



# Report on Quality of Clinical Care HEDIS® 2017 Results

Neighborhood Health Plan of Rhode Island  
Department of Evaluation and Improvement

August 2017



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# Measures of Quality of Clinical Care: The Healthcare Effectiveness Data and Information Set (HEDIS®)<sup>1</sup>

## Overview

HEDIS stands for Healthcare Effectiveness Data and Information Set. It is the most widely used set of standardized performance measures in the managed care industry. HEDIS development and maintenance is sponsored and supported by the National Committee for Quality Assurance (NCQA). NCQA expects health plans to use annual HEDIS results in the development of their quality work plans and in the development of continuous improvement processes.

## Methodology

Each HEDIS measure is collected using one of three methodologies: administrative, hybrid or survey. The administrative method uses data from medical claims to identify the measure denominator and numerator. In this case, the denominator will include all members who meet the eligibility criteria. The hybrid method uses both administrative and medical record data to identify the denominator and numerator. The hybrid denominator consists of a systematic sample of members drawn from the eligible population. In the third method, measures are collected through the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup> survey of a sample of members. All measurement processes must pass an external audit by an NCQA-certified HEDIS auditor to be accepted as official by NCQA. HEDIS 2017 represents services through Calendar Year (CY) 2016. Neighborhood calculates and reports its HEDIS measures with assistance from an NCQA-certified software vendor, Inovalon.

## Quality Compass®<sup>1</sup> Benchmarks

Quality Compass (QC) is NCQA's comprehensive national database of health plans' HEDIS and CAHPS results. It is designed to provide benefit managers, health plans, consultants, the media, and others with easy access to comprehensive information about health plan quality and performance. For each HEDIS measure, Quality Compass presents percentile benchmarks among comparable plans, e.g., 10<sup>th</sup>, 25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup>. **As of August 2017, Medicaid Quality Compass for 2017 had not been released, and the Medicaid Quality Compass benchmarks for that year are not presented in this edition of the report.**

<sup>1</sup>HEDIS® and Quality Compass® are registered trademarks of the National Committee for Quality Assurance (NCQA).

<sup>2</sup>CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

## HEDIS® 2017: Compliance Audit™



As data collection methods vary among health plans, an audit of HEDIS results by an independent agency ensures that HEDIS specifications have been met and adds a higher level of integrity to the HEDIS data. Neighborhood's HEDIS 2017 results underwent a rigorous audit by Attest Health Care Advisors, LLC who are certified by NCQA. Attest assesses the information systems used in the preparation of HEDIS measures and evaluates the data reporting and specific computer programs used to prepare the Neighborhood's HEDIS scores.

Attest's audit followed the NCQA HEDIS Compliance standards and policies. Their findings were that Neighborhood had prepared our HEDIS measures in conformance to the HEDIS Technical Specifications and can report these measures to NCQA for consideration during the accreditation process.

The HEDIS measures in this report were deemed reportable according to the NCQA HEDIS Compliance Audit Standards™.

## Measures Included in This Report

This report includes 28 HEDIS clinical performance measures organized in the following groups::

- Access to and Utilization of Primary Care: 9 measures
- Children's and Adolescents' Preventive Care: 3 measures
- Women's Health Care: 6 measures
- Management of Chronic Diseases: 6 measures
- Behavioral Health: 4 measures

These measures were selected because they represent aspects of medical care that are important to our members and are used by one or more of the following programs to evaluate the performance of Neighborhood Health Plan of Rhode Island as a Medicaid managed care plan:

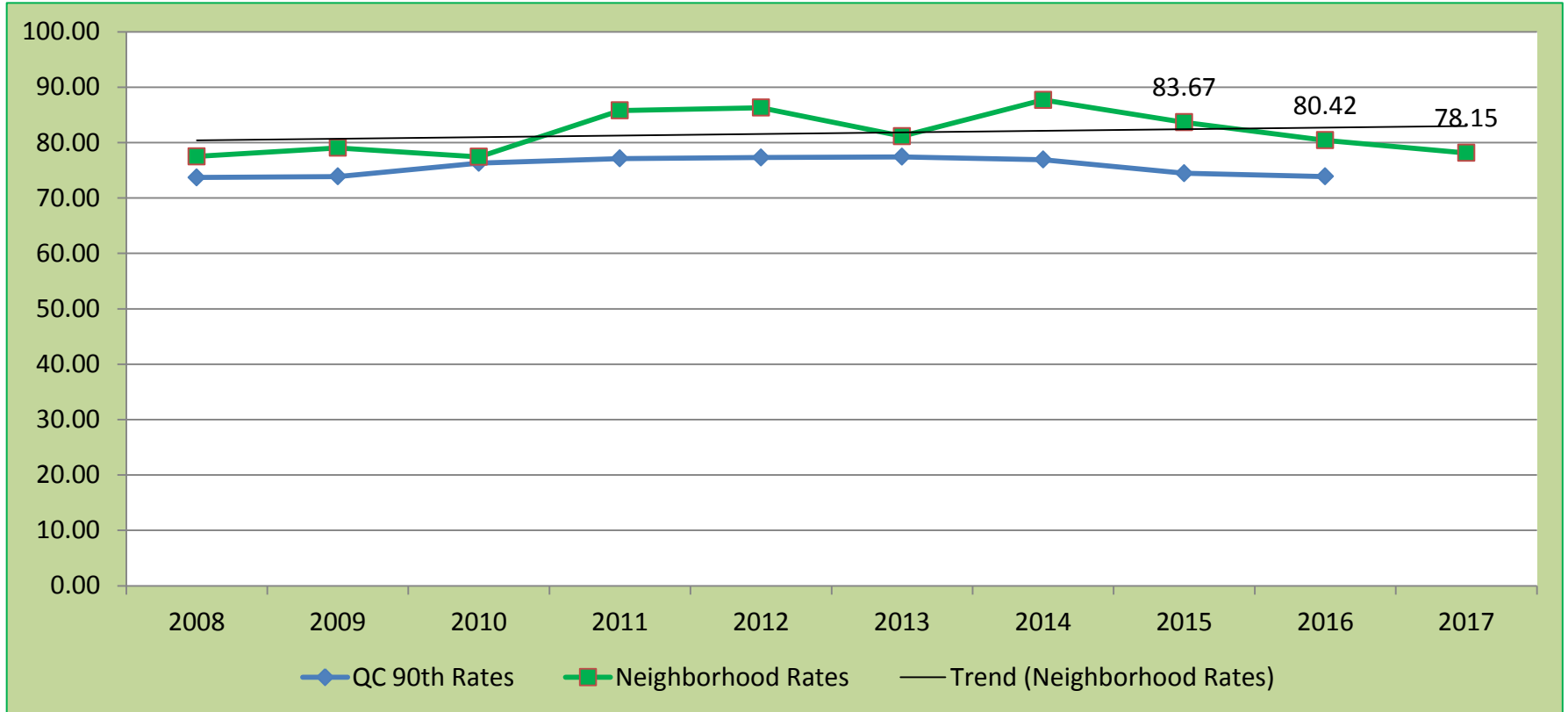
- **Accreditation by the National Committee for Quality Assurance (NCQA).** Neighborhood has been accredited by NCQA with “Excellent” status continuously since 2001. “Excellent” status is the highest category of performance in NCQA's health plan accreditation program.
- **Annual NCQA Health Plan Ratings.** Neighborhood is rated 4.5 out of 5 in NCQA's Medicaid Health Insurance Plan Ratings since 2016-2017. It is one of thirteen Medicaid Health Plans in the Nation rated 4.5 out of 5 by the NCQA Health Insurance Plan Ratings. The 2017-2018 ratings will be released in September.
- **RI Medicaid Performance Goal Program (PGP).** Over 80% of the available incentive is based on Neighborhood's performance for selected HEDIS measures.

For additional information on HEDIS performance, please contact Neighborhood's Department of Evaluation and Improvement at 401-427-8208.

## Access to and Utilization of Primary Care

Measure	Definition	2017 Rate
Children's Access to Primary Care, Ages 12-24 Months	Percent of members ages 12-24 months who had a visit with a primary care practitioner during 2016	95.92%
Children's Access to Primary Care, Ages 25 Months - 6 Years	Percent of members ages 25 months-6 years who had a visit with a primary care practitioner during 2016	90.65%
Children's Access to Primary Care, Ages 7-11 Years	Percent of members ages 7-11 years who had a visit with a primary care practitioner during 2015 or 2016	95.89%
Adolescents' Access to Primary Care, Ages 12-19 Years	Percent of members ages 12-19 years who had a visit with a primary care practitioner during 2015 or 2016	94.58%
Adult Access to Primary Care, Ages 20-44 Years	Percent of members ages 20-44 years who had an ambulatory or preventive care visit during 2016	78.43%
Adult Access to Primary Care, Ages 45-64 Years	Percent of members ages 45-64 years who had an ambulatory or preventive care visit during 2016	87.23%
Well Child Visits: 6+ Visits in First 15 Months	Percent of members who turned 15 months old during 2016 and had 6 or more well-child visits with a primary care practitioner during their first 15 months of life	78.15%
Well Child Visits, Ages 3-6 Years	Percent of members ages 3-6 years who received one or more well-child visits with a primary care practitioner during 2016	78.15%
Adolescent Well Care Visits	Percent of members ages 12-21 years who had at least one comprehensive well-care visit with a primary care practitioner or an Ob/Gyn practitioner during 2016	65.00%

## Access to and Utilization of Primary Care (cont'd) Well Child 6+ Visits First 15 Months of Life



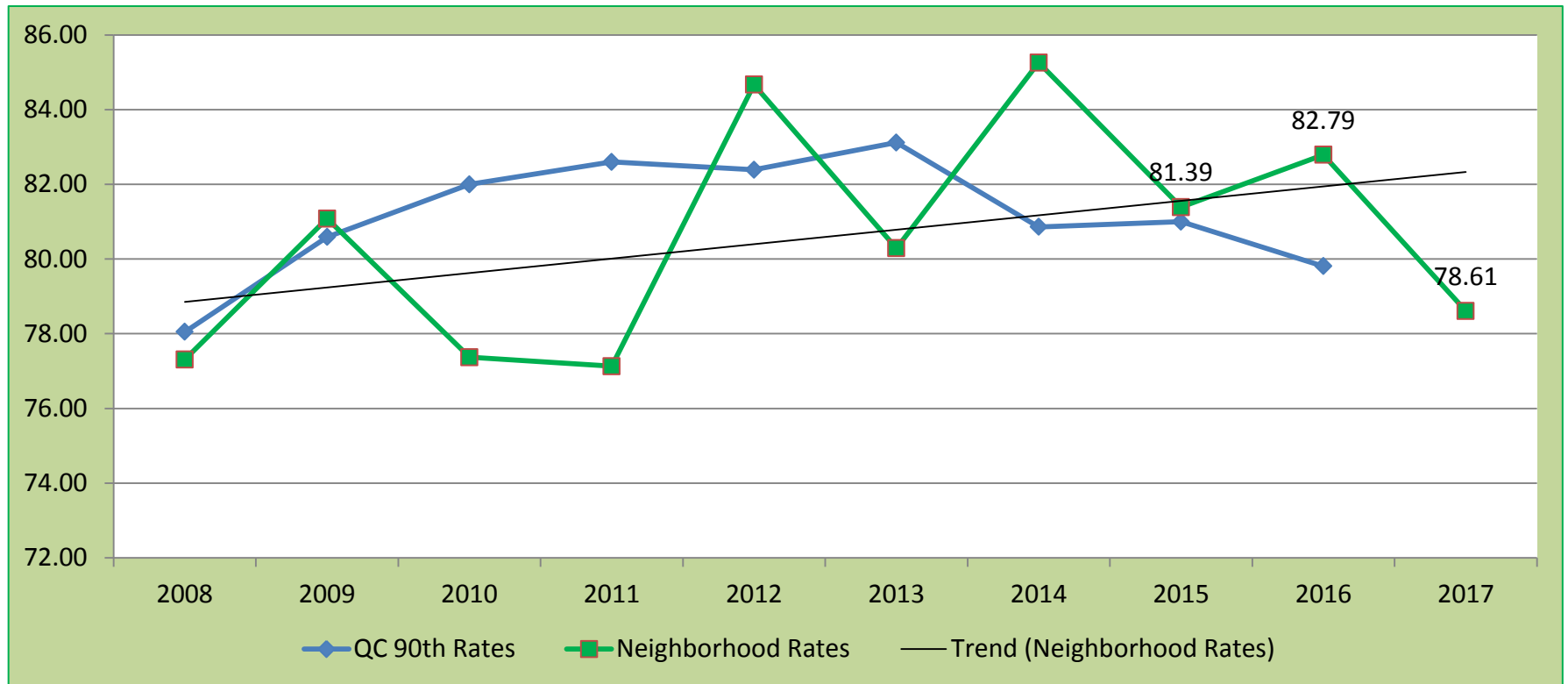
The measure “Well-Child Visits in the First 15 Months of Life” is collected through the “hybrid” methodology, using a combination of medical care claims and chart review of a sample of members.

Neighborhood and our provider network have seen a steady decline in this measure for the past 3 years, however, has continued to exceed the Quality Compass 90<sup>th</sup> percentile. The Quality Compass benchmark has also been declining over the past 2 years. (Quality Compass benchmarks for 2017 have not been released.)

## Children's and Adolescents' Preventive Care

Measure	Definition	2017 Rate
Childhood Immunization Status (Combo 3)	<p>Percent of children who turned 2 years old during 2016 and who received all of the following vaccines by their second birthday:</p> <ul style="list-style-type: none"> <li>• 4 doses diphtheria/tetanus/pertussis (DTaP) vaccine</li> <li>• 3 doses oral or injected polio virus (IPV) vaccine</li> <li>• 1 dose measles/mumps/rubella (MMR) vaccine</li> <li>• 2 doses H influenza type B (HiB) vaccine</li> <li>• 3 doses hepatitis type B (hep B) vaccine</li> <li>• 1 dose chicken pox virus (VZV) vaccine</li> <li>• 4 doses pneumococcal conjugate (PCV) vaccine</li> </ul>	78.61%
Lead Screening in Childhood	Percent of children who turned 2 years old during 2016 and who had one or more capillary or venous lead blood tests for lead poisoning prior to their second birthday.	78.20%
Adolescent Immunizations (Combo 1)	Percent of adolescents age 13 years who had one dose of meningococcal vaccine and either one tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) or one tetanus, diphtheria toxoids vaccine (Td) by their 13th birthday	92.21%

## Children's and Adolescents' Preventive Care (cont'd) Childhood Immunization Status (Combo 3)



The measure “Childhood Immunization Status (Combo 3)” is collected through the “hybrid” methodology, using a combination of medical care claims and chart review of a sample of members.

Neighborhood and our provider network have seen volatility in this measure over the past 10 years. In HEDIS reporting year 2016 Neighborhood’s rate was above the 90th percentile among Medicaid plans nationally, per Quality Compass (“QC 90th”). (Quality Compass benchmarks for 2017 have not been released.)



## Women's Health Care

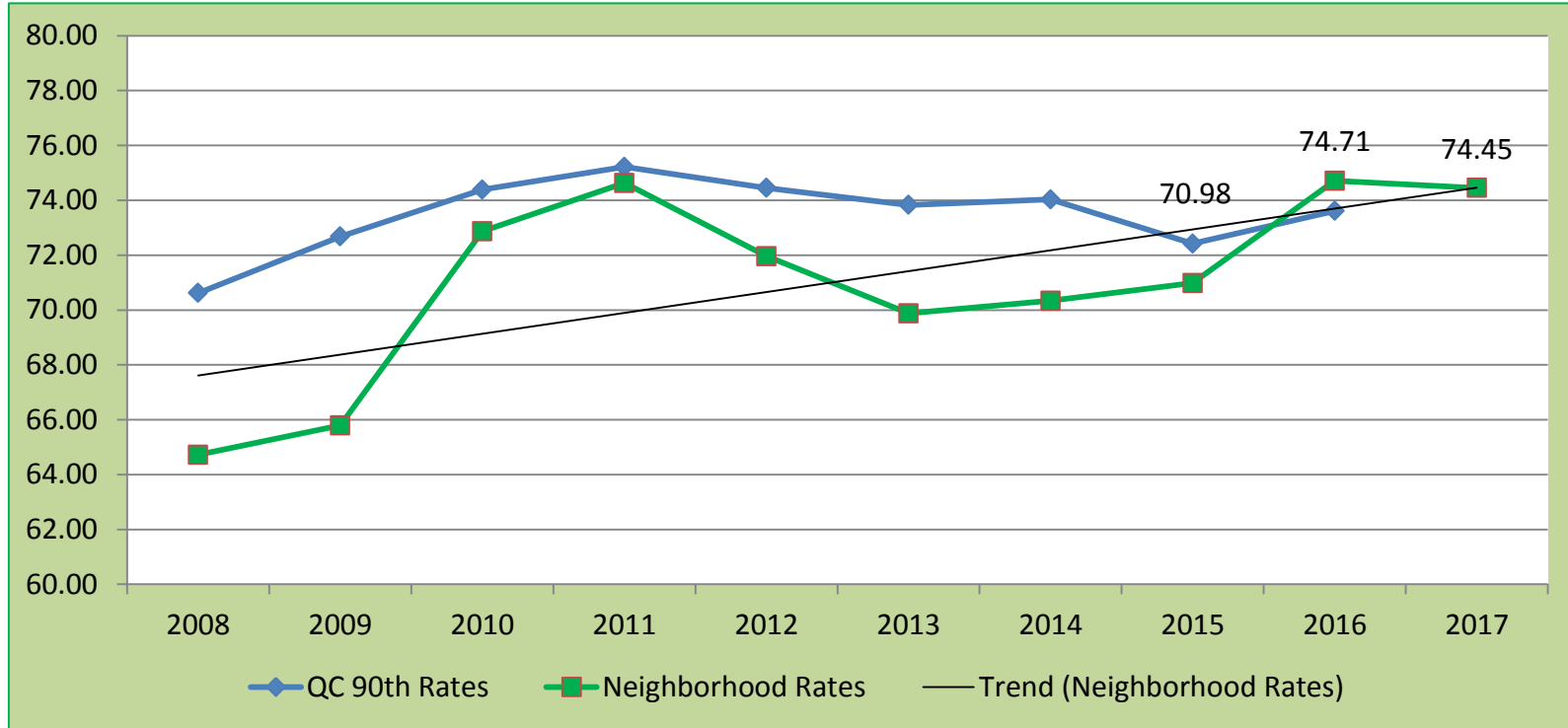
### Screening Services

Measure	Definition	2017 Rate
Cervical Cancer Screening	Percent of women ages 21-64 years who were screened for cervical cancer using either of the following criteria: <ul style="list-style-type: none"> <li>• Women ages 21–64 years who had cervical cytology testing performed within the past 3 years</li> <li>• Women ages 30–64 years who had cervical cytology/human papillomavirus (HPV) co-testing performed within the past 5 years</li> </ul>	68.08%
Breast Cancer Screening	Percent of women ages 52-74 years of age who had a mammogram to screen for breast cancer during 2016 or the two years prior	62.97%
Chlamydia Screening, Ages 16-24 Years	Percent of women ages 16-24 years who were identified as sexually active and who had at least one test for Chlamydia during 2016	69.14%

### Prenatal and Postpartum Care

Measure	Definition	2017 Rate
Timely Prenatal Care	Percent of women delivering a live birth during November 6, 2015 - November 5, 2016, who received a prenatal visit in the first trimester of pregnancy (or within 42 days of enrollment into the plan)	92.83%
Frequency of Prenatal Care	Percent of women delivering a live birth during November 6, 2015 - November 5, 2016, who received at least 81% of the expected number of prenatal visits	83.80%
Timely Postpartum Care	Percent of women delivering a live birth during November 6, 2015 - November 5, 2016, who received a postpartum visit on or between 21 and 56 days after delivery	74.45%

## Women's Health Care (cont'd) Timely Postpartum Care



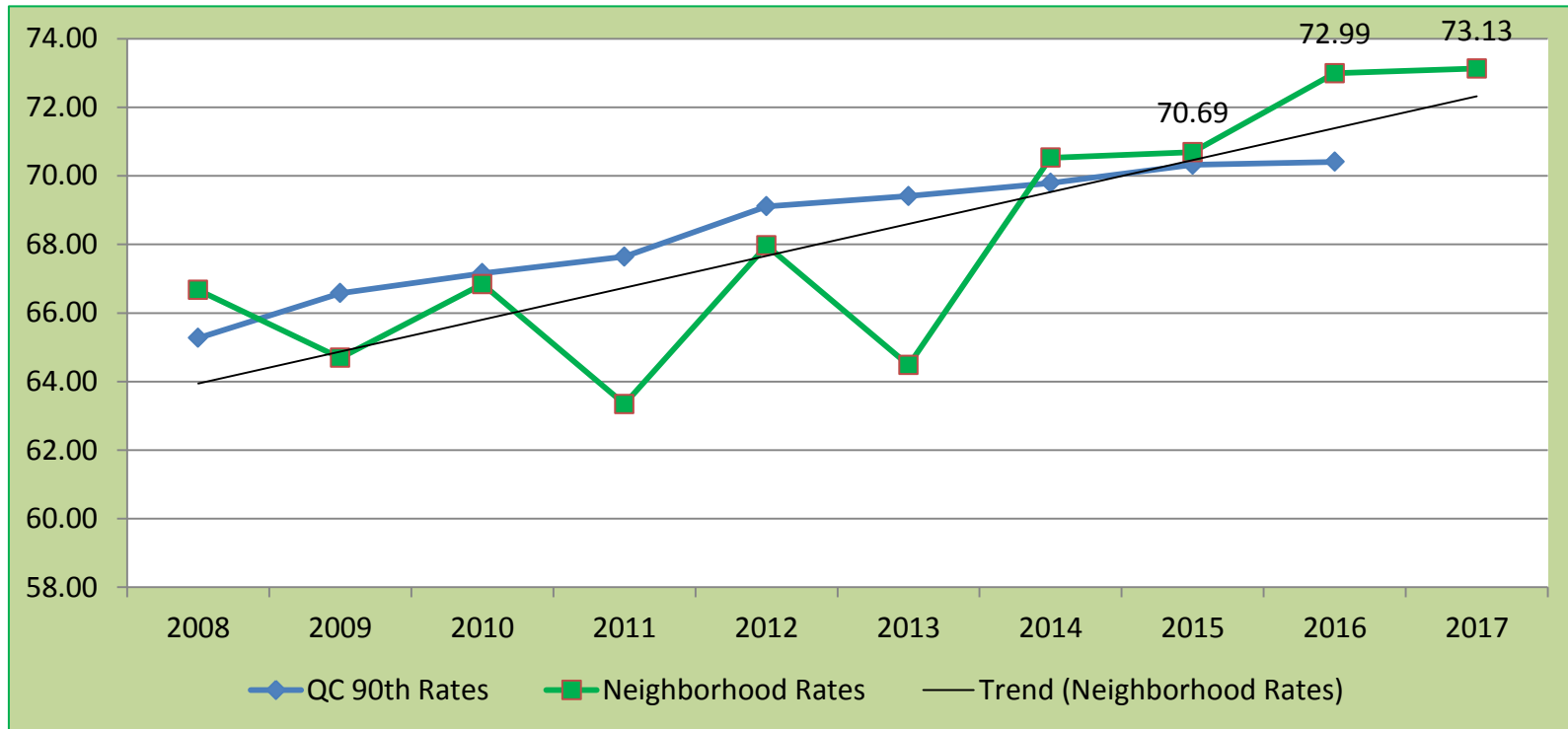
The measure “Timely Postpartum Care” is collected through the “hybrid” methodology, using a combination of medical care claims and chart review of a sample of members..

Neighborhood and our provider network have experienced an increase in performance on this measure from 2013 to 2016, and only a slight decline in 2017. The Postpartum measure exceeded the benchmarks in 2016. (Quality Compass benchmarks for 2017 have not been released.) This measure and the two HEDIS prenatal care measures have been the focus of a targeted improvement effort involving performance incentives for both members and providers and improved information flow to our network providers.

## Management of Chronic Diseases

Measure	Definition	2017 Rate
Medication Management for People with Asthma	Percent of members ages 5-64 years of age who were identified as having persistent asthma and were dispensed appropriate medications that they remained on at least 75% of the time during 2016	35.14%
Comprehensive Diabetes Care: HbA1c Testing	Percent of members ages 18-75 years with diabetes (type 1 and type 2) who had at least one HbA1c blood test during 2016	89.84%
Comprehensive Diabetes Care: Control of HbA1c (< 8%)	Percent of members ages 18-75 years with diabetes (type 1 and type 2) whose HbA1c level was adequately controlled (<8.0%) during 2016	58.07%
Comprehensive Diabetes Care: Eye Examination	Percent of members ages 18-75 years with diabetes (type 1 and type 2) who received a retinal or dilated eye exam in 2016 or had a negative retinal or dilated eye exam in 2015	70.05%
Comprehensive Diabetes Care: Blood Pressure Controlled (< 140/90)	Percent of members ages 18-75 years with diabetes (type 1 and type 2) whose blood pressure was adequately controlled (<140/90) during 2016	76.04%
Controlling High Blood Pressure	Percent of members ages 18-85 years who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90) during 2016	73.13%

## Management of Chronic Diseases (cont'd) Controlling High Blood Pressure



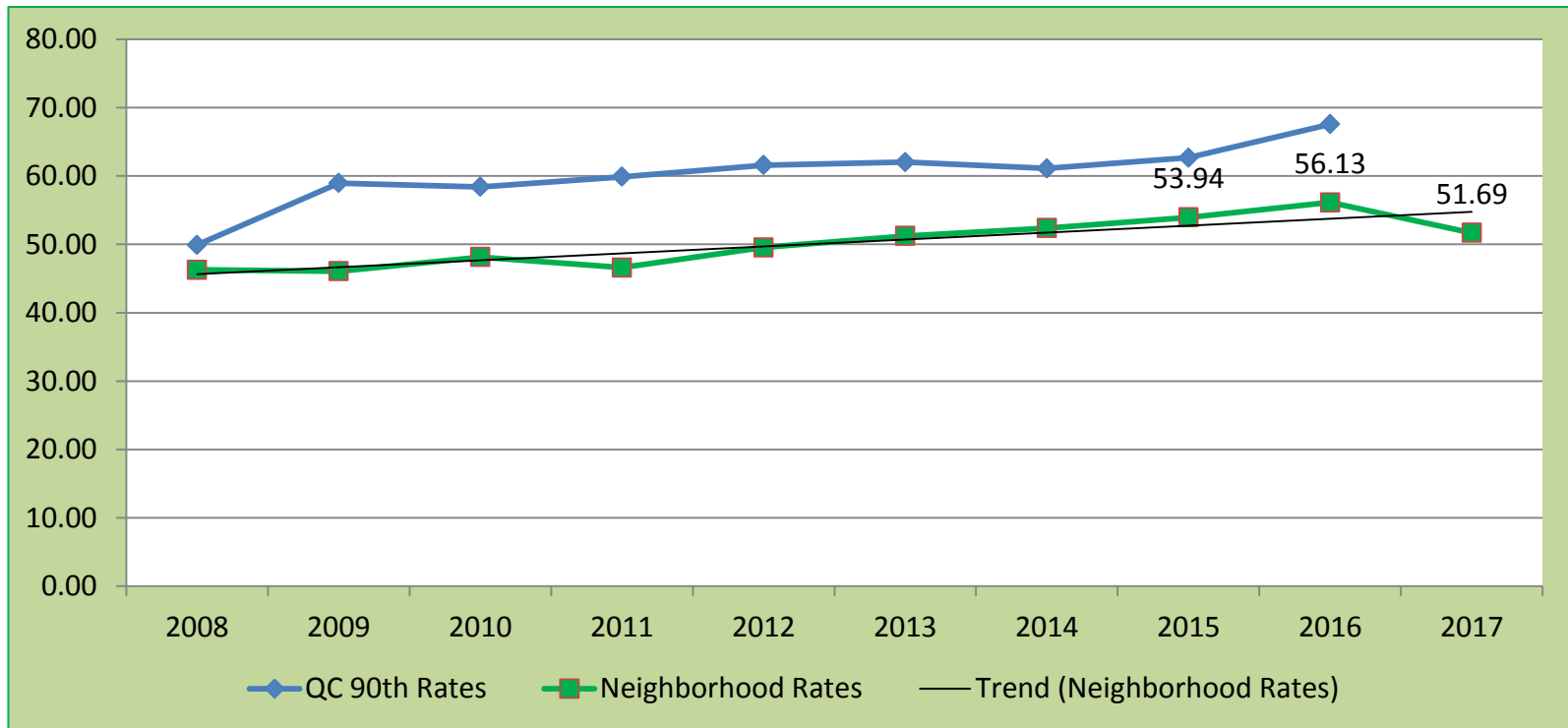
The measure “Controlling High Blood Pressure” is collected through the “hybrid” methodology, using a combination of medical care claims and chart review of a sample of members.

Neighborhood has experienced a steady increase in performance on this measure over the past 4 years, exceeding the Quality Compass 90th percentile for the past 4 years. (Quality Compass benchmarks for 2017 have not been released.)

## Behavioral Health

Measure	Definition	2017 Rate
Follow-up Care for Children on ADHD Medications, Initiation Phase	Percent of children ages 6-12 years who were newly prescribed ADHD medication in 2016 and who have at least one follow-up care visit within 30 days of when the first ADHD medication was dispensed	48.52%
Antidepressant Medication Management, Acute Phase	Percent of members ages 18 and older who were diagnosed with a major depression and treated with antidepressant medication during 2016 and who remained on antidepressant medication treatment for at least 84 days (12 weeks)	51.69%
Follow-up after Hospitalization for Mental Illness, Within 7 Days	Percent of discharges for members ages 6 years and older who were hospitalized for treatment of selected mental health disorders and who had an outpatient visit or partial hospitalization with a mental health provider within 7 days of discharge	62.29%
Initiation of Alcohol and Other Drug Dependence Treatment	Percent of adolescent and adult members with a new episode of alcohol or other drug (AOD) dependence who received AOD treatment through an inpatient admission, outpatient visit, intensive outpatient encounter, or partial hospitalization within 14 days of the diagnosis	48.41%

## Behavioral Health (cont'd) Antidepressant Medication Management, Acute Phase



The measure “Antidepressant Medication Management, Acute Phase” is collected through the “admin” methodology, using only medical care claims.

Neighborhood and our behavioral health partner Beacon Health Strategies have experienced steady improvement in performance on this measure from 2011 to 2016. Neighborhood did see a decrease from 56% to 52% in 2017. (Quality Compass benchmarks for 2017 have not been released.) This measure and the measure “Antidepressant Medication Management, Continuation Phase” have been the focus of a targeted multi-faceted improvement effort involving staff from both Neighborhood and Beacon, as well as behavioral health providers and primary care practitioners.