

Welcome Providers!

HEDIS PCP & OB Specialty Training

March 27, 2014



EPF-PR-HEDIS PCP&OB Specialty Training 032714

EL PASO FIRST
Health Plans *inc.*

Agenda

- Welcome & Introductions
- 2013 5% At Risk Overview- Quality Improvement
- 2014 Pay For Quality (P4Q) - Quality Improvement
- Provider Relations PIPs - Provider Relations
- Asthma Management & STAR ED Utilization - Health Services
- Member Services Initiatives - Member Services
- Preferred Administrators Updates - TPA



Quality Improvement Department

Don Gillis
Director



EL PASO FIRST
Health Plans *inc.*

2013 5% at Risk

- What is at stake?
- What is measured?
- How are we doing?



2013 5% at Risk

- What is at stake?
 - 5% of our STAR and CHIP Premiums



EL PASO FIRST
Health Plans inc.

2013 5% at Risk

- What is measured?
 - HEDIS Measures
 - CHIP
 - W34, AWC, ASM, CIS
 - STAR
 - Same as CHIP plus PPC – Prenatal



2013 5% at Risk

- What is measured?
 - W34 – Well Child 3 to 6 year olds (STAR & CHIP)

The percentage of members 3–6 years of age who had one or more well-child visits with a PCP during the measurement year.



2013 5% at Risk

- What is measured?
 - AWC – Adolescent Well Care 12 to 21 (STAR & CHIP)

The percentage of enrolled members 12–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

2013 5% at Risk

- What is measured?
 - ASM – Use of Appropriate Medications for People With Asthma (STAR & CHIP)

Use of Appropriate Medications for People
With Asthma

The percentage of members 5–64 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the measurement year.

2013 5% at Risk

- What is measured?
 - ASM – (cont)

Denominator – One ER visit, or one inpatient admission, or four office visits, or four prescriptions for asthma medications

Numerator – Prescribed controller medication during the year

2013 5% at Risk

- What is measured?

- CIS – Childhood Immunizations (STAR & CHIP)

The percentage of children 2 years of age who had

4 diphtheria, tetanus and acellular pertussis (DTaP)

3 polio (IPV)

1 measles, mumps and rubella (MMR)

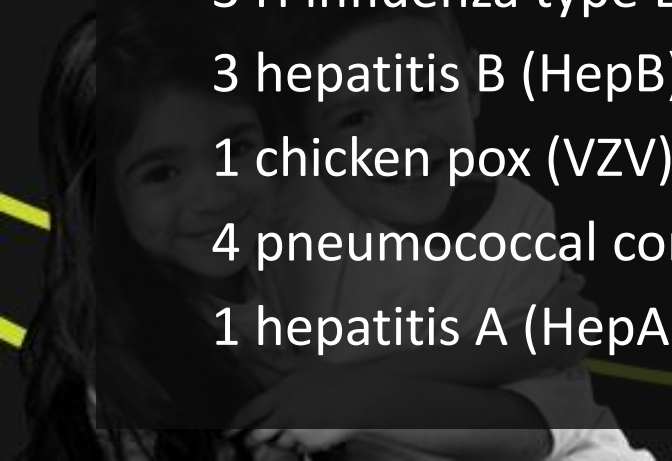
3 H influenza type B (HiB)

3 hepatitis B (HepB)

1 chicken pox (VZV)

4 pneumococcal conjugate (PCV)

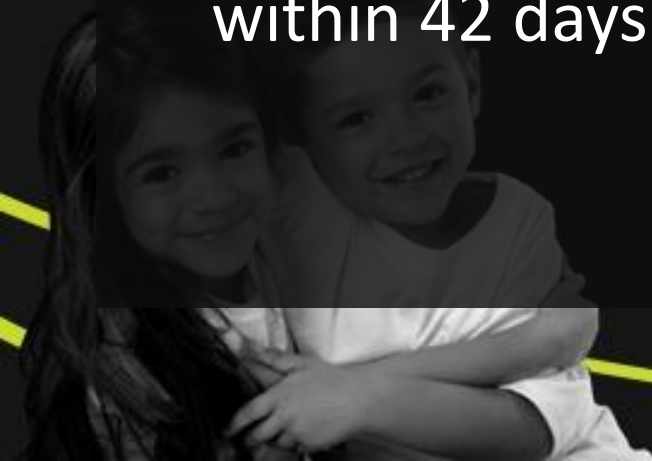
1 hepatitis A (HepA)



2013 5% at Risk

- What is measured?
 - PPC – Prenatal Care (STAR only)

Timeliness of Prenatal Care. The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester *or* within 42 days of enrollment in the organization.



2013 5% at Risk

- How are we doing?
 - How are we scored?
 - HHSC will assign points to each measure based on the MCO's performance relative to the prior-year NCQA HEDIS® Medicaid percentile distribution



2013 5% At Risk – Preliminary Results

CHIP

CY 2013 Predictions	Denominator	Numerator	Rate	Percentile	Points
CIS - Childhood Immunizations					5
W34 - Well Child 3-6 Yrs Old (Internal)	850	670	78.82%	50th - 75th	7.5
AWC - Adolesc Well Care (Internal)	4,431	3,013	68.00%	>75th	10
ASM - Use Med Asthma (Verisk)	118	111	94.07%	>75th	10
Total Earned					32.5
Total Possible					40
% Earned					81.25%
0.00%					of funds at risk
\$ -					recovered by HHSC

2013 5% At Risk – Preliminary Results

STAR

CY 2013 Predictions	Denominator	Numerator	Rate	Percentile	Points
CIS - Childhood Immunizations					5
W34 - Well Child 3-6 Yrs Old (Internal)	7,666	6,520	85.05%	>75th	10
AWC - Adolesc Well Care (Internal)	9,743	7,185	73.75%	>75th	10
PPC - Prenatal Care Timeliness (Internal)	2,346	2,005	85.46%	25th - 50th	5
ASM - Use Med Asthma (Verisk)	410	390	95.12%	>75th	10
Total Earned					40
Total Possible					50
% Earned					80.00%
0.00%					of funds at risk
\$ -					recovered by HHSC

2014 Pay For Quality (P4Q)

- What is at stake?
- What is measured?
- What does that mean for you?



2014 Pay For Quality (P4Q)

- What is at stake?
 - 4% of our STAR and CHIP Premiums



2014 Pay For Quality (P4Q)

- What is measured?
 - HEDIS Measures
 - W34, AWC, PPC (STAR only)
 - Potentially Preventable Events (PPEs)
 - PPA (Admissions)
 - PPR (Readmissions)
 - PPV (ED Visits)

2014 Pay For Quality (P4Q)

- What is measured?
 - All HEDIS measures will be calculated through MRR
 - Results compared to 2013 baseline
 - Ongoing 2014 HEDIS Hybrid initiative will determine 2013 baseline



2014 Pay For Quality (P4Q)

- What is measured?
 - HEDIS Hybrid Measures

	Measure	STAR	CHIP
1	Adolescent Well Care (AWC)	*	*
2	Well Child Visits in the 3 rd , 4 th , 5 th , and 6 th Years of Life (W34)	*	*
3	Prenatal and Postpartum Care	*	
4	Childhood Immunization Status (CIS)	*	*
5	Weight Assessment and Counseling for Nutrition and Physical Activity	*	*
6	Comprehensive Diabetes Care	*	
7	Controlling High Blood Pressure (CBP)	*	

2014 Pay For Quality (P4Q)

- HEDIS Hybrid Adolescent Well Care (AWC)
- Documentation must include
 - a note indicating a visit to a PCP or OB/GYN
 - the date of the well-care visit
 - and evidence of ALL of the following:
 - A health and developmental history (physical and mental).
 - A physical exam.
 - Health education/anticipatory guidance.

2014 Pay For Quality (P4Q)

- HEDIS Hybrid Well Child 3 to 6 yo (W34)
- Documentation must include
 - a note indicating a visit to a PCP or OB/GYN
 - the date of the well-care visit
 - and evidence of ALL of the following:
 - A health and developmental history (physical and mental).
 - A physical exam.
 - Health education/anticipatory guidance.

2014 Pay For Quality (P4Q)

- HEDIS Hybrid Prenatal and Postpartum Care (PPC)
- **Timeliness of Prenatal Care.** The percentage of deliveries that received a prenatal care visit as a member of the organization in the first trimester or within 42 days of enrollment in the organization.
- **Postpartum Care.** The percentage of deliveries that had a postpartum visit on or between 21 and 56 days after delivery

2014 Pay For Quality (P4Q)

- HEDIS Hybrid Prenatal Care (PPC)

Prenatal care visit to an OB/GYN or other prenatal care practitioner or PCP. For visits to a PCP, a diagnosis of pregnancy must be present.

- *Documentation must include*

- *Note indicating date of prenatal care visit*

- *And evidence of ONE of the following*

- A basic physical obstetrical examination that includes auscultation for fetal heart tone, *or* pelvic exam with obstetric observations, *or* measurement of fundus height (a standardized prenatal flow sheet may be used)
- Evidence that a prenatal care procedure was performed
- Documentation of LMP or EDD in conjunction with *either* of the following.
 - Prenatal risk assessment and counseling/education.
 - Complete obstetrical history.

2014 Pay For Quality (P4Q)

- HEDIS Hybrid Postpartum Care (PPC)

Postpartum visit to an OB/GYN practitioner or midwife, family practitioner or other PCP on or between 21 and 56 days after delivery.

- Documentation must include
 - a note indicating the date of the postpartum visit
 - and *ONE* of the following.
 - Pelvic exam.
 - Evaluation of weight, BP, breasts AND abdomen.
 - Notation of “breastfeeding” is acceptable for the “evaluation of breasts” component.
 - Notation of postpartum care, including, but not limited to:
 - Notation of “postpartum care,” “PP care,” “PP check,” “6-week check.”
 - A preprinted “Postpartum Care” form in which information was documented during the visit.

2014 Pay For Quality (P4Q)

- PPA – Potentially Preventable Admissions
 - Based on an established list of APR-DRG,
 - Ambulatory care sensitive conditions (i.e., those included in AHRQ PDI and PQI)
 - An expanded set of frequently avoidable admission types (e.g., seizures, migraine, sickle cell crisis, some mental health conditions, some cases of chest or abdominal pain, etc.)



2014 Pay For Quality (P4Q)

- PPA – 2012 Results

Potentially Preventable Admissions (PPA)			
	Reason	Frequency	Rate
CHIP	Asthma	18	19.78%
	Other pneumonia	10	10.99%
	Infections of upper respiratory tract	9	9.89%
	Bipolar Disorders	9	9.89%
	Kidney & urinary tract infections	7	7.69%
	Reason	Frequency	Rate
STAR	Asthma	96	18.22%
	Non-bacterial gastroenteritis, nausea & vomiting	65	12.14%
	Other pneumonia	49	9.30%
	Kidney & urinary tract infections	46	8.73%
	Infections of upper respiratory tract	44	8.35%

2014 Pay For Quality (P4Q)

- PPR – Potentially Preventable Readmissions
 - Potentially Preventable status determined by
 - Return to hospitalization within a specified readmission interval (30 days)
 - Clinical relationship of readmission to the original admission.



2014 Pay For Quality (P4Q)

- PPR – 2012 Results

Potentially Preventable Readmissions (PPR)			
	Reason	Frequency	Rate
CHIP	Mental health or substance abuse readmission following an initial admission for a substance abuse or mental health diagnosis	5	45.45%
	Readmission for mental health reasons following an initial admission for a non-mental health, non-substance abuse reason	3	27.27%
	Medical readmission for a continuation or recurrence of the reason for the initial admission, or for a closely related condition	2	18.18%
	Medical readmission for acute medical condition or complication that may be related to or may have resulted from care during initial admission or in post-discharge period after initial admission	1	9.09%
STAR	Medical readmission for acute medical condition or complication that may be related to or may have resulted from care during initial admission or in post-discharge period after initial admission	47	40.17%
	Medical readmission for a continuation or recurrence of the reason for the initial admission, or for a closely related condition	28	23.93%
	Mental health or substance abuse readmission following an initial admission for a substance abuse or mental health diagnosis	25	21.37%
	All other readmissions for a chronic problem that may be related to care either during or after the initial admission	7	5.98%
	Readmission for mental health reasons following an initial admission for a non-mental health, non-substance abuse reason	5	4.27%

2014 Pay For Quality (P4Q)

- PPV – Potentially Preventable ER Visits
 - Defined as emergency department visits that may result from lack of adequate access to care or ambulatory care coordination.



2014 Pay For Quality (P4Q)

- PPV – 2012 Results

Potentially Preventable ED Visits (PPV)			
	Reason	Frequency	Rate
CHIP	Infections of upper respiratory tract	473	29.40%
	Non-bacterial gastroenteritis, nausea & vomiting	146	9.07%
	Signs, symptoms & other factors influencing health status	95	5.90%
	Abdominal pain	94	5.84%
	Level I Other ear, nose, mouth, throat & cranial/facial diagnoses	89	5.53%
	Reason	Frequency	Rate
STAR	Infections of upper respiratory tract	5277	35.42%
	Non-bacterial gastroenteritis, nausea & vomiting	1511	10.14%
	Signs, symptoms & other factors influencing health status	1221	8.20%
	Other skin, subcutaneous tissue & breast disorders	887	5.95%
	Viral illness	734	4.93%

2014 Pay For Quality (P4Q)

- What does that mean for you?
 - HEDIS Hybrid Medical Record Review
 - Provider Report Cards
 - Performance Improvement Project (PIPs)
Interventions



Contact Information

Don Gillis

Director, Quality Improvement Department

dgillis@epfirst.com

(915) 532-3778 ext. 1231



EL PASO FIRST
Health Plans inc.

Provider Relations Department

Stacy Arrieta

Provider Relations Representative



EL PASO FIRST
Health Plans *inc.*

Provider Relations Role

- Provider Relations is the liaison between the health plan and the community providers.
- Our goal is to provide education, resources and guidance.
- Guide to Clinical Practice Guidelines.
- Provider Relations Representatives are available to conduct an in-service to Providers and their staff.





ER Reports

- Purpose
 - Assist Primary Care Providers on identifying members from their panel that go to the ER to seek care
 - Encourage Providers to educate their identified members on true emergencies, after hours availability, night clinics or provide other options
 - Educate Members on the Medical Home concept
- Content
 - Member name, ID number, Age, DOB, Phone number, Address, ER DOS, ER Location, Diagnosis.
- Mailed
 - Mailed monthly along with Rosters



SAMPLE ER REPORT

PROVIDER MD, PA
EL PASO, TX 799XX

El Paso First Health Plans, Inc.
ER Utilization
Paid dates Between XX/1/2010 and XX/1/2010

Member # Member Name Age DOB Phone Address ER DOS ER Pay To

Provider: Dr. X

11111111	Baby Boy	0	12/14/07	915-XXX-XXXX Diagnosis: 462 Acute Pharyngitis	1145 Westmoreland Dr. El Paso, Tx 799XX	3/1/10	XY Medical Center
11111111	Baby Girl	1	1/13/07	915-XXX-XXXX Diagnosis: 462 Acute Pharyngitis	1145 Westmoreland Dr. El Paso, Tx 799XX	3/1/10	XY Medical Center
11111111	Baby Girl	4	2/3/04	915-XXX-XXXX Diagnosis: 780.60 Fever, unspecified	1145 Westmoreland Dr. El Paso, Tx 799XX	3/1/10	XY Medical Center
11111111	Baby Boy	14	7/14/93	915-XXX-XXXX Diagnosis: 462 Acute Pharyngitis	1145 Westmoreland Dr. El Paso, Tx 799XX	3/1/10	XY Medical Center
11111111	Baby Girl	0	8/1/07	915-XXX-XXXX Diagnosis: V28.89 Other specified antenatal screening	1145 Westmoreland Dr. El Paso, Tx 799XX	3/1/10	XY Medical Center

CHIP: Adolescent Well-Care Visits

- Provide to Primary Care Providers their CHIP Provider Rosters on a monthly basis as well as their CHIP Well-Care Members Due List.
- Mid-Year Provider Report.



CHIP Well-Child Checkup Members

Due List

DISNEY PEDIATRICS PA

EL PASO, TX 79912

ALL LOCATIONS

El Paso First Health Plans, Inc.

CHIP Master Roster - Well Child Visits Due Members Only

October 2012

Member#	Member Name	Age	DOB	Sex	Phone	Address	Effective	Well Child Visit	PCPName
New Members									
M00000001	MINERVA MOUSE	82	1/19/30	F	915-555-5555	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
D00000005	DAISY DUCK	72	3/26/40	F	915-444-4444	525 DISNEY LN ANAHEIM, CA	06/01/12	DUE	WALTER DISNEY, MD
M00000002	DONALD DUCK	78	12/4/34	M	915-333-3333	525 DISNEY LN ANAHEIM, CA	10/01/11	DUE	WALTER DISNEY, MD
Member Count		3							
Existing Members									
G00000000	PLUTO THE PUP	82	11/16/30	M	915-222-2222	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000001	MICKEY MOUSE	84	10/10/28	M	915-111-1111	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000002	GOOFY G GOOF	80	10/12/32	M	915-010-0101	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
G00000003	SNOW WHITE	75	2/11/37	F	915-777-7777	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
D00000004	PETER PAN	59	8/23/53	M	915-000-0005	525 DISNEY LN ANAHEIM, CA	12/01/11	DUE	WALTER DISNEY, MD
G00000004	WENDY DARLING	59	2/20/53	F	915-888-8888	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD
M00000005	JESSICA RABBIT	24	10/9/88	F	915-999-9999	525 DISNEY LN ANAHEIM, CA	08/01/12	DUE	WALTER DISNEY, MD
M00000006	JIMINY CRICKET	72	4/3/40	M	915-111-2222	525 DISNEY LN ANAHEIM, CA	06/01/12	DUE	WALTER DISNEY, MD
P00000000	ROBIN HOOD	39	11/8/73	M	915-002-3333	525 DISNEY LN ANAHEIM, CA	09/01/12	DUE	WALTER DISNEY, MD

This report contains confidential information and is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. The information is proprietary and must not be sold, transferred or otherwise disclosed without the expressed consent from El Paso First Health Plans, Inc.

Authorized users are allowed access to this information for the sole purpose of conducting business with El Paso First Health Plans, Inc. It will be your responsibility to ensure that controls are in place to protect the information from unauthorized access and/or disclosure. When you are finished with the information the report must be destroyed using a method that ensures complete destruction of all

Contact Information

Stacy Arrieta

Provider Relations Representative

sarrieta@epfirst.com

915-532-3778 ext. 1059



EL PASO FIRST
Health Plans inc.

Health Services Department

Crystal Arrieta, MPH
Disease Management Coordinator



EL PASO FIRST
Health Plans *inc.*

Health Service Department

Address Potentially Preventable
Admissions For Asthma By Encouraging
Proper Asthma Management



EL PASO FIRST
Health Plans *inc.*

PIP interventions

- CM/DM staff will provide outreach to members identified as being less than 50% compliant with their asthma controller medication.
- Outreach will consist of personal phone calls from Case Managers and members will be educated on asthma management and encouraged to comply with asthma medications.



PIP interventions Cont.

- Invite members to EPF asthma management classes
- Outreach and education to school nurses which reside in zip codes with highest prevalence of asthma



**Reduce STAR ED Utilization For
Asthma And Upper Respiratory
Infections For Members 0-9 Years
Of Age**



EL PASO FIRST
Health Plans *inc.*

Current Interventions

- Flyers to members in quarterly newsletters that communicate night clinics and after hour availability
- Education in newsletters about what an emergency situation is and when to seek the ED
- Conditions specific booklet for members that utilize the ED for non-emergencies



New Interventions

- CM/DM staff will contact these members seen in ED for asthma and URI and coordinate care with PCP
- Members will be contacted through a letter sent to convey that they have been identified as having been to the ER two or more times in 3 months with a diagnosis of asthma or URI and to please follow up with PCP. The DMC will also contact by phone to provide this information.



New Interventions Cont.

- DMC will send text messages to members who visited the ER two or more times in 3 months with at least one diagnosis of URI or asthma to reinforce visiting with their PCP.
- Text messages will be sent in the members preferred language



Health Services Contact Info

(915) 532-3778

Janel Lujan, LMSW

Senior Director of Operations

- Extension 1090

Irma Vasquez

Administrative Supervisor

-Extension 1042

Dolores Herrada, RN, CCM

Director of Health Services

-Extension 1007

Crystal Arrieta, MPH

Disease Management
Coordinator

- Extension 1175

Jose Acosta, RN

UR Coordinator

- Extension 1080

EL PASO FIRST

Health Plans inc.



Member Services Department
2014 Pay For Quality (P4Q)

Edgar Martinez, MBA
Director of Member Services



EL PASO FIRST
Health Plans *inc.*

2014 Pay For Quality (P4Q) W34 – Well Child 3 to 6 year olds

- Happy Birthday Postcards



We wish you a Happy and Healthy Birthday!


Go visit your doctor and receive a Well-Child Exam. You will get a **FREE \$15.00** Wal-Mart gift card!



Please make sure that your doctor fills out the back of this card when you go for your Well-Child Exam. Enjoy the free gift of wellness!


Remember that a Well-Child Exam is a major checkup that helps keep children healthy!

- Automated Text Messages



El Paso First Health Plans wants to remind you that your child is due for their CHIP well child exam. Please call your doctor to make an appointment today.

11:14AM



El Paso First Health Plans quiere recordarle que su hijo esta previsto para su examen medico anual de CHIP. Por favor, llame a su medico para hacer una cita.

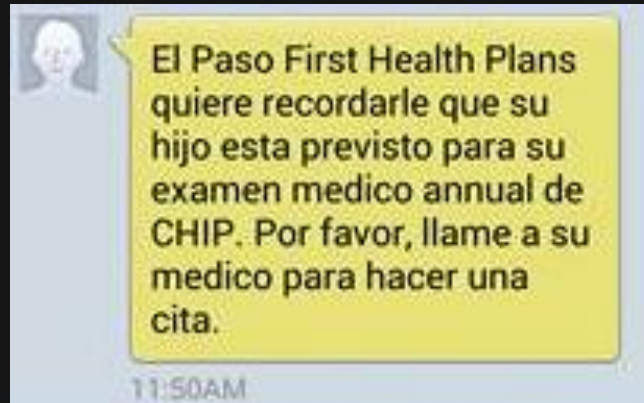
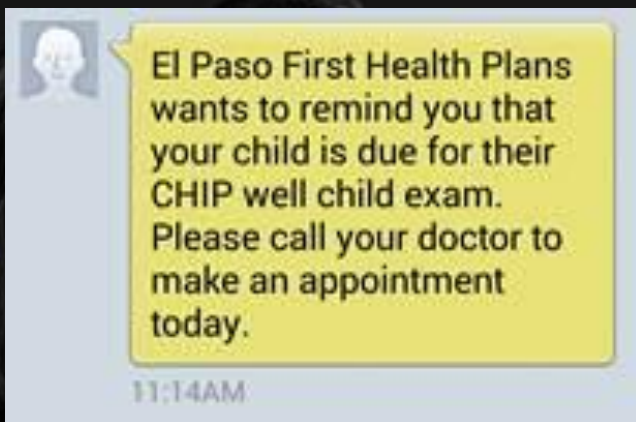
11:50AM

2014 Pay For Quality (P4Q) AWC – Adolescent Well Care

- Happy Birthday Postcards



- Automated Text Messages



Member Services Contact Information

Edgar Martinez, MBA
Director of Member Services
emartinez@epfirst.com
(915) 532-3778 ext. 1064

Juanita Ramirez
Member Services Supervisor
jramirez@epfirst.com
(915) 532-3778 ext. 1063

Antonio Medina
Enrollment Services Supervisor
amedina@epfirst.com
(915) 532-3778 ext. 1034

EL PASO FIRST
Health Plans inc.



Thank You for
Attending Providers!



EL PASO FIRST
Health Plans inc.