MedStar Family Choice

Quality Improvement

2017
Quality Improvement

- Quality Improvement programs for HealthChoice
  - Delmarva Systems Review
  - Healthy Kids Review
  - HEDIS®
  - Value Based Purchasing
  - CAHPS®
  - Consumer Report Card
  - Performance Improvement Projects

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

• Throughout the year, MedStar Family Choice or DHMH staff may contact your office to perform medical chart reviews.
  – Visits or requests to OB/GYN offices to collect ACOG form and post-partum visit for recent deliveries
  – Visits or requests to PCPs to collect well-child visit for members 0 to 21 years of age.
  – Visits or requests to PCPs to collect immunization and lead test forms for members up to 2 years of age.
  – Chart reviews during February-May for additional HEDIS data collection

• Note: For most measures, MFC staff will only request medical charts for members who do not have compliant claims information on file.

• Other potential chart reviews
  – HIV/AIDS diagnosis verification (AIDS Administration)
  – Healthy Kids review
  – Medical record reviews related to Quality Improvement Activities
Quality Improvement
Delmarva Audit

- **Delmarva Systems Review**
  - Annual audit of MCO’s internal processes
    - QA Processes
    - Governing Body
    - Oversight of Delegated Entities
    - Credentialing
    - Enrollee Rights
    - Availability and Accessibility
    - Utilization Review
    - Continuity of Care
    - Outreach
    - Health Education
    - Fraud and Abuse
  - Performance targets are 100% compliance
Quality Improvement
Healthy Kids- EPSDT

Early and Periodic Screening, Diagnosis and Treatment

• Mission – promote access to and assure availability of quality health care for medical assistance children age 0 through 20 years.

• Goal – provide appropriate practice-based performance improvement assessments and targeted interventions to enhance the quality of health services delivered by Medicaid providers.
Quality Improvement
Healthy Kids- EPSDT

- EPSDT forms include:
  - BMI/BMI Percentiles to be calculated and/or graphed at each visit from ages 2 through 20 yrs
    - Providers must include height, weight, and BMI percentile to be in compliance
    - BMI graphs are gender-specific
    - Resources from CDC include:
      - BMI Percentile Calculator (http://nccd.cdc.gov/dnpabmi/Calculator.aspx)
      - Gender specific BMI graphs
        » http://www.cdc.gov/growthcharts/data/set1clinical/cj41l023.pdf (boys)
        » http://www.cdc.gov/growthcharts/data/set1clinical/cj41l024.pdf (girls)
  - Head circumference to be measured and graphed at each visit from ages 0 through 2 yrs
  - TB screenings to start at one month
  - Autism screening
  - Depression Screening
  - Continued education on developmental screening tools
Quality Improvement
Healthy Kids- EPSDT

To obtain the latest copies of EPSDT Encounter Visit Forms that include BMI calculations and printable copies of the CDC Growth Charts, please see Section 7 Appendix I of the Healthy Kids Provider Manual or visit their website at
https://mmcp.dhmh.maryland.gov/epsdt/healthykids/Pages/table_contents.aspx

You may also download printable version of the Centers for Disease Growth Charts at http://www.cdc.gov/growthcharts.
Quality Improvement
Healthy Kids- EPSDT

• Healthy Kids Nurses monitors MCO performance in the 5 major areas of EPSDT
  – 1. Health and Development History (mental and physical)
  – 2. Comprehensive Physical Exam
  – 3. Laboratory Tests (includes screening and assessments)
  – 4. Immunizations
  – 5. Health Education / Anticipatory Guidance

• EPSDT Materials such as:
  – Screening tools
  – EPSDT Forms
  – Other relevant information
  – Dental referral is required at 12 months
  May be obtained from the Healthy Kids website at https://mmcp.dhmh.maryland.gov/epsdt/Pages/Home.aspx
Quality Improvement
Healthy Kids- EPSDT

• The MCO must notify members under the age of 21 if they choose a provider who is not EPSDT certified.

• The notification advises the member that he/she can choose a provider who is EPSDT certified.

• Provider Relations continues to work with all non-certified providers seeing members under the age of 21 in an attempt to get them certified.

• If your office is not currently certified and sees members under 21, we highly recommend that you become certified.

• Delmarva has taken over the audit function for the Healthy Kids Program.

• Delmarva may request to come on-site to conduct medical chart reviews.
Quality Improvement
EPSDT Screening Requirements- LEAD

• Federal Mandate and Maryland Law
  • Lead Risk Assessment Screening questionnaire must be completed at every well-child visit from age 6 mos. to 6 yr
  • Check Blood lead level at ages 12 and 24 months and with any positives on Lead Risk Assessment

• By Maryland Law
  • All children residing in Maryland must have an assessment (at each visit for 3, 6, 9 and 12 mos and then yearly for ages 3-6 yrs old)
  • Proof of blood lead level testing is a requirement for all children living in before entering school
  • Retest positive lead level of 5 mg/dL within 3 months
Quality Improvement
Developmental Screening Tools

• Recommended tools for General Developmental Screening of children through age 5 include:

  – Ages and Stage Questionnaire, www.agesandstages.com
    • There is a cost
    • Providers may bill per each screen that is submitted (96110)

  – M-CHAT
    • Modified checklist for autism in toddlers (can not be modified)
    • Use at 18 months and 24 to 30 months
    • Providers may bill per each screen (96110)
    • Use modifier 59 if performed on the same day as a different billable screening tool that uses CPT 96110
    • Form is free of charge (can be photocopied)
      – Available at www.MCHATScreen.com
HEDIS stands for HealthCare Effectiveness Data and Information Set.

HEDIS is comprised of a set of clinical and administrative standards that measure the quality of services provided by a managed care organization.

Each year, MedStar Family Choice is required by DHMH and NCQA to collect HEDIS data. All records requested from offices must be returned by May 1st.

HEDIS data is collected throughout the country and individual plan results can be compared to other health plans, state results and national results.
Quality Improvement - HEDIS®

- MedStar Family Choice must collect data on the following HEDIS® measures:
  - Adult BMI Assessment
  - Weight Assessment and Counseling for Children
    - BMI Percentile documented
    - Nutrition and Physical Activity addressed
  - Immunization Compliance
    - Children and Adolescents, including HPV
  - Lead Screening for Children
  - Well-Child Visits for Children
    - Through 15 months old
    - Ages 3-6
    - Ages 12-21
Quality Improvement - HEDIS®

- Cervical Cancer Screening
  • Pap smear every 3 years for age 21 and older, every 5 years with HPV co-testing for age 30 and older

- Controlling High Blood Pressure
  • Documentation of hypertension and the last BP of the year controlled

- Comprehensive Diabetes Care
  • A1C Screening and Control
  • Dilated or Retinal Eye Exam (each year, or every 2 years if negative)
  • Nephropathy Screening or Treatment
  • Blood Pressure Control

- Prenatal Care
  • Timely first prenatal visit
  • Appropriate frequency of ongoing prenatal care

- Postpartum Care
  • Postpartum visit 21-56 days after delivery
Changes/Additions for 2017

Health and Development History
• Annual depression screening (PHQ-9 Modified or other tool) is required for children 11 and older
• Annual screening for Substance Abuse (CRAFFT or other validated tool) is required for children 11 and older (or younger if indicated)
• Annual STI Risk Assessment is required for children 11 and older

Comprehensive Physical Examination
• Assessment of nutritional status of child includes documented assessment of “typical"diet by specifying food group or completion of nutritional questionnaire
• Objective assessments for vision and hearing at additional ages (3, 8, and 10 years)

Immunizations
• 3 doses of HPV are recommended from ages 11-12 years and older (NOTE: May be updated due to ACIP guideline changes)
Quality Improvement
Value Based Purchasing

- DHMH has chosen 13 quality indicators to monitor and impose monetary sanctions if minimum compliance rates are not met
  
  - 10 measures are from HEDIS® data
    - Well-child visit 3-6 years
    - Post-Partum Care
    - Comprehensive Diabetes Care HbA1 testing
    - Childhood Immunization Status- Combo 3
    - Adolescent Immunizations
    - Adolescent Well Care
    - Adult BMI Assessment
    - Breast Cancer Screening
    - Controlling High Blood Pressure
    - Asthma Medication Ratio
  
  - 3 measures are from Encounter data gathered through claims submission
    - Ambulatory care for disabled adults
    - Ambulatory care for disabled children
    - Lead screenings for children ages 12-23 months
Quality Improvement
CAHPS

• CAHPS- Annual Member Satisfaction Survey for all MCO members

• DHMH contracts with outside agency to perform statistically-valid survey of members from each MCO
Quality Improvement
Consumer Report Card

• DHMH uses different sections of each quality initiative to develop a Consumer Report Card for HealthChoice recipients.

• Report Cards are placed in enrollment packages.

• Similar to a Consumer Reports methodology
Quality Improvement

• All of these quality initiatives help to ensure that HealthChoice recipients are receiving the highest quality of care possible.

• MedStar Family Choice appreciates any and all assistance your staff can provide when we request copies of medical records or visit your office to perform audits.
Quality Improvement

• **Areas of Focus for 2017**
  - Overall diabetic care
    - Hemoglobin A1c Testing
    - Retinal Exam or Dilated eye exams
  - Pap Smears
  - Mammograms
  - Prenatal & Post Partum Exams
  - Childhood Immunizations
  - Adolescent Immunizations, including HPV
  - Well Child visits for all ages, in particular through 15 months, 3-6 years, and 12-21 years
  - Controller medication coverage for people with asthma
  - Documentation of BMI Percentile, nutrition counseling, and physical activity counseling