

UnitedHealthcare Community Plan Rhode Island 2015 Quality Improvement Program Activities

Each year, UnitedHealthcare Community Plan Rhode Island (UHCCP-RI) evaluates the effectiveness of its Quality Improvement Program for Medicaid RItE Care, Rhody Health Partners, Medicaid Expansion and Children with Special Healthcare Needs members. The evaluation includes:

- A summary of completed and ongoing quality improvement activities.
- A summary of studies that address the quality and safety of clinical care and availability of needed services.
- A review of HEDIS[®] performance for dates of service in the previous calendar year, including trending measures to identify opportunities for clinical outcome improvements.
- A review of Consumer Assessment of Healthcare Providers and Systems[®] (CAHPS) performance to gauge members' satisfaction with the quality of service provided by our staff and network providers.
- An analysis of the results of all initiatives, including barriers to achieving goals.
- An evaluation of the overall effectiveness of the program, including progress on developing safe clinical practices.

Accomplishments

Some of UnitedHealthcare Community Plan of Rhode Island's key accomplishments in 2015 include:

- UHCCP-RI was rated 4.5 out of 5 in NCQA's Medicaid Health Insurance Plan Ratings 2015–2016.
- Implemented a new process for collecting medical records during the 2014 HEDIS hybrid season; this data collection strategy previously deployed for Medicaid records, was extended to Commercial and Medicaid records during the HEDIS 2015 season.
- Continued to build collaborative relationships with care provider offices to enforce HEDIS measure expectations. This helps us assist with outreach opportunities to members to help assure that gaps in preventive care are closed. It also allows us to collect medical record information as necessary. The health plan's Clinical Practice Consultants outreached to new care provider sites in 2015, while maintaining our previous care provider office outreach priorities.
- Met or exceeded the goal of the 90th percentile for the Quality Compass Medical All Lines of Business in 26 out of 50 critical measures. Nine of the measures met the 95th Quality Compass percentile during HEDIS 2015, including: Timeliness of Prenatal Care, Follow-up for Children Prescribed ADHD Medication (Continuation and Maintenance Phase), Appropriate Treatment for Children With Upper Respiratory Infection, and Adult BMI Assessment and Comprehensive Diabetes Care (HbA1c Control (<8%).
- Improved member satisfaction results for the 2015 CAHPS Adult and Child surveys, particularly in the areas of Getting Needed Care and Rating of All Health Care.
- Continued member incentive programs to help members receive breast cancer screening /mammography services, diabetes screenings/eye exams and postpartum visits. The services impact the following HEDIS measures: Prenatal & Postpartum Care, Breast Cancer Screening and Comprehensive Diabetes Care.
- Continued and expanded the co-branded member outreach program to encourage members to schedule a visit with their primary care provider through health plan/provider practice letters and phone calls.

- Outreach to members identified as needing services related to diabetes, breast cancer screening, lead screening and adult/pediatric preventive care visits.
- Leveraged national, regional and local expertise to develop opportunities that contribute to the Quality Improvement program, as it relates to UnitedHealthcare Community Plan functions.

What's Next in 2016?

UnitedHealthcare Community Plan Rhode Island's Quality Improvement Program strives to achieve the Quality Compass HEDIS 90th percentile on all applicable measures. Specific information about the objectives, goals, metrics and reporting tools proposed for 2016 are outlined in the 2016 Quality Improvement Program Description and the 2016 Quality Improvement Work Plan. To request a copy of these documents, please contact Member Services at 800-587-5187 (TTY 711).

Some of the planned 2016 activities include:

- Ongoing monitoring and process improvements to increase care provider satisfaction with UnitedHealthcare's medical and pharmacy authorization processes.
- Continue to strengthen the collaboration with the physician community through our clinical practice consultants, Federally Qualified Health Center town hall meetings and provider advisory committee meetings.
- Ongoing process improvements and outreach to improve member satisfaction with our Member Services and medical and pharmacy prior authorization processes.
- Monitoring metrics to assure members receive the right care, at the right time, at the right place.
- Identify opportunities to implement new programs and work with care providers to encourage members to seek services and maintain healthy lifestyles.
- Continue to build on the 2016 HEDIS strategy related to medical record collection.

To learn more about UnitedHealthcare Community Plan Rhode Island's Quality Improvement Program, please call Member Services at 800-587-5187 (TTY 711). Thank you.

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)