EQRO Summary of Activities and Value-Added Services Report Results

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Agenda

• Background
• Purpose of Report
• Key Takeaways
• Questions
Introduction

Background

- Since 2002, the Institute for Child Health Policy (ICHP) at the University of Florida has served as the external quality review organization (EQRO) for Texas Medicaid and CHIP.

- State Medicaid agency EQR technical reports are due to the Centers for Medicare & Medicaid Services (CMS) by April 30 each year.
Purpose

• The annual Summary of Activities (SOA) reports to CMS all EQRO activities performed by ICHP during the contract year.

• The SOA report presents findings by the Texas EQRO on activities for state fiscal year (SFY) 2018, which address quality of care in Texas Medicaid and CHIP and follow CMS guidelines and protocols.
Required CMS Protocols

• **Protocol 1:** Assessment of Compliance with Medicaid Managed Care Regulations
  • Administrative Interviews

• **Protocol 2:** Validation of Performance Measures Reported by MCOs

• **Protocol 3:** Validation of Performance Improvement Projects (PIPs)
Optional CMS Protocols and Activities

• **Protocol 4**: Validation of Encounter Data Reported by MCOs
  • Data Certification
  • Record Review

• **Protocol 5**: Validation and Implementation of Surveys

• **Protocol 6**: Calculation of Performance Measures
  • Quality of Care
  • Potentially Preventable Events

• **Protocol 8**: Focused Studies
Results

• 3 principal findings that provide an opportunity for HHSC and MCOs to collaborate to improve quality of care in Texas.
• 3 notable improvements were identified that show progress to increased quality programming.
Principal Finding #1

Performance on the Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP) measure was low across programs except STAR Health.

- EQRO recommends HHSC work to understand the differences in care delivery across programs to find ways to increase the use of these services and bring other programs up to STAR Health’s performance.
Principal Finding #2

Mental health disorders were among the top 10 reasons for Potentially Preventable Admissions (PPA) across all managed care programs.

- EQRO recommends that HHSC and MCOs work together to develop statewide strategies for improvement.
Principal Finding #3

Disease Management - Vaccination rates for Rotavirus, Influenza, and Human Papillomavirus lagged behind other immunizations.

- EQRO recommends that MCOs focus on improving rates for these key vaccinations.
Next Steps

HHSC will continue to prioritize these issues, to the extent possible, through the pay-for-quality program which holds MCOs financially accountable for measurable change.

• **Finding #1:** Low performance on use of first-line psychosocial care for children and adolescents on antipsychotics (APP)
  • Follow-up After Hospitalization for Mental Illness (FUH) will be an at-risk measure for STAR Kids in 2020
  • Follow-up Care for Children Prescribed ADHD Medication will be bonus pool measure for STAR and CHIP in 2020
Next Steps (cont.)

HHSC will continue to prioritize these issues, to the extent possible, through the pay-for-quality program which holds MCOs financially accountable for measurable change.

• **Finding #2:** Mental health disorders among top 10 reasons for Potentially Preventable Admissions (PPAs)
  • PPAs are currently a STAR Bonus Pool Measure
Next Steps (cont.)

HHSC will continue to prioritize these issues, to the extent possible, through the pay-for-quality program which holds MCOs financially accountable for measurable change.

• **Finding #3:** Low vaccination rates for rotavirus, flu, and HPV
  • Vaccines (combo 10) are currently a CHIP Bonus Pool Measure, and will be added to STAR bonus pool in 2020
  • Immunizations for Adolescents (combo 2) will be at-risk measure for STAR in 2020

Additionally, HHSC will discuss these findings with MCOs at their quality meetings to continue to identify any other opportunities to address these issues.
Positive Performance #1

Quality Assessment and Performance Improvement (QAPI) program evaluations

• The average QAPI score across all health plans increased from the previous year from 97.5 to 98.2 percent.
• The range in the overall score by health plan improved from 2017 to 2018.
Positive Performance #2

Performance Improvement Projects

• Across all PIP evaluations, 12 STAR PIPs and three CHIP PIPs achieved a statistically significant improvement for the Upper Respiratory Tract Infection-related PPV measure.
Positive Performance #3

Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey

• Composite scores and ratings in Texas were higher than most 2018 Nationwide CAHPS Adult Medicaid rates.
Resources/Questions


• Questions?
Thank you