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Correspondence Memorandum

Date: July 20, 2018
To: Group Insurance Board
From: Renee Walk, Strategic Health Policy Advisor
Office of Strategic Health Policy
Subject: 2019 Health Plan Report Card Methodology

The purpose of this memorandum is to detail the methodology used to develop health plan star ratings for the 2019 It's Your Choice open enrollment season. No Group Insurance Board (Board) action is required.

Background

The Department of Employee Trust Funds (ETF) began providing quality information to members in 2014 via the health plan report card. The report card was developed to focus on specific areas of quality. These measures were used to assign a star rating, with the intent that members use this information to select the highest-quality health plan available. The stars have been subsequently used as a part of the annual rate setting process to assign a quality credit of up to 1%.

At the time it was developed, the report card stars were assigned based on an internal or "tournament style" ranking system. This means that plans who participated in the Board's programs were rated against one another, with one plan only receiving five stars, one receiving one star, and the remaining plans allocated in a normal distribution amongst the rest of the star ratings. While this was designed in part to foster competition amongst the plans, it also had the effect of implying that plan quality was much more divergent than may have been the case.

The effect was highlighted in the 2018 program year. Many of the plans that departed the Group Health Insurance Program in 2018 had been on the lower end of the star ratings in the past. The remaining plans that had previously been three-star plans became one-star plans, solely because of their placement in the rankings. It appears these plans had significantly poorer quality when their actual reported quality scores hadn't changed. Many members reported either confusion at the change or concern that they suddenly only had poor quality plan options during a year when large numbers of members had to choose a new health plan.

Reviewed and approved by Eileen K Mallow, Director, Office of Strategic Health Policy

Electronically Signed 8/1/18

Board	Mtg Date	Item #
GIB	8.22.18	6B

Measure Methodology Work in 2017

ETF staff presented proposed changes to the Board for health plan rankings at the May 2017 Board meeting (Ref. GIB | 5.24.17 | 3C). This followed a process of evaluating measures based on the Buying Value Toolkit, which was assisted by consultants Bailit Health through a grant received from the Robert Wood Johnson Foundation.

Much of that work was predicated on the idea that the data warehouse would be available for measure analysis in early 2018. However, ETF staff are still learning the full capabilities of the data warehouse. Because of this, ETF will continue using the Healthcare Effectiveness Data and Information Set (HEDIS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) data submitted by health plans for the coming report card year. This data is already collected annually and submitted for plans' entire books of business and using HEDIS and CAHPS will allow ETF time to ensure that staff analysts are able to clearly and accurately report comparable measures from the data warehouse for the ETF book of business specifically.

Report Card Methodology for 2019

To update the report card for the coming 2019 It's Your Choice open enrollment season, staff began by revisiting the work done using the Buying Value toolkit. Staff selected the subset of measures that both emerged from the toolkit analysis and were already present in the existing report card, a subset of twelve (12) HEDIS measures. Staff also selected the same CAHPS measures and the ETF grievance measure.

Instead of internally ranking the scores reported by the plans, staff instead used Quality Compass, a well-known national data collection of CAHPS and HEDIS scores to select a benchmark. Specifically, staff selected the 95th percentile benchmark from the national, all-payer commercial data set within Quality Compass. Staff compared the plans' reported scores versus the benchmark and assigned a numeric score (1-9), based on the benchmark percentile. These numeric scores were then averaged for each of the existing report card composite scores, and then converted into a star score (one to five stars).

The updated methodology was reviewed at the July ETF Council on Health Program Improvement meeting, a bi-monthly meeting of vendors participating in the Board's programs. The plans were receptive to the new methodology for reporting to members.

The resulting star assignments, as well as the assignments that would have resulted from the old scoring methodology, are provided in Attachment A to this memo.

Staff will be available at the Board meeting to answer any questions.

Attachment A. Report Card Methodology Results.

Composite Measure Name	Health Plan Name	Score Under Old Methodology	Revised Score Under New Methodology	Score Change
Overall Performance	Dean	★★★★★	★★★★	↓1
	GHC-Eau Claire	★★	★★★	↑1
	GHC-South Central Wisconsin	★★★★	★★★★	--
	HealthPartners	★★★	★★★★½	↑½
	Medical Associates	★★	★★★	↑1
	MercyCare	★	★★★★½	↑2½
	Network Health	★★★	★★★	--
	Quartz	★★★	★★★★½	↑½
	Security	★★★	★★★★½	↑½
	WEA Trust	★★★	★★★★½	↑½
Quality	Dean	★★★★★	★★★★½	↓½
	GHC-Eau Claire	★	★★★★½	↑2½
	GHC-South Central Wisconsin	★★★★	★★★★	--
	HealthPartners	★	★★★★½	↑2½
	Medical Associates	★★★	★★★★½	↑1½
	MercyCare	★	★★★★	↑3
	Network Health	★★★	★★★★½	↑½
	Quartz	★★★	★★★★	↑1
	Security	★★★★	★★★★½	↓½
	WEA Trust	★★★	★★★★	↑1
Care Coordination	Dean	★★★	★★★★½	↑½
	GHC-Eau Claire	★★★	★★★★½	↑½
	GHC-South Central Wisconsin	★★★★★	★★★★½	↓1½
	HealthPartners	★★★★	★★★★½	↓½
	Medical Associates	★	★★★	↑2
	MercyCare	★★	★★★★	↑2
	Network Health	★★★	★★★★½	↑½
	Quartz	★★★	★★★★½	↑½
	Security	★★	★★★	↑1

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Composite Measure Name	Health Plan Name	Score Under Old Methodology	Revised Score Under New Methodology	Score Change
	WEA Trust	★★★★	★★★½	↓½
Overuse	Dean	★★★	★★★½	↑½
	GHC-Eau Claire	★★★★	★★★½	↓½
	GHC-South Central Wisconsin	★★★★	★★★½	↓½
	HealthPartners	★★★	★★★½	↑½
	Medical Associates	★★★★★	★★★	↓2
	MercyCare	★★	★★★★	↑2
	Network Health	★	★★★½	↑2½
	Quartz	★★★	★★★½	↑½
	Security	★★	★★★	↑1
	WEA Trust	★★★	★★★½	↑½