

# HEDIS & CAHPS Report: Overview of current results and Preview of upcoming changes

February 19, 2014

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# Background of health plan performance ratings

- ETF currently reports plan performance based on grievances, “HEDIS”\* and “CAHPS”\*\*
- HEDIS: Primarily ratings of adherence to clinical care processes and intermediate outcomes
- CAHPS: Survey of plan members regarding their perceptions of quality

\* HEDIS: Healthcare Effectiveness Data and Information Set maintained by the National Committee on Quality Assurance. Data: 2012.

\*\* CAHPS: Consumer Assessment of Healthcare Providers and Systems maintained by the Agency for Healthcare Quality and Research and the Centers for Medicare and Medicaid Services. Data: 2013.



# “Overall Quality” composite

This composite is used for the “quality credit”, which is provided to high performing plans during the rate negotiation process

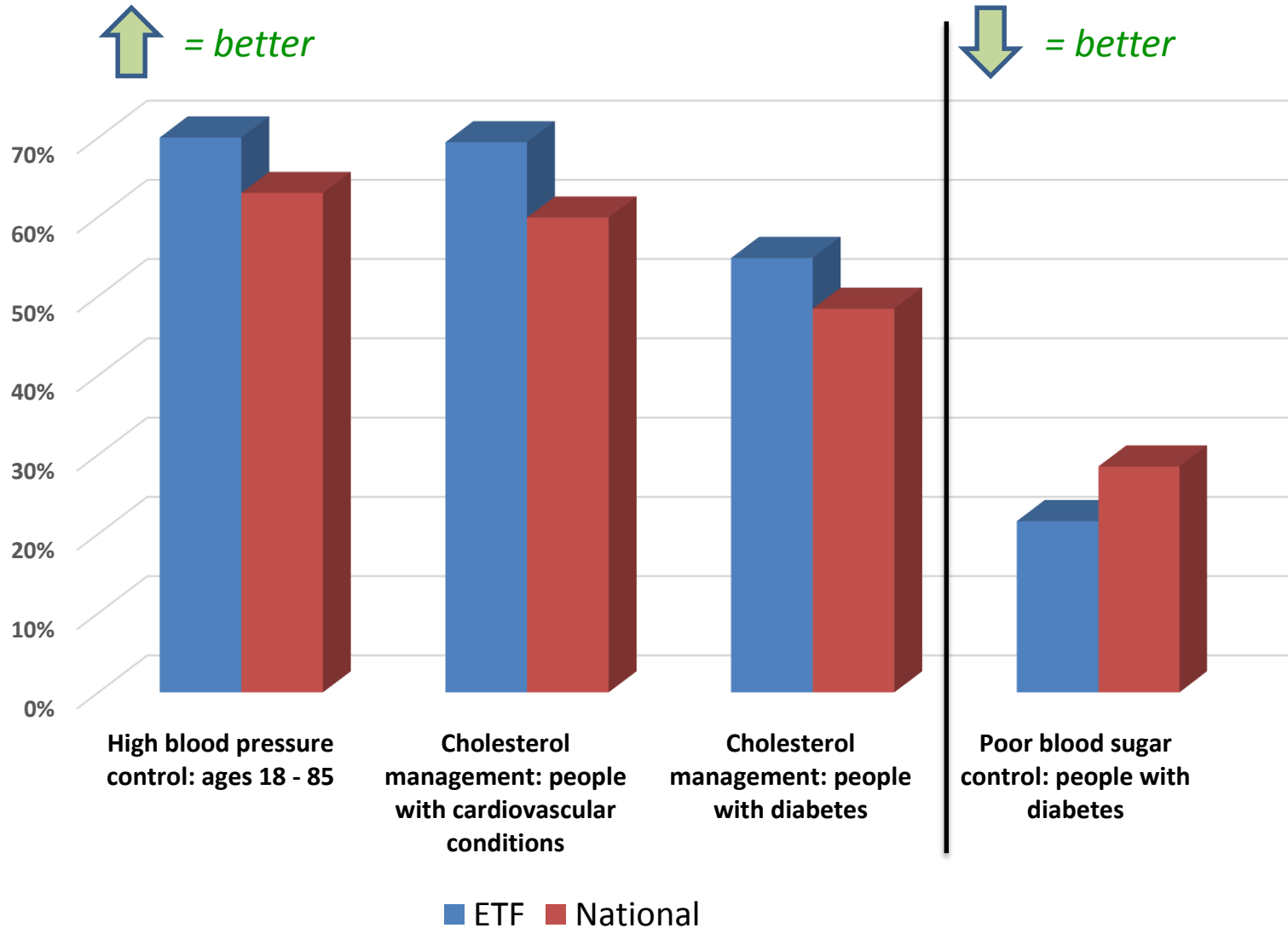
The highest and lowest\* scoring plans are as follow:

High-Scoring Plans	Low-Scoring Plans
GHC of SCW	MercyCare Health Plans
Unity – UW Health	Humana – Eastern
Medical Associates	UnitedHealthCare SE
Security Health Plan	WEA Trust PPO – East
Unity – Community	UnitedHealthCare NE
Dean Health Insurance	WEA Trust PPO – Northwest

\* All participating plans are assigned percentiles based on their score in the composite. The highest and lowest quartiles are then calculated.

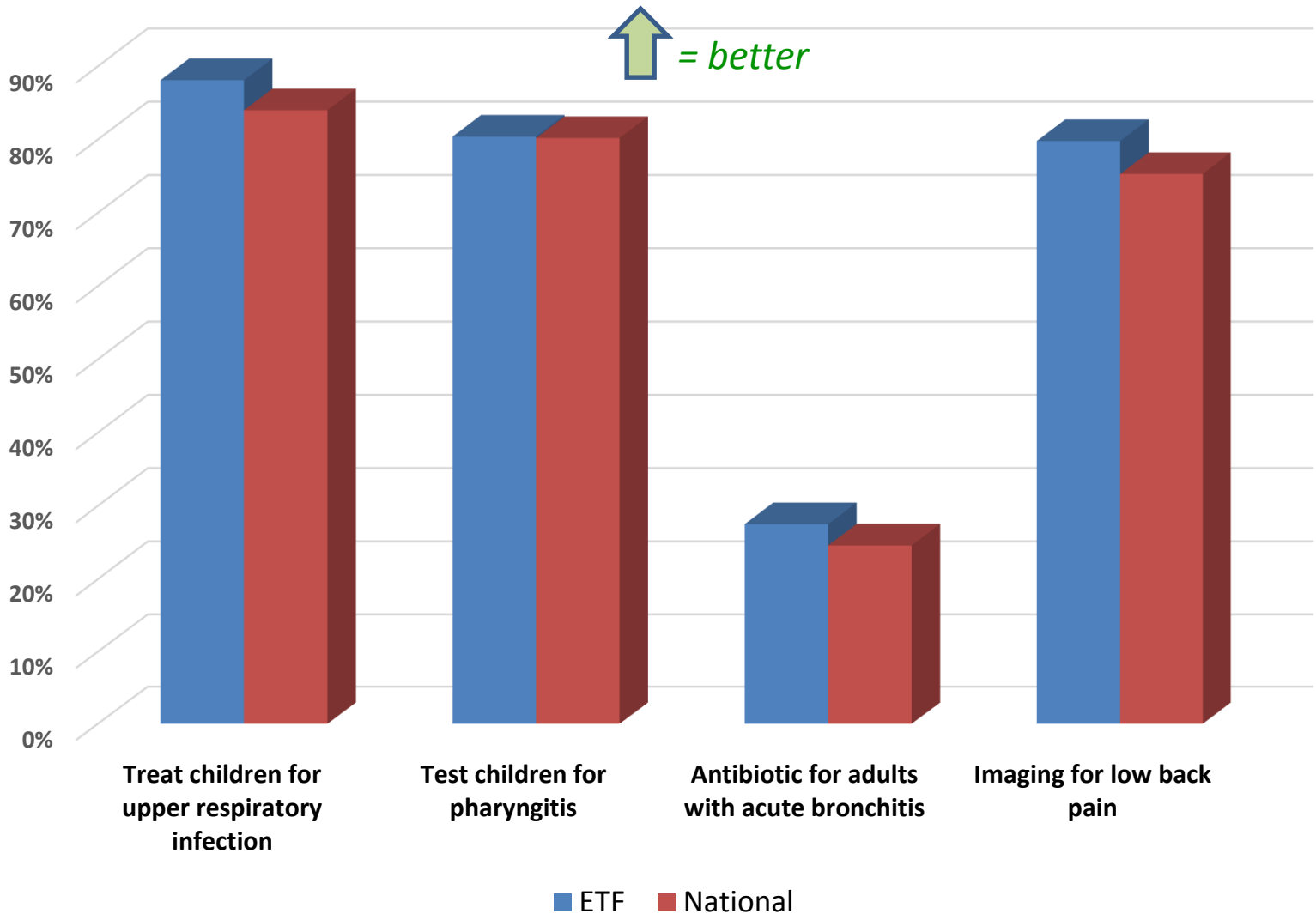


# Intermediate Outcomes: Comparison of ETF to National Averages

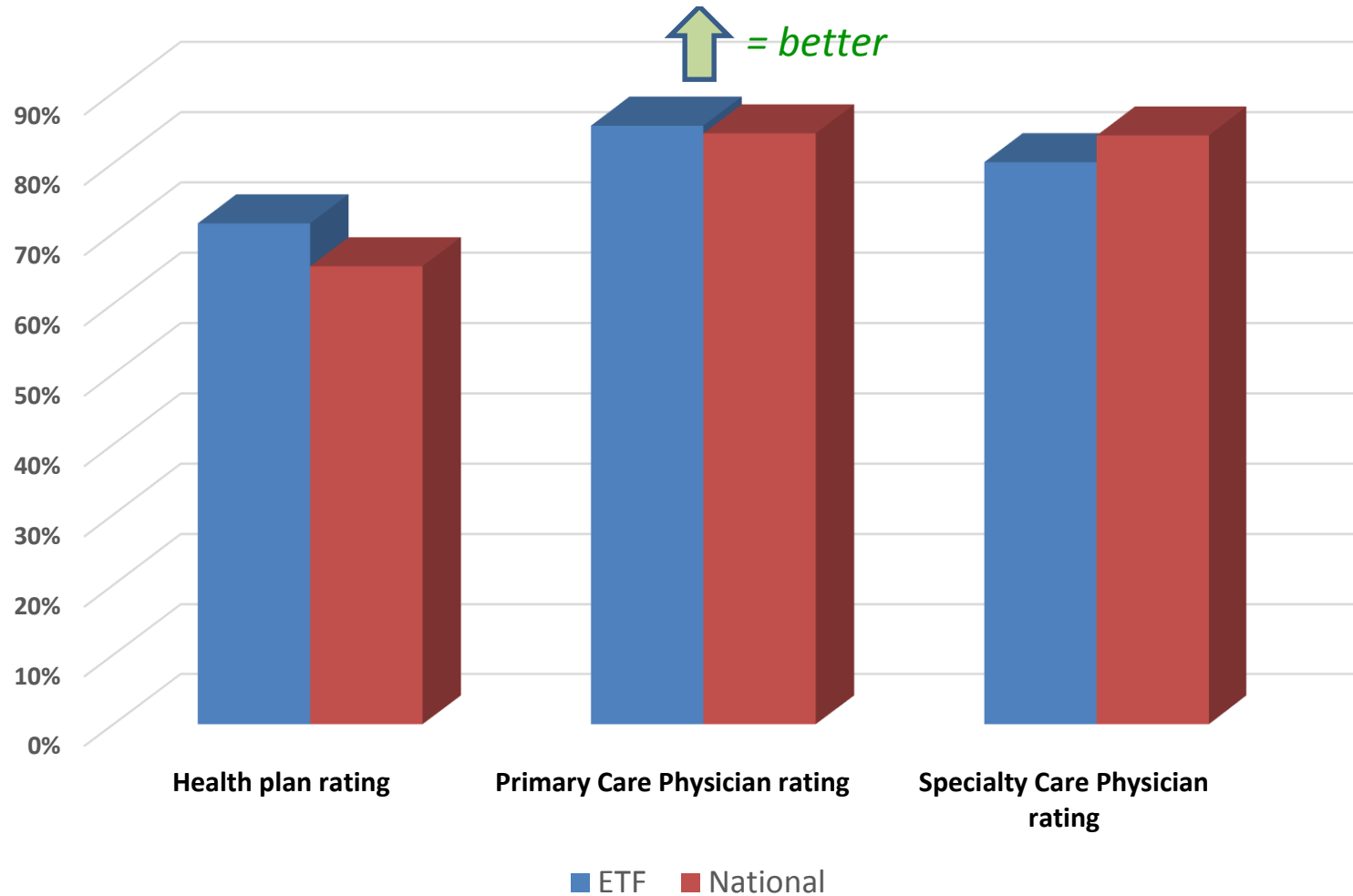


# Overuse:

## Comparison of ETF to National Averages

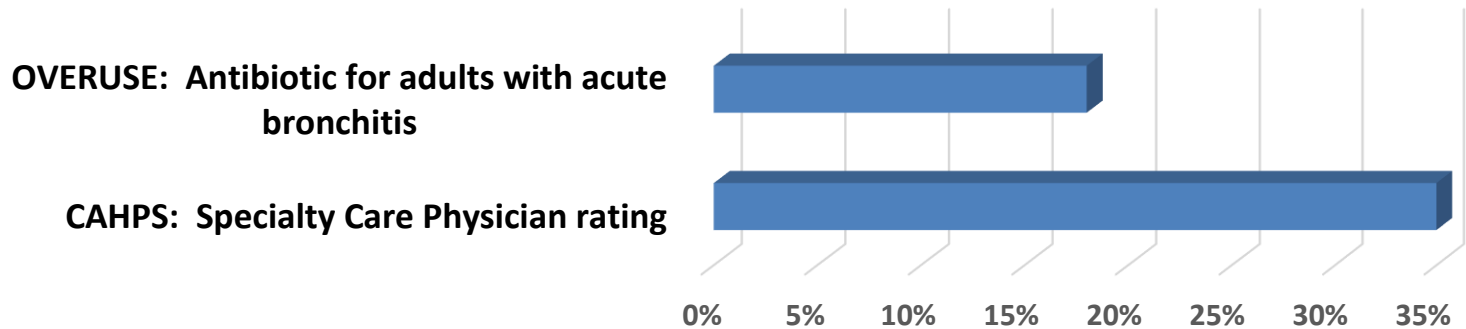


# CAHPS: Consumer perceptions of quality

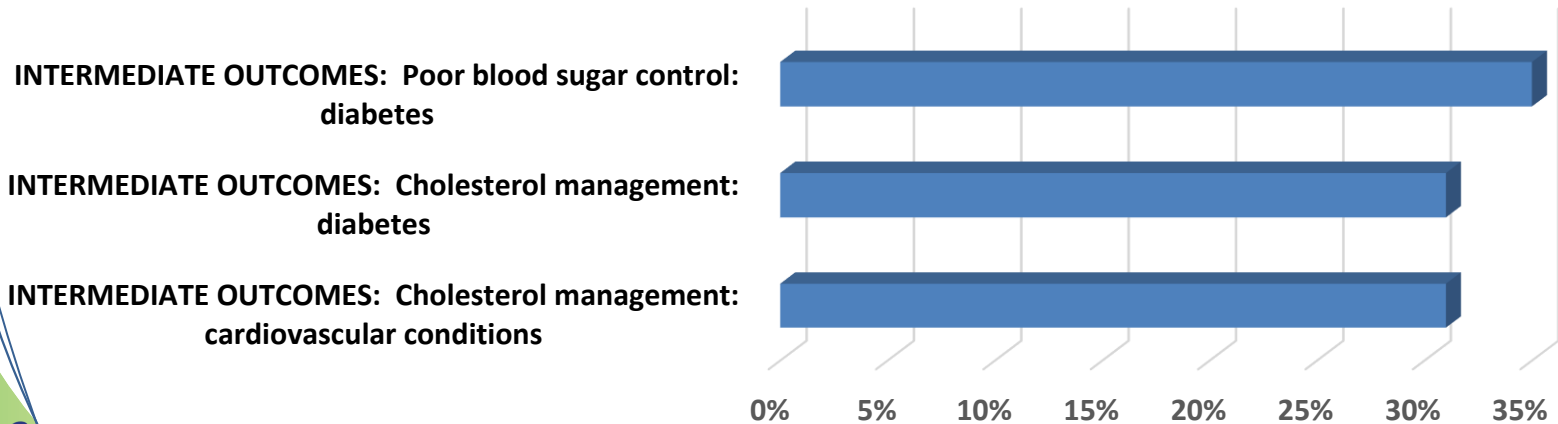


# Areas with the most high and low outliers

## Percent of plans at/below the national 10th percentile



## Percent of plans at/above the national 90th percentile



# Preview of changes to performance ratings for *It's Your Choice* (IYC) Fall 2014

- Shift from ETF/vendor administration of CAHPS surveys to use of plans' CAHPS results
- Recast HEDIS and CAHPS measure for IYC, e.g.:
  - Employ multi-stakeholder criteria
  - Reflect our population in what we measure
  - Compliment our wellness and disease management initiatives
  - Include measures aligned with the Million Hearts Campaign
- Revise measure scoring & composite methods, e.g.:
  - Remove 13% bump for NCQA accreditation
  - 5 vs. 4 star ratings
- Improve our transparency
  - Draft measures and methods: Health plan review and comment period
  - Final measures and methods: Share with health plans and post online for interested members



Questions & comments?

