



MMIS Conference
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Using Information to Improve Health of Vulnerable Populations

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TennCare Overview

- Medicaid managed care program
- Serves 1.2 million enrollees
- State contracts with MCOs
- In process of integrating physical and behavioral health and returning MCOs to full risk
- Pharmacy remains “carved out”



NCQA Accreditation

- First state in country to mandate accreditation
- NCQA assesses and scores MCO performance in 4 areas
 - Quality improvement
 - Utilization management
 - Provider credentialing
 - Member rights and responsibilities
- P4P arrangement permits high scoring MCOs to recoup accreditation costs







HEDIS Reporting

- Part of NCQA accreditation process
- Nationally recognized set of standardized MCO performance measures
- Independent compliance auditors ensure data integrity
- Allows for:
 - MCO to MCO comparison
 - Comparison to national norms
 - Tracking performance over time
- Full set of data reported beginning in 2006



MCO Performance - HEDIS

Color Designation	Percentile MCO Achieved	Additional Comments
	Greater than 75 th	No additional comments
	25 th to 75 th	No additional comments
	Less than 25 th	No additional comments
NA	Not Applicable	The measure was not applicable (NA) because there were fewer than 30 people in the denominator.
	No Rating Available	Benchmarking data were not available.



2007 MCO Performance – Child Health

Measure	AmeriChoice	BlueCare	PHP	TCS	TLC	UAHC	Unison	HEDIS 2006 National Medicaid 50 th Percentile
Childhood Immunization Status – Combination 3	71.23%	69.83%	68.37%	73.24%	56.69%	45.26%	59.12%	42.3%
Adolescent Immunization Status – Combination 2	28.54%	36.74%	46.47%	32.12%	30.66%	17.27%	22.63%	44.3%
Appropriate Treatment of Children with Upper Respiratory Infection	73.47%	70.61%	70.41%	72.21%	63.76%	98.41%	67.70%	82.7%
Appropriate Testing for Children with Pharyngitis	70.78%	69.12%	70.57%	68.01%	59.60%	67.51%	62.28%	56.2%
Use of Appropriate Asthma Meds – 5-9 year olds	98.05%	96.80%	97.27%	92.69%	89.07%	89.65%	94.78%	90.2%
Use of Appropriate Asthma Meds – 10-17 year olds	96.84%	93.48%	92.66%	89.83%	89.68%	88.61%	92.21%	87.4%



2007 MCO Performance – Child Health

Measure	AmeriChoice	BlueCare	PHP	TCS	TLC	UAHC	Unison	HEDIS 2006 National Medicaid 50 th Percentile
Children and Adolescents' Access to Primary Care Practitioners								
12-24 months	89.67%	95.50%	95.57%	94.19%	94.97%	90.16%	93.91%	94.8%
25 months-6 years	77.89%	86.98%	86.14%	85.20%	84.25%	78.96%	82.37%	85.4%
7-11 years	83.83%	90.91%	89.91%	87.27%	87.22%	80.48%	85.00%	84.9%
12-19 years	80.80%	88.30%	87.51%	81.98%	80.09%	70.01%	82.09%	83.4%
Well Child Visits in the First 15 Months of Life: 6 Visits	48.61%	38.01%	56.20%	32.64%	32.60%	23.36%	40.98%	50.0%
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	49.19%	57.39%	61.32%	54.29%	65.88%	64.23%	62.69%	64.8%
Adolescent Well-Care Visits	25.75%	37.37%	33.88%	32.63%	38.66%	40.15%	34.72%	39.4%



2007 MCO Performance – Women’s Health

Measure	AmeriChoice	BlueCare	PHP	TCS	TLC	UAHC	Unison	HEDIS 2006 National Medicaid 50 th Percentile
Breast Cancer Screening	37.65%	50.35%	47.26%	45.01%	42.39%	31.85%	39.92%	53.9%
Cervical Cancer Screening	57.56%	69.10%	57.51%	70.32%	61.81%	48.66%	56.20%	66.1%
Chlamydia Screening in Women Total Rate	46.57%	45.93%	47.22%	49.73%	61.77%	60.94%	51.03%	51.2%
Timeliness of Prenatal Care	86.98%	85.44%	84.43%	79.56%	70.07%	58.64%	74.70%	83.3%
Frequency of Ongoing Prenatal Care: ≥ 81 percent	0.52%	52.02%	76.89%	37.23%	30.17%	27.74%	45.01%	59.9%
Postpartum Care	63.95%	64.69%	63.02%	55.47%	53.53%	53.53%	41.61%	58.8%



2007 MCO Performance – Cardiovascular Disease

Measure	AmeriChoice	BlueCare	PHP	TCS	TLC	UAHC	Unison	HEDIS 2006 National Medicaid 50 th Percentile
Controlling High Blood Pressure	51.88%	55.72%	53.53%	51.34%	48.91%	27.25%	43.31%	65.3%
Beta-Blocker Treatment After a Heart Attack	100.00%	90.51%	92.05%	89.66%	93.33%	68.57%	NA	90.6%
Persistence of Beta Blocker Treatment After a Heart Attack	NA	67.44%	60.29%	60.64%	55.10%	50.00%	NA	72.0%
Cholesterol Management for Patients with Cardiovascular Conditions								
LDL-C Screening	81.59%	77.62%	80.78%	80.29%	80.78%	63.26%	69.63%	*
<100 LDL-C Level	33.80%	24.33%	38.93%	25.30%	33.09%	13.38%	9.16%	*
Medical Assistance with Smoking Cessation Strategies (survey measure)								
Advising Smokers to Quit	68.94%	72.05%	66.43%	67.11%	71.35%	NA	59.04%	*
Discussing Smoking Cessation Medications	28.84%	30.95%	32.46%	30.59%	26.92%	NA	23.90%	*
Discussing Smoking Cessation Strategies	30.45%	33.51%	29.65%	31.33%	34.04%	NA	25.60%	*



2007 MCO Performance - Comprehensive Diabetes Care

Measure	AmeriChoice	BlueCare	PHP	TCS	TLC	UAHC	Unison	HEDIS 2006 National Medicaid 50 th Percentile
Comprehensive Diabetes Care								
HbA1c Testing	71.71%	76.40%	76.40%	67.40%	77.13%	40.39%	74.70%	77.4%
HbA1c Good Control (<7.0%)	36.97%	22.38%	38.93%	12.90%	33.09%	7.30%	30.17%	*
HbA1c Poorly Controlled (>9.0%)	50.56%	57.91%	43.31%	70.32%	43.80%	87.59%	51.82%	45.2%
Retinal Eye Exam Performed	27.39%	43.80%	33.09%	33.33%	36.74%	17.52%	33.58%	50.8%
LDL-C Screening Performed	67.48%	72.26%	73.48%	64.23%	69.83%	36.98%	70.07%	83.3%
LDL-C Controlled (<130 mg/dL)	28.51%	28.47%	29.93%	24.57%	26.03%	6.57%	22.87%	53.8%
LDL-C Controlled (<100 mg/dL)	25.17%	24.57%	30.17%	21.41%	27.98%	7.79%	22.38%	34.1%
Nephropathy Monitored	70.16%	72.75%	64.23%	58.39%	66.91%	60.34%	81.75%	49.3%
Blood Pressure Control (<140/90) mm Hg)	49.89%	54.99%	58.15%	45.26%	53.77%	13.63%	51.09%	*
Blood Pressure Control (<130/80) mm Hg)	28.51%	28.47%	29.93%	24.57%	26.03%	6.57%	22.87%	*



Child Health HEDIS – State Rates

Measure	Weighted State Rate		Medicaid 2006 National Avg.	Change from 2006 to 2007
	2006	2007		
Childhood Immunization Status Combination 3	44.30%	65.62%	42.50%	↑
Adolescent Immunization Status Combination 2	25.00%	31.47%	42.30%	↑
Appropriate Treatment of Children with Upper Respiratory Infection	72.40%	82.05%	82.40%	↑
Appropriate Testing for Children with Pharyngitis	64.50%	66.71%	52.00%	↑
Use of Appropriate Medications for People with Asthma				
5-9 year olds	91.20%	91.66%	88.00%	↑
10-17 year olds	89.10%	90.46%	85.60%	↑



Child Health HEDIS – State Rates

Measure	Weighted State Rate		Medicaid 2006 National Avg.	Change from 2006 to 2007
	2006	2007		
Children and Adolescents' Access to Primary Care Practitioners				
12-24 months	93.60%	93.90%	92.40%	↑
25 months-6 years	83.40%	84.19%	82.80%	↑
7-11 years	85.10%	87.06%	82.90%	↑
12-19 years	80.90%	81.77%	80.50%	↑
Well Child Visits in the First 15 Months of Life: 6 Visits	34.80%	35.76%	48.60%	↑
Well-Child Visits in the Third, Fourth, and Sixth Years of Life	57.50%	58.56%	63.30%	↑
Adolescent Well-Care Visits	33.50%	35.05%	40.60%	↑



Women's Health HEDIS – State Rates

Measure	Weighted State Rate		Medicaid 2006 National Avg.	Change from 2006 to 2007
	2006	2007		
Breast Cancer Screening	50.20%	44.12%	53.90%	↓
Cervical Cancer Screening	60.90%	63.27%	65.00%	↑
Chlamydia Screening in Women Total Rate	50.50%	52.05%	50.60%	↑
Timeliness of Prenatal Care	75.60%	77.91%	79.10%	↑
Frequency of Ongoing Prenatal Care: ≥81 percent	49.80%	40.16%	55.80%	↓
Postpartum Care	58.20%	57.28%	57.00%	↓



CVD and Diabetes HEDIS – State Rates

Measure	Weighted State Rate		Medicaid 2006 National Avg.	Change from 2006 to 2007
	2006	2007		
Controlling High Blood Pressure	56.50%	49.43%	61.40%	↓
Beta-Blocker Treatment After a Heart Attack	86.10%	90.03%	86.10%	↑
Persistence of Beta Blocker Treatment After a Heart Attack	70.50%	60.36%	69.80%	↓
Comprehensive Diabetes Care				
HbA1c Testing	70.70%	67.64%	76.20%	↓
HbA1c Poorly Controlled (>9.0%)	58.90%	62.57%	49.10%	↓
Retinal Eye Exam Performed	33.00%	33.15%	48.60%	↑
LDL-C Screening Performed	76.90%	63.61%	80.50%	↓
LDL-C Controlled (<100 mg/dL)	24.10%	21.85%	32.60%	↓
Nephropathy Monitored	32.40%	65.05%	48.80%	↑



Pay for Performance

2008 Measures:

- Timeliness of prenatal care
- Postpartum care
- Cervical cancer screening
- Childhood immunizations
- Adolescent well care visits
- HbA1c testing
- Controlling high blood pressure



NCQA Minimum Effect	
Baseline Rate	Minimum Effect Size
0 - 59	At least a 6 percentage point change
60 - 74	At least a 5 percentage point change
75 - 84	At least a 4 percentage point change
85 - 92	At least a 3 percentage point change
93 - 96	At least a 2 percentage point change
97 - 99	At least a 1 percentage point change



Disease / Condition Management

Minimum required:

- Asthma
- Diabetes
- CHF
- Maternity care

Additional requirement on middle TN:

- COPD
- CAD
- Schizophrenia
- Bipolar disorder
- Major depression



Pharmacy Quality Initiatives

- Point of sale edits – prospective DUR
 - Therapeutic duplication
 - Contraindications
 - Quantity limits
- Retrospective DUR
- Lock-in
- Top narcotic prescribers
- E-Prescribe



Addressing ED Over Utilization

- 24 hour nurse line
- Case manage frequent users
 - Educate / Address any PCP issues
 - Disease management
 - Pain management
- Feedback to PCPs
- Tools for ED
 - Shared health
 - Controlled substance database
- Right care / Right place – ED redirection initiatives



TennCare Quality Initiatives - Summary

- Data driven
- Evidence based
- Focus on:
 - Effectiveness of care
 - Access/Availability
 - Use of services
- Use of standardized, nationally recognized measures
- Financial incentives and disincentives



Questions

