Quarterly Quality Call
Community First Health Plans

Texas Health and Human Services Commission
Health Policy and Clinical Services Division
Healthcare Quality Analytics, Research and Coordination Support

September 9, 2015
Agenda Overview

1. MCO initiatives for value-based contracting - 15 min
2. MCO identification/integration of high value DSRIP projects - 10 min
3. MCO super-utilizer targeting and intervention - 10 min
4. Focused quality measure discussion - 20 min
Agenda Item no. 2

MCO's efforts towards identification of high value DSRIP projects and steps towards integration of these projects into an MCO value based payment model

RHPs active:

• Bexar – 6
Agenda Item no. 3

MCO's super-utilizer targeting and intervention strategies. This could include value based payments as a means to finance such activities.

To discuss:

- Health Forum
- CMS IAP Program
- Top 10 highest cost, ED, inpatient
Agenda Item no. 4

Focused discussion on a specific MCO quality measure

Quality Measures collected by HHSC

• Quality of Care
• PPEs
PPEs Definition

Potentially preventable emergency room visit (PPV)
Emergency treatment for a condition that could have been, treated or prevented by a physician or other health care provider in a nonemergency setting.

Potentially preventable readmission (PPR)
A return hospitalization within a set time period that might have resulted from problems in the care during a previous hospital stay or from deficiencies in a post-hospital discharge follow-up.

*NOTE*: For the report, PPRs are expressed as PPR chains (one or more PPRs within a readmission window).

Potentially preventable admission (PPA)
A hospital admission or a long-term care facility stay that might have been reasonably prevented with adequate access to ambulatory care or health care coordination.
MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO)
POTENTIALLY PREVENTABLE ED VISITS (PPV) DATA
CALENDAR YEARS 2012-2014

Bexar Community First Health Plans
STAR PPV CY12

Costs per 1,000 MM $28,040
A/E Ratio 1.15
PPEs per 1,000 MM 49.71

Bexar Community First Health Plans
STAR PPV CY13

Costs per 1,000 MM $21,127
A/E Ratio 1.16
PPEs per 1,000 MM 45.49

Bexar Community First Health Plans
STAR PPV CY14

Costs per 1,000 MM $17,899
A/E Ratio 1.22
PPEs per 1,000 MM 47.25
CF Cost per PPE

<table>
<thead>
<tr>
<th>Year</th>
<th>PPA</th>
<th>PPR</th>
<th>PPV</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$3,779.33</td>
<td>$6,131.21</td>
<td>$0</td>
</tr>
<tr>
<td>2013</td>
<td>$3,566.77</td>
<td>$6,317.95</td>
<td>$564.08</td>
</tr>
<tr>
<td>2014</td>
<td>$3,678.51</td>
<td>$7,318.68</td>
<td>$464.42</td>
</tr>
</tbody>
</table>

Legend:
- PPA: Per-Person Allocation
- PPR: Per-Project Reporting
- PPV: Per-Project Reporting Variations
CF PPE Cost per 1,000MM

<table>
<thead>
<tr>
<th>Year</th>
<th>PPV</th>
<th>PPR</th>
<th>PPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$28,040</td>
<td>$1,165</td>
<td>$2,986</td>
</tr>
<tr>
<td>2013</td>
<td>$21,127</td>
<td>$1,264</td>
<td>$2,497</td>
</tr>
<tr>
<td>2014</td>
<td>$17,899</td>
<td>$1,830</td>
<td>$2,685</td>
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</tbody>
</table>
Quality Measure of Interest

Potentially preventable emergency room visit PPV
<table>
<thead>
<tr>
<th>Community Health Choice</th>
<th>Total ED Visits at Risk for PPV</th>
<th>Actual Number of PPVs</th>
<th>Actual to Expected Ratio for PPV Weight</th>
<th>Actual Number of PPVs Per 1,000 Member Months</th>
<th>Actual PPV Expenditures</th>
<th>Actual PPV Expenditures Per 1,000 Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL STAR</td>
<td>1,438,591</td>
<td>1,119,877</td>
<td>1.00</td>
<td>39.46</td>
<td>$280,326,748</td>
<td>$9,876.37</td>
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<tr>
<td>Total Bexar</td>
<td>150,588</td>
<td>121,916</td>
<td>1.31</td>
<td>51.42</td>
<td>$34,158,508</td>
<td>$14,407.47</td>
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<tr>
<td>Com First</td>
<td>60,574</td>
<td>48,402</td>
<td>1.22</td>
<td>47.25</td>
<td>$18,336,362</td>
<td>$17,899.47</td>
</tr>
</tbody>
</table>
Cost per PPV STAR and SA

- Total STAR
- STAR Bexar
- Com First

2012:
- Total STAR: $277.13
- STAR Bexar: $356.35
- Com First: $0

2013:
- Total STAR: $261.70
- STAR Bexar: $318.79
- Com First: $280.19

2014:
- Total STAR: $464.42
- STAR Bexar: $250.29
- Com First: $378.82
PPV A/E Ratios in Bexar SA

![Graph showing PPV A/E Ratios for STAR and Com First from 2012 to 2014. The graph indicates an upward trend for both lines, with STAR starting at 1.22 in 2012 and Com First at 1.15. By 2014, STAR reaches 1.31 and Com First reaches 1.22.]

- 2012: STAR = 1.22, Com First = 1.15
- 2013: STAR = 1.28, Com First = 1.16
- 2014: STAR = 1.31, Com First = 1.22
### PPV Cost per 1,000 MM STAR and SA

<table>
<thead>
<tr>
<th>Year</th>
<th>Com First</th>
<th>STAR Bexar</th>
<th>Total STAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$11,135</td>
<td>$10,306</td>
<td>$18,787</td>
</tr>
<tr>
<td>2013</td>
<td>$9,876</td>
<td>$16,010</td>
<td>$21,127</td>
</tr>
<tr>
<td>2014</td>
<td>$10,306</td>
<td>$14,407</td>
<td>$17,899</td>
</tr>
</tbody>
</table>

*Values in dollars.*
PPV A/E Ratios All Plans Bexar SA

- TOTAL
- Aetna Better Health
- Amerigroup
- Community First Health Plans
- Superior HealthPlan

Year:
- 2012: 1.15
- 2013: 1.16
- 2014: 1.22
Cost per PPV All Plans Bexar SA

- TOTAL
- Aetna Better Health
- Amerigroup
- Community First Health Plans
- Superior HealthPlan

|$564.08|
|$464.42|
|$378.82|

2012 2013 2014
PPVs and Cost Correlation All Plans Bexar SA

<table>
<thead>
<tr>
<th>Plan</th>
<th>2012 PPV/1,000MM</th>
<th>2012 PPV Cost/1,000MM*</th>
<th>2013 PPV/1,000MM</th>
<th>2013 PPV Cost/1,000MM*</th>
<th>2014 PPV/1,000MM</th>
<th>2014 PPV Cost/1,000MM*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Better Health</td>
<td>49.71</td>
<td>$28.04</td>
<td>45.49</td>
<td>$21.13</td>
<td>47.25</td>
<td>$17.90</td>
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<tr>
<td>Amerigroup</td>
<td></td>
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<tr>
<td>Community First Health Plans</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Superior HealthPlan</td>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

* Cost numbers represented in thousands
<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infections of Upper Respiratory Tract</td>
<td>12,986</td>
<td>26.83%</td>
</tr>
<tr>
<td>Non-Bacterial Gastroenteritis, Nausea &amp; Vomiting</td>
<td>3,626</td>
<td>7.49%</td>
</tr>
<tr>
<td>Other Skin, Subcutaneous Tissue &amp; Breast Disorders</td>
<td>2,786</td>
<td>5.76%</td>
</tr>
<tr>
<td>Signs, Symptoms &amp; Other Factors Influencing Health Status</td>
<td>2,719</td>
<td>5.62%</td>
</tr>
<tr>
<td>Level II Other Musculoskeletal System &amp; Connective Tissue Diagnoses</td>
<td>2,569</td>
<td>5.31%</td>
</tr>
<tr>
<td>Contusion, Open Wound &amp; Other Trauma To Skin &amp; Subcutaneous Tissue</td>
<td>2,529</td>
<td>5.22%</td>
</tr>
<tr>
<td>Level I Other Ear, Nose, Mouth, Throat &amp; Cranial/Facial Diagnoses</td>
<td>2,331</td>
<td>4.82%</td>
</tr>
<tr>
<td>Viral Illness</td>
<td>2,103</td>
<td>4.34%</td>
</tr>
<tr>
<td>Abdominal Pain</td>
<td>1,918</td>
<td>3.96%</td>
</tr>
<tr>
<td>Cellulitis &amp; Other Bacterial Skin Infections</td>
<td>1,388</td>
<td>2.87%</td>
</tr>
<tr>
<td>Acute Lower Urinary Tract Infections</td>
<td>1,226</td>
<td>2.53%</td>
</tr>
<tr>
<td>Asthma</td>
<td>1,146</td>
<td>2.37%</td>
</tr>
</tbody>
</table>
2013 PIP Score

2013 Final PIP Report Score Averages by Plan

Health Plan

Aeona (AE) 56.4  90.3  83.1  67.6  72.3  72.3  75.6  99.8  79.9  82.4  82.4  80.2  87.5
Amerigroup (AM) 53.2  73.0  71.8  72.6  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
BCBS TX (BC) 67.6  73.0  71.8  72.6  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
CHRISTUS (CR) 72.3  72.3  72.3  72.3  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Community Health Choice (CH) 76.2  71.8  71.8  71.8  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Cook Children’s (CC) 72.3  72.3  72.3  72.3  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Dentaquest (DQ) 79.9  8.4  8.4  80.2  87.5  70.9  81.8  73.9
El Paso First (EP) 8.4  8.4  80.2  87.5  70.9  81.8  73.9
First Care (FC) 8.4  8.4  80.2  87.5  70.9  81.8  73.9
HealthSpring (HS) 72.3  72.3  72.3  72.3  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
MCNA Dental (MC) 63.3  63.3  63.3  63.3  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Molina (MO) 57.0  57.0  57.0  57.0  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Parkland (PA) 21.7  21.7  21.7  21.7  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Sentro (SN) 8.4  8.4  80.2  87.5  70.9  81.8  73.9
Seton (SE) 84.6  84.6  84.6  84.6  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Superior Children’s (TC) 86.0  86.0  86.0  86.0  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
Texas Children’s (UH) 94.0  94.0  94.0  94.0  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
UnitedHealthcare (UH) 73.9  73.9  73.9  73.9  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
STAR 71.0  71.0  71.0  71.0  79.3  8.4  8.4  80.2  87.5  70.9  81.8  73.9
STAR+PLUS 79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0

Overall Average 79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0  79.0
Agenda Item no. 5

Review meeting

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