



## Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.

### **2018 Quality Improvement Program**

#### **How we measure up**

At the Anthem HealthKeepers Plus plan, your health is important to us — and our experienced team can help you stay focused on it. To help us serve you the best we can, we closely look at the access to medical care and programs we give you each year. We measure the quality and safety of them, and the results tell us what works the best and what needs to be improved. The Quality Improvement Program is the process of finding how we can improve your care.

#### **What tells us how we're doing?**

##### *Our scores in 2018*

To measure how we're doing, 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

#### **How we're improving in ways that help you**

##### *Come to one of our Clinic Day events in 2019!*

At Clinic Day events, we make it easy for you to get the care and services you need. If you get a service you need, you can enroll in the Healthy Rewards program and earn money. If you're a Medallion Medicaid member, you can earn up to \$50 for the year. If you're a CCC Plus member, you can earn up to \$50 for each health goal you achieve during the year. Call your doctor and ask about our next Clinic Day event. If your doctor isn't participating in a Clinic Day event in 2019, tell them to ask Provider Services for information about how to get involved.

##### *Set up your diabetic eye exam*

Did you know that if you are a diabetic, you have the benefit of receiving an eye exam every year? You can also get your eyes checked at one of our Clinic Day events. Don't wait to get your eye exam — through Healthy Rewards, you could get a \$25 gift card. Call Member Services and we'll help you schedule an appointment.

##### *Lead screenings*

If your child is under the age of 2, then you can earn up to \$25 by getting a lead screening. With Medtox, getting a screening is easy and can be done right at your provider's office.

## Important HEDIS Measure Results

Measure name	% of members who got the service	Goal (50th percentile)	Goal met?
Childhood immunizations	76.39%	71.58%	Yes
Prenatal care	92.13%	83.56%	Yes
Controlling high blood pressure	60.19%	56.93%	Yes

A HEDIS<sup>®</sup> performance measure is a set of technical specifications that define how to calculate a “rate” for some important indicators of quality. For instance, one HEDIS measure defines very precisely how plans should calculate the percentage of members who should have received beta blockers that actually were given a prescription. Using these measures, plans can determine what their rate is and how they compare to other plans.

## 2018 Healthcare Effectiveness Data and Information Set (HEDIS)

The information from HEDIS helps us make sure you are getting the services you need. These services help keep you healthy or find health problems early so they can be treated sooner. We keep track of over 75 items. The data reflects calendar year **2018** results. We compared it to the average Medicaid rate in the United States.

## Our Consumer Assessment of Healthcare Providers and Systems (CAHPS) results

We also measure your satisfaction with your healthcare services through Consumer Assessment of Healthcare Providers and Systems (CAHPS) — a member satisfaction survey. In the table below, you can see some of the most important measures we track, what we improved in, and areas in which we have a plan to improve.

## Our CAHPS results

Scoring categories	2017 general population	2017 general population average
Rating of health plan	90.39%	85.50%
Rating of health care	90.05%	86.81%
Rating of personal doctor	89.41%	88.98%
Rating of specialist	88.06%	86.96%
Customer service	86.93%	88.17%
Getting needed care	82.49%	84.83%
Getting care Quickly	88.06%	88.75%
How well doctors communicate	93.72%	93.15%

<b>Shared decision making</b>	77.91%	78.06%
<b>Health promotion and education</b>	72.54%	72.21%
<b>Coordination of care</b>	85.81%	81.61%
<b>Access to prescription medicine</b>	---	90.23%
<b>Access to specialized services</b>	---	75.33%
<b>FCC: Personal doctor who Knows child</b>	---	89.54%
<b>FCC: Getting needed Information</b>	---	87.10%
<b>FCC: Coordination of care</b>	---	74.82%

\*Family Centered Care (FCC)

**We improved in the following areas:**

- Adolescent well-care visits
  - 2017 score: 55.32%
  - 2018 score: 61.86%
  
- Weight assessment and counseling for children (BMI)
  - 2017 score: 64.27%
  - 2018 score: 68.86%
  
- Immunizations for adolescents
  - 2017 score: 64.81%
  - 2018 score: 68.86%
  
- Adult BMI assessment
  - 2017 score: 88.43%
  - 2018 score: 93.43%

**We also received high marks on:**

- NCQA Accreditation survey — 100% (50 points)
- Over 270 Clinic Day events held during 2017

**This year, we want to make sure that:**

- All our members get quality health care and service.
- Members take advantage of quick and easy Medtox lead testing
- We work with more providers on Clinic Day events
- More members take advantage of earning incentives for being healthy
- We work to improve care for our diabetic members
- We keep improving customer satisfaction

## **Learn more about Quality Management**

Have question about the Quality Management program? Call us or write to us. We can talk to you about:

- What quality management is.
- How we are doing and what our goals are.
- How we are working to make things better for you.

We can also send you information on our Quality Management program.

Call 1-855-660-8325 (TTY 711). Ask us to mail you a copy of the program with goals, process and results. We can also tell you more about how we make sure you get quality care.