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## Correspondence Memorandum

**Date:** July 21, 2019  
**To:** Group Insurance Board  
**From:** Renee Walk, Strategic Health Policy Advisor  
Jessica Rossner, Data Informatics & Compliance Lead  
Office of Strategic Health Policy  
**Subject:** Health Care Quality Report (HEDIS & CAHPS)

**This memo is for informational purposes only. No Group Insurance Board (Board) action is required.**

### Background.

The Department of Employee Trust Funds (ETF) annually computes quality metrics from data submitted by the participating health plans. The two data sets used are the Healthcare Effectiveness Data and Information Set (HEDIS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS). These are national, standardized data sets and report data for the health plans' entire books of business.

ETF uses a subset of the measures provided in these data sets to calculate four composite measures:

- Overall Performance
- Quality
- Care Coordination
- Overuse

The Overall Performance measure is used by Segal Consulting (Segal), the Board's actuary, to calculate the quality credit that is applied during the health plan rate setting process. All four measures are used in the Health Plan Report Card. Plans are given star ratings based on performance versus the National Committee for Quality Assurance's (NCQA) Quality Compass 95<sup>th</sup> percentile national, all-payer commercial benchmarks.

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

Electronically Signed 8/8/19

Board	Mtg Date	Item #
GIB	8.21.19	5D

**2020 Health Plan Star Ratings.**

Composite Measure Name	Health Plan Name	Previous	Current	Score Change
<b>Overall Performance</b>	Dean	★★★★	★★★★	--
	GHC-Eau Claire	★★★	★★★★	↑1
	GHC-South Central Wisconsin	★★★★	★★★★	--
	HealthPartners	★★★½	★★★★	↑½
	Medical Associates	★★★	★★★	--
	MercyCare	★★★½	★★★	↓½
	Network Health	★★★	★★★	--
	Quartz	★★★½	★★★½	--
	WEA Trust	★★★½	★★★½	--
<b>Quality</b>	Dean	★★★★½	★★★★	↓½
	GHC-Eau Claire	★★★½	★★★½	--
	GHC-South Central Wisconsin	★★★★	★★★★	--
	HealthPartners	★★★½	★★★★	↑½
	Medical Associates	★★★★½	★★★★½	--
	MercyCare	★★★★	★★★★	--
	Network Health	★★★½	★★★½	--
	Quartz	★★★★	★★★½	↓½
	WEA Trust	★★★★	★★★½	↓½
<b>Care Coordination</b>	Dean	★★★½	★★★	↓½
	GHC-Eau Claire	★★★½	★★★★	↑½
	GHC-South Central Wisconsin	★★★½	★★★½	--
	HealthPartners	★★★½	★★★½	--
	Medical Associates	★★★	★★½	↓½
	MercyCare	★★★★	★★½	↓1½
	Network Health	★★★½	★★½	↓1
	Quartz	★★★½	★★★½	--
	WEA Trust	★★★½	★★★½	--
<b>Overuse</b>	Dean	★★★½	★★★★	↑½
	GHC-Eau Claire	★★½	★★★	↑½
	GHC-South Central Wisconsin	★★★★★	★★★★★	--
	HealthPartners	★★★★	★★★★½	↑½
	Medical Associates	★★★	★★½	↓½
	MercyCare	★★	★★★	↑1
	Network Health	★★★	★★★	--

Composite Measure Name	Health Plan Name	Previous	Current	Score Change
	Quartz	★★★★	★★★★	--
	WEA Trust	★★★	★★★½	↑½

Composite Measure Name	Health Plan Name	Previous Rate per 1,000	Current Rate per 1,000	Rate per 1,000 Change
<b>Grievance*</b>	Dean	2.89	2.65	↓0.24
	GHC-Eau Claire	2.35	11.57	↑9.22
	GHC-South Central Wisconsin	1.50	0.99	↓0.51
	HealthPartners	4.64	5.39	↑0.75
	Medical Associates	1.61	1.27	↓0.34
	MercyCare	3.55	3.04	↓0.51
	Network Health	6.72	6.27	↓0.45
	Quartz	3.51	3.59	↑0.08
	WEA Trust	2.63	1.35	↓1.28

*\*The grievance measure rate is based on the grievance data provided by the health plans for the prior calendar year. The grievance data was shared with the Board on May 15, 2019, in memo [2018 Health Plan and Pharmacy Benefit Manager Grievance and Independent Review Report](#) (Ref. GIB | 05.15.19 | 13H). A lower rate per 1,000 is more desirable.*

**Future Quality Ratings Approach.**

ETF continues to work with IBM Watson Health to analyze the potential to move from the plan-submitted HEDIS and CAHPS reports to HEDIS-like measures contained in the data warehouse tool. The continued improvement of data quality in the data warehouse will support this goal. Questions remain regarding hybrid measures and patient survey measures not captured in claims data in the data warehouse. ETF will use the bimonthly Council on Health Program Improvement discussions to determine the best course of action with vendors participating in the Board’s programs.

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