



# QUALITY BULLETIN

A bulletin for the Molina Healthcare Network

Summer 2014

## Molina Healthcare's Commitment to Healthy Members and Quality Services

Molina Healthcare of Ohio is committed to ensuring our members receive recommended preventive care based on age, health status, and medical conditions. Our goal is to help members take better care of themselves and their children through HEDIS® guidelines.

We also want to give our members the best service possible. That is why we use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, which covers important topics and quality aspects that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. Providers and organizations can use the survey results to improve the quality of health care services.

*The following articles can be used as tools to assist with HEDIS® and CAHPS® measures. Through further education on these measures, we hope to increase understanding, emphasize importance, and provide guidance on ways to positively influence member experience.*

### 3rd Quarter Health Messages

**July:** Protect yourself in the sun: Skin cancer awareness in support of *UV Safety Month*

**August:** Checkups and immunizations in support of *National Immunization Awareness Month*

**September:** Stay healthy with proper nutrition and physical activity in support of *National Childhood Obesity Awareness Month*

### **Childhood Immunization Status (CIS)**

Molina Healthcare monitors the percentage of children 2 years of age who had been given the following vaccines by their second birthday: four diphtheria, tetanus and acellular pertussis; three polio; one measles, mumps and rubella; three H influenza type B; three hepatitis B, one chicken pox; four pneumococcal conjugate; one hepatitis A; two or three rotavirus; and two influenza.

HEDIS® Measure	2012 Rate	2013 Rate	Goal*
Childhood Immunization – Combination 2	69.91%	66.00%	80.79%

### Improvement Strategies

- ✓ Schedule the next recommended well child visit at the current visit.
- ✓ Review a child's immunization record at every visit and administer needed vaccines.
- ✓ Provide appointment reminder calls or postcards to help make sure patients don't miss appointments.

### Tools Available

- ✓ Bright Futures aims to improve the health of our nation's children, families and communities. Strategically, Bright Futures uses an approach to identify practice models by distributing these models to child and adolescent health professionals and providing technical assistance. Visit the Bright Futures website at: <http://BrightFutures.aap.org/>
- ✓ Molina provides Preventive Health Guidelines for both children and adults at: [http://www.MolinaHealthcare.com/Medicaid/Providers/OH/Resource/Pages/Guide\\_Prevent.aspx](http://www.MolinaHealthcare.com/Medicaid/Providers/OH/Resource/Pages/Guide_Prevent.aspx)

- ✓ Missed preventive service reports are available for your practice. If you would like these reports, please contact your Provider Services Representative.
- ✓ For immunization schedules for infants and children visit the Centers for Disease Control and Prevention at <http://www.CDC.gov/Vaccines/Schedules/Easy-To-Read/Child.html>

### **Lead Screening in Children (LSC)**

Molina Healthcare monitors the percentage of children who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.

HEDIS® Measure	2012 Rate	2013 Rate	Goal*
Lead Screening in Children	67.13%	69.54%	81.86%

### **Improvement Strategies**

- ✓ Schedule the recommended annual well care visit before the member's second birthday, at 12 months and again at 24 months.
- ✓ Provide appointment-reminder calls or postcards to help make sure patients do not miss appointments.

### **Tools Available**

- ✓ Visit the Advisory Committee on Childhood Lead Poisoning Prevention (ACCLPP) for information about the health effects of lead exposure in children, the epidemiology of childhood lead poisoning, implementation issues, ethical and legal constraints, and other factors at: [http://www.CDC.gov/nceh/Lead/acclpp/acclpp\\_main.htm](http://www.CDC.gov/nceh/Lead/acclpp/acclpp_main.htm)
- ✓ Visit the American Academy of Pediatrics at [http://BrightFutures.aap.org/clinical\\_practice.html](http://BrightFutures.aap.org/clinical_practice.html) for additional information on risk factors and prevention strategies.

### **Well-Child Visits in the First 15 Months of Life (W15)**

Molina Healthcare annually monitors the percentage of members 0 to 15 months who received a well-child visit during their first 15 months of life.

### **Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)**

Molina Healthcare annually monitors the percentage of members 3 to 6 years of age who received one or more well-child visits during the year.

### **Adolescent Well-Care Visits (AWC)**

Molina Healthcare annually monitors the percentage of members 12 to 21 years who received at least one comprehensive well-care visit during the year.

### **Adults' Access to Preventive/Ambulatory Health Services (AAP)**

Molina Healthcare annually monitors the percentage of members 20 years of age and older who had an ambulatory or preventive care visit during the calendar year.

HEDIS® Measure	2012 Rate	2013 Rate	Goal*
Well-Child Visits in the First 15 Months of Life (>= 6 visits)	59.80%	55.02%	70.70%
Well-Child Visits in the Third, Fourth, Fifth, and Sixth years of Life	64.56%	64.11%	79.32%
Adolescent Well-Care Visits	37.50%	40.18%	57.61%
Adults Access to Preventive/Ambulatory Health Services	84.29%	84.16%	86.67%

### **Improvement Strategies**

- ✓ Schedule the next recommended well-child visit at the current visit.

- ✓ Provide appointment reminder calls or postcards to help make sure patients don't miss appointments.
- ✓ Conduct components of a well-child visit at the same time as a sick child visit. Be sure to bill the appropriate diagnosis codes to support both services, and bill both the preventive visit code and the E&M code with modifier 25 to ensure accurate payment.

### **Tools Available**

- ✓ Bright Futures aims to improve the health of our nation's children, families and communities. Strategically, Bright Futures uses an approach to identify practice models by distributing these models to child and adolescent health professionals and providing technical assistance. Visit the Bright Futures website at: <http://BrightFutures.aap.org/>
- ✓ Molina provides Preventive Health Guidelines for both children and adults at: [http://www.MolinaHealthcare.com/Medicaid/Providers/OH/Resource/Pages/Guide\\_Prevent.aspx](http://www.MolinaHealthcare.com/Medicaid/Providers/OH/Resource/Pages/Guide_Prevent.aspx)

### ***Weight Assessment & Counseling for Nutrition & Physical Activity for Children/Adolescents (WCC)***

Molina Healthcare annually monitors the percentage of members 3 to 17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following: BMI percentile documentation, as well as counseling for nutrition and physical activity.

HEDIS <sup>®</sup> Measure	2012 Rate	2013 Rate	Goal*
BMI Percentile	47.45%	42.98%	66.67%
Counseling for Nutrition	44.21%	57.91%	67.15%
Counseling for Physical Activity	38.19%	45.43%	56.20%

### **Improvement Strategies**

- ✓ Bodily Mass Index - Include documentation that includes date of service, height, weight, and BMI percentile from the current year for each patient.
- ✓ Nutrition and Physical Activity - Documentation of counseling for nutrition/physical activity must include anticipatory guidance, discussion of current behaviors, address checklist, provide counseling or referral education and distribute education materials to the patient.
- ✓ Provide appointment-reminder calls or postcards to help make members do not miss appointments.

### **Tools Available**

- ✓ Contact your Provider Services Representative to request educational materials, including a BMI wheel, for your office.
- ✓ Preventive Health Guidelines, Clinical Preventive Guidelines and HEDIS Coding Help Sheets for Adults are provided at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).
- ✓ Visit the American Academy of Pediatrics at [http://BrightFutures.aap.org/Clinical\\_Practice.html](http://BrightFutures.aap.org/Clinical_Practice.html) and the Early Periodic Screening, Diagnostic and Treatment (EPSDT) Healthcheck requirements at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) for Healthcheck-EPSDT screening forms and a complete list of billing guidelines.

### ***Rating of All Health Care***

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) survey measures members' satisfaction with their health care and their health plan. One area of satisfaction that is measured relates to all health care received in the past six months.

- ✓ Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the past 6 months?

Results on a three-point scale are listed below.

CAHPS <sup>®</sup> Measure – Rating of all Health Care	2012 Result	2013 Result	2014 Result	Goal*
Adult – CFC	74.2%	75.1%	77.1%	85.7%

Adult – ABD	74.2%			85.7%
Child	82.9%	86.6%	86.3%	85.7%

### **Rating of Personal Doctor**

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures members' satisfaction with their health care and their health plan. One area of satisfaction that is measured relates to health care received by the member's personal doctor.

- ✓ Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

*Results on a three-point scale are listed below.*

<b>CAHPS® Measure – Rating of Personal Doctor</b>	<b>2012 Result</b>	<b>2013 Result</b>	<b>2014 Result</b>	<b>Goal*</b>
Adult – Combined	80.1%	81.4%	83.8%	83.7%
Child	84.5%	87.2%	87.8%	88.3%

Our goal is to achieve at least the 75<sup>th</sup> percentile national score. To date, we have reached the 75<sup>th</sup> percentile on approximately half the adult and child measures. Providing the patient with timely service, appropriate diagnoses, friendly customer service and proper education on his or her health are all ways you can positively impact the patient's experience. We appreciate all you do to make each patient's experience a positive one.

### **Questions?**

If you have any questions, please call Molina Healthcare's Provider Services at (855) 322-4079. Representatives are available to assist you from 8 a.m. to 5 p.m. Monday through Friday.

*\*National NCQA 75th percentile for Medicaid HMO plans.*

*\*\* There are currently no national benchmarks for this CAHPS® measure.*

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).*

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*