

Healthcare Effectiveness Data and Information Set (HEDIS®)

MY2023 / RY2024
Summary of Performance

*Measuring quality of care and services
provided to our members!*



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Partnership Healthplan HEDIS Team
October 30th, 2024



Welcome

Thank you all for joining our HEDIS Office Hours!

You have been muted upon entry. If you have questions, please utilize the chat box within your Webex screen.

We will be recording today's HEDIS Office Hours session.

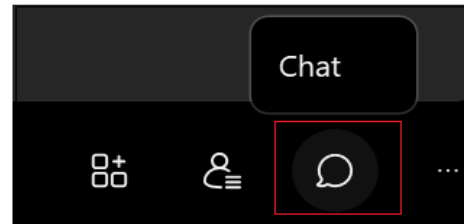


Welcome

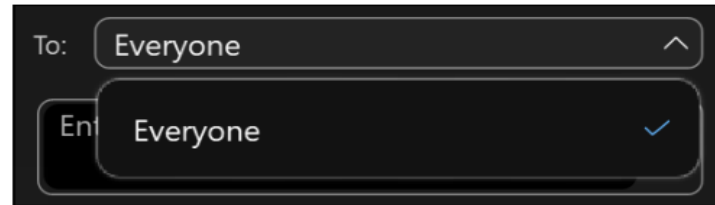
- How to utilize the chat feature

To send a chat message:

- 1 Open the Chat panel from the link in the lower right of the meeting window.



- 2 In the To drop-down list, select the recipient of the message.



- 3 Enter your message in the chat text box, then press **Enter** on your keyboard.

Agenda

- Annual HEDIS Projects – Overview of MY2023
- The National Committee for Quality Assurance (NCQA) Health Plan Accreditation (HPA) Star Rating Results
- Department Of Health Care Service (DHCS) Managed Care Accountability Set (MCAS) Results



HEDIS Office Hours Schedule

Title	Date	Topics	
<u>Introduction to HEDIS</u>	07/17/2024	<ul style="list-style-type: none"> • HEDIS Overview • Reporting Populations • County Level Oversample • Administrative, Hybrid and ECDS Measures 	<ul style="list-style-type: none"> • Data Collection vs Medical Record Collection • HEDIS Timeline
<u>HEDIS Office Hours</u>	07/31/2024	Have a HEDIS question? Join us for an open forum Q&A.	
<u>Provider Medical Record Collection Overview</u>	08/14/2024	<ul style="list-style-type: none"> • Why do we collect records? • How do we access and collect records? • Who collects the records? 	
<u>HEDIS Office Hours</u>	08/28/2024	Have a HEDIS question? Join us for an open forum Q&A.	
<u>MY2023 Annual Summary of Performance</u>	10/30/2024	<ul style="list-style-type: none"> • HPA (Health Plan Accreditation) 	<ul style="list-style-type: none"> • Managed Care Accountability Set (MCAS)
<u>Hybrid Measure Overview</u>	11/13/2024	<ul style="list-style-type: none"> • Overview of Hybrid measures • HPA (Advent Advisory) vs MCAS (HSAG) 	<ul style="list-style-type: none"> • BPD**, CBP, CCS, CIS, EED**, HBD, IMA, LSC+, PPC, WCC-BMI**

** HPA Only





Annual HEDIS Project



Why is HEDIS Important?

- People: Real people behind the data, which reflects their personal healthcare outcomes.
- Finances: Starting in MY2024, approximately \$17M will be at risk based on HEDIS/CAHPS Performance
 - DHCS will increase significantly in subsequent years.
- Reputation: A key factor in our publicly reported NCQA Health Plan Rating. Measure performance assessed by DHCS as below average results in publicly disclosed sanctions.

MY2023 vs. MY2024 Reporting Populations

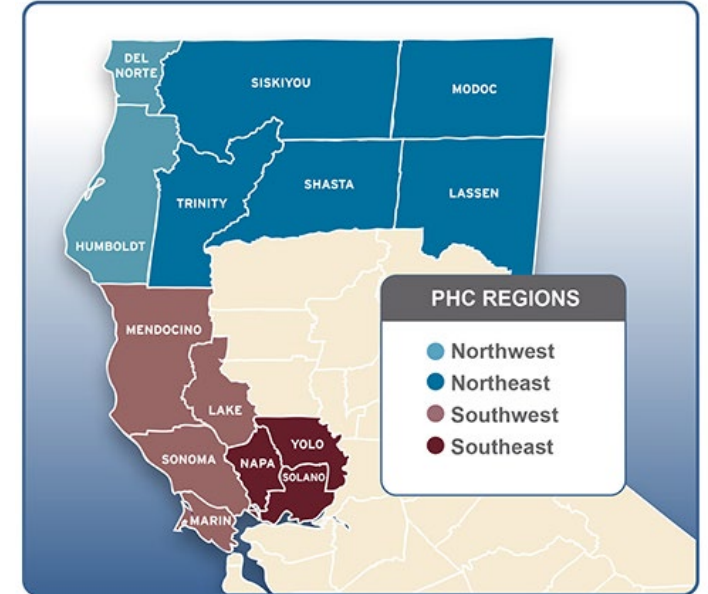
MY2023

Managed Care Accountability Set (MCAS) Reporting

Northwest	Humboldt, Del Norte
Northeast	Lassen, Modoc, Siskiyou, Trinity, Shasta
Southwest	Sonoma, Marin, Mendocino, Lake
Southeast	Solano, Yolo, Napa

NCQA Health Plan Accreditation (HPA) Reporting

Plan-Wide	All 14 Legacy Partnership Counties
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MY2024

Managed Care Accountability Set (MCAS) Reporting

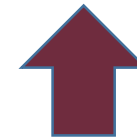
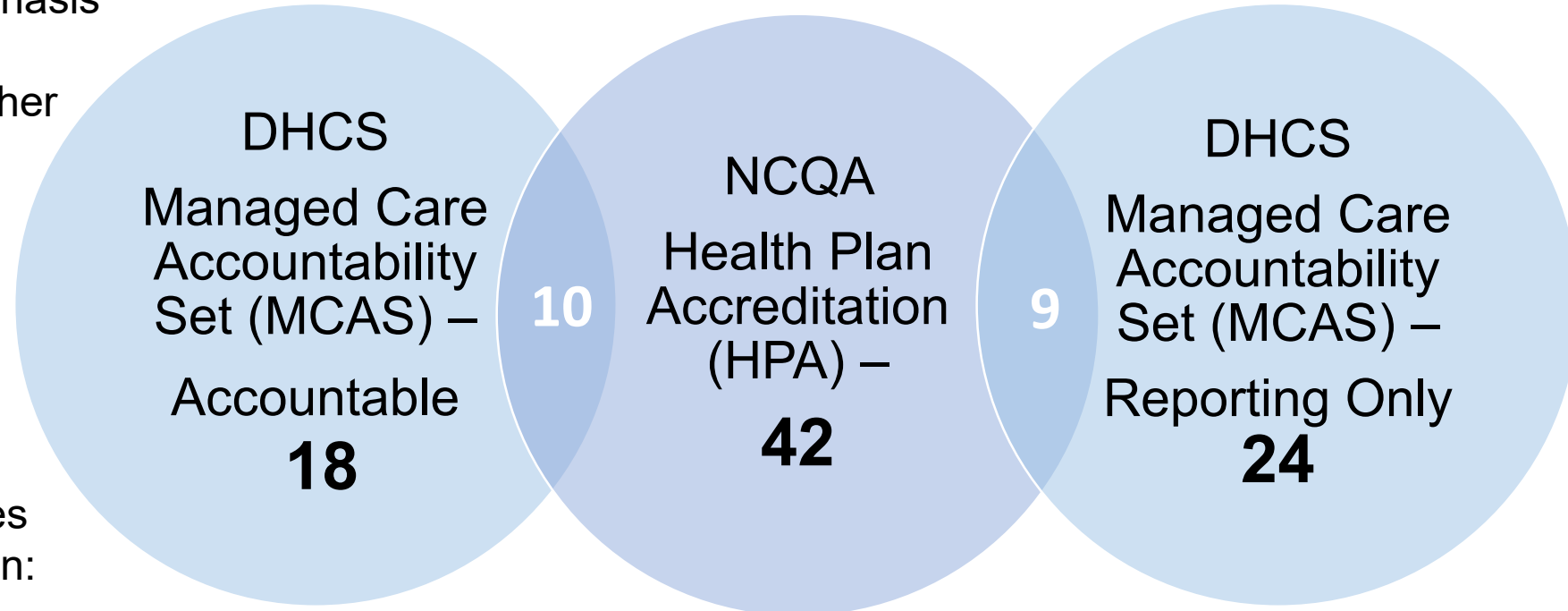
Plan-Wide	All 24 Counties – Legacy + Expansion Counties
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NCQA Health Plan Accreditation (HPA) Reporting

Plan-Wide	All 24 counties – Legacy + Expansion Counties
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Measure Sets: NCQA HPA vs DHCS MCAS

- DHCS MCAS has greater emphasis on Childhood and Adolescent Preventive Care measures. Other (smaller) domains include:
 - Cancer Prevention
 - Reproductive Health
 - Chronic Disease
 - Behavioral Health
- In contrast, NCQA HPA includes additional measures focused on:
 - Adult Immunizations
 - Respiratory Treatment
 - Diabetes
 - Heart Disease
 - Behavioral Health





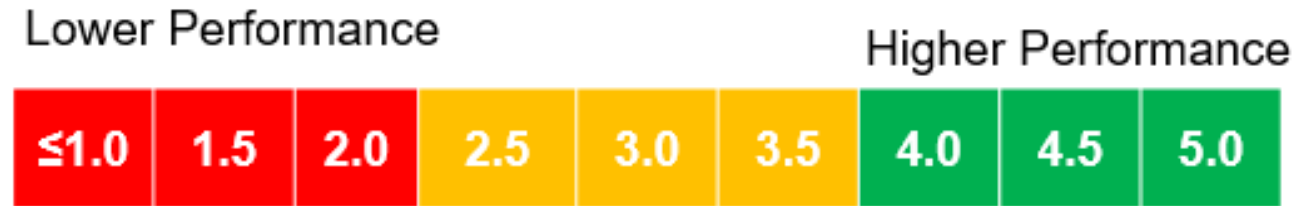
NCQA HPA MY2023 Performance





NCQA Health Plan Accreditation (HPA) – Health Plan Rating Methodology

The overall Health Plan Rating (HPR) is assessed on a 0-5 point scale in half points.



The HPR is the weighted average of a plan's HEDIS and CAHPS measure ratings plus bonus points for plans with current Accreditation status.

- 1. Patient Experience:** CAHPS measure performance in the selected survey
- 2. Rates for Clinical Measures:** HEDIS measures, grouped in sub-categories
1) Prevention and Equity and 2) Treatment
- 3. NCQA Health Plan Accreditation:** 0.5 bonus points are added to the calculated overall score before rounding to the nearest half point





Final HPR for MY2023

- The final HPR rating for MY2023 is **3.5 Stars**.
- This final HPR reflects our decision to submit Adult CAHPS vs. Child CAHPS.

HPR Section	MY2022 – Final, Used Child CAHPS	MY2023 – Used Adult CAHPS
Patient Experience (CAHPS)	2.0	1.5
Prevention and Equity (HEDIS domain)	3.5	3.5
Treatment (HEDIS domain)	3.5	3.5
Bonus for Accreditation	0.5	0.5
Overall HPR	3.5	3.5





DHCS MCAS





DHCS MCAS: Accountable Measures MY2023

Domain	Measure	Domain	Measure
Pediatric	Well Child Visits: 0-15 Months	Cancer Prevention	Breast Cancer Screening
	Well Child Visits: 15-30 Months		Cervical Cancer Screening
	Child & Adolescent Well Care Visits	Reproductive Health	Chlamydia Screening
	Childhood Immunizations		Timeliness of Prenatal Care
	Immunizations for Adolescents		Postpartum Care
	Lead Screening in Children	Chronic Disease	Hemoglobin A1c Poor Control (>9%)
	Topical Fluoride for Children (New)		Controlling High BP
	Developmental Screening in 0-3yrs (New)		Asthma Med Ratio (Re-instated)
		Behavioral Health	F-Up after ED Visit for Substance Use
			F-Up after ED Visit for Mental Illness

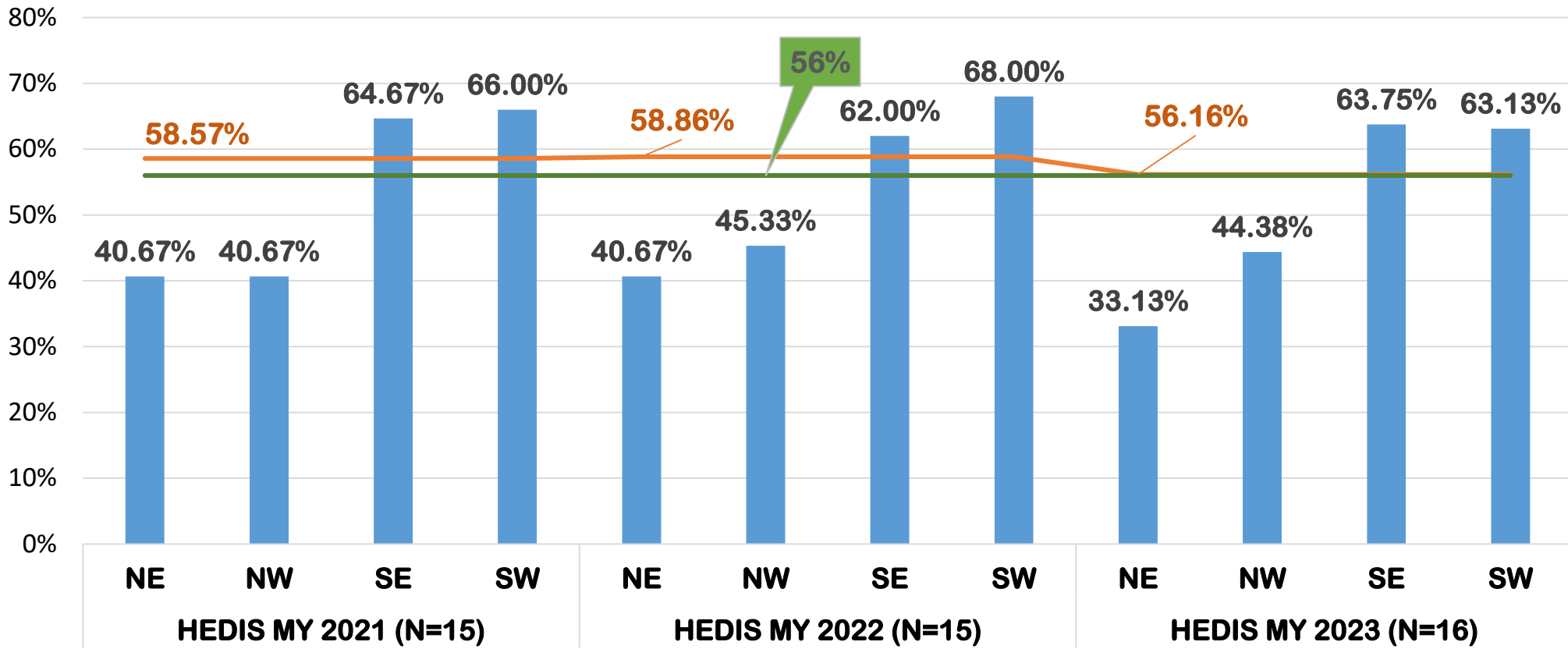
- 18 measures in MY2023 vs 15 measures in MY2022
 - All 15 measures from MY2022 continue in MY2023
 - 1 measure re-instated
 - 2 new measures are CMS Core Measures, with no national benchmarks available for scoring





DHCS MCAS Composite Scoring & Year-over-Year Trends

Partnership calculates its plan-wide aggregate score across all four DHCS MCAS reporting regions by factoring in eligible populations by region, given membership is significantly greater in the Southern region reporting populations than Northern.



Change vs Prior Year	
NE	-7.54%
NW	-0.95%
SE	+1.75%
SW	-4.87%
Plan-Wide	-2.70%

■ Composite Score — (Weighted Average) Planwide Aggregate Performance — 50th Percentile





DHCS MCAS Trend Analysis: By Measure Domain

Quality Compass Benchmarks	Reproductive Health (12 measures scored)	Chronic Disease (12 measures scored)	Cancer Prevention (8 measures scored)
Met 75th or greater	42%	25%	13%
Met 50th (MPL) to 75th	33%	50%	50%
Met 25th to 50th (MPL)	17%	8%	13%
Met less than 25th	8%	17%	25%

- **Reproductive Health:** Prenatal and Postpartum Care measures are strong plan-wide performers
 - **Opportunities:** Addressing low Chlamydia Screening rates in more rural regions
- **Chronic Disease:** Controlling High Blood Pressure and Diabetes Hemoglobin A1c Control measures represent strong plan-wide performance since 2018
 - **Opportunities:**
 - Protecting Diabetes Care given recent declines in NE and SW regions
 - Partnering with providers to re-invest in Asthma Care focused improvement activities in rural regions
- **Cancer Prevention:** Breast Cancer and Cervical Cancer Screening measures significantly stronger in southern vs northern regions, largely reflecting provider access and member engagement constraints





DHCS MCAS Trend Analysis: By Measure Domain (continued)

Quality Compass Benchmarks	Pediatric (24 measures scored)	Behavioral Health (8 measures scored)
Met 75th or greater	13%	0%
Met 50th (MPL) to 75th	17%	13%
Met 25th to 50th (MPL)	33%	38%
Met less than 25th	38%	50%

- Pediatric:** Performance driven by:
 - High rates of missing immunization doses & parental refusals in rural regions
 - Access constraints limit Well Child/Care Visits
 - Data Incompleteness in Well Child Visits due to gaps in newborn data
 - Data Incompleteness and Measure Limitations → *new* measures in oral health and developmental screening
 - Lead Screening in Children rates are *significantly improved* over prior year

Opportunities: Continuing portfolio of improvement activities plus new solutions to expedite newborn enrollment and qualify supplemental data sources

- Behavioral Health:** Low performance due to Incomplete Data and Measure Limitations.

Opportunities:

- Pursuing new data agreements with counties given drops in DHCS supplied data
- Interventions with large PCPs underway, focused on timely referrals and follow-ups post ED visits





MY2023 and Next Steps



Eureka | Fairfield | Redding | Santa Rosa



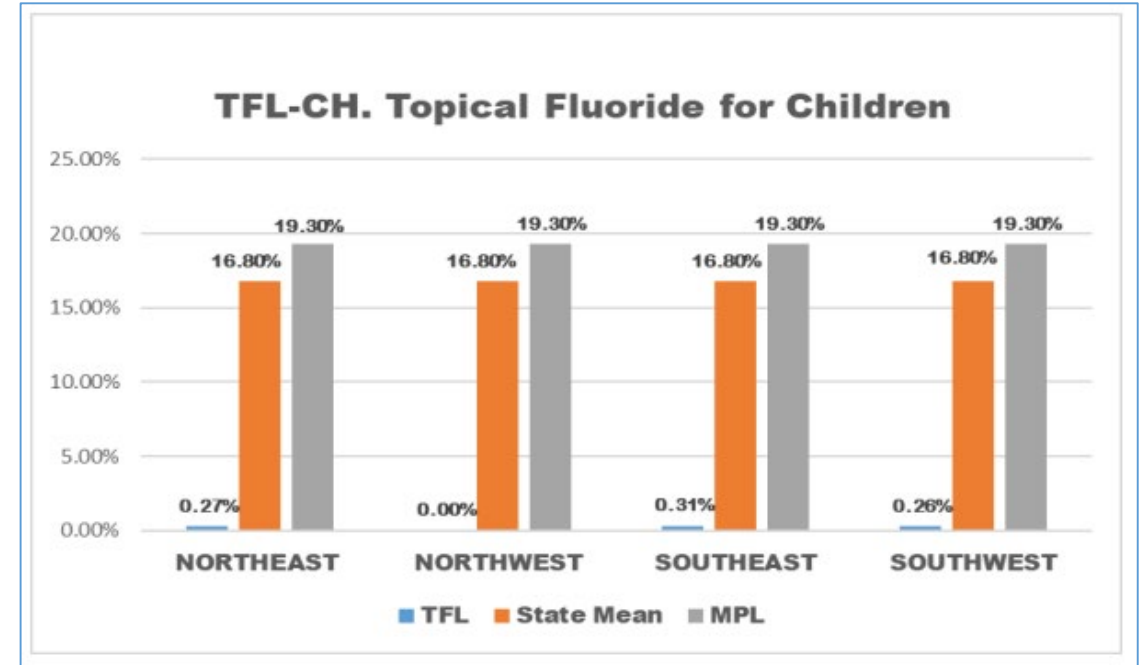
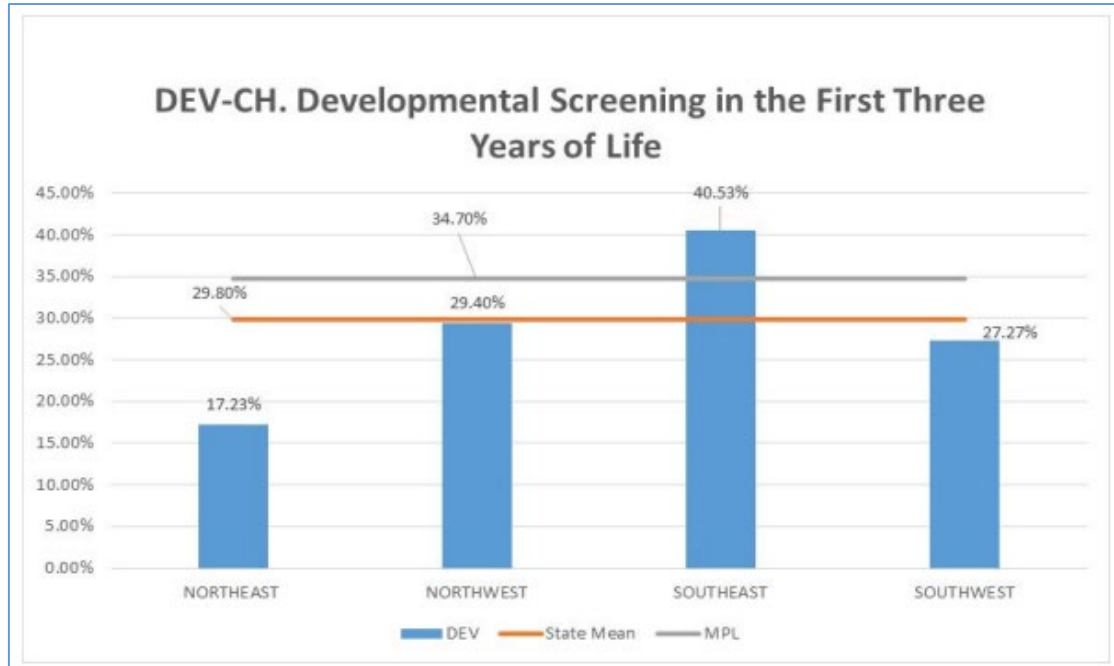
MY2023 Results

Measure	Regional Performance				National Medicaid Benchmarks			
	Northeast	Northwest	Southeast	Southwest	25 th	50 th	75 th	90 th
CIS	8.03	18.98	44.53	37.47	24.57	30.90	37.64	45.26
CBP	61.34	63.14	64.29	64.75	55.47	61.31	67.27	72.22
IMA	20.19	31.87	51.82	47.93	29.44	34.31	40.88	48.80
PPC – Postpartum Care	81.36	82.19	87.50	93.71	73.97	78.10	82.00	84.59
PPC – Timeliness of Prenatal Care	85.30	79.00	88.75	93.71	79.63	84.23	88.33	91.07
WCV	41.64	48.03	47.79	49.45	42.99	48.07	55.08	61.15
W30 – 15-30 Months	56.09	65.44	65.20	67.47	62.07	66.76	71.35	77.78
W30 – First 15 Months	39.25	45.26	36.83	46.28	52.84	58.38	63.34	68.09

- Above HPL (high performance level – 90th percentile)
- Below MPL (minimum performance level – 50th percentile)

MY 2024 Focus Area

- MY2023 Final Rates



Next Steps

- DHCS will release the Quality Factor Score results later this year. This will result in mandated performance improvement activities.
- Partnership will adapt Quality Measure Score Improvement strategies and tactics in 2024-2025, as noted in the solutions outlined throughout this presentation.
- Partnership will strengthen supplemental data sources to improve data completeness.
- Where a delegated arrangement once existed between Kaiser and Partnership in our Southern Region, the impact on DHCS accountable measure performance is being analyzed.



HEDIS MY2023 Annual Summary Reports

Refer to the more detailed DHCS MCAS and NCQA Health Plan Accreditation (HPA) MY2023 Annual Summary of Performance Reports as posted on Partnership's website under Providers → Quality Improvement → HEDIS

- [Medi-Cal HEDIS MY2023 Performance \(MCAS\)](#)
- [Medi-Cal HEDIS MY2023 Performance \(HPA\)](#)



<https://www.partnershiphp.org/Providers/Quality/Pages/HEDISLandingPage.aspx>

Questions

For additional questions:
HEDISteam@partnershiphp.org

