

Attachment C - Performance Indicator Dashboards and Pay-for-Quality Measures

Calendar Year 2015 MCO Quality Performance Dashboard Measures

Performance Indicator	STAR	STAR+PLUS
I. POTENTIALLY PREVENTABLE EVENTS		
Potentially Preventable Emergency Department Visits (PPV) - Ratio of Actual to Expected	X	X
Potentially Preventable Readmissions (PPR) - Ratio of Actual to Expected	X	X
Potentially Preventable Admissions (PPA) - Ratio of Actual to Expected	X	X
Potentially Preventable Complications (PPC) - Ratio of Actual to Expected	X	X
Potentially Preventable Ancillary Services (PPS)	X	X
II. ACCESS TO CARE		
Access/Availability of Care		
Percent of Children w/Access to PCP (12 - 24 months) (CAP)	X	
Percent of Children w/Access to PCP (25 mo - 6 years) (CAP)	X	
Percent of Children w/Access to PCP (7 - 11 years) (CAP)	X	
Percent of Children w/Access to PCP (12 - 19 years) (CAP)	X	
III. QUALITY OF CARE		
Member Satisfaction - Adult		
Percent good access to urgent care±	X	X
Percent good access to specialist appointments	X	X
Percent good access to routine care±	X	X
Percent good access to special therapies±	X	X
Percent STAR+PLUS members with good access to service coordination±		X
Percent good access to behavioral health treatment or counseling±	X	X
Percent rating personal doctor a "9" or "10"	X	X
Percent rating their health plan a "9" or "10"	X	X
Percent good experiences with doctors' communication±	X	X
Percent Members Utilizing Consumer Directed Services (CDS) that includes:1. Non-HCBS Program Primary Home Care 2. HCBS Personal Attendant Services		X
Member Satisfaction - Child (Parent/Caregiver)		
Percent good access to urgent care±	X	

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Performance Indicator	STAR	STAR+PLUS
Percent good access to specialist appointments	X	
Percent good access to routine care±	X	
Percent good access to behavioral health treatment or counseling±	X	
Percent rating child's personal doctor a "9" or "10"	X	
Percent rating their child's health plan a "9" or "10"	X	
Percent good experiences with doctors' communication±	X	
Children's Preventive Health		
Well-Child Visits – First 15 Months: 6+ Visits (W15)	X	
Well-Child Visits – 3rd, 4th, 5th, and 6th Years (W34)	X	X
Well-Child Visits – Adolescents (AWC)	X	X
Childhood Immunization Status (CIS) - Combination 4	X	
Women's Preventive Health		
Cervical Cancer Screening (CCS)	X	X
Prenatal Care (PPC)	X	X
Postpartum Care (PPC)	X	X
Breast Cancer Screening (BCS)		X
Chlamydia Screening in Women (CHL)	X	
Prevention and Screening		
Adult BMI Assessment (ABA)		X
Child/Adolescent BMI Percentile Documented (WCC)	X	
Counseling for Nutrition for Children/Adolescents (WCC)	X	
Counseling for Physical Activity for Children/Adolescents (WCC)	X	
AHRQ Prevention Quality Indicators [PQI] (Adults ≥ 18 yrs)		
Diabetes Short-Term Complications	X	X
Diabetes Long-Term Complications	X	X
Chronic Obstructive Pulmonary Disease or Asthma in Older Adults	X	X
Hypertension	X	X

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Performance Indicator	STAR	STAR+PLUS
Congestive Heart Failure	X	X
Low Birth Weight	X	
Dehydration	X	X
Bacterial Pneumonia	X	X
Urinary Tract Infection	X	X
Angina w/o Procedure	X	X
Uncontrolled Diabetes	X	X
Asthma in Younger Adults	X	X
Lower Extremity Amputation among Patients with Diabetes	X	X
AHRQ Pediatric Quality Indicators [PDI] (Children < 18 yrs)		
Asthma	X	X
Diabetes Short-Term Complications	X	X
Gastroenteritis	X	X
Perforated Appendix	X	X
Urinary Tract Infection	X	X
IV. CARE FOR CHRONIC ILLNESS		
Asthma		
Use of Appropriate Medication for People with Asthma (all ages) (ASM)	X	X
Medication Management for People with Asthma - Medication Compliance 75Percent (MMA)	X	X
Asthma Medication Ratio > 50Percent (all ages)	X	X
Appropriate Treatment for Children with Upper Respiratory Infection (URI)	X	
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)	X	X
Appropriate Treatment for Children with Pharyngitis (CWP)	X	
Behavioral Health†		

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Performance Indicator	STAR	STAR+PLUS
7-day f/u After Hosp. for Mental Health (MH) (FUH)	X	X
30-day f/u After Hosp. for Mental Health (FUH)	X	X
Antidepressant Medication Management - Acute Phase (AMM)	X	X
Antidepressant Medication Management - Continuation Phase (AMM)	X	X
Follow-up Care for Children Prescribed ADHD Medication - Initiation (ADD)	X	
Follow-up Care for Children Prescribed ADHD Medication - Maintenance (ADD)	X	
Initiation of Alcohol and Other Drug Dependence Treatment (IET)	X	X
Engagement of Alcohol and Other Drug Dependence Treatment (IET)	X	X
Diabetes (Adults ≥ 18 yrs)		
HbA1c Tested (CDC)	X	X
HbA1c Control < 8Percent (CDC)	X	X
Diabetic Eye Exam (CDC)	X	X
Medical Attention for Nephropathy (CDC)	X	X
High Blood Pressure		
High Blood Pressure Controlled (CBP)	X	X
Smoking Prevention		
Percent advised to quit smoking	X	X
V. LONG TERM SERVICES AND SUPPORTS		
Timeliness of face-to-face assessment for PAS services after member non-emergency request.		X
Timeliness of authorization of non-emergency PAS services after assessment determining need.		X
Timeliness of initiation of non-emergency PAS services after MCO authorization of services.		X
Timeliness of service coordinator assignment after a request for a service coordinator is made by a member not requiring and named service coordinator.		X

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Performance Indicator	STAR	STAR+PLUS
Rate of face-to-face service coordination encounters completed as required.		X
Quarterly turnover rate for field service coordinators.		X
Service Coordination Hotline Performance: Total Calls Answered		X
Service Coordination Hotline Performance: Calls Answered by 4th ring		X
Service Coordination Hotline Performance: Calls Answered by Live Person		X
Service Coordination Hotline Performance: Number of Calls Abandoned		X
Service Coordination Hotline Performance: Average Hold Time		X
Rate of admissions to nursing facility from community pre- vs post-carve-in [^]		X
Rate of admissions to nursing facility from hospital pre- vs post-carve-in [^]		X
Number of individuals who went from community to hospital to nursing facility and remained in nursing facility [^]		X
Potentially Preventable Admissions (PPA) - Ratio of Actual to Expected (Nursing Facility only) [^]		X
Potentially Preventable Readmissions (PPR) - Ratio of Actual to Expected (Nursing Facility only) [^]		X
Consumer Assessment of Healthcare Providers & Systems Nursing Home Long Stay Questionnaire ^{*+}		X
Number of individuals who transitioned from the nursing facility to the community who were readmitted to the nursing facility. +		X

* This measure is a placeholder to inform plans that this survey will be conducted. Specific survey questions to be added to the dashboard will be determined upon calculation of results.

[^] Beginning March 2015.

⁺ Beginning June 2015.

[±] Specifications for reporting CAHPS HPS 5.0 items have changed to using the "top box" (Percent always), rather than the top two categories.

[†] The Behavioral Health Measures do not apply to STAR and STAR+PLUS MCOs in the Dallas Service Area as all Behavioral Health services are provided through NorthSTAR.

Calendar Year (CY) 2015 Medicaid Dental Quality Performance Indicator Dashboard

Quality of Care

Annual Dental Visit

- Percent of members (2 - 3 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit
- Percent of members (4 - 6 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit
- Percent of members (7 - 10 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit

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- Percent of members (11 - 14 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit
- Percent of members (15 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit
- Percent of members (19 - 21 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit
- Percent of members (6 - 35 months) who had at least one First Dental Home Services visit

Preventive Dental Services

- Percent of members (1 - 20 yrs) enrolled for at least 11 of the past 12 months who had at least one preventive dental service during the measurement year
- THSteps Care Measures
 - Percent of members (6 months - 20 years) receiving exactly one THSteps Dental Checkup per year
 - Percent of members (1 year - 20 years) receiving exactly two THSteps Dental Checkup per year
- Percent of new members (6 mo - 20 yrs) receiving at least one THSteps Dental Checkup within 90 days of enrollment
- Percent of members (6 - 9 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent first molars during the measurement year
- Percent of members (10 - 14 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent second molars during the measurement year
- Dental Quality Alliance: Sealants in 6-9 Years. Percentage of enrolled children in the age category of 6-9 years at “elevated” risk (i.e., “moderate” or “high”) who received a sealant on a permanent first molar tooth within the reporting year.
- Dental Quality Alliance: Sealants in 10-14 Years. Percentage of enrolled children in the age category of 10-14 years at “elevated” risk (i.e., “moderate” or “high”) who received a sealant on a permanent second molar tooth within the reporting year.
- Dental Quality Alliance: Oral Evaluation - Percentage of enrolled children under age 21 who received a comprehensive or periodic oral evaluation within the reporting year

Treatment and Prevention of Caries

- Dental Quality Alliance : Topical Fluoride - Percentage of enrolled children aged 1-20 years who are at “elevated” risk (i.e. “moderate” or “high”) who received at least 2 topical fluoride applications within the reporting year.

Continuity of Care

- Dental Quality Alliance: Care Continuity- Percent of members (1-20 yrs) enrolled in two consecutive years for at least 6 months in each year who received a comprehensive or periodic oral evaluation in both years*

Utilization for Dental Services

Patient Satisfaction

- Percent of members satisfied with dental services and providers

2015 Medical Pay-for-Quality

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Measure	STAR	STAR+ PLUS	CHIP
Well-Child Visits in the 3rd, 4th, 5th, and 6th years of Life (W34)	X		
Adolescent Well-Care Visits (AWC)	X		
Prenatal Care and Postpartum (PPC)	X		
Potentially Preventable Admissions (PPAs)	X	X	
Potential Preventable Readmissions (PPRs)	X	X	
Potential Preventable ED Visits (PPVs)	X	X	
Potentially Preventable Complications (PPCs)	X	X	
Asthma composite measure			
Antidepressant Medication Management (AMM)- Effective Acute Phase Treatment and Effective Continuation Phase Treatment		X	
HbA1c Control <8(CDC)		X	

2015 Medicaid Dental Pay-for-Quality

- Percent of members (1-20 years) enrolled for at least 11 of the past 12 months who had at least one preventive dental service during the measurement year.
- Percent of members (6 mo - 20 years) receiving exactly one THSteps Dental checkup per year (50% of weight of 2 checkups)
- Percent of members (1 year - 20 years) receiving exactly two THSteps Dental checkup per year
- Percent of new members (6 mo - 20 years) receiving at least one THSteps Dental checkup within 90 days of enrollment
 - % of members (6 - 9 yrs) enrolled for at least 6 continuous months who had at least one sealant services on one of the permanent first molars during the measurement year
 - % of members (10- 14 yrs) enrolled for at least 6 continuous months who had at least one sealant services on one of the permanent second molars during the measurement year