

# Medicaid Health Plan Report Card

November 14, 2014

MCAC Subcommittee Meeting



# Background and Purpose

- Special Terms and Conditions of the Managed Medical Assistance (MMA) program require that Florida create a health plan report card
  - Must be posted on the state’s website
  - Must present an easily understandable summary of quality, access and timeliness regarding the performance of each MMA health plan



# Health Plans Compared

- Year 1 of the report card will only include health plans previously under contract with the Agency that have continued to contract as MMA plans.



# Performance Measure Categories

- Uses HEDIS measures that have national Medicaid benchmarks
- Measures are grouped into six categories:
  - Pregnancy-related Care
  - Keeping Kids Healthy
  - Children’s Dental Care
  - Keeping Adults Healthy
  - Living with Illness
  - Mental Health Care



# Categories

- **Pregnancy-related Care:** Moms in the health plan get care before and after the baby is born to help keep mom and baby healthy.
- **Keeping Kids Healthy:** Children in the health plan get regular checkups and important shots and screenings that help protect them against serious illness.
- **Children's Dental Care:** Children in the health plan get a dental visit at least once per year.



# Categories (con't.)

- **Keeping Adults Healthy:** Adults in the health plan get preventive care and screenings.
- **Living with Illness:** The health plan takes care of enrollees with asthma, diabetes, and high blood pressure by giving them tests, checkups, and the right medicine.
- **Mental Health Care:** The health plan takes care of enrollees with mental health care needs by giving them follow-up care and the right medicine.



# Performance Measures

## Pregnancy-related Care

- Prenatal Care
- Postpartum Care
- Frequency of Ongoing Prenatal Care

## Keeping Kids Healthy

- Adolescent Well Care
- Well-Child Visits in first 15 mos. – 6+
- Well-Child Visits in 3<sup>rd</sup>-6<sup>th</sup> Years
- Childhood Immunization Status – Combo 3
- Immunization for Adolescents – Combo 1
- Chlamydia Screening in Women – 16-20 years
- Lead Screening in Children
- Children & Adolescents' Access to PCPs – 12-24 mos.
- Children & Adolescents' Access to PCPs – 25 mos.-6 yrs.
- Children & Adolescents' Access to PCPs – 7-11 years
- Children & Adolescents' Access to PCPs – 12-19 years

## Children's Dental Care

- Annual Dental Visit



# Performance Measures (con't.)

## Keeping Adults Healthy

- Adults' Access to Preventive Health Services
- Adult BMI Assessment
- Breast Cancer Screening
- Cervical Cancer Screening
- Chlamydia Screening in Women – 21-24 years

## Living with Illness

- Diabetes: HbA1c Testing
- Diabetes: HbA1c – Good Control
- Diabetes: Eye Exam
- Diabetes: LDL Screening
- Diabetes: LDL-C Control
- Diabetes: Nephropathy
- Controlling Blood Pressure
- Use of Appropriate Asthma Meds

## Mental Health Care

- ADHD Medication Follow-up – Initiation
- Antidepressant Medication Management – Acute
- Follow-up after Hospitalization for Mental Illness – 7 Day
- Follow-up after Hospitalization for Mental Illness – 30 Day





# 2013 Data will be Used

- The report card published in 2015 will use 2013 HEDIS data
  - Will include plan data from services provided under previous contracts with the Agency



# Report Card Location

- The report card will be posted on the Florida Health Finder website:

[www.floridahealthfinder.gov](http://www.floridahealthfinder.gov)



# Five-Star Scale

- Plans will be compared against national Medicaid benchmarks using a 5-star rating scale:

Ratings Key:		
★★★★★	Best	(at or above 50% of all Medicaid health plans' scores)
★★★★☆	Good	(better than at least 40% of all Medicaid health plans' scores)
★★★☆☆	Fair	(better than at least 25% of all Medicaid health plans' scores)
★★☆☆☆	Poor	(better than at least 10% of all Medicaid health plans' scores)
★☆☆☆☆	Very Poor	(worse than 90% of all Medicaid health plans' scores)
N/A	Not Measurable/Small Population	



# More Detail is Available

- There is an option to see a plan's actual scores
  - For example, percentage of plan members who received breast cancer screening
- Statewide data (ratings / scores) or County data may be selected



# FloridaHealthFinder.gov

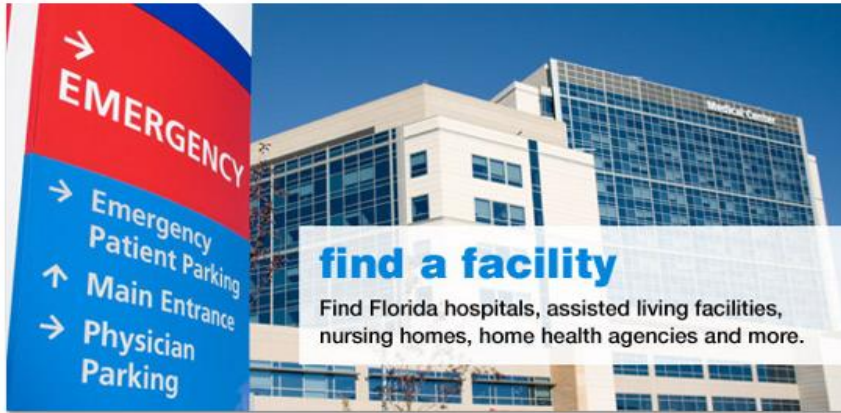
Connecting Florida with Health Care Information

Home

Researchers and Professionals



How do I use this website?



## Compare

Hospitals / Ambulatory Surgery Centers



Health Plans



Medicaid Health Plan Report Card



Physicians



Nursing Homes



Prescription Drug Prices



Hospice Providers



## Resources

A comprehensive collection of help and information for consumers.

Assisted Living Facilities

Consumer Guides

Medical Help Resources

Resources



## Health Education

Learn about medical conditions, symptoms, procedures, tests and more.

Deliveries and Newborns

Look up a Condition or Procedure

Symptom Navigator

Health Education



## Locate

Find and learn about Florida health care facilities and providers in your area.

Doctors and Specialists

Facilities or Providers

Inspection Reports/Final Orders

Locate



## Health Plan Location

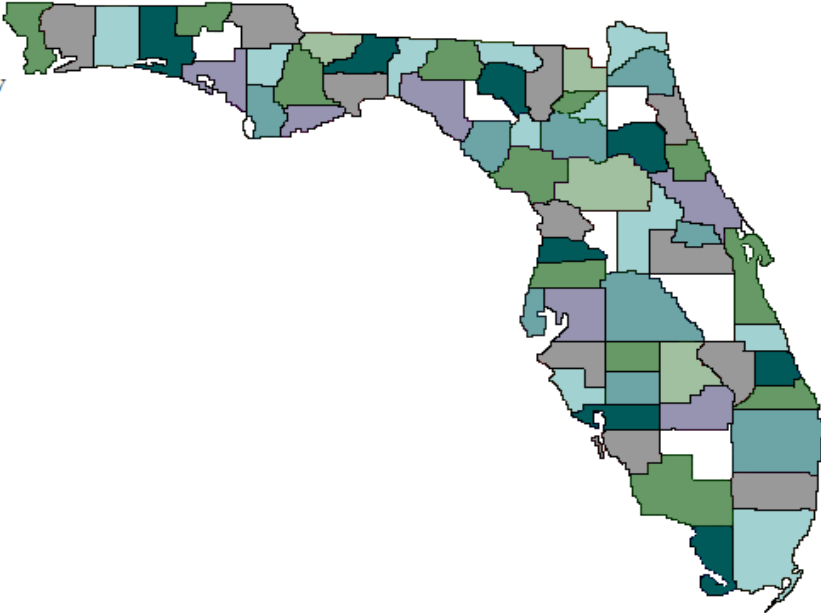
### Directions:

Directions: To view a Medicaid Health Plan Report Card with information about plans in your area, click the county in which you live. To view information about a Commercial Plan or Medicare Plan in your area, click the county in which you live.

Use the buttons at the bottom of the page to continue.

### Step 3 - Select a county for the Health Plan.

All Florida Counties  
 Health Plans by County



[Start Over](#) [Change Health Plan Type](#) [View Results](#)



# Quality of Care Indicators - Ratings

All Florida Counties

Plan Type: Medicaid Health Plans

Data are for services received in 2013

## Medicaid Health Plan Report Card

To view individual measures in a specific area, click one of the following:

- Pregnancy-related Care
- Keeping Kids Healthy
- Children's Dental Care
- Keeping Adults Healthy
- Living with Illness
- Mental Health Care

[View the complete set of Medicaid Quality Indicators \(2007-2010\)](#)

### Sorting Options:

Sort By Column ▼

[View Results](#)

Ascending (A-Z, 0-9)  Descending (Z-A, 9-0)

### Statewide Information for Plans Operating in Florida Counties

Health Plan Type	Plan Name	Pregnancy-related care	Keeping Kids Healthy	Children's Dental Care	Keeping Adults Healthy	Living with Illness	Mental Health Care
Medicaid HMO (Reform)	<b>Alpha Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Reform)	<b>Bravo Health Plan</b>	N/A	N/A	N/A	N/A	N/A	N/A
Medicaid HMO (Non-Reform)	<b>Charlie Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Delta Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Echo Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Foxtrot Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆

#### Ratings Key:

- ★★★★★ **Best** (at or above 50% of all Medicaid health plans' scores)
- ★★★★☆ **Good** (better than at least 40% of all Medicaid health plans' scores)
- ★★★☆☆ **Fair** (better than at least 25% of all Medicaid health plans' scores)
- ★★☆☆☆ **Poor** (better than at least 10% of all Medicaid health plans' scores)
- ★☆☆☆☆ **Very Poor** (worse than 90% of all Medicaid health plans' scores)
- N/A Not Measurable/Small Population

[Change Health Plan Type](#)

[Change Location / County](#)

[Print](#)

[Save to Excel](#)

[Start Over](#)

Scores or Ratings may not have been collected for all available Health Plans in a county. To see a complete list of available Health Plans in the selected county, please select this link: "[Health Plans Available](#)".

Reform plans are plans that operated in at least one of the following counties: Baker, Broward, Clay, Duval and Nassau. Non-Reform plans are plans that operated in at least one of the other 62 counties.

Source: The results shown are posted as reported and certified by health plans to the Agency for Health Care Administration (AHCA), Florida Center for Health Information and Policy Analysis.

If you experience difficulties or need further assistance, please [contact us](#). Additional information may be found in the [Glossary](#) or [Methods](#) sections.

[Download to Excel the complete set of Medicaid Quality Indicators \(2007-2009\)](#)



# Quality of Care Indicators - Ratings

## All Florida Counties

### Plan Type: Medicaid Health Plans

Data are for services received in 2013

- Medicaid Health Plan Report Card  
To view individual measures in a specific area, click one of the following:
  - Pregnancy-related Care
  - Keeping Kids Healthy
  - Children's Dental Care
  - Keeping Adults Healthy
  - Living with Illness
  - Mental Health Care

View the complete set of Medicaid Quality Indicators (2007-2010)

#### Sorting Options:

Sort By Column v

[View Results](#)

- Ascending (A-Z, 0-9)
- Descending (Z-A, 9-0)

#### Display of data:

- Scores
- Ratings

#### Statewide Information for Plans Operating in Florida Counties

Health Plan Type	Plan Name	Prenatal Care	Postpartum Care	Prenatal Care Frequency
Medicaid HMO (Reform)	Alpha Health Plan	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Reform)	Bravo Health Plan	N/A	N/A	N/A
Medicaid HMO (Non-Reform)	Charlie Health Plan	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Delta Health Plan	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Echo Health Plan	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Foxtrot Health Plan	★★★★☆	★★★★☆	★★★★☆

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- ★★☆☆☆ Poor (better than at least 10% of all Medicaid health plans' scores)
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- N/A Not Measurable/Small Population

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# Quality of Care Indicators - Ratings

All Florida Counties

Plan Type: Medicaid Health Plans

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**Medicaid Health Plan Report Card**

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[View the complete set of Medicaid Quality Indicators \(2007-2010\)](#)

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Sort By Column ▼

[View Results](#)

- Ascending (A-Z, 0-9)     Descending (Z-A, 9-0)

**Display of data:**

- Scores     Ratings

**Statewide Information for Plans Operating in Florida Counties**

Health Plan Type	Plan Name	Prenatal Care	Postpartum Care	Prenatal Care Frequency
<b>Medicaid (Non-Reform)</b>	<b>Statewide Average</b>	<b>50%</b>	<b>56%</b>	<b>63%</b>
<b>Medicaid (Reform)</b>	<b>Statewide Average</b>	<b>53%</b>	<b>58%</b>	<b>54%</b>
Medicaid HMO (Reform)	<b>Alpha Health Plan</b>	55%	59%	72%
Medicaid HMO (Reform)	<b>Bravo Health Plan</b>	N/A	N/A	N/A
Medicaid HMO (Non-Reform)	<b>Charlie Health Plan</b>	50%	62%	69%
Medicaid HMO (Non-Reform)	<b>Delta Health Plan</b>	46%	54%	65%
Medicaid HMO (Non-Reform)	<b>Echo Health Plan</b>	62%	67%	51%

[Change Health Plan Type](#)    [Change Location / County](#)    [Print](#)    [Save to Excel](#)    [Start Over](#)

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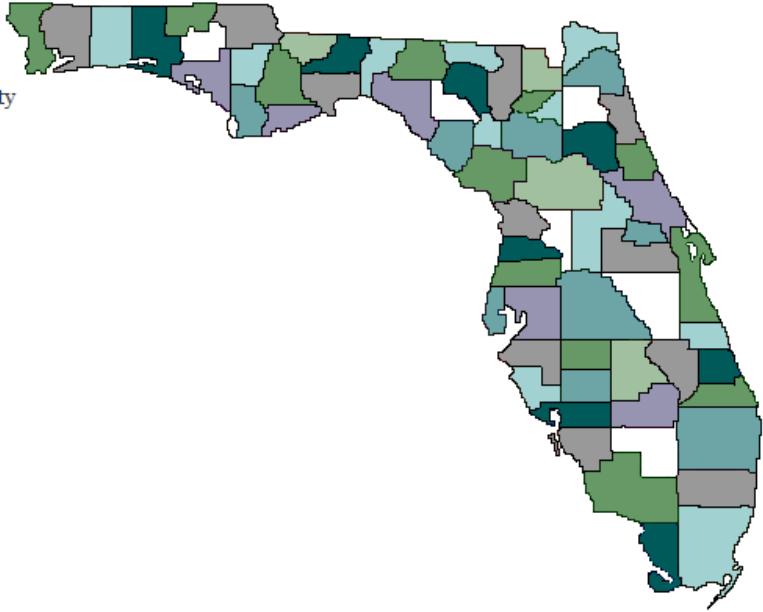
Use the buttons at the bottom of the page to continue.

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All Florida Counties  
 Health Plans by County

**Select County for Health Plan:**

- Alachua
- Baker
- Bay
- Bradford
- Brevard
- Broward
- Calhoun
- Charlotte
- Citrus
- Clay



[Start Over](#) [Change Health Plan Type](#) [View Results](#)



# Quality of Care Indicators - Ratings

County: **Alachua**

Plan Type: **Medicaid Health Plans**

Data are for services received in **2013**

## Medicaid Health Plan Report Card

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- Keeping Kids Healthy
- Children's Dental Care
- Keeping Adults Healthy
- Living with Illness
- Mental Health Care

[View the complete set of Medicaid Quality Indicators \(2007-2010\)](#)

### Sorting Options:

Sort By Column ▼

[View Results](#)

- Ascending (A-Z, 0-9)    Descending (Z-A, 9-0)

### Statewide Information for Plans Operating in Alachua County

Health Plan Type	Plan Name	Pregnancy-related care	Keeping Kids Healthy	Children's Dental Care	Keeping Adults Healthy	Living with Illness	Mental Health Care
Medicaid HMO (Reform)	<b>Alpha Health Plan</b>	★★★★☆	★★★☆☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Reform)	<b>Bravo Health Plan</b>	N/A	N/A	N/A	N/A	N/A	N/A
Medicaid HMO (Non-Reform)	<b>Charlie Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Delta Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Echo Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	<b>Foxtrot Health Plan</b>	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆

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- ★★☆☆☆ **Poor** (better than at least 10% of all Medicaid health plans' scores)
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[Change Health Plan Type](#)

[Change Location / County](#)

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[Start Over](#)

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# Quality of Care Indicators - Ratings

County: Alachua  
 Plan Type: Medicaid Health Plans  
 Data are for services received in 2013

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  - Mental Health Care

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### Sorting Options:

Sort By Column


[View Results](#)

Ascending (A-Z, 0-9)  Descending (Z-A, 9-0)

### Display of data:

Scores  Ratings

### Statewide Information for Plans Operating in Alachua County



Health Plan Type	Plan Name	Adolescent Well Care Visits	Well Child Visits in the First 15 Months of Life - 6 (+)	Well Child Visits in the 3rd-5th Years of Life	Childhood Immunization Status - Combo 3	Immunizations for Adolescents - Combo 1	Chlamydia Screening for Women - 16-20 Years	Lead Screening for Children	Children and Adolescents' Access to Primary Care
Medicaid HMO (Reform)	Alpha Health Plan	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Reform)	Bravo Health Plan	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Medicaid HMO (Non-Reform)	Charlie Health Plan	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Delta Health Plan	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Echo Health Plan	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Medicaid HMO (Non-Reform)	Foxtrot Health Plan	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆

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- ★★★☆☆ Fair (better than at least 25% of all Medicaid health plans' scores)
- ★★☆☆☆ Poor (better than at least 10% of all Medicaid health plans' scores)
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[Change Health Plan Type](#) [Change Location / County](#) [Print](#) [Save to Excel](#) [Start Over](#)

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## Florida Health Plan Consumer Information

### Glossary

[Quality of Care Indicators](#)

[Member Satisfaction](#)

[Health Plan Types and Product Lines](#)

[Financial Performance Indicators](#)

[Other Information about Health Insurance](#)

### Quality of Care Indicators

These are a set of measures that are used to report the performance of health plans. Consumers can use this information to help them to decide which health plan to choose. Purchasers of health care use the information to compare health plans and determine the relative value of care offered by managed care health plans. The measures allow the public to understand how well health plans achieve results that matter, such as, how effective and accessible is the care delivered. Data for these measures come from the Healthcare Effectiveness Data & Information Set (HEDIS). These measures are available only from managed care health plans, mainly HMOs. Below are descriptions of the specific HEDIS measures that are displayed on the website:

**Adolescent Well-Care Visits:** An indicator that measures the adequacy of well care visits for adolescents ages 12 through 21 years. A well care visit is a routine, preventive exam with a doctor to help ensure that adolescents are up-to-date with health screenings and immunizations. It estimates the percentage of adolescents who had one or more well care visits in the measurement year.

**Asthma Medications for Long-Term Control:** A quality of care indicator that estimates the percentage of children and adults, ages 5 through 56 years, with persistent asthma who were prescribed medications appropriate for long-term control of asthma during the past year. Some medications provide short-term relief of asthma symptoms; however, these medicines cannot prevent subsequent asthma attacks. Score shows percentage of eligible members who received care.

**Breast Cancer Screening:** A quality of care indicator that measures how often women are screened for breast cancer. It estimates the percentage of females, ages 52 through 69 years, who have had at least one mammogram during the measurement year or the year prior. Early detection and treatment increase the survival rate of breast



# We Welcome Your Feedback

Send questions or comments to:

[qualityinmc@ahca.myflorida.com](mailto:qualityinmc@ahca.myflorida.com)

