



Anthem 

Quality Improvement program

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How we measure up

At Anthem, we focus on helping our members become and stay their healthiest. To help us serve them better, we look closely at the healthcare, programs, and services they receive each year. We measure their quality and safety. The results tell us what works best and what needs to be improved. The Quality Improvement program is the way we discover how we can provide better care for our members. We do this in partnership with providers and community-based organizations.

What we focus on

Here are some areas we review:

- **Adult and child wellness:** We work with members and providers to help our members stay on track with healthy preventive visits and vaccinations, like the flu shot.
- **Manage and prevent chronic conditions:** We help our members control and prevent chronic diseases, like diabetes, through education and support.
- **Care coordination:** Some of our members benefit from care coordination services. This can provide extra support to help meet desired goals, which may include reducing hospital admissions and aging at home.
- **Maternal and child health:** We work to make sure our members and their infants are supported before, during, and after pregnancy to ensure good health outcomes.
- **Oral health:** Oral health is closely tied to physical health. We focus on improving access to dental services for all ages. This can help improve oral health and prevent oral disease.
- **Member and provider satisfaction:** We ask questions to find out if our members and their doctors are happy with the available benefits, programs, and services. We focus on access and availability, helping our members see their preferred provider as soon as possible.



How we measure our services

To measure services, we use tools from professional organizations, like:

- Healthcare Effectiveness Data and Information Set (HEDIS®) — to measure quality of care and services
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) — a member satisfaction survey

Plus, we receive data from tools like claims and prescription reports. This data helps us learn where we can better support our members.



What we learned

Anthem improved

From data gathered in 2022, we learned that we are doing well in these areas:

- More of our adolescent members are getting recommended immunizations.
- We are engaging and ensuring completion of follow-up appointments with members who have been in the emergency room or hospital for a behavioral health-related issue.
- An increased number of our pregnant members are completing their prenatal and postpartum visits.
- We also received high marks on accreditation surveys, audits to comply with laws, health training, and working together to improve health.

Our goals for next year

1. Continue to improve all member health-related outcomes. Our focus will be on chronic conditions, like diabetes.
2. Increase member engagement to continue to improve member satisfaction.
3. Help more members get recommended preventive visits and immunizations, including the flu shot.

Anthem cares about you

We care about what our members think regarding their healthcare services. Plus, we want to know how we compare to other health plans. Finding out how we measure up helps us improve the quality of care. And that helps us serve everyone better.

For more information on how Anthem is performing, check out our [Health Plan Report Card](#).

Member Services and 24/7 NurseLine

If you have questions or would like to voice your thoughts, we're here for you. Please call Member Services Monday through Friday, 8 a.m. through 8 p.m. Eastern time, or 24/7 NurseLine:

- Hoosier Healthwise and Healthy Indiana Plan — **866-408-6131 (TTY 711)**
- Hoosier Care Connect — **844-284-1797 (TTY 711)**
- Indiana PathWays for Aging — **833-412-4405 (TTY 711)**



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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).

Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); 833-412-4405 (Indiana PathWays for Aging); TTY 711.

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); 833-412-4405 (Indiana PathWays for Aging); TTY 711.

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