Quarterly Quality Call
Sendero Health Plans

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

October 21, 2015
1. Sendero HPs initiatives for value-based contracting - 15 min

2. Sendero HPs identification/integration of high value DSRIP projects - 10 min

3. Sendero HPs super-utilizer targeting and intervention - 10 min

4. Sendero HPs focused quality measure discussion - 20 min
Agenda Item no. 2

- Sendero HPs' efforts towards identification of high value DSRIP projects and steps towards integration of these projects into an Sendero HPs value based payment model

- RHPs active:
  - 6 counties – RHP 7
  - 2 counties – RHP 8
Agenda Item no. 3

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

- To discuss:
  - Health Forum 2015
  - CMS IAP Program
  - Top 10 highest cost, ED, inpatient
  - CCBHC Grant
Agenda Item no. 4

- Focused discussion on a specific Sendero HPs quality measure

- Quality Measures collected by HHSC
  - Quality of Care
  - PPEs
PPEs Definitions

- **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.
### Sendero HPs PPEs A/E Ratios

<table>
<thead>
<tr>
<th>Year</th>
<th>PPA</th>
<th>PPR</th>
<th>PPV</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>0.74</td>
<td>0.72</td>
<td>0.74</td>
</tr>
<tr>
<td>2013</td>
<td>1.17</td>
<td>0.83</td>
<td>1.17</td>
</tr>
<tr>
<td>2014</td>
<td>1.39</td>
<td>0.96</td>
<td>1.39</td>
</tr>
</tbody>
</table>
Sendero HPs PPE Cost per 1,000 MM

<table>
<thead>
<tr>
<th>Year</th>
<th>PPA</th>
<th>PPR</th>
<th>PPV</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$3,841.28</td>
<td>$11,213.89</td>
<td>$425.10</td>
</tr>
<tr>
<td>2013</td>
<td>$3,797.73</td>
<td>$8,850.20</td>
<td>$452.01</td>
</tr>
<tr>
<td>2014</td>
<td>$5,338.06</td>
<td>$14,027.88</td>
<td>$381.30</td>
</tr>
</tbody>
</table>
Sendero HPs Cost per PPE

- **PPA**
  - 2012: $2,594
  - 2013: $2,772
  - 2014: $3,737

- **PPR**
  - 2012: $2,131
  - 2013: $2,213
  - 2014: $2,385

- **PPV**
  - 2012: $24,724
  - 2013: $25,109
  - 2014: $19,801
Quality Measure of Interest

- PPE
  - Potentially preventable emergency room visit (PPV)
MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE EVENTS (PPE) DATA, CALENDAR YEARS 2012-2014

Costs per 1,000 member months (MM)

<table>
<thead>
<tr>
<th>Year</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>CY12</td>
<td>24723.99</td>
<td>1.46</td>
<td>58.16</td>
</tr>
<tr>
<td>CY13</td>
<td>25109.37</td>
<td>1.52</td>
<td>55.55</td>
</tr>
<tr>
<td>CY14</td>
<td>19800.77</td>
<td>1.39</td>
<td>51.93</td>
</tr>
</tbody>
</table>
PPV A/E Ratios in Travis SA

- **STAR Travis**: 1.16 (2012), 1.28 (2013), 1.24 (2014)
- **Sendero**: 1.46 (2012), 1.52 (2013), 1.39 (2014)
PPV Cost per 1,000 MM STAR and SA

State STAR  STAR Travis  Sendero

<table>
<thead>
<tr>
<th>Year</th>
<th>State STAR</th>
<th>STAR Travis</th>
<th>Sendero</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$11,912</td>
<td>$11,135</td>
<td>$24,724</td>
</tr>
<tr>
<td>2013</td>
<td>$12,334</td>
<td>$10,306</td>
<td>$25,109</td>
</tr>
<tr>
<td>2014</td>
<td>$10,636</td>
<td>$9,876</td>
<td>$19,801</td>
</tr>
</tbody>
</table>

TX Health and Human Services Commission
Cost per PPV STAR and SA

- State STAR
- STAR Travis
- Sendero

![Graph showing the cost per PPV STAR and SA for State STAR, STAR Travis, and Sendero from 2012 to 2014.](chart.png)
PPV A/E Ratios All Plans Travis SA

- Blue Cross Blue Shield of Texas
- Sendero Health Plans
- Seton Health Plan
- Superior Health Plan

Year: 2012, 2013, 2014

Values:
- 2012:
  - Blue Cross Blue Shield of Texas: 1.19
  - Sendero Health Plans: 1.46
  - Seton Health Plan: 1.15
  - Superior Health Plan: 1.14
- 2013:
  - Blue Cross Blue Shield of Texas: 1.41
  - Sendero Health Plans: 1.52
  - Seton Health Plan: 1.25
  - Superior Health Plan: 1.2
- 2014:
  - Blue Cross Blue Shield of Texas: 1.37
  - Sendero Health Plans: 1.39
  - Seton Health Plan: 1.22
  - Superior Health Plan: 1.04
PPV Cost per 1,000 MM All Plans Travis SA

- Blue Cross Blue Shield of Texas
- Sendero Health Plans
- Seton Health Plan
- Superior Health Plan

<table>
<thead>
<tr>
<th>Year</th>
<th>Blue Cross Blue Shield of Texas</th>
<th>Sendero Health Plans</th>
<th>Seton Health Plan</th>
<th>Superior Health Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$24,724</td>
<td>$20,382</td>
<td>$23,251</td>
<td>$9,598</td>
</tr>
<tr>
<td>2013</td>
<td>$25,109</td>
<td>$20,382</td>
<td>$23,251</td>
<td>$9,598</td>
</tr>
<tr>
<td>2014</td>
<td>$19,801</td>
<td>$19,801</td>
<td>$19,801</td>
<td>$9,598</td>
</tr>
</tbody>
</table>

- $0 to $30,000 range for cost per 1,000 MM All Plans.
Cost per PPV All Plans Travis SA

- Blue Cross Blue Shield of Texas
- Sendero Health Plans
- Seton Health Plan
- Superior HealthPlan

<table>
<thead>
<tr>
<th>Year</th>
<th>Blue Cross Blue Shield of Texas</th>
<th>Sendero Health Plans</th>
<th>Seton Health Plan</th>
<th>Superior HealthPlan</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$510.67</td>
<td>$425.10</td>
<td>$256.27</td>
<td>$215.11</td>
</tr>
<tr>
<td>2013</td>
<td>$480.14</td>
<td>$452.01</td>
<td>$235.22</td>
<td>$218.56</td>
</tr>
<tr>
<td>2014</td>
<td>$381.30</td>
<td>$381.30</td>
<td>$256.64</td>
<td>$202.33</td>
</tr>
</tbody>
</table>
## PPVs Volume and Cost All Plans Travis SA*

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Total Number &amp; Percentage of ED Visits at Risk for PPV</th>
<th>Actual Number and Percentage of PPVs</th>
<th>Actual PPV Expenditures and Percentage</th>
<th>Actual PPV Expenditures Per 1,000 Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Cross Blue Shield of Texas</td>
<td>11,055 (13.7%)</td>
<td>8,629 (13.4%)</td>
<td>$1,745,753 (11.7%)</td>
<td>$9,966.56</td>
</tr>
<tr>
<td>Sendero Health Plans</td>
<td>6,754 (8.3%)</td>
<td>5,283 (9%)</td>
<td>$2,014,352 (13.5%)</td>
<td>$19,800.77</td>
</tr>
<tr>
<td>Seton Health Plan</td>
<td>6,539 (8%)</td>
<td>5,114 (7.9%)</td>
<td>$1,312,293 (8.8%)</td>
<td>$9,598.40</td>
</tr>
<tr>
<td>Superior Health Plan</td>
<td>57,049 (70%)</td>
<td>45,845 (70.7%)</td>
<td>$9,807,888 (66%)</td>
<td>$9,952.83</td>
</tr>
<tr>
<td>Total Travis SA</td>
<td>81,397</td>
<td>64,871</td>
<td>$14,880,286</td>
<td>$10,636.00</td>
</tr>
<tr>
<td>TOTAL STAR</td>
<td>1,438,591</td>
<td>1,119,877</td>
<td>$280,326,748</td>
<td>$9,876.37</td>
</tr>
</tbody>
</table>

* Calendar Year 2014
Volume and Cost of PPVs in STAR Program

The Costs are presented in $1,000 Units
### Volume and Cost of PPVs in STAR Program (2)

<table>
<thead>
<tr>
<th>Location</th>
<th>Actual Number of PPVs</th>
<th>Actual PPV Expenditures Per 1,000 Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bexar</td>
<td>121,916</td>
<td>$14,407.47</td>
</tr>
<tr>
<td>Dallas</td>
<td>160,420</td>
<td>$13,403.67</td>
</tr>
<tr>
<td>El Paso</td>
<td>45,397</td>
<td>$8,989.84</td>
</tr>
<tr>
<td>Harris</td>
<td>183,151</td>
<td>$7,213.18</td>
</tr>
<tr>
<td>Hidalgo</td>
<td>72,049</td>
<td>$7,439.74</td>
</tr>
<tr>
<td>Jefferson</td>
<td>37,091</td>
<td>$5,161.20</td>
</tr>
<tr>
<td>Lubbock</td>
<td>35,347</td>
<td>$7,549.93</td>
</tr>
<tr>
<td>MRSA Central</td>
<td>71,358</td>
<td>$11,404.36</td>
</tr>
<tr>
<td>MRSA Northeast</td>
<td>100,657</td>
<td>$9,406.19</td>
</tr>
<tr>
<td>MRSA West</td>
<td>74,955</td>
<td>$8,790.64</td>
</tr>
<tr>
<td>Nueces</td>
<td>36,480</td>
<td>$15,457.59</td>
</tr>
<tr>
<td>Tarrant</td>
<td>116,185</td>
<td>$11,463.09</td>
</tr>
<tr>
<td>Travis</td>
<td>64,871</td>
<td>$10,636.00</td>
</tr>
</tbody>
</table>
## PPV Reasons 2014

<table>
<thead>
<tr>
<th>Overall Plan (77.45%)</th>
<th>Number</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infections Of Upper Respiratory Tract</td>
<td>1,324</td>
<td>25.06%</td>
</tr>
<tr>
<td>Signs, Symptoms &amp; Other Factors Influencing Health Status</td>
<td>513</td>
<td>9.71%</td>
</tr>
<tr>
<td>Non-Bacterial Gastroenteritis, Nausea &amp; Vomiting</td>
<td>428</td>
<td>8.10%</td>
</tr>
<tr>
<td>Other Skin, Subcutaneous Tissue &amp; Breast Disorders</td>
<td>315</td>
<td>5.96%</td>
</tr>
<tr>
<td>Level I Other Ear, Nose, Mouth, Throat &amp; Cranial/Facial Diagnoses</td>
<td>275</td>
<td>5.21%</td>
</tr>
<tr>
<td>Viral Illness</td>
<td>267</td>
<td>5.05%</td>
</tr>
<tr>
<td>Abdominal Pain</td>
<td>210</td>
<td>3.98%</td>
</tr>
<tr>
<td>Contusion, Open Wound &amp; Other Trauma To Skin &amp; Subcutaneous Tissue</td>
<td>206</td>
<td>3.90%</td>
</tr>
<tr>
<td>Level II Other Musculoskeletal System &amp; Connective Tissue Diagnoses</td>
<td>194</td>
<td>3.67%</td>
</tr>
<tr>
<td>Splint, Strapping And Cast Removal</td>
<td>122</td>
<td>2.31%</td>
</tr>
<tr>
<td>Acute Lower Urinary Tract Infections</td>
<td>121</td>
<td>2.29%</td>
</tr>
<tr>
<td>Cellulitis &amp; Other Bacterial Skin Infections</td>
<td>117</td>
<td>2.21%</td>
</tr>
</tbody>
</table>
2013 Final PIP Report Score Averages by Plan

Health Plan

- Aetna (AE)
- Amerigroup (AM)
- BCBS 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 (SU)
- Texas Children’s (TC)
- UnitedHealthcare (UHC)

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

2013 Final PIP Report Score Averages

Health Plan

- 56.4
- 90.3
- 73.0
- 67.6
- 72.3
- 95.8
- 79.9
- 8.4
- 8.4
- 80.2
- 87.5
- 63.3
- 57.0
- 84.6
- 86.0
- 94.0
- 8.8
- 73.9
- 71.0
- 79.0

Overall Average

STAR

STAR+PLUS
Agenda Item no. 5

Review meeting

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