



Advanced Medical Home (AMH) Technical Advisory Group (TAG)

Meeting #28:

2021 Health Plan Report Card (Pilot Year)

May 9, 2023

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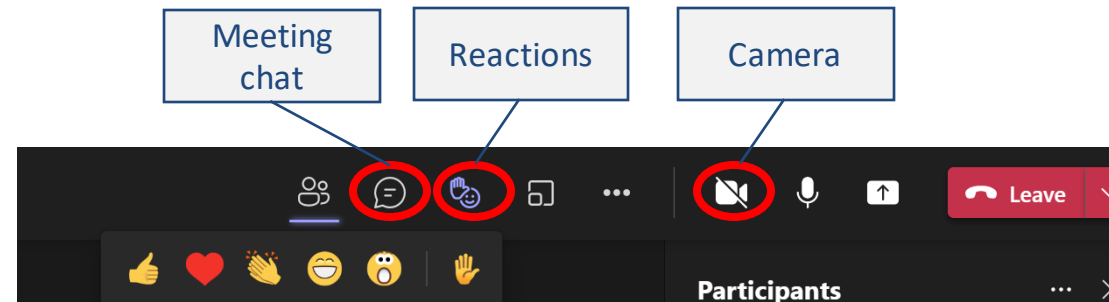
- **Welcome and Roll Call**
- **2021 Health Plan Report Card Discussion**
- **Wrap Up and Future Meeting Topics**

AMH TAG Member Welcome and Roll Call

Name	Organization	Stakeholder
C. Marston Crawford, MD, MBA	Pediatrician Coastal Children's Clinic – New Bern, Coastal Children's	Provider (Independent)
David Rinehart, MD	President-Elect of NC Family Physicians North Carolina Academy of Family Physicians	Provider (Independent)
Rick Bunio, MD	Executive Clinical Director, Cherokee Indian Hospital	Provider
Gregory Adams, MD	Member of CCPN Board of Managers Community Care Physician Network (CCPN)	Provider (CIN)
Jennifer Houlihan, MSP, MA	Vice President Value-Based Care & Population Health Atrium Health Wake Forest Baptist	Provider (CIN)
Amy Russell, MD	Medical Director Mission Health Partners	Provider (CIN)
Lauren Lowry, MPH	CMHN Director of Operations Carolina Medical Home Network	Provider (CIN)
Joy Key, MBA	Director of Provider Services Emtiro Health	Provider (CIN)
Tara Kinard, RN, MSN, MBA, CCM, CENP	Associate Chief Nursing Officer Duke Population Health Management Office	Provider (CIN)
George Cheely, MD, MBA	Chief Medical Officer AmeriHealth Caritas North Carolina, Inc.	Health Plan
Michael Ogden, MD	Chief Medical Officer Blue Cross and BlueShield of North Carolina	Health Plan
Carol Stanley, MS, CPHQ	Director, Center for Quality Improvement and Practice Support	AHEC
Eugenie Komives, MD, Keith Caldwell, and Zach Mathew	WellCare of North Carolina, Inc.	Health Plan
William Lawrence, MD	Chief Medical Officer Carolina Complete Health, Inc.	Health Plan
Robert Rich, MD, and Atha Gurganus	United	Health Plan
Jason Foltz, DO	Medical Director, ECU Physicians MCAC Quality Committee Member	MCAC Quality Committee Member
Keith McCoy, MD	Deputy CMO for Behavioral Health and I/DD Community Systems, Chief Medical Office for Behavioral Health and I/DD	DHHS

Meeting Engagement

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



Agenda: 2021 Health Plan Report Card Discussion

DHHS is seeking stakeholder feedback on the redacted version of the 2021 Health Plan Report Card.

Agenda

1. Background & Important Notes (*5 min*)
2. Methodology (*10 min*)
3. View Redacted Version of the Report Card (*15 min*)
4. Stakeholder Engagement Plan (*5 min*)
5. Questions/Comments (*15 min*)

Background

- The goal of the health plan report card is to evaluate performance of the five Standard Plans (SPs) and present the results in a consumer-friendly way
 - It serves as a tool to assist members in choosing a health plan that meets their needs based on specific assessment criteria
- The 2021 report card was developed by our external quality review organization (EQRO), the Health Services Advisory Group, Inc. (HSAG) based on guidance from the National Committee for Quality Assurance (NCQA)

Important Notes

- 2021 performance is **NOT** an accurate representation of health plan performance
 - The measurement year was interrupted by the COVID-19 pandemic and managed care launch
 - SPs were only involved for the second-half of the measurement year
- Therefore, the 2021 health plan report card has been redacted and will remain private
- Future health plan report cards will be published for public consumption to align with DHB's commitment to transparency and public-reporting of health plan performance

Methodology Overview

Health plan performance was evaluated across six categories, comprised of 26 Healthcare Effectiveness Data and Information Set (HEDIS®) and 15 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures

Reporting Category	Description	HEDIS®	CAHPS®
Overall Rating	Composite of all measures included in the report card plus member's rating of their health plan, all health care, and customer service	✓	✓
Doctors' Communication	Consumer perceptions on how well their doctors communicate and the overall rating of personal doctors and specialists seen most often		✓
Getting Care	Consumer perceptions on the ease of obtaining needed care and how quickly they received that care plus measures of access to care and follow-up care	✓	✓
Keeping Kids Healthy	Measures of how often preventive services and appropriate treatment are provided for children (e.g., child immunizations, well-child/well-care visits, etc.)	✓	
Living with Illness	Measures that assess chronic condition and medication management for people living with chronic conditions (e.g., diabetes, hypertension, depression, asthma, etc.)	✓	
Women's Health	Measures that assess how often women-specific services are provided (e.g., screenings for breast cancer and cervical cancer, and prenatal and postpartum care)	✓	

Sample of CAHPS Measures

Reporting Category	CAHPS® Measures Included	Measure Type
Overall Rating	Adult and Child Rating of Health Plan <i>"[...] what number would you use to rate your/your child's health plan?"</i>	Global Rating
	Adult and Child Rating of All Health Care <i>"[...] what number would you use to rate all your/your child's health care in the last 6 months?"</i>	Global Rating
	Adult Customer Service <i>"[...] how often did your health plan's customer service give you the information or help you needed?"</i> and <i>"[...] how often did your health plan's customer service staff treat you with courtesy and respect?"</i>	Composite Score
	Adult Flu Vaccination <i>"Have you had either a flu shot or flu spray in the nose since July 1, 2021?"</i>	Individual Item
Doctor's Communication	Adult and Child How Well Doctors Communicate <i>"[...] how often did your/your child's personal doctor explain things in a way that was easy to understand?", "[...] listen carefully to you?", "[...] show respect for what you had to say", "[...] spend enough time with you"</i>	Composite Score
	Adult and Child Rating of Personal Doctor <i>"[...] what number would you use to rate your/your child's personal doctor?"</i>	Global Rating
	Adult Rating of Specialist Most Seen <i>"We want to know your rating of the specialist you talked to most often in the last 6 months. [...] what number would you use to rate that specialist?"</i>	Global Rating
Getting Care	Adult and Child Getting Needed Care <i>"[...] how often was it easy to get the care, tests, or treatment you/your child needed?"</i> and <i>"[...] how often did you/your child get an appointment with a specialist as soon as you/he or she needed?"</i>	Composite Score
	Adult and Child Getting Care Quickly <i>"[...] when you/your child needed care right away, how often did you/your child get care as soon as you/he or she needed?"</i> and <i>"[...] how often did you get an appointment for a check-up or routine care as soon as you/your child needed?"</i>	Composite Score

CAHPS Measure Calculation:

Only *positive ratings* are considered for each measure. The positive ratings represent the proportion of respondents with positive survey responses (i.e., rate their experience of care higher). A positive rating is defined as follows:

- Global Rating: “8”, “9”, or “10” on a scale of 0-10
- Composite Score: “Always” or “Usually”
- Individual Item: “Yes”

Sample of HEDIS Measures

Reporting Category	HEDIS® Measures Included	
Getting Care	Adults' Access to Preventive/Ambulatory Health Services	Follow-Up After Emergency Department (ED) Visit for Substance Use
	Follow-Up After Hospitalization for Mental Illness	Follow-Up After ED Visit for Mental Illness
Keeping Kids Healthy	Childhood Immunization Status (Combination 10)	Well-Child Visits in the First 30 Months of Life
	Immunizations for Adolescents (Combination 2)	Follow-Up Care for Children Prescribed ADHD Medication
	Child and Adolescent Well-Care Visits	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
Living With Illness	Asthma Medication Ratio	Controlling High Blood Pressure
	Antidepressant Medication Management	Comprehensive Diabetes Care
Women's Health ¹	Breast Cancer Screening	Chlamydia Screening
	Cervical Cancer Screening	Prenatal and Postpartum Care






HEDIS Measure Calculation:

- HSAG calculated the measure variance for each HEDIS measure via data extracted from the DHB-provided rate files
- Measures with multiple submeasures were weighted accordingly (e.g., Follow-Up After Hospitalization for Mental Illness 7-Day and 30-Day Follow-Up were each weighted ½)

¹While not included in the 2021 report card, DHB may elect to include the *Low Birth Weight* measure in future years

Methodology for Determining Health Plan Performance

- The aggregate SP average was used for comparison purposes, with a five-star rating system implemented to show meaningful differences between plans (see below)
- 95% and 68% Confidence Intervals were calculated around *difference scores* to identify plans that were significantly higher or significantly lower than the aggregate SP average
 - Difference scores were calculated with the plan category summary scores (summed total of the standardized plan means with weights applied) and the variance of those summary scores

Rating	Plan Performance Compared to Statewide Average	
	Highest Performance	The plan's performance was 1.96 standard deviations or more above the North Carolina SP average.
	High Performance	The plan's performance was between 1 and 1.96 standard deviations above the North Carolina SP average.
	Average Performance	The plan's performance was average compared to all North Carolina SP average.
	Low Performance	The plan's performance was between 1 and 1.96 standard deviations below the North Carolina SP average.
	Lowest Performance	The plan's performance was 1.96 standard deviations or more below the North Carolina Medicaid SP average.

North Carolina Calendar Year 2021 Health Plans Report Card

Comparing North Carolina Health Plans

Choosing a health plan that works best for your family is important. This tool is designed to help eligible members choose a health plan. This tool shows how well the different health plans provide care and services in various areas. The ratings for each area summarize how the health plan performs on a number of related standards.

2021 ratings are not a true reflection of health plan performance as members spent the first half of the measurement year in Medicaid Direct. Additionally, the measurement year was disrupted by the COVID-19 pandemic and the launch of managed care.

Key

Highest Performance



High Performance



Average Performance



Low Performance



Lowest Performance



Health Plan*	Overall Rating**	Doctors' Communication	Getting Care	Keeping Kids Healthy	Living With Illness	Women's Health
Health Plan A	★★★	★★★	★★★★	★★★★★	★★★	★★★
Health Plan B	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Health Plan C	★★★	★★	★★	★★★	★★★	★★★★★
Health Plan D	★	★★	★	★	★★★	★
Health Plan E	★★★	★★★★★	★★★	★★★	★★★	★★★

*Managed care began on July 1, 2021; thus, performance should not be attributed to the health plan.

**This rating includes all categories, as well as how child members feel about their health plan.

What is Rated in Each Performance Area?

Doctors' Communication

- Doctors explain things well to members
- Members are happy with their doctor

Getting Care

- Members get the care they need when they need it
- Members with behavioral health conditions get the follow-up care they need

Keeping Kids Healthy

- Children get regular checkups and important shots at the right age that help protect them against serious illness
- Children on antipsychotics get appropriate treatment

Living With Illness

- Members with asthma, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine

Women's Health

- Women get screenings and tests for cancers and diseases
- Members receive care before and after their babies are born

Choosing a Medicaid Health Plan

Your health care is important, and choosing the North Carolina health plan that best meets your needs is also important. Here are some questions to ask yourself before you pick a health plan:

- Does anyone in your family have special health needs?
- How well did each health plan perform in each performance area in this tool?
- Which health plan has all or most of the doctors, providers, and hospitals that you and your family visit?
- Which health plan has doctors with office hours and locations that are convenient for you and your family?
- Which health plan offers extra services that you want to use?

You may have other questions or concerns that are important to you. You can contact the health plan using the information below. They can tell you which doctors are available to you and what extra services they offer. You can also call the **NC Medicaid Enrollment Broker at 1-833-870-5500**. Staff can answer your questions and help you decide which health plan is best for you and your family.

Health Plan	Contact Information
Health Plan A	Phone # Website
Health Plan B	Phone # Website
Health Plan C	Phone # Website
Health Plan D	Phone # Website
Health Plan E	Phone # Website

Information as of February 2023



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

For More Information

Visit the North Carolina Medicaid Division of Health Benefits (DHB) online at: ncmedicaidplans.gov.

About This Tool

The 2022 (Calendar Year [CY] 2021) Health Plan Report Card utilizes results from Healthcare Effectiveness Data and Information Set (HEDIS®), Consumer Assessment of Healthcare Providers and Systems (CAHPS®), and DHB-calculated measure data. CY 2021 data were used to derive 2022 reporting year rates. This report was compiled by Health Services Advisory Group, Inc. (HSAG) in collaboration with the North Carolina Department of Health and Human Services (DHHS) DHB.

Stakeholder Engagement Plan & Next Steps

- SPs have been provided the redacted version of the report card and the detailed methodology with a note they can request their plan's letter if desired
 - DHB received feedback from each of the SPs and is working on an FAQ document
- DHB is also in the process of engaging a diverse set of providers and beneficiaries
- Stakeholder feedback will be used to inform the next iteration of the report card
- Goal is to go-live officially with a public 2022 report card
 - This version will be brought through NC Medicaid's governance process (via the Quality and Health Outcomes Committee) in the Fall of 2023 for an official vote/approval prior to being published

Questions?

Please contact Jess Kuhn (jessica.a.kuhn@dhhs.nc.gov) and Hannah Fletcher (hannah.fletcher@dhhs.nc.gov) with any follow-up comments/questions about the health plan report card.

AMH TAG Wrap Up and Future Topics

AMH TAG meetings will generally take place the second Tuesday of each month from 4-5 PM.

Upcoming 2023 Meetings

Tuesday, June 13, 2023
4:00-5:00 PM

Tuesday, July 11, 2023
4:00-5:00 PM

Tuesday, August 8, 2023
4:00-5:00 PM

Potential Upcoming AMH TAG Topics

- Strategies to advance health equity
- Strategies to address SDOH
- Standardization of monitoring protocols/delegation protocols
- PHP accreditation timeline and timing of AMH delegation audits