

2019 Health Plan Report Card Methodology

GIB Item 6B – Group Insurance Board

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Agenda

Informational only – no action required

- Background
- Impact on 2018 It's Your Choice
- Methodology Changes
- Measure Adjustments
- Example

Background

2014 - ETF began calculating quality report cards for health plans

- Designed to foster competition
- Plans ranked relative to one another
- Ranked on a 5-star scale

Rankings are used

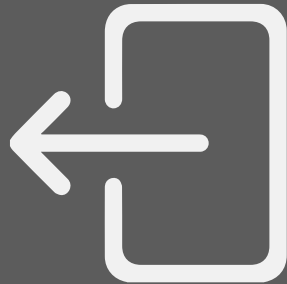
- In It's Your Choice materials
- To assign up to 1% quality credit

Ranking based on HEDIS and CAHPS data

- Healthcare Effectiveness Data and Information Set (HEDIS)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Plans submit HEDIS and CAHPS data annually

Impact on 2018 It's Your Choice

Drop Out



- Lowest ranking plans left program in 2017

Member Concerns



- Members reported concerns that some plans appeared to be low quality

Plan Concerns



- Plans reported concerns that ETF stars don't match NCQA, CMS, and other ratings systems

Methodology Changes

Previously – Plans were ranked relative to one another

- Ranking system inadvertently implied plans were poorer quality than HEDIS and CAHPS showed
- One 1-star plan, one 5-star plan, other plans follow normal distribution curve

Going Forward – Plans will be ranked relative to national benchmark

- **Quality Compass National All Lines of Business Average (NCQA HEDIS benchmarks)**
- Actual score reported to HEDIS or CAHPS (measure rate) is given a score (measure score) relative to national benchmark
- Composite score (average measure score) is used to create star rating

Measure Adjustments

- Minor measure adjustments
 - **CAHPS Care Coordination (Q22)** scoring change
 - Previously – only the number of “always” responses were being compared
 - Currently – combined “always” and “usually” responses are being compared
 - **Comprehensive Diabetes Control (CDC)** is reported more specifically
 - Previously – HbA1c and blood pressure reported as average
 - Currently – HbA1c and blood pressure reported separately
- Grievance measure stays the same
 - Only measure not benchmarked

Example: Overall Performance

To Be Reported in 2019 IYC Materials				
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
	Medical Associates	★★	★★★	↑1
	MercyCare	★	★★★	↑2½
	Network Health	★★★	★★★	--
	Quartz	★★★	★★★	↑½
	Security	★★★	★★★	↑½
	WEA Trust	★★★	★★★	↑½



Questions?

Thank you



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