Quarterly Quality Call
Community Health Choice

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

September 2nd, 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:

- Harris – 2, 3, 17
- Jefferson – 2, 3, 17
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 EVENTS (PPV) DATA, CALENDAR YEARS 2011-2014 *

<table>
<thead>
<tr>
<th>Year</th>
<th>Community Health Choice</th>
<th>Costs per 1,000 MM</th>
<th>A/E Ratio</th>
<th>PPEs per 1,000 MM</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY11</td>
<td>TOTAL</td>
<td>8841.67</td>
<td>0.85</td>
<td>23.66</td>
</tr>
<tr>
<td>CY12</td>
<td>TOTAL</td>
<td>11330.27</td>
<td>0.82</td>
<td>33.68</td>
</tr>
<tr>
<td>CY13</td>
<td>TOTAL</td>
<td>10607.45</td>
<td>0.85</td>
<td>32.23</td>
</tr>
<tr>
<td>CY14</td>
<td>TOTAL</td>
<td>10090.39</td>
<td>0.83</td>
<td>31.38</td>
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</tbody>
</table>

* NOTE: Calendar year 2014 is a partial year of data
CHC PPEs*

* NOTE: Calendar year 2014 is a partial year of data
CHC Cost per PPE

2011: $3,931.91
2012: $4,028.14
2013: $3,748.17
2014: $4,898.20

2011: $6,251.91
2012: $6,195.59
2013: $6,252.63
2014: $6,252.63

2011: $5,736.68
2012: $336.41
2013: $329.12
2014: $321.55
COMMUNITY HEALTH CHOICE
Quality Measure of Interest

Potentially preventable emergency room visit

PPV
## CHC PPV Profile

<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>
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</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>85,734</td>
<td>63,754</td>
<td>0.85</td>
<td>32.23</td>
<td>$20,979,362</td>
<td>$10,607.45</td>
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<tr>
<td>Harris</td>
<td>71,609</td>
<td>52,745</td>
<td>0.8</td>
<td>30.09</td>
<td>$19,203,739</td>
<td>$10,954.48</td>
</tr>
<tr>
<td>Jefferson</td>
<td>14,125</td>
<td>11,009</td>
<td>1.24</td>
<td>48.98</td>
<td>$1,775,623</td>
<td>$7,900.58</td>
</tr>
</tbody>
</table>
Cost per PPV

- **2011**: $373.70
- **2012**: $366.41
- **2013**: $329.12
- **2014**: $321.55

Bar chart showing the cost per PPV for CH Choice and STAR Total from 2011 to 2014.
PPV Cost per 1,000 MM

<table>
<thead>
<tr>
<th>Year</th>
<th>STAR Total</th>
<th>CH Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>$8,217</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>$9,254</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>$7,901</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>$7,409</td>
<td></td>
</tr>
</tbody>
</table>
CHC PPVs Harris SA

STAR Total  Community Health Choice

0.85  0.71  0.76  0.72
0.81  0.75  0.8  0.78
0.75  0.8  0.78  0.72

2011  2012  2013  2014
Cost per 1,000MM Harris SA

<table>
<thead>
<tr>
<th></th>
<th>STAR Total</th>
<th>Community Health Choice</th>
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<tbody>
<tr>
<td>2011</td>
<td>$8,867</td>
<td>$0</td>
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<tr>
<td>2012</td>
<td>$11,599</td>
<td>$10,954</td>
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<tr>
<td>2013</td>
<td>$10,954</td>
<td>$10,411</td>
</tr>
<tr>
<td>2014</td>
<td>$10,411</td>
<td>$0</td>
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</table>

Costs are in dollars.
Cost per PPV Harris SA

<table>
<thead>
<tr>
<th>Year</th>
<th>Community Health Choice</th>
<th>STAR Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>$389.77</td>
<td>$389.77</td>
</tr>
<tr>
<td>2012</td>
<td>$371.75</td>
<td>$371.75</td>
</tr>
<tr>
<td>2013</td>
<td>$364.06</td>
<td>$364.06</td>
</tr>
<tr>
<td>2014</td>
<td>$356.29</td>
<td>$356.29</td>
</tr>
</tbody>
</table>
Cost per 1,000MM Jefferson SA

- **STAR Total**
  - 2011: $8,217
  - 2012: $9,254
  - 2013: $7,901
  - 2014: $7,409

- **Community Health Choice**
  - 2011: $0
  - 2012: $9,254
  - 2013: $7,901
  - 2014: $7,409
Cost per PPV Jefferson SA

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<thead>
<tr>
<th>Year</th>
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<tbody>
<tr>
<td>2011</td>
<td>$178.90</td>
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</tr>
<tr>
<td>2012</td>
<td>$175.13</td>
<td>$175.13</td>
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<tr>
<td>2013</td>
<td>$161.30</td>
<td>$161.30</td>
</tr>
<tr>
<td>2014</td>
<td>$149.82</td>
<td>$149.82</td>
</tr>
</tbody>
</table>
PPV A/E Ratios by SA

- CH Choice
- Harris
- Jefferson

Year | CH Choice | Harris | Jefferson
--- | --- | --- | ---
2011 | 0.81 | 0.82 | 1.91
2012 | 0.80 | 0.75 | 1.36
2013 | 0.80 | 0.70 | 1.24
2014 | 0.78 | 0.70 | 1.27
Cost per PPV by SA

<table>
<thead>
<tr>
<th>Year</th>
<th>CH Choice</th>
<th>Harris</th>
<th>Jefferson</th>
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<tr>
<td>2014</td>
<td>$356.29</td>
<td>$149.82</td>
<td></td>
</tr>
</tbody>
</table>
Cost per PPV All Plans Harris SA

- UnitedHealthCare Community Plan
- Texas Children's Health Plan
- Molina Healthcare of Texas, Inc.
- Community Health Choice
- Amerigroup

Costs for 2011: $389.77
Costs for 2012: $371.75
Costs for 2013: $364.06
Costs for 2014: $356.29
PPV A/E Ratios All Plans Jefferson SA

- Amerigroup
- Community Health Choice
- Molina Healthcare of Texas, Inc.
- Texas Children's Health Plan
- UnitedHealthCare Community Plan

<table>
<thead>
<tr>
<th>Health Plans</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amerigroup</td>
<td>1.99</td>
<td>1.39</td>
<td>1.28</td>
<td>1.27</td>
</tr>
<tr>
<td>Community Health Choice</td>
<td>1.91</td>
<td>1.36</td>
<td>1.24</td>
<td>1.27</td>
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<tr>
<td>Molina Healthcare of Texas, Inc.</td>
<td>2.34</td>
<td>1.5</td>
<td>1.38</td>
<td>1.35</td>
</tr>
<tr>
<td>Texas Children's Health Plan</td>
<td>2.18</td>
<td>1.34</td>
<td>1.18</td>
<td>1.19</td>
</tr>
<tr>
<td>UnitedHealthCare Community Plan</td>
<td>1.95</td>
<td>1.26</td>
<td>1.21</td>
<td>1.22</td>
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</table>
Cost per PPV All Plans Jefferson SA

Amerigroup
Community Health Choice
Molina Healthcare of Texas, Inc.
Texas Children's Health Plan
UnitedHealthCare Community Plan

$178.90  $175.13
$161.30  $149.82

2011 2012 2013 2014

$0 $50 $100 $150 $200 $250 $300
PPV Cost/1,000 MM All Plans Jefferson SA

- UnitedHealthCare Community Plan
- Texas Children's Health Plan
- Molina Healthcare of Texas, Inc.
- Community Health Choice
- Amerigroup

Year | Plan 1 | Plan 2 | Plan 3 | Plan 4 | Plan 5 |
--- | --- | --- | --- | --- | --- |
2014 | $7,409 | | | | |
2013 | | $7,901 | | | |
2012 | | | $9,254 | | |
2011 | | | | $8,217 | |
<table>
<thead>
<tr>
<th>Overall Plan (76%)</th>
<th>Number</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infections Of Upper Respiratory Tract</td>
<td>16,367</td>
<td>25.67%</td>
</tr>
<tr>
<td>Signs, Symptoms &amp; Other Factors Influencing Health Status</td>
<td>5,294</td>
<td>8.30%</td>
</tr>
<tr>
<td>Non-Bacterial Gastroenteritis, Nausea &amp; Vomiting</td>
<td>4,833</td>
<td>7.58%</td>
</tr>
<tr>
<td>Other Skin, Subcutaneous Tissue &amp; Breast Disorders</td>
<td>3,908</td>
<td>6.13%</td>
</tr>
<tr>
<td>Level I Other Ear, Nose, Mouth, Throat &amp; Cranial/Facial Diagnoses</td>
<td>3,155</td>
<td>4.95%</td>
</tr>
<tr>
<td>Viral Illness</td>
<td>2,790</td>
<td>4.38%</td>
</tr>
<tr>
<td>Contusion, Open Wound &amp; Other Trauma To Skin &amp; Subcutaneous Tissue</td>
<td>2,789</td>
<td>4.37%</td>
</tr>
<tr>
<td>Abdominal Pain</td>
<td>2,772</td>
<td>4.35%</td>
</tr>
<tr>
<td>Level II Other Musculoskeletal System &amp; Connective Tissue Diagnoses</td>
<td>2,647</td>
<td>4.15%</td>
</tr>
<tr>
<td>Cellulitis &amp; Other Bacterial Skin Infections</td>
<td>2,023</td>
<td>3.17%</td>
</tr>
<tr>
<td>Acute Lower Urinary Tract Infections</td>
<td>1,881</td>
<td>2.95%</td>
</tr>
</tbody>
</table>
2013 Final PIP Report Score Averages by Plan

Health Plan

- Aetna (AE)
- Amerigroup (AM)
- BCBS of TX (BC)
- CHRISTUS (CR)
- Community Health Choice (CH)
- Cook Children’s (CC)
- DentaQuest (DQ)
- Driscoll (DR)
- El Paso First (EP)
- FirstCare (FC)
- HealthSpring (HS)
- MCNA Dental (MC)
- Molina (MO)
- Parkland (PA)
- Scott & White (SW)
- Sendero (SN)
- Seton (SE)
- Superior Children’s (TCI)
- United Healthcare (UH)
- Overall Average
- STAR
- STAR+PLUS

Report Score Average

0.0 10.0 20.0 30.0 40.0 50.0 60.0 70.0 80.0 90.0 100.0
Agenda Item no. 5

Review meeting

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