

HEDIS & CAHPS Report: **Recent report card revisions** **and** **overview of current results**

This presentation is for information only
No Board action is required

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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: 2013.

** 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: 2014.

It's Your Choice (IYC) Fall 2014 rating changes

- Shift from ETF/vendor administration of CAHPS surveys to use of plans' CAHPS results
 - Allows ETF to reallocate resources to other measurement areas
- Recast HEDIS and CAHPS measures for IYC, e.g.:
 - Employ multi-stakeholder criteria in measure selection
 - Better reflect our population in what we measure
 - Complement our wellness and disease management initiatives
 - Include measures aligned with the Million Hearts Campaign
- Revise scoring and composite methods, e.g.:
 - Remove 13% bump for NCQA accreditation
 - Move from 4 star to 5 star rating scale
- 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

“Overall Performance” composite: Fall 2014

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:

Low-Scoring Plans	High-Scoring Plans
Network Health	Gundersen
Physicians Plus	Dean
Arise	MercyCare
GHC – Eau Claire	HealthPartners
WEA Trust	
Anthem	

* Plans are assigned percentiles based on their score in the composite. High and low quartiles are calculated. Ties in scores, thus percentiles, resulted in a differing number of plans in high and low quartiles.

Change in Overall Performance: Fall 2013 to fall 2014

	fall 2013	fall 2014
	quartile*	quartile*
GHC - SCW	4th	3rd
Unity**	4th	3rd
Medical Associates	4th	2nd
Security	4th	3rd
Dean	3rd	4th
Physicians Plus	3rd	1st
Gundersen	3rd	4th
HealthPartners	3rd	4th
Health Tradition	2nd	3rd
Network	2nd	1st
GHC - EC	2nd	1st
Arise	2nd	1st
Anthem	1st	1st
Humana**	1st	2nd
MercyCare	1st	4th
UnitedHealthCare**	1st	2nd
WEA Trust**	1st	1st

*Higher quartile = better performance:

1st: 1st to 25th percentile

2nd: 26th to 50th percentile

3rd: 51st to 75th percentile

4th: 76th to 100th percentile

**Where a health plan had 2 offerings and ratings, the average of the 2 scores were used to produce a percentile.

Change in Overall Performance: Fall 2013 to fall 2014

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Physicians Plus		3rd	1st
Gundersen		3rd	4th
HealthPartners		3rd	4th
Health Tradition		2nd	3rd
Network		2nd	1st
GHC - EC		2nd	1st
Arise		2nd	1st
Anthem		1st	1st
Humana**		1st	2nd
MercyCare	2nd	1st	4th
UnitedHealthCare**		1st	2nd
WEA Trust**		1st	1st

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**Where a health plan had 2 offerings and ratings, the average of the 2 scores were used to produce a percentile.

MercyCare change: Fall 2013 to fall 2014

- Improvement in performance* from 2013 to 2014 in measures used in both years:
 - Management of asthma medications (HEDIS)
 - Health plan rating (CAHPS)
 - Antidepressant medication management (HEDIS)
- Low performance* in 2013 measures:
 - Health care rating (CAHPS)
 - Monitoring of people on persistent medications (HEDIS)
- High performance* in 2014 measures:
 - Care coordination (CAHPS)

* Health plan performance is in relation to other ETF participating health plans



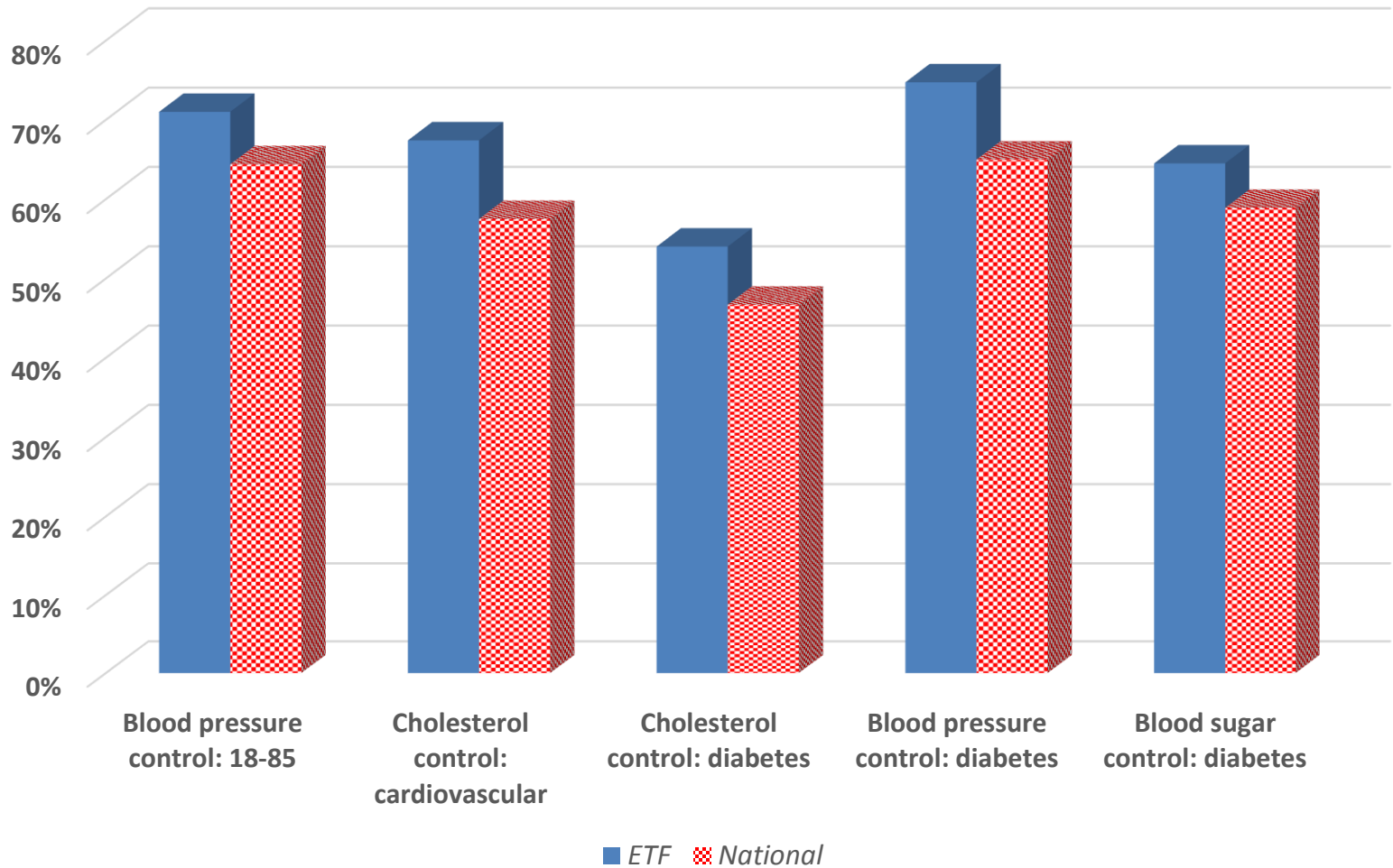
Medical Associates change: Fall 2013 to fall 2014

- Decline in performance* from 2013 to 2014 in measures used in both years:
 - Management of asthma medications (HEDIS)
 - Health plan rating (CAHPS)
- High performance* in 2013 measures:
 - Health care rating (CAHPS)
 - Customer service (CAHPS)
- Low performance* in 2014 measures:
 - Care coordination (CAHPS)

* Health plan performance is in relation to other ETF participating health plans



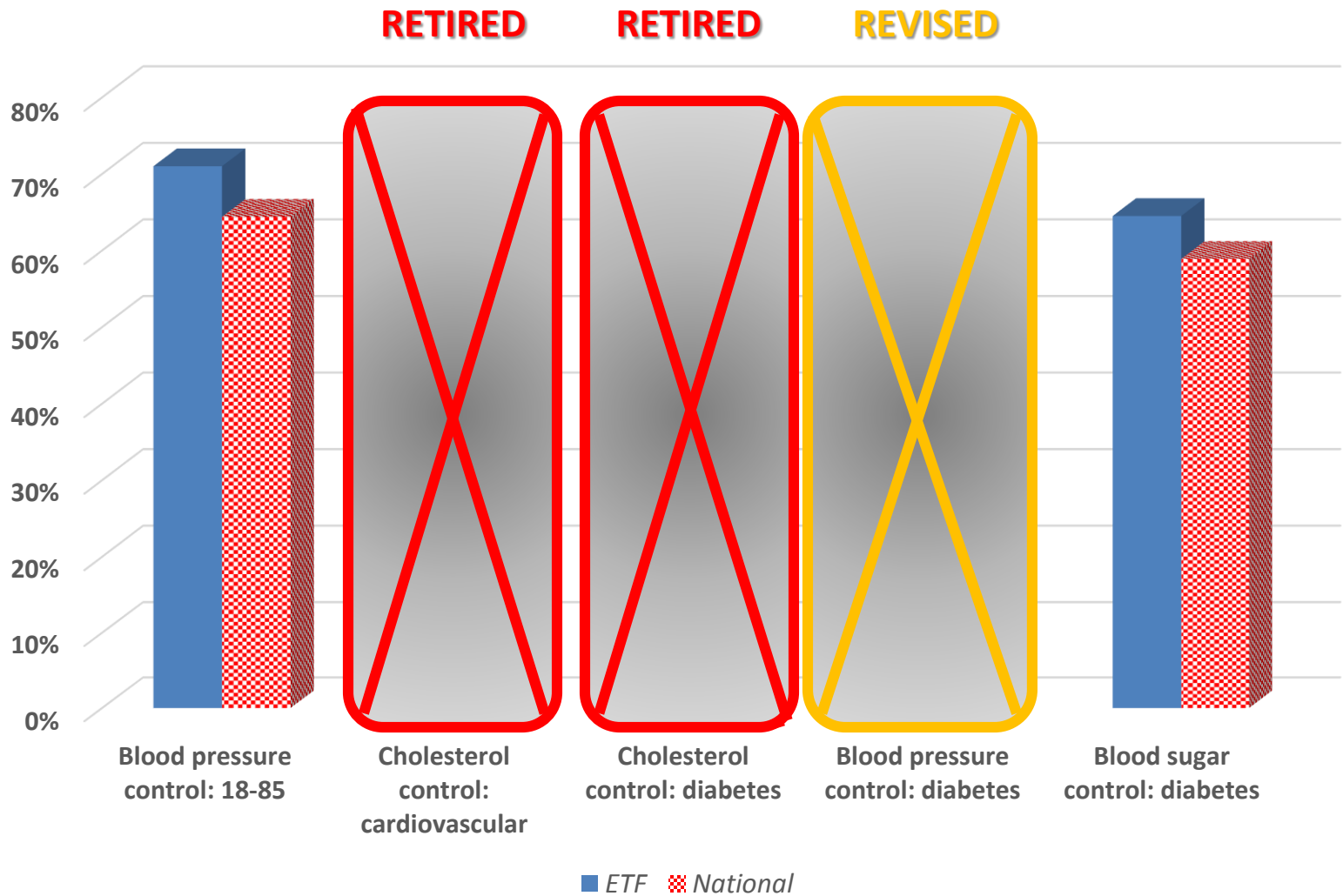
Intermediate outcomes: Comparing ETF participating plans to national averages



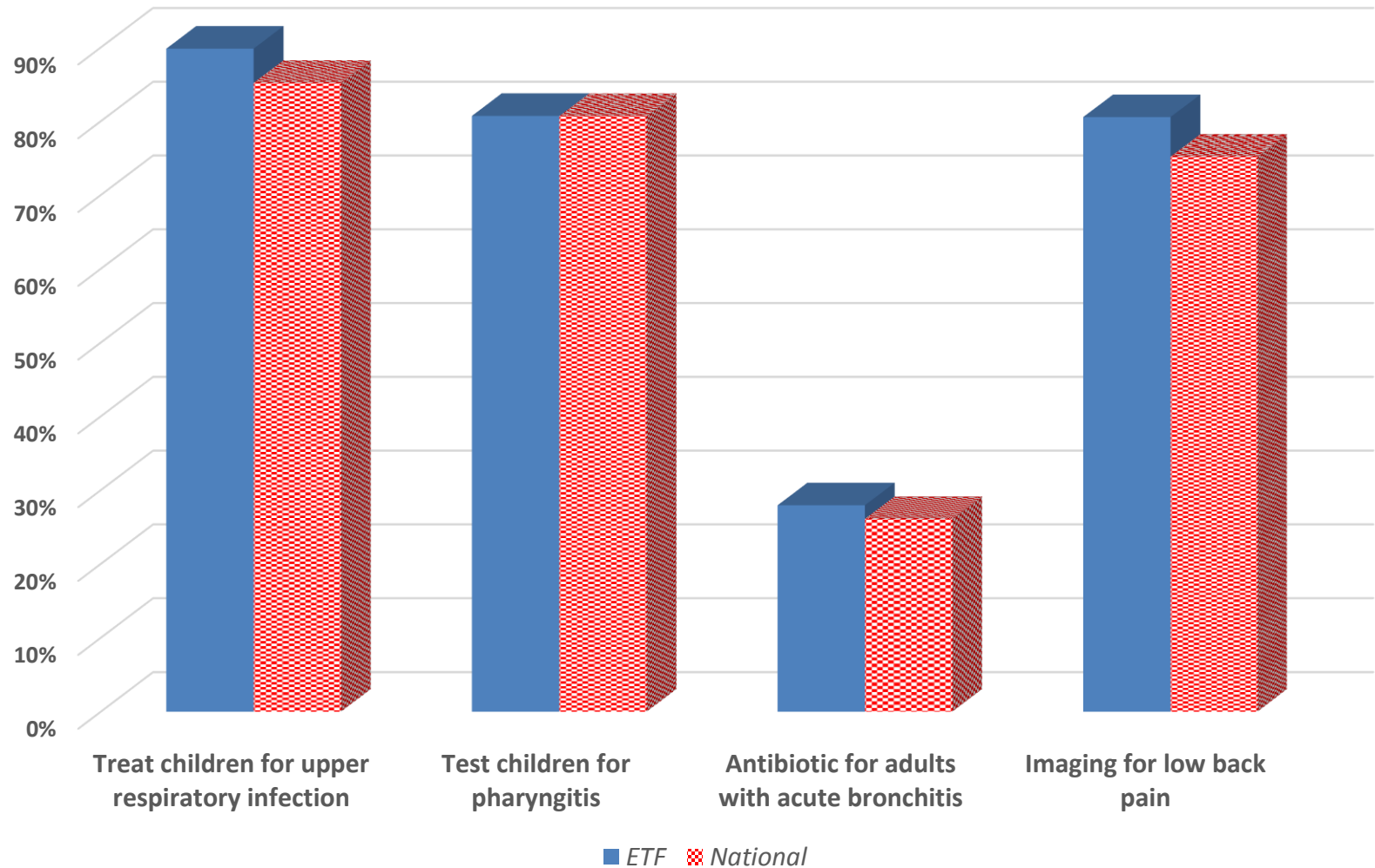
Results from IYC Fall 2014 health plan report card



Intermediate outcomes: Changes to IYC Fall 2015 health plan report card



Avoiding overuse: Comparing ETF participating plans to national averages



Results from IYC Fall 2014 health plan report card



Thank you.

Questions & comments?

