Quarterly Quality Call
Superior Health Plan

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

July 13, 2015
STAR PPEs

A/E Ratio

PPA  PPR  PPV

2011  2012  2013  2014

1.38  1.23  1.13  1.12
1.13  1.13  1.08  1.07
1.07  0.98  1.06  1.04
1.04  1.01  1.01  1.04
Potentially preventable events analyzed by HHSC include:

- **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.

- **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.

- **Potentially preventable complication (PPC):** A harmful event or negative outcome, such as an infection or surgical complication, that occurs after a hospital admission or a long-term care facility stay and might have resulted from the care, lack of care, or treatment provided during the admission or stay.
**NOTE:** Calendar year 2014 is a partial year of data.
PPV A/E Ratio

- Hidalgo
- MRSA Central
- MRSA Northeast
- MRSA West

<table>
<thead>
<tr>
<th>Year</th>
<th>Hidalgo</th>
<th>MRSA Central</th>
<th>MRSA Northeast</th>
<th>MRSA West</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>1.6</td>
<td>1.4</td>
<td>1.36</td>
<td>1.32</td>
</tr>
<tr>
<td>2013</td>
<td>1.4</td>
<td>1.35</td>
<td>1.27</td>
<td>1.29</td>
</tr>
<tr>
<td>2014</td>
<td>1.27</td>
<td>1.25</td>
<td></td>
<td>1.25</td>
</tr>
<tr>
<td>Overall Plan (74.8%)</td>
<td>Number</td>
<td>Frequency</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td>----------</td>
<td>-----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infections Of Upper Respiratory Tract</td>
<td>80,212</td>
<td>25.80%</td>
<td></td>
<td></td>
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<tr>
<td>Non-Bacterial Gastroenteritis, Nausea &amp; Vomiting</td>
<td>21,385</td>
<td>6.88%</td>
<td></td>
<td></td>
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<tr>
<td>Signs, Symptoms &amp; Other Factors Influencing Health Status</td>
<td>20,114</td>
<td>6.47%</td>
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<td></td>
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<tr>
<td>Other Skin, Subcutaneous Tissue &amp; Breast Disorders</td>
<td>16,933</td>
<td>5.45%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contusion, Open Wound &amp; Other Trauma to Skin &amp; Subcutaneous Tissue</td>
<td>16,422</td>
<td>5.28%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Ear, Nose, Mouth, Throat &amp; Cranial/Facial Diagnoses</td>
<td>15,379</td>
<td>4.95%</td>
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<tr>
<td>Musculoskeletal System &amp; Connective Tissue Diagnoses</td>
<td>15,292</td>
<td>4.92%</td>
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<td></td>
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<tr>
<td>Abdominal Pain</td>
<td>13,570</td>
<td>4.37%</td>
<td></td>
<td></td>
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<tr>
<td>Viral Illness</td>
<td>10,827</td>
<td>3.48%</td>
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<tr>
<td>Cellulitis &amp; Other Bacterial Skin Infections</td>
<td>8,029</td>
<td>2.58%</td>
<td></td>
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</tr>
<tr>
<td>Acute Lower Urinary Tract Infections</td>
<td>7,938</td>
<td>2.55%</td>
<td></td>
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</tr>
<tr>
<td>Splint, Strapping and Cast Removal</td>
<td>6,470</td>
<td>2.08%</td>
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</tbody>
</table>
Discussion

• Potentially Preventable Emergency (PPV) Department Visits
• Overall 16% average above state level
• Wide variation in utilization
  • Low: Hidalgo and El Paso
  • High: Nueces, Lubbock, MRSA West, Travis, MRSA Central, Bexar, MRSA Northeast

• Variation in cost:
  • High in Nueces; Low in Lubbock
Star+Plus

A/E Ratios

2011 2012 2013 2014

PPA*  PPR  PPV

0.81 0.9 0.84 0.87
0.88 0.99 0.97 0.99
0.95 1 1.01 1.01
0.81 0.9 0.84 0.87

* Methodology used by 3M excludes several Behavioral Health conditions
MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE EVENTS (PPE) DATA, CALENDAR YEARS 2011-2014 *

<table>
<thead>
<tr>
<th>Year</th>
<th>PPE Costs per 1,000 Member Months (MM)</th>
<th>A/E Ratio</th>
<th>PPEs per 1,000 MM</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY11</td>
<td>50,390.29</td>
<td>0.81</td>
<td>5.9</td>
</tr>
<tr>
<td>CY12</td>
<td>35,249.78</td>
<td>0.9</td>
<td>6.52</td>
</tr>
<tr>
<td>CY13</td>
<td>29,770.28</td>
<td>0.84</td>
<td>6.17</td>
</tr>
<tr>
<td>CY14</td>
<td>29,905.98</td>
<td>0.87</td>
<td>6.26</td>
</tr>
</tbody>
</table>
PPA A/E Ratios

* Behavioral Health services are carved-out in Dallas Service Area
Cost per PPA

<table>
<thead>
<tr>
<th>Year</th>
<th>TOTAL</th>
<th>Superior HealthPlan</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>$8,540.73</td>
<td>$8,465.76</td>
</tr>
<tr>
<td>2012</td>
<td>$5,784.37</td>
<td>$5,406.41</td>
</tr>
<tr>
<td>2013</td>
<td>$5,094.26</td>
<td>$4,825.00</td>
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<tr>
<td>2014</td>
<td>$5,063.88</td>
<td>$4,777.31</td>
</tr>
</tbody>
</table>
Cost by Service Area

* Behavioral Health services are carved-out in Dallas Service Area
# PPA Conditions

<table>
<thead>
<tr>
<th>PPA Reason (APR DRG) [95.1%]</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bipolar Disorders</td>
<td>1,097</td>
<td>63.26%</td>
</tr>
<tr>
<td>Major Depressive Disorders &amp; Other/Unspecified Psychoses</td>
<td>214</td>
<td>12.34%</td>
</tr>
<tr>
<td>Seizure</td>
<td>60</td>
<td>3.46%</td>
</tr>
<tr>
<td>Other Pneumonia</td>
<td>56</td>
<td>3.23%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>42</td>
<td>2.42%</td>
</tr>
<tr>
<td>Asthma</td>
<td>36</td>
<td>2.08%</td>
</tr>
<tr>
<td>Cellulitis &amp; Other Bacterial Skin Infections</td>
<td>35</td>
<td>2.02%</td>
</tr>
<tr>
<td>Depression Except Major Depressive Disorder</td>
<td>23</td>
<td>1.33%</td>
</tr>
<tr>
<td>Kidney &amp; Urinary Tract Infections</td>
<td>23</td>
<td>1.33%</td>
</tr>
<tr>
<td>Childhood Behavioral Disorders</td>
<td>22</td>
<td>1.27%</td>
</tr>
<tr>
<td>Schizophrenia</td>
<td>21</td>
<td>1.21%</td>
</tr>
<tr>
<td>Infections of Upper Respiratory Tract</td>
<td>20</td>
<td>1.15%</td>
</tr>
</tbody>
</table>
Discussion

- Potentially Preventable Admissions (PPA)
- Overall 15% average below state level
- Wide variation
  - Low: Bexar, Nueces, Hidalgo
  - High: Dallas, Lubbock
- Cost
  - Low in Hidalgo and Lubbock

*Did you find similar results?*
MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO), POTENTIALLY PREVENTABLE EVENTS (PPE) DATA, CALENDAR YEARS 2011-2014 *

- Costs per 1,000 member months (MM)
  - CY11: $25,562, $21,977, $8,579, $24,530, $18,551, $9,102, $29,758, $16,254, $10,284, $39,881, $22,485, $10,068
  - CY12: $24,530, $18,551, $9,102, $29,758, $16,254, $10,284, $39,881, $22,485, $10,068
  - CY13: $29,758, $16,254, $10,284, $39,881, $22,485, $10,068
  - CY14: $39,881, $22,485, $10,068

- A/E Ratio: 1, 1, 1, 1, 1, 1, 1, 1, 1, 1

- PPEs per 1,000 MM: 4.1, 1.9, 30.67, 3.84, 1.78, 40.96, 5.09, 1.75, 42.86, 6.43, 2.05, 43.92
STAR Health PPEs

Number of PPEs per 1,000 Member Months

- PPA
- PPR
- PPV

Year | PPA | PPR | PPV
--- | --- | --- | ---
2011 | 1.90 | 1.78 | 30.67
2012 | 3.84 | 1.75 | 40.96
2013 | 5.09 | 1.75 | 42.86
2014 | 6.43 | 2.05 | 43.92
STAR Health PPEs Costs

PPEs Costs per 1,000 Member Months

PPA  PPR  PPV

2011  $25,562.00  $21,977.00  $8,579.00
2012  $24,530.00  $18,551.00  $9,102.00
2013  $29,758.00  $16,254.00  $10,284.00
2014  $39,881.00  $22,485.00  $10,068.00

$0.00  $5,000.00  $10,000.00  $15,000.00  $20,000.00  $25,000.00  $30,000.00  $35,000.00  $40,000.00  $45,000.00

2011  2012  2013  2014
### STAR Health Cost per PPE

#### Graph:

- **PPA**
  - 2011: $6,234.75
  - 2012: $6,388.09
  - 2013: $5,846.29
  - 2014: $6,202.32

- **PPR**
  - 2011: $11,566.70
  - 2012: $10,421.89
  - 2013: $9,287.77
  - 2014: $10,968.48

- **PPV**
  - 2011: $279.74
  - 2012: $222.22
  - 2013: $239.94
  - 2014: $229.24

- **PPC**
  - 2011: $0.00
  - 2012: $2,000.00
  - 2013: $4,000.00
  - 2014: $6,000.00
2013 Final PIP Report Score Averages by Plan

Health Plan

Aetna (AE) 90.3
Amerigroup (AM) 73.0
BCBSTX (BC) 56.4
CHRISTUS (CR) 73.0
Community Health Choice (CH) 67.6
Cook Children’s (CC) 71.8
DentaQuest (DQ) 72.3
Drsicoll (DR) 95.8
El Paso First (EP) 79.9
FirstCare (PC) 84.4
HealthSpring (HS) 80.2
MCNA Dental (MC) 87.5
Molina (MO) 63.3
Parkland (PA) 57.0
Peele & White (SW) 70.9
Sendero (SN) 84.6
Seton (SE) 94.0
Texas Children’s (TC) 21.7
UnitedHealthcare (UH) 81.8
Overall Average 73.9
STAR 71.0
STAR Health 75.5
STAR+PLUS 79.0
# 2013 PIP Score by Topic

## 2013 Final PIP Report Scores by Topic

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Program</th>
<th>Topic</th>
<th>Final Score</th>
<th>Total Count</th>
<th>Average Score</th>
<th>Minimum Score</th>
<th>Maximum Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior</td>
<td>STAR</td>
<td>Postpartum care</td>
<td>83.3</td>
<td>15</td>
<td>70.3</td>
<td>23.6</td>
<td>100.0</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR</td>
<td>Diabetes HbA1c testing</td>
<td>87.5</td>
<td>3</td>
<td>90.5</td>
<td>87.5</td>
<td>96.4</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR</td>
<td>Well Child Visits (W34)</td>
<td>100.0</td>
<td>8</td>
<td>87.9</td>
<td>74.1</td>
<td>100.0</td>
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<tr>
<td>Superior</td>
<td>STAR Health</td>
<td>Postpartum care</td>
<td>62.5</td>
<td>15</td>
<td>70.3</td>
<td>23.6</td>
<td>100.0</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR Health</td>
<td>Follow-up Hospital (FUH)</td>
<td>80.6</td>
<td>8</td>
<td>71.7</td>
<td>41.7</td>
<td>84.4</td>
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<tr>
<td>Superior</td>
<td>STAR Health</td>
<td>Pharyngitis</td>
<td>83.3</td>
<td>4</td>
<td>85.4</td>
<td>75.0</td>
<td>100.0</td>
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<tr>
<td>Superior</td>
<td>STAR+PLUS</td>
<td>Asthma Medication</td>
<td>80.6</td>
<td>1</td>
<td>80.6</td>
<td>80.6</td>
<td>80.6</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR+PLUS</td>
<td>Cholesterol Management</td>
<td>83.3</td>
<td>2</td>
<td>82.7</td>
<td>82.1</td>
<td>83.3</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR+PLUS</td>
<td>Diabetes HbA1c testing</td>
<td>87.5</td>
<td>3</td>
<td>90.5</td>
<td>87.5</td>
<td>96.4</td>
</tr>
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## 2013 Final PIP Report Topic Count and Scores

## 2014 Performance Improvement Projects

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Program</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior</td>
<td>STAR</td>
<td>Comprehensive Diabetes Management (PPA)</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR</td>
<td>Asthma Management, includes all measures, (PPA)</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR+PLUS</td>
<td>Comprehensive Diabetes Management (PPV)</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR+PLUS</td>
<td>Schizophrenia Medication Management</td>
</tr>
<tr>
<td>Superior</td>
<td>STAR Health</td>
<td>Antidepressant Management in Teen and Young Adults</td>
</tr>
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</table>
PIP Scores by Plan Type

Superior

All Plans

Score

Postpartum care
Diabetes HbA1c testing
W34
Postpartum care
FUH
Pharyngitis
Asthma Medication
Cholesterol Management
Diabetes HbA1c testing

83.3
87.5
100.0
80.6
83.3
80.6
83.3
80.6
83.8
90.5
Special Populations

- Baseline: December 1, 2014
- Superior Health Plan, Inc. and Superior Health Plan Network
- Methodology: Identify super-utilizers: claims, PPEs, clinical outcomes
- Resources: predictive modelling on cost, utilization, gaps in care, dual diagnosis
- Focus: identify members with highest potential to improve
- Integrated Care Team with specific responsibilities
- Intervention: in person visits at clinic and/or home
- Evaluation: costs, ER visits, admissions, readmissions, gaps in care
Partnership Opportunity

Medicaid Waiver

- Bexar County - RHP 6
- El Paso – RHP 15
- Lubbock – RHP 12
- Nueces – RHP 4
- Travis – RHP 7
- Hidalgo – RHP 5
- MRSAs Central, Northeast & West – multiple RHPs