

Quality Improvement program

How we measure up

At Healthy Blue, your health is important to us — and our experienced team can help you stay focused on it. To help us serve you the best we can, we closely look at the access to medical care and programs we give you each year. We measure the quality and safety of them. The results tell us what works the best and what needs to be improved. The Quality Improvement program is the process of finding how we can improve your care.



What we focus on

Chronic disease and prevention:

We look at chronic health problems like asthma, heart disease and diabetes. We try to find out how to prevent the diseases through checkups, shots and screenings.

Behavioral health:

We review behavioral and mental health problems like substance abuse and depression. We look to find how doctors and therapists can best work together so you can get the care you need.

Patient safety:

We try to find the best ways to stop and prevent medical errors.

Coordinated care:

We have programs to help you and your doctor work together to help you get and stay healthy.

Community health:

Our mission is to improve the health of South Carolinians. We've created programs in your community to help do that.

Service quality:

We put our members first. We offer you many ways to tell us if you're happy with the care you get and with our service. We also talk to your doctors to see what they think of our service to make sure we know where to improve.

Case management:

For our members with serious health problems, we help them learn how to use and follow their customized health care plans. If you have conditions like coronary heart disease (CAD) or certain mental health issues, we work with your doctor to set and meet personal goals to better your health.



How we know if we're doing a good job

We test how we're doing by using tools from outside groups of experts. The groups decide what and how to measure. One tool used is the Healthcare Effectiveness Data and Information Set (HEDIS®).¹ HEDIS measures the quality of different types of care. Almost all American health plans use HEDIS to measure their care and service. We use the tool each year to see where we can improve.

We also use a survey that asks you how happy you are with your care, plan and doctors. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² survey. CAHPS asks if you got the care you needed, how easy it was, and if you got good service.

We get data from many other tools and surveys such as care plans and health assessments. We use all the information to help us improve the next year.

The South Carolina Department of Health and Human Services (SCDHHS) uses other criteria for evaluating and ranking the performance of health plans securing Medicaid beneficiaries. To view these results, please visit www.scdhhs.gov/reports-statistics.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

What we learned

Each year, HEDIS and CAHPS report on the past year. These results tell us how we did compared to the year before. Our goal is to be at the National Committee for Quality Assurance's (NCQA) 50th percentile or above.

About our Healthy Blue members

Areas we improved:

The HEDIS charts below tell us how much our members used health plan benefits and got important screenings and tests. The CAHPS charts tell us how our members scored us on certain areas of service.

HEDIS Measure	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
Comprehensive diabetes care — retinal eye exams	30.32%	34.72%	42.82%
Cancer screening	50.12%	52.47%	58.15%
Chlamydia screening in women	47.48%	53.16%	54.72%
Well-child visits in first 15 months: 6 visits (H)	64.46%	68.29%	74.17%
Adolescent well care	36.34%	47.45%	48.66%
WCC — Body mass index (BMI) percentile	70.37%	73.38%	76.40%
Diabetic HbA1c testing	84.49%	83.10%	84.91%
Breast cancer screening	49.34%	49.19%	51.86%
Blood pressure control (140/90)	43.49%	41.82%	47.45%

CAHPS Adult Survey Question	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
Rating of specialist	73.20%	80.63%	81.54%
Doctor discussed reasons to take a medicine	96.70%	91.25%	93.71%
Doctor discussed reasons not to take a medicine	68.31%	61.25%	64.20%
Doctor asked what you thought was best	75.96%	68.35%	81.25%

CAHPS Child Survey Question	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
How often personal doctor showed respect for what you had to say	97.01%	97.32%	98.82%
Personal doctor explained things understandably to you	96.12%	97.07%	97.35%

Areas we still need to improve:

HEDIS Measure	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
Comprehensive diabetes care — medical attention for nephropathy	91.90%	92.13%	91.73%

CAHPS Adult Survey Question	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
Got appointment for urgent care as soon as needed	84.07%	82.93%	76.74%
Got appointment for nonurgent care as soon as needed	81.92%	80.31%	79.88%
How often personal doctor showed respect for what you had to say	93.54%	92.18%	90.58%
How often personal doctor explained things understandably to you	92.02%	93.86%	91.23%
How often personal doctor spent enough time with you	89.54%	90.41%	86.93%

CAHPS Child Survey Question	Measurement Year 2015	Measurement Year 2016	Measurement Year 2017
Rating of specialist	82.35%	94.33%	88.89%
Doctor asked what you thought was best	70.43%	82.40%	77.05%
Doctor discussed reasons to take a medicine	98.25%	95.24%	92.68%



How we did with our 2017 performance improvement projects (PIP)

Every year, Healthy Blue has at least two performance improvement projects (PIPs) that focus on clinical and nonclinical areas. For 2017, Healthy Blue had one nonclinical and one clinical PIP:

- Increasing childhood immunizations and lead screenings (clinical)
- Access and availability of care (nonclinical)

The results are shown below:

1. Increasing childhood immunizations and lead screenings:

Does Healthy Blue's targeted member and doctor support for 2-year-old Medicaid members improve childhood immunizations and lead screening HEDIS® rates to meet or beat the previous year's NCQA Quality Compass 50th percentile?

During 2014, Healthy Blue started a PIP focused on increasing childhood immunizations with lead screenings (CISQ). CISQ is considered a preventive care focus area. Our CISQ immunizations and lead screening 2014 HEDIS rates were below the 25th percentile and below the NCQA national average.

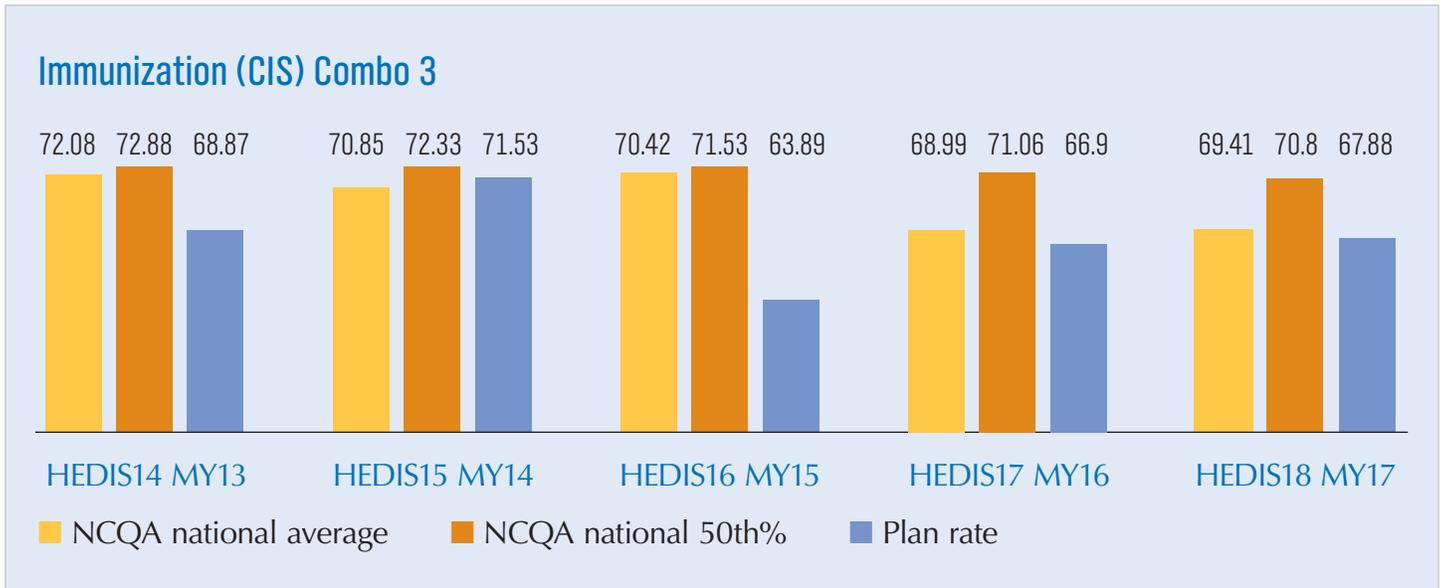
This PIP commits to the Healthy People 2020 goals to increase immunization rates and lower preventable infectious diseases by supporting recommended vaccinations.



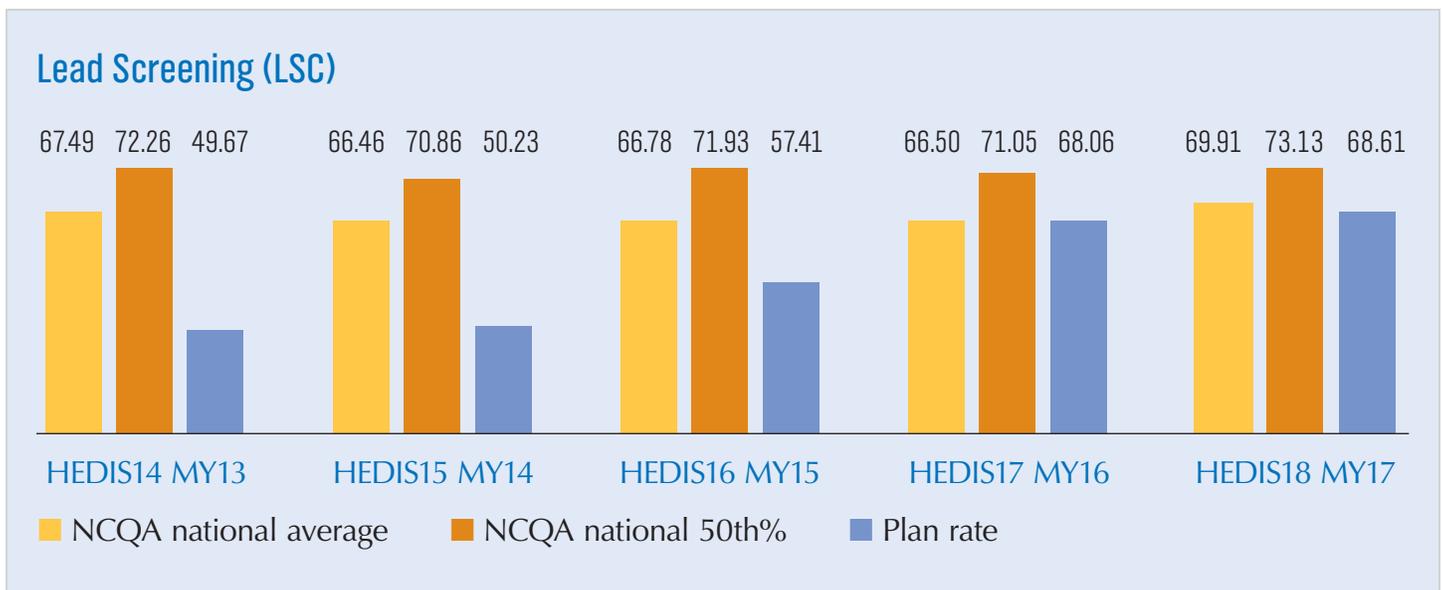
We continued projects to improve these rates in 2017, including:

- HEDIS documentation workshop for doctors.
- Free MedTox lead screening kits offered to doctors.
- Member mailings promoting immunizations.
- Monthly file feed from SCDHHS.
- In queue hold messages.

The Childhood Immunizations Combo 3 (HEDIS 2018) Plan rate of 67.88 was 0.98 higher than the HEDIS 2017 Plan rate of 66.90, and also higher than the HEDIS 2016 rate of 63.89 percent. The result is slightly below the 2017 NCQA Quality Compass 50th percentile (71.06 percent) and the 2017 National Medicaid Average of 69.41 percent. This is the third re-measurement year.



The Lead Screening (LSC) (HEDIS 2018) plan rate of 68.61 was 0.55 points higher than the HEDIS 2017 plan rate of 68.06. The results show a slight performance improvement. The HEDIS 2018 plan rate was 0.06 points lower than the NCQA National Average of 68.91, and also below the NCQA 50th percentile of 73.13. This is the third re-measurement year for this PIP.

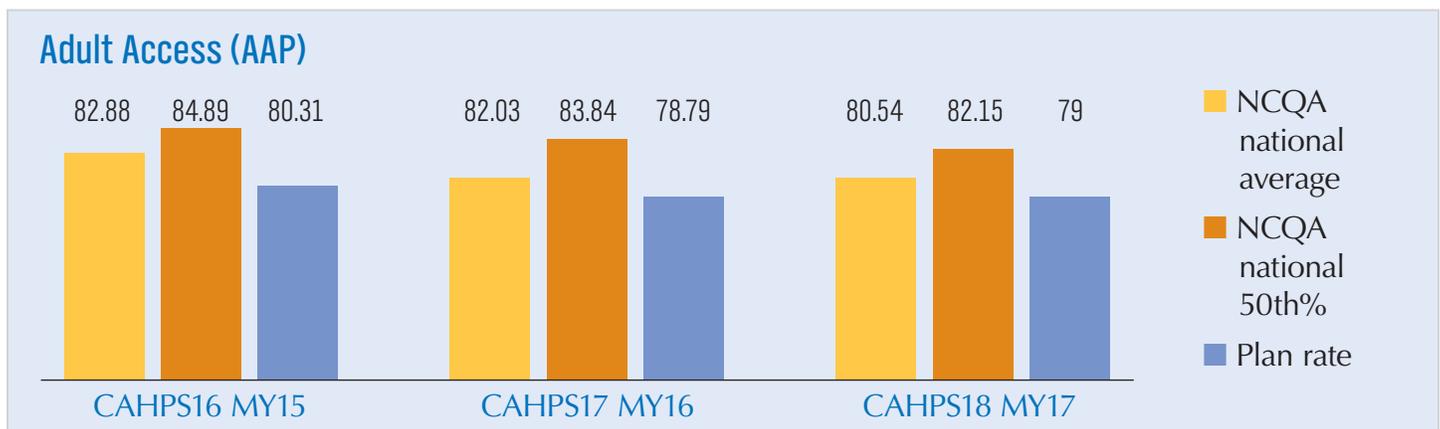


2. Access and availability of care

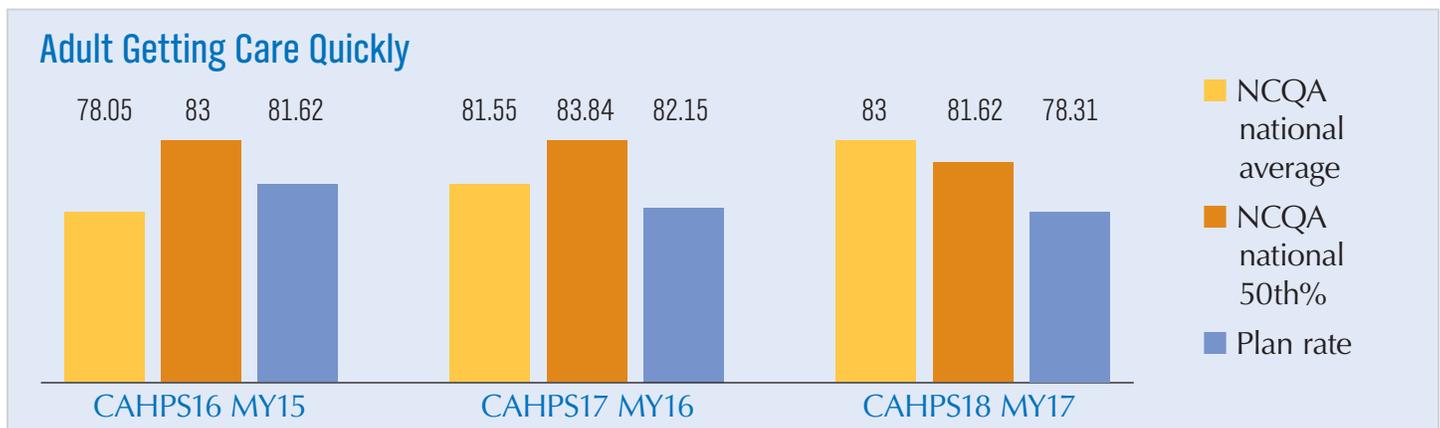
Does Healthy Blue targeted member and doctor support for Medicaid members ages 20-65+ improve ambulatory or preventive care visits based on NCQA Quality Compass?

In 2015, Healthy Blue initiated a PIP focused on access and availability of care. Using CAHPS 2015 Administrative rates, we started with a rate of 80.31 percent. When compared to the HEDIS 2014 50th percentile of 84.89 percent, this showed we had room for improvement. The start rate was also slightly below the DHHS (state) target of 81.30 percent. There are also issues with members' satisfaction with getting care. The satisfaction rate has gone down over 2014 and 2015.

The CAHPS 2018 Adult Access (AAP) plan rate of 79 is slightly lower than our CAHPS 2017 plan rate of 78.9. When compared to the NCQA national average (80.54) and the NCQA national 50th percentile (82.15), this shows we have room for improvement. This is the second re-measurement year of the Adult Access (AAP) PIP.



This PIP also focuses on adults getting care quickly. The CAHPS 2018 plan rate of 78.31 is lower than the CAHPS 2017 rate of 82.5. Our plan rate is lower than the NCQA National average of 83 and the NCQA National 50th percentile of 81.62.



This is the second re-measurement year of this PIP. We will continue to follow the plan with more focus on projects including:

- Live outreach phone calls for women's screening and diabetic care.
- IVR calls for women's screening and diabetic care.
- Monthly reports to doctors displaying members that need certain screenings or tests
- CAHPS banner posting on the Healthy Blue website to remind members to complete CAHPS survey in 2018.

There's more good news!

We also got high marks on our:

- Accreditation surveys.
- Audits to comply with laws.
- Working together to improve health.

Quality improvement goals

This year, we want to make sure:

- All our members get quality health care and services.
- We understand our members' cultures and languages.
- We work to improve the health of our members.
- We help our members stay healthy.

How this helps you

We care about what you think of the care you get and how we serve you. We want to know how we compare to other health plans. Knowing this helps us improve the quality of your care and serve you better.

If you have questions or concerns about quality improvement, please contact us at 1-855-347-0549.



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

Language Services

Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-866-781-5094 (TTY 1-866-773-9634). For help choosing a health plan, call 1-877-552-4642 (TTY 1-877-552-4670).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-866-781-5094 (TTY 1-866-773-9634). Si necesita ayuda para elegir un plan de salud, llame al 1-877-552-4642 (TTY 1-877-552-4670).

هل تحتاج إلى مساعدة في رعايتك الصحية أو في التحدث معنا أو قراءة ما نقوم بإرساله إليك؟ نحن نقدم المواد الخاصة
بخدمات الرعاية الصحية بلغات ولغات أخرى. اتصل بنا مجاناً على الرقم 1-866-781-5094 (TTY 1-866-773-9634). إذا كنت بحاجة إلى مساعدة في اختيار خطة التأمين الصحي،
اتصل بنا على الرقم 1-877-552-4642 (TTY 1-877-552-4670).

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