

Medicaid Quality Forum MCO Roundtable

April 6, 2017



Advancing Healthcare
Improving Health

EQRO Update



2017 CAHPS: Child + CCC

- DataStat to analyze data and produce the 2017 CAHPS reports (individual and overall Apple Health)
- May: EQRO to send MCOs data transfer approval forms (permitting transfer of CAHPS data from vendor to DataStat)
- Early June: DataStat will work with MCO vendors to ensure data is received
- MCOs: Ensure vendors submit your data to NCBD no later than the week before NCBD closes (last year was week of 6/19 – date not yet released)
- MCOs: Provide Qualis Health with confirmation of NCBD submission via email by June 30
- Final reports distributed end of August/early Sept.



2017 CAHPS (continued)

Foster Care (Child Survey)

FIMC (Child Survey and Adult Survey)

- Process/timeframe to mirror overall Child + CCC Survey
- QH and DataStat will provide layout information in Data Transfer Request form so vendors have clear direction
- No submission of AHFC of FIMC survey data to NCBD
- Final reports distributed end of August/early Sept.
 - One overall report for Apple Health Foster Care
 - FIMC: one aggregate (all plan) report each for Child, Adult
 - FIMC: individual plan reports for both Child and Adult surveys



HEDIS Submissions

REMINDER:

7.3 Performance Measures

7.3.2 In addition to reporting all required HEDIS data to NCQA, **the Contractor will publically report performance measure data including MCO name through the Quality Compass reporting mechanism** whether public reporting is required or not by NCQA.

Reporting by plan name requires selecting “yes” to the Public Report/plan name question when submitting IDSS.



Member Level Data

- Slightly modified version of the Patient-Level Detail File submitted as part of the HEDIS audit (same process as in 2016)
- Instructions forthcoming from HCA/Managed Care Mailbox
- **Due June 30** via HCA SFTP site



Future Forums/Training

What would be helpful to you, your team?

- Complete today's survey, adding ideas for training or informational trainings
- Send thoughts/ideas to EQRO/Qualis Health
- Participate in electronic surveys



HCA Updates



Apple Health Managed Care

- Qualis Health recommendations
- 2015 and 2016 reports sent to plans
- 2017 PIPs due July 15, 2017
- HCA recently re-convened Quality Council



MCO Performance Improvement Projects

- MCO feedback on contractual PIP requirements
- HCA created *PIP Tips* – in draft
- CMS' Scoring Elements - Crosswalk for scoring
 - 12 elements required for a Met score
 - 8 elements required for a Partially Met score
 - If any of those 8 elements are not addressed, a Not Met score is required



Overall PIP Feedback

- Incomplete answers, not enough specificity
- Not following prior year's TEAMonitor Recommendations
- Not following feedback on how to improve documentation in each step (HCA comments)
- Answer the question and explain how/why
- Documentation should show the flow and progression of the PIP



Overall PIP Feedback

- Quality of interventions
 - Robust interventions
 - CMS requires new activities each year of PIP
 - Interventions should be chosen to address a barrier identified. Show a clear link between barriers and interventions.



PIP Steps to Improve

- Demographics & Epidemiology – Step 1.2
 - PIP relevance to MCO enrollees
- Input from enrollees – Step 1.3
 - Methods for enrollees to give input on topic selection
- Study Question – Step 2.1
 - Succinct description of interventions
- Indicators – Step 3
 - Periodic monitoring of PIP performance



PIP Steps to Improve

- Data Analysis Plan – Step 6.5
 - Step 8.1 reflects on whether this plan was followed
- Qualifications of staff – Step 6.6
- Barriers & Interventions – Step 7.1
 - Link barriers identified to interventions
 - Best Practice: Table of specific interventions, dates, and barriers addressed by intervention



PIP Steps to Improve

- Display of data – Step 8.2
- Factors to influence PIP – Step 8.3
- Follow Up Activities – Step 8.4
 - Evaluate success of PIP overall and interventions
 - Discuss follow-up plans



Q & A



Additional Questions?

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