

**Monroe Plan for Medical Care
Clinical Services
Quality Improvement Activities 2009 Evaluation**

The Monroe Plan (MP) Quality Management Program continued to thrive during 2009. In its Rochester region, MP manages Excellus' Blue Choice Option (Medicaid managed care), Family Health Plus, and Child Health Plus programs. In the Buffalo/Western New York region, MP provides case and disease management services for HealthNow's Medicaid managed care, Family Health Plus, and Child Health Plus programs. The National Committee for Quality Assurance (NCQA) continued the "Excellent" accreditation designation for Excellus BlueCross BlueShield's Blue Choice Option Program. In November 2009, NCQA/US News and World Report ranked the Excellus Blue Choice Option Program for the Rochester Region as the 9th best Medicaid managed care program in the United States. This is at least five years in a row that Blue Choice Option has been ranked among the top ten Medicaid plans nationally. The NY State Department of Health (NYSDOH) Quality Incentive Program awarded MP an additional 1.0% premium from October 1, 2009 through September 30, 2010. This program bases its awards on a plan's performance by NY State Quality Assurance Reporting Requirements (QARR) and the NYSDOH's Consumer Assessment of Health Plan Satisfaction (CAHPS) Survey.

In October 2009 MP completed its first year of activities associated with its Robert Wood Johnson Foundation/Commonwealth Fund Phase 2 Grant to demonstrate the "Business Case for Quality" in Medicaid managed care. The focus of this study is to enhance asthma care for children through the implementation of a care management fee along with a practice self-audit for asthma care. Twelve randomly selected practices throughout MP's service area are participating as intervention groups for the project.

Clinical Quality Performance Goals

For clinical quality performance, MP's goals are to exceed whichever are greater: NY State's reported 90th percentile performance, if there is one; the 75th percentile performance if NY State has reported this, but not a 90th percentile level; the state average if there is neither a 90th nor 75th percentile level reported for New York State; or the NCQA Quality Compass 90th percentile on a national basis. For NY CAHPS survey results, MP's goal is to perform significantly better than the statewide average for the NY State Quality Incentive program. For the NCQA CAHPS Survey, the target is the National 90th percentile.

Quality Initiative – Practice Support Continuum

MP continues its efforts to advance performance in each quality initiative area according to a continuum from plan-based to practice-based activities. Some activities are conducted from the MP office for all members meeting criteria for a given initiative while other members receive a tailored intervention based on their unique needs. The continuum of activities extends to practice-based work and includes interventions for specific practices based on their unique needs as well as those that are provided for all practices. (For example, specific practices with a high number of members with diabetes may receive tailored group visit support while all

practices were invited to attend education programs by national experts on group visits.) In this way, MP staff members working in every venue work to support the efforts of providers, practice staff, and members themselves to enhance care and improve health care performance.

NCQA/USNews and World Report Health Plan Rankings

US News and World Report/NCQA ranked the Excellus Blue Choice Option Program for the Rochester Region as the 9th best Medicaid managed care program in the United States. This is at least five years in a row that Blue Choice Option has been ranked among the top ten Medicaid plans nationally. Below are the respective measures and their weights in determining health plan rankings.

2009 NCQA/USNews and World Report Medicaid Plans (Rank #9)

CAHPS Measures (25%)	HEDIS/CAHPS Score	National Percentile	Weight
Getting Needed Care	80.57	75 th	1
Getting Care Quickly	83.63	75 th	1
How Well MDs Communicate	90.03	75 th	1
Rating of Personal Physician (9 and 10)	62.25	50 th	1
Rating of Specialist (9 and 10)	58.87	25 th	1
Rating of Overall Health Care (9 and 10)	45.42	25 th	1
Customer Service Reported as "NA"	80.14	mean	1
Overall Rating of Health Plan (9 and 10)	56.67	50 th	1
Prevention and Treatment Measures (60%)			
Well Child Visits 1 st 15 Months (6)	70.98	75 th	1
Well Child Visits 3-6 Years	82.08	90th	1
Children's Access 7-11 Years	95.02	90th	1
Adolescent Well Care	60.55	90th	1
Prenatal Timeliness of Visits	85.65	50 th	½
Postpartum Care	69.54	75 th	½
Breast Cancer Screening	59.42	75 th	1
Cervical Cancer Screening	77.92	75 th	1
Childhood Immunization (Combo 2)	83.90	75 th	1
Chlamydia Screening	69.36	90th	1
Lead Testing	81.48	75 th	1
Asthma Medications 5-9 Years	94.01	50 th	1/3
Asthma Medications 10-17 Years	88.66	25 th	1/3
Asthma Medications 18-56 Years	87.52	50 th	1/3
Diabetes BP Control (<130/80)	36.34	75 th	¼
Diabetes BP Control (<140/90)	66.40	75 th	¼
Retinal Eye Examinations for Diabetes	70.80	90th	¼
HbA1c Poor Control (>9%)	33.58	75 th	¼
HbA1c Screening	86.86	75 th	¼
LDL-C Controlled (<100md/dL) for Diabetes	39.42	50 th	¼
LDL-C Testing for Diabetes	76.14	50 th	¼
Screening for Nephropathy	83.75	75 th	¼
Controlling BP	60.79	50 th	1
Advising Smokers to Quit	76.12	75 th	1/3

Providing Strategies to Smokers to Quit	50.94	90 th	1/3
Medications for Smokers to Quit	60.22	90 th	1/3
Cholesterol Management Screening Post CV Event	85.71	75 th	½
Cholesterol Management (LDL-C <100mg/dL) Post CV Event	54.69	90 th	½
Avoiding Antibiotics for Bronchitis in Adults	16.97	0-25 th	1
Appropriate Treatment of Pharyngitis	81.89	75 th	1
Follow-Up for Initiation of Treatment for ADHD	36.06	50 th	1
Monitoring Persistent Medications	88.53	90 th	1
Appropriate Treatment of URI	91.94	75 th	1
NCQA Accreditation (15%)			
Status	Excellent		

Overall, for the 41 measures, BCO had 9 at the 90th percentile, 18 at the 75th percentile, and 19 at the 50th percentile. Of the remaining 4, 3 were at the 25th percentile (2 CAHPS measures) and one was in the bottom quartile (the bronchitis treatment measure). BCO has two thirds of its measures in the top 25% of health plans and over 90% in the top half, which speaks to its consistently strong performance.

Grant Activities and Collaborations

Since 2000, MP has developed a strong working relationship with the Center for Health Care Strategies (CHCS), a Robert Wood Johnson Foundation affiliate whose primary interest is in the enhancement of care delivered to vulnerable populations through Medicaid managed care and the State Children’s Insurance Programs. In 2008 MP received a 4-year grant from CHCS for a “Phase 2” project for “Making the Business Case for Quality.” The focus of this project is to examine the impact on asthma care for children with the institution of an asthma care management fee as reimbursement to participating intervention practices. These practices have performed two baseline self-audits of how they deliver asthma care every six months during the project.

Additionally, MP is collaborating with Dr. Peter Szilagyi in a CDC-funded grant that he received to evaluate the effectiveness of telephonic outreach using an auto-dialer approach in encouraging adolescents to receive their vaccinations and have well care visits. This program was launched during the last quarter of 2009.

Additional Information

For additional information regarding Monroe Plan’s quality initiatives please contact the following individuals regarding their respective program:

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