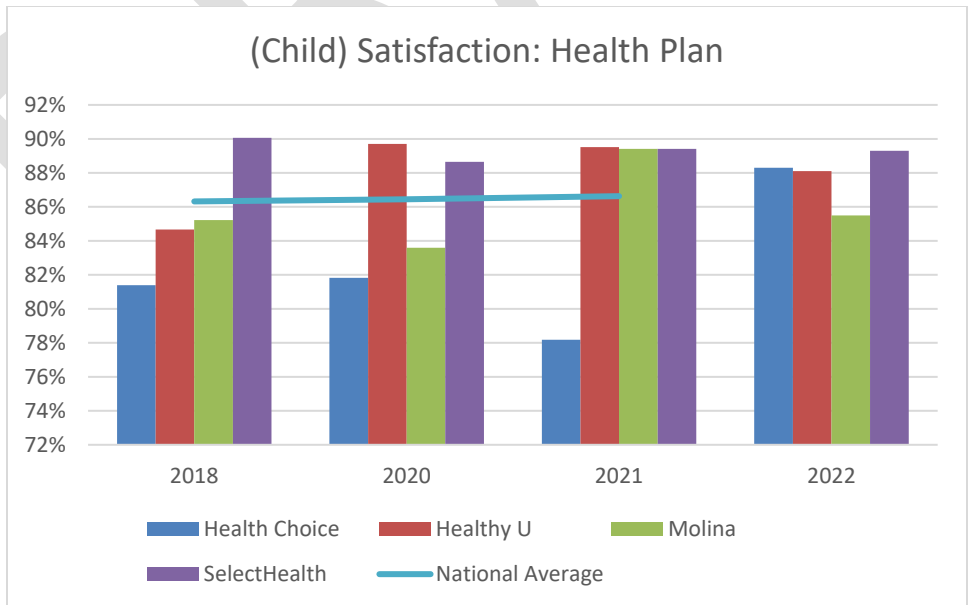


CAHPS – (Child) Satisfaction: Health Care

SelectHealth 2021 = NR

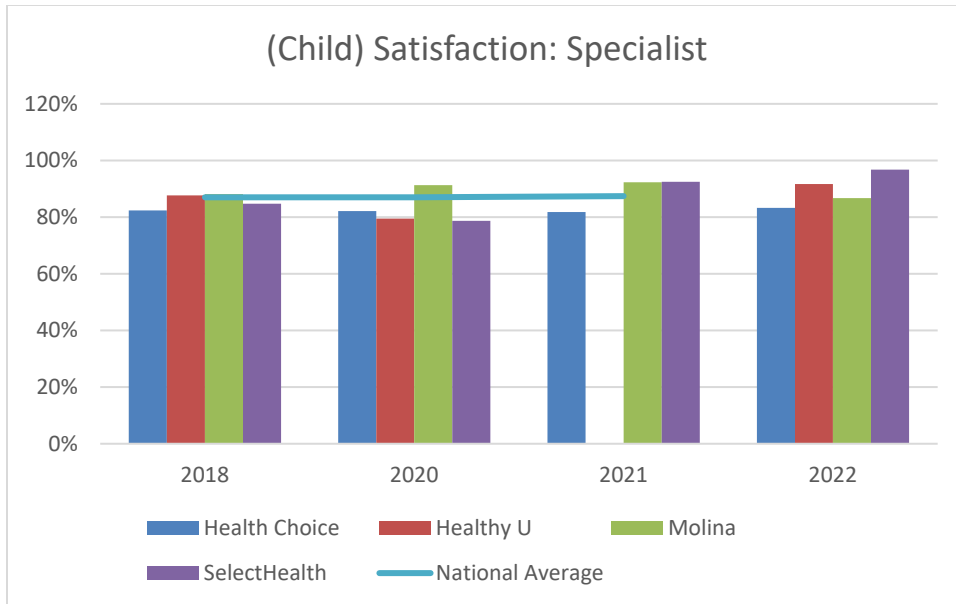


CAHPS – (Child) Satisfaction: Health Plan

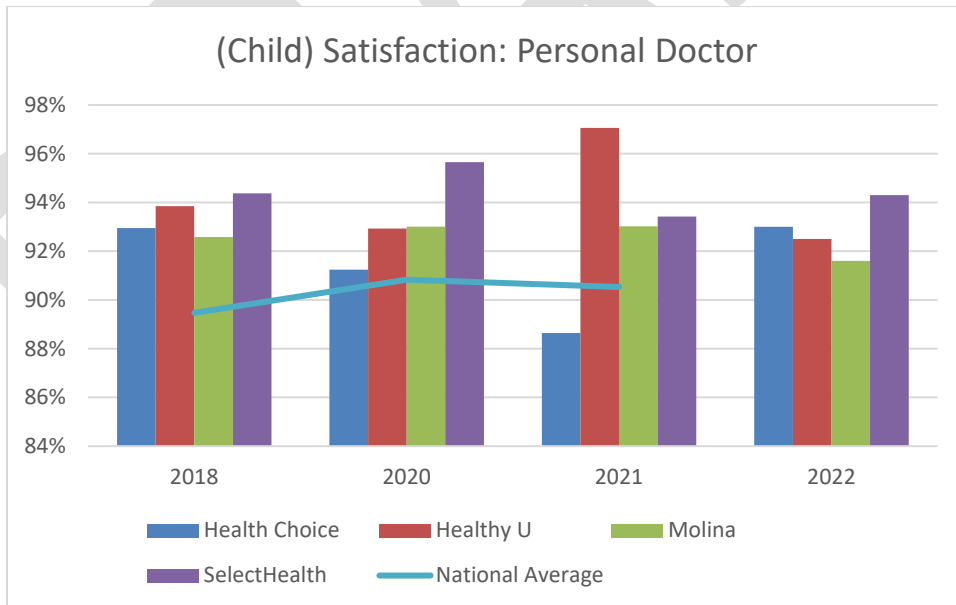


CAHPS – (Child) Satisfaction: Specialist

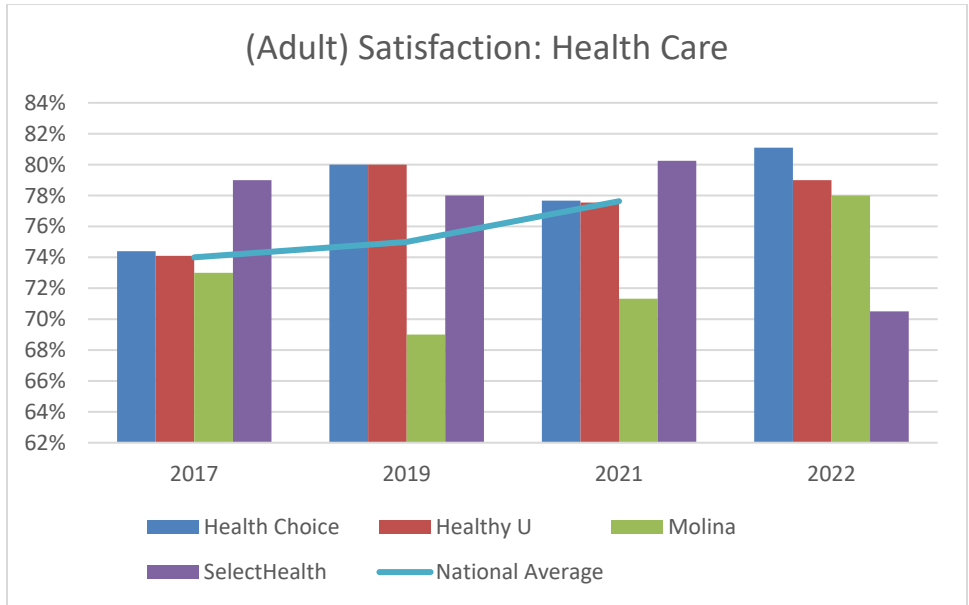
HealthyU 2021 = NR



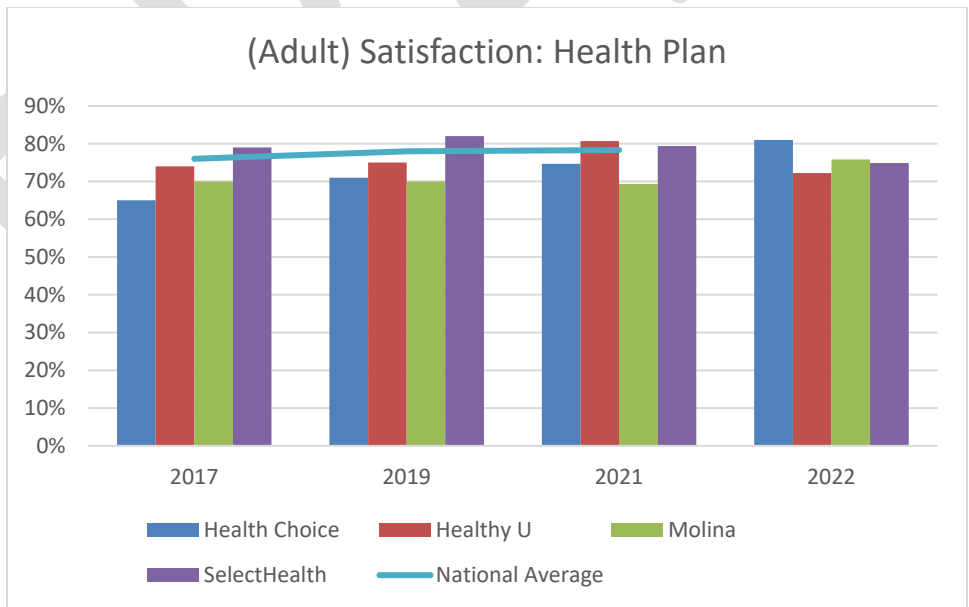
CAHPS – (Child) Satisfaction: Personal Doctor



CAHPS – (Adult) Satisfaction: Health Care

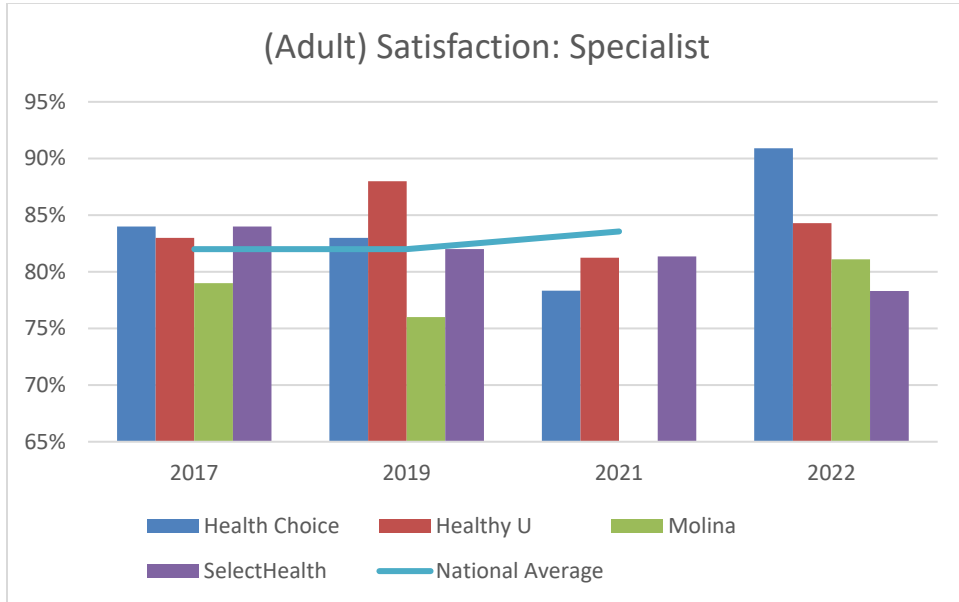


CAHPS – (Adult) Satisfaction: Health Plan

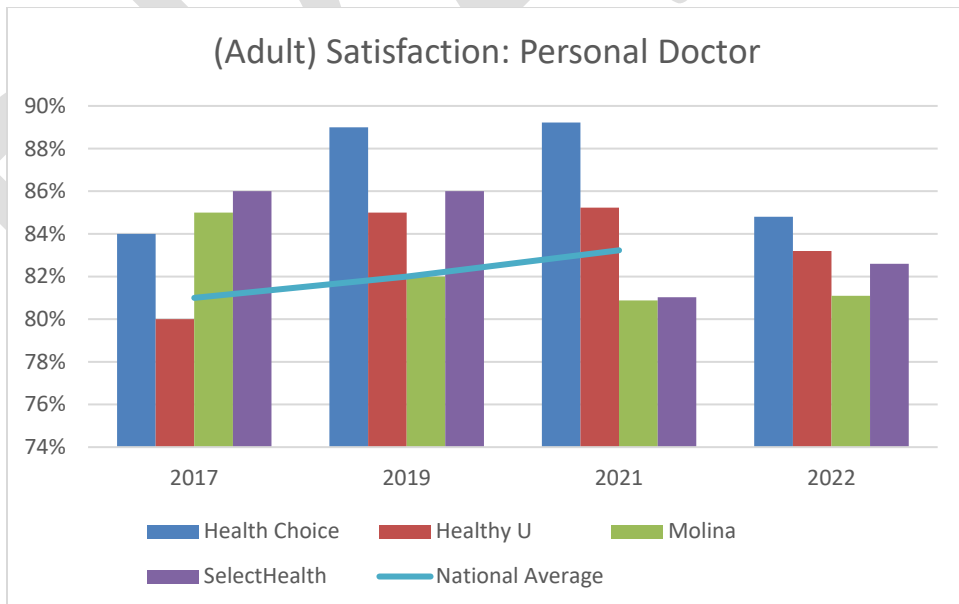


CAHPS – (Adult) Satisfaction: Specialist

Molina ACO 2021 = NR



CAHPS – (Adult) Satisfaction: Personal Doctor



Appendix A – HEDIS Measure Eligible Populations by Plan

Childhood Immunization: Combo 3 (CIS)	
Plan:	Elig. Population:
Health Choice	492
Healthy U	1,199
Molina	1,199
SelectHealth	2,668

Well Child Visits in the First 15 Months of Life (W30)	
Plan:	Elig. Population:
Health Choice	735
Healthy U	1,618
Molina	1,697
SelectHealth	3,891

Well Child Visits 15-30 Months of Life (W30)	
Plan:	Elig. Population:
Health Choice	440
Healthy U	1,088
Molina	1,176
SelectHealth	2,424

Immunizations for Adolescents - Combo 2 (IMA)	
Plan:	Elig. Population:
Health Choice	418
Healthy U	1,221
Molina	1,559
SelectHealth	2,685

Child/Adolescent BMI Assessment (WCC)	
Plan:	Elig. Population:
Health Choice	4,923
Healthy U	14,180
Molina	16,610
SelectHealth	30,260

Breast Cancer Screening (BCS)

Plan:	Elig. Population:
Health Choice	276
Healthy U	711
Molina	461
SelectHealth	2,840

Cervical Cancer Screening (CCS)	
Plan:	Elig. Population:
Health Choice	1,862
Healthy U	4,782
Molina	4,513
SelectHealth	12,930

Postpartum Care Rate (PPC)	
Plan:	Elig. Population:
Health Choice	515
Healthy U	1,142
Molina	1,392
SelectHealth	3,287

Timeliness of Prenatal Care (PPC)	
Plan:	Elig. Population:
Health Choice	515
Healthy U	1,142
Molina	1,392
SelectHealth	3,287

Use of Imaging for Low Back Pain (LBP)	
Plan:	Elig. Population:
Health Choice	82
Healthy U	224
Molina	212
SelectHealth	475

Antidepressant Medication Management: Acute Phase (AMM)	
Plan:	Elig. Population:
Health Choice	29
Healthy U	496
Molina	4
SelectHealth	178

Appropriate Treatment for Children with Upper Respiratory Infection (URI)	
Plan:	Elig. Population:

Health Choice	1,857
Healthy U	4,480
Molina	5,141
SelectHealth	9,889

High Blood Pressure (CBP)	
Plan:	Elig. Population:
Health Choice	393
Healthy U	1,083
Molina	723
SelectHealth	3,190

Diabetes: A1c Testing (CDC)	
Plan:	Elig. Population:
Health Choice	381
Healthy U	986
Molina	664
SelectHealth	2,776

Diabetes: Eye Exam (CDC)	
Plan:	Elig. Population:
Health Choice	381
Healthy U	986
Molina	664
SelectHealth	2,776

Adult's Access to Preventive/Ambulatory Health Services (AAP)	
Plan:	Elig. Population:
Health Choice	3,500
Healthy U	7,926
Molina	7,433
SelectHealth	25,447