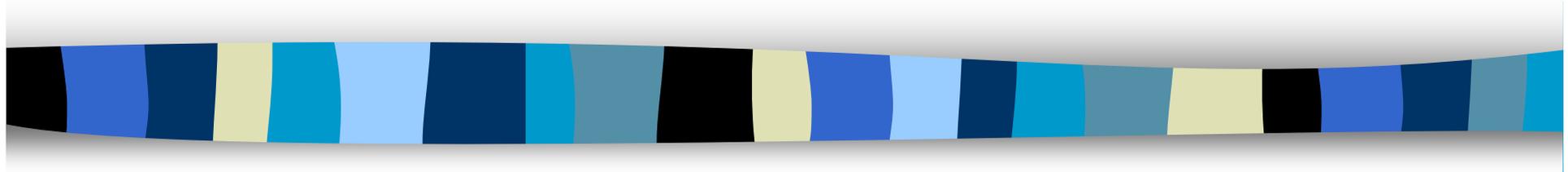
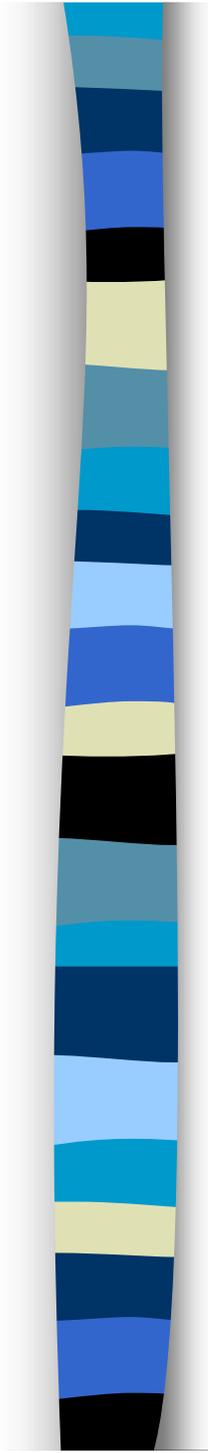


# **Presentation To Rhode Island Medicaid's Consumer Advisory Committee: Thursday, 05/10/2012**



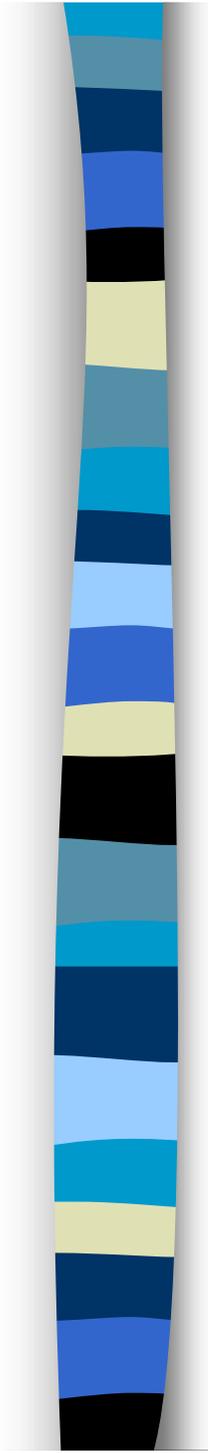
**Draft Update to Rhode Island's Quality Strategy for  
Managed Care**

**Presented by Robyn Hoffmann, RN, MSN, CHC**



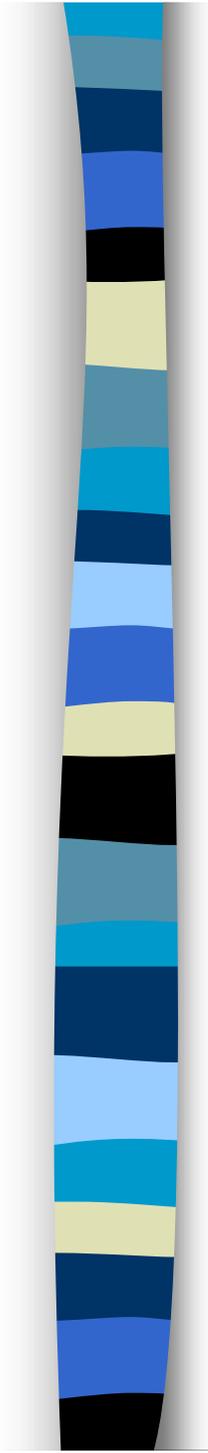
## *Rhode Island's Quality Strategy for Managed Care*

- In 2005, Rhode Island's *Strategy for Assessing and Improving the Quality of Managed Care Services Offered Under Rlite Care* was one of the first quality strategies approved for a State's Medicaid managed care program by the Centers for Medicare & Medicaid Services (CMS).
- In 2006, CMS invited Deb Florio to present an overview of RI's Quality Strategy during a CMS-sponsored Webinar for States.
- In 2008, CMS described RI's Quality Strategy as one which "... *is comprehensive in addressing access, health care service, regulatory and contractual aspects of a State Health Quality Strategy. It encompasses a program approach with clearly outlined strategy components, which is identified as a best practice nationally.*"



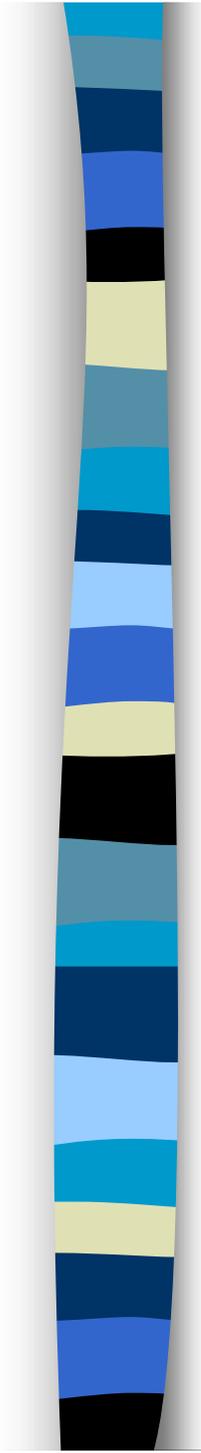
## *Rhode Island's Quality Strategy for Managed Care*

- To fulfill the requirements of 42 CFR 438.202(b) to “obtain the input of recipients and other stakeholders in the development of the strategy and make the strategy available for public comment before adopting it in final”, RI Medicaid used the following process in 2005:
  - A “final draft” was posted on the RI DHS Website
  - A notice (written in English and Spanish) was placed in *The Providence Journal*, making the public aware that the final draft was available and how to obtain a copy for review.
  - The “final draft” was presented to the Consumer Advisory Committee (CAC)
  - When the 30-day comment period was completed, RI Medicaid sent copies to the Central and Regional Offices of CMS.



## *Rhode Island's Quality Strategy for Managed Care*

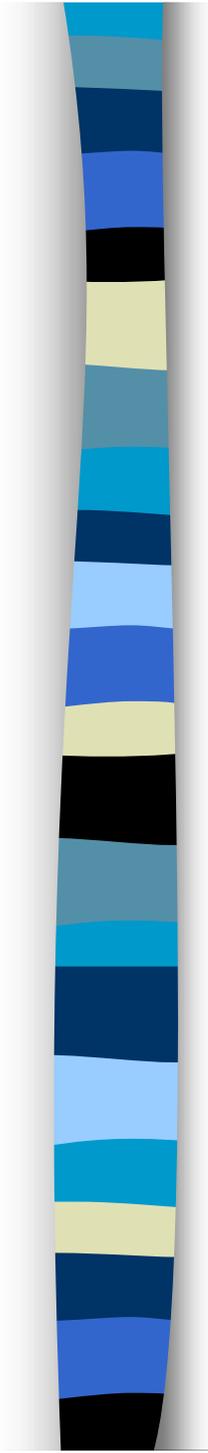
- Why is Rhode Island's Quality Strategy being revised?
  - To reflect the inclusion of the State's managed care programs that have been implemented since 2007:
    - Rite Smiles
    - Connect Care Choice
    - Rhody Health Partners



## *Rhode Island's Quality Strategy for Managed Care*

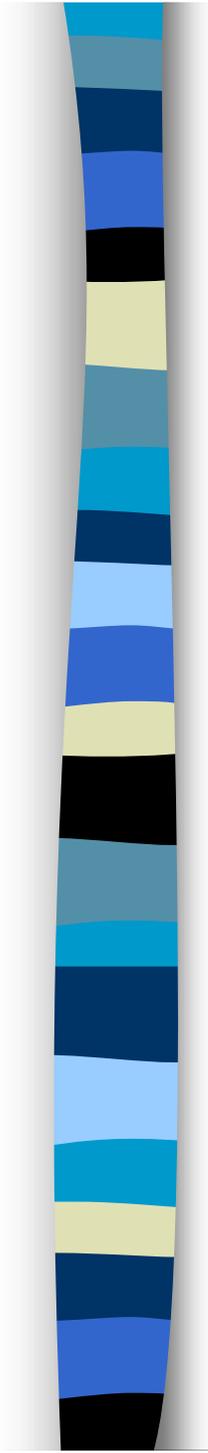
### *Current Components for Rlte Care:*

- The activities outlined in the State's current Quality Strategy for Rlte Care have been maintained in the proposed revision. Our current strategy assesses the quality and appropriateness of care, as well as access to care for enrollees by:
  - ✓ Defining access and quality performance standards in the State's contract with Health Plans
  - ✓ Arranging for the annual, Federally-mandated independent reviews which are conducted by an External Quality Review Organization (EQRO)
  - ✓ Requiring each Health Plan to maintain NCQA accreditation
  - ✓ Monitoring and trending encounter data
  - ✓ Reviewing the series of quarterly reports submitted by Health Plans, including grievances & appeals and informal complaints



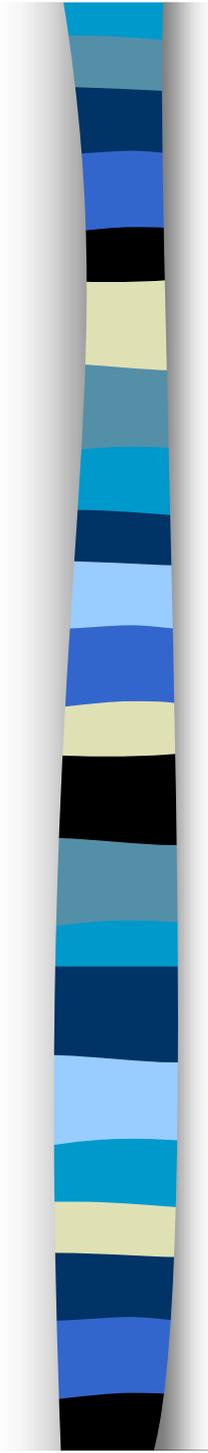
## *Rhode Island's Quality Strategy for Managed Care Current Components for Rlte Care (continued):*

- ✓ Reviewing the results of the MCOs' CAHPS® member satisfaction surveys
- ✓ Conducting statewide research & evaluation studies
- ✓ Monitoring and trending enrollment and disenrollment data
- ✓ Ensuring that the Health Plans have active quality management programs
- ✓ Establishing the areas of focus for the mandatory Quality Improvement Projects (QIPs) undertaken by each Health Plan
- ✓ Monitoring provider networks to ensure that there is adequate capacity and access for members
- ✓ Analyzing the findings from the State's annual Performance Goal Program, including Health Plans' performance on HEDIS® measures, using external benchmarks



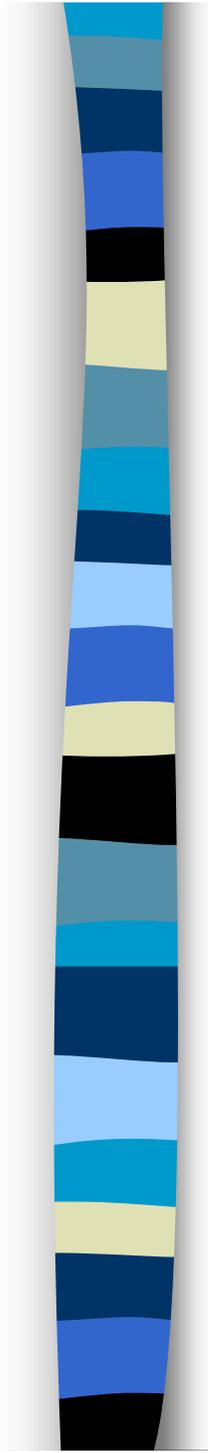
## *Rhode Island's Quality Strategy for Managed Care*

- In the proposed update to Rhode Island's quality strategy, the State has built upon the core principles that have been previously approved by CMS for RItE Care
- The proposed draft will be presented for the review and inputs of stakeholders who participate in the Global Waiver's Quality and Evaluation Work Group on 04/13/2012 and Rhode Island Medicaid's Consumer Advisory Committee on 05/10/2012
- A final draft will be posted for comment subsequently on the EOHHS Website
- The next series of slides provide an overview of the quality designs that have been implemented for the State's newer managed care programs:
  - ✓ RItE Smiles
  - ✓ Connect Care Choice
  - ✓ Rhody Health Partners



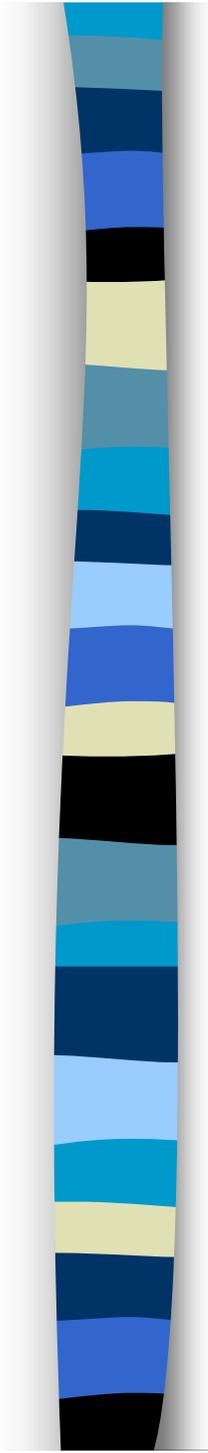
## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Rlte Smiles:*

- Rlte Smiles is the State's dental benefits program for Medicaid-enrolled children who were born on or after May 1<sup>st</sup> of 2000. As of December 31, 2011, there were 56,706 children enrolled in Unitedhealthcare Dental, which contracts with Rhode Island Medicaid to serve children enrolled in this program.
- The following components are integral to the quality design for Rlte Smiles:
  - ✓ Analyzing performance, using the HEDIS methodology to benchmark performance on the *Annual Dental Visit* measure  
Monitoring and trending encounter data
  - ✓ Reviewing the series of quarterly reports submitted by Health Plans, including grievances & appeals and informal complaints
  - ✓ Requiring one Quality Improvement Project (QIP) annually



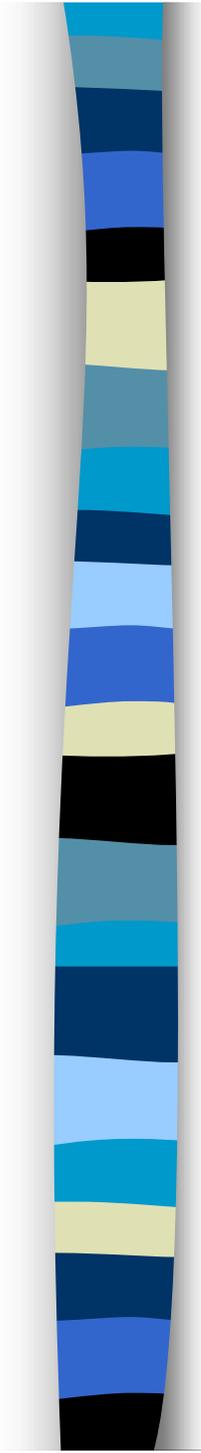
## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Rlte Smiles (Continued):*

- ✓ Conducting a family satisfaction survey at periodic intervals
- ✓ Analyzing the dental-specific measures that are included in the State's annual CMS 416 report to CMS
- ✓ Monitoring five oral health indicators:
  - The percentage of Medicaid-enrolled children with at least one dental visit
  - The annual dental visit rate/1,000 Medicaid-enrolled children
  - The percentage of at Medicaid-enrolled children with at least one preventive oral health visit
  - The percentage of Medicaid-enrolled children with at least one restorative dental visit
  - The percentage of Medicaid-enrolled children with at least one sealant



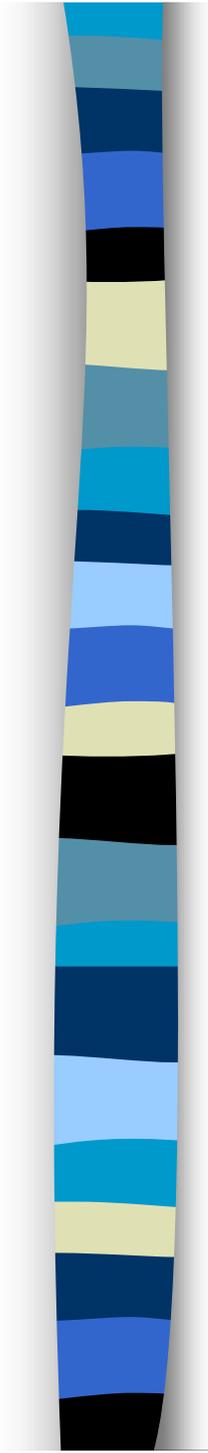
*Rhode Island's Quality Strategy for Managed Care  
Quality Design Components for RItE Smiles  
(Continued):*

- ✓ Monitoring the provider network to ensure that there is adequate capacity and access for members
- ✓ Conducting analyses to determine whether there have been changes in the site of care where children received dental services (also known as “locus of care” studies) to see whether more children are now receiving dental care in solo or group office-based settings
- ✓ Quantifying the number of dentists who are enrolled in the RItE Smiles network and comparing this statistic to the State's pre-RItE Smiles provider enrollment



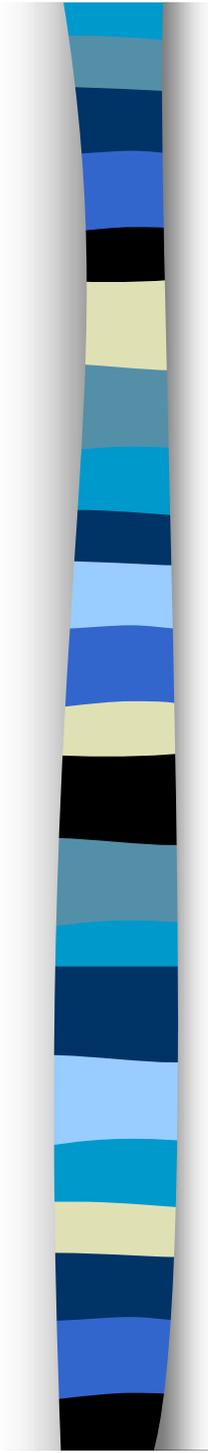
## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Connect Care Choice:*

- Connect Care Choice is Rhode Island Medicaid's primary care case management program for Medicaid-covered disabled adults living in the community who do not have another primary source of health insurance coverage. As of December 31, 2011, there were 1,749 disabled adults enrolled in Connect Care Choice.
- The following components are integral to the quality design for Connect Care Choice (CCC):
  - ✓ Completing the SF-36™ profile of functional health and well-being with CCC enrollees. The SF-36™ includes psychometrically-based physical and mental health summary measures and a preference-based health utility index.



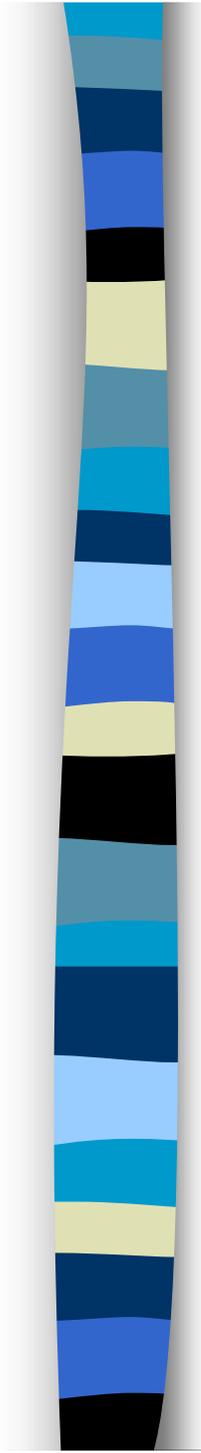
## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Connect Care Choice (continued):*

- ✓ Completing the Katz Index of ADLs with CCC enrollees. The Katz Index assesses adequacy of performance in six functions: Bathing, dressing, toileting, transferring, continence, and feeding.
- ✓ Completing the PHQ-9 with CCC enrollees. The PHQ-9 is a 9-item depression scale of the Patient Health Questionnaire. It assesses symptoms and functional impairment and derives a severity score to help monitor treatment.
- ✓ Analyzing several HEDIS®-like measures:
  - *Persistence of Beta-blocker Therapy After a Heart Attack*
  - *Antidepressant Medication Management (Effective Acute Phase Treatment)*



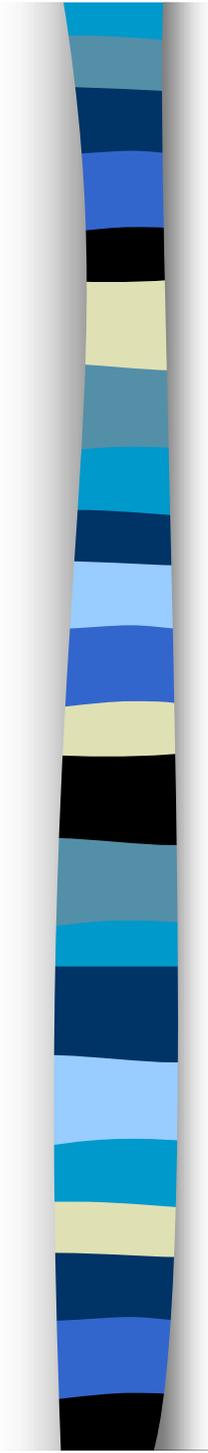
*Rhode Island's Quality Strategy for Managed Care  
Quality Design Components for Connect Care Choice  
(continued):*

- ✓ Analyzing several HEDIS®-like measures (continued):
  - Several components of the *Comprehensive Diabetes Care* measure: *Hemoglobin A1c with Poor Control, LDL-C Control, Retinal Eye Exam Performed, & Blood Pressure Control*
  - *Advising Smokers & Tobacco Users to Quit*
- ✓ Including a sample of CCC enrollees in the State's *Access to Health Care for Adults with Disabilities Survey* survey, which is conducted by telephone on a periodic basis



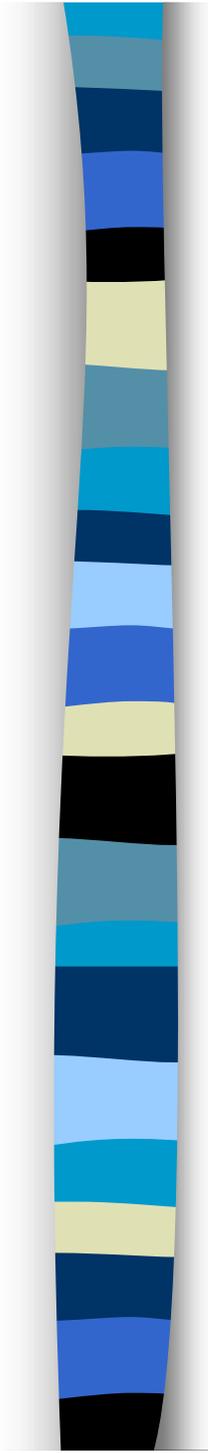
## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Rhody Health Partners*

- Rhody Health Partners is Rhode Island Medicaid's MCO-based managed care program for Medicaid-covered disabled adults living in the community who do not have another primary source of health insurance coverage. As of December 31, 2011, there were 13,424 disabled adults enrolled in Rhody Health Partners.
- Two Health Plans serve RHP enrollees: Neighborhood Health Plan of Rhode Island and UnitedHealthcare Community Plan.
- The following components are integral to the quality design for Rhody Health Partners:
  - ✓ Analyzing the MCOs' audited HEDIS® and CAHPS® measures, which are submitted annually by the Health Plans to the National Committee for Quality Assurance (NCQA)
  - ✓ Including RHP in the annual External Quality Review (EQR) process, which is conducted by the State's External Quality Review Organization



## *Rhode Island's Quality Strategy for Managed Care Quality Design Components for Rhody Health Partners (continued):*

- ✓ Analyzing a series of quarterly reports specific to each MCO's Rhody Health Partners (RHP) enrollment, including but not limited to informal complaints, grievances and appeals, and care management
- ✓ Requiring the inclusion of the RHP cohort in at least one of the MCOs' four Quality Improvement Projects
- ✓ Analyzing and trending the MCOs' encounter data reporting
- ✓ Including a sample of RHP enrollees in the State's *Access to Health Care for Adults with Disabilities Survey* survey, which is conducted by telephone on a periodic basis
- ✓ Analyzing the findings from each MCO's annual CAHPS® *Adults in Medicaid* survey, which includes RHP members
- ✓ Including the MCOs' RHP enrollment in the State's annual Performance Goal Program, with cohort analysis for appeals, the engagement of new members, and care management



*Rhode Island's Quality Strategy for Managed Care  
Quality Design Components for Rhody Health Partners  
(continued):*

- ✓ Conducting a RHP member satisfaction survey on a periodic basis