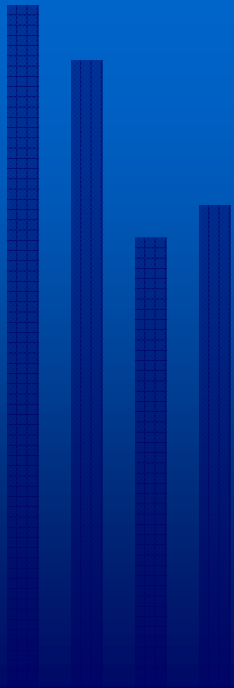




PERFORMANCE MEASUREMENT

**In Medicaid Managed care
for Seniors and Persons
with Disabilities**





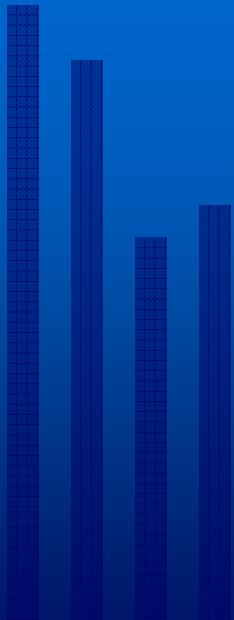
Medi-Cal contracts require MCOs to:

- **Implement a quality improvement system**
- **Develop and implement a quality improvement plan that must include clinical and non-clinical services**
- **Provide results for HEDIS measures and consumer satisfaction surveys**
- **Submit rates for under/over-utilization based on selected HEDIS Use of Service Measures**

PERFORMANCE MEASUREMENT



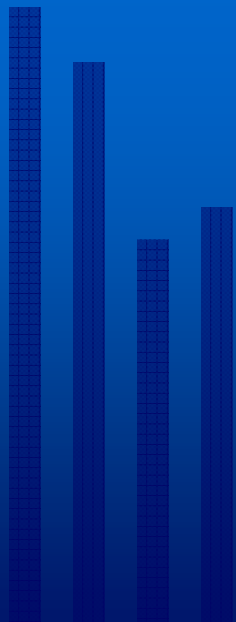
**MCO shall stratify certain
External Accountability
Set/HEDIS measures**



PERFORMANCE MEASUREMENT



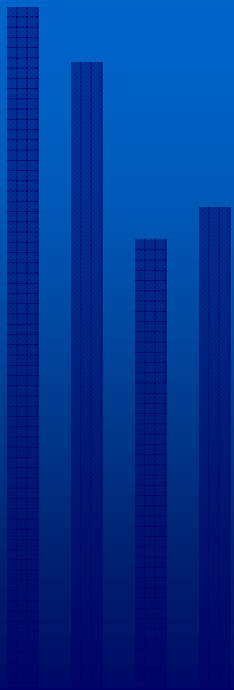
**MCO shall collect and
stratify additional HEDIS
measures**



PERFORMANCE MEASUREMENT



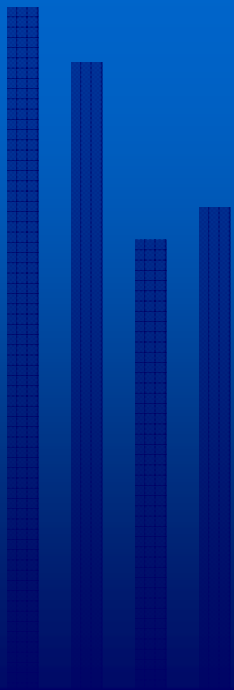
**State should charge the MMCD
Quality Improvement
Committee with identifying
three new non-HEDIS measures
to pilot test**



PERFORMANCE MEASUREMENT



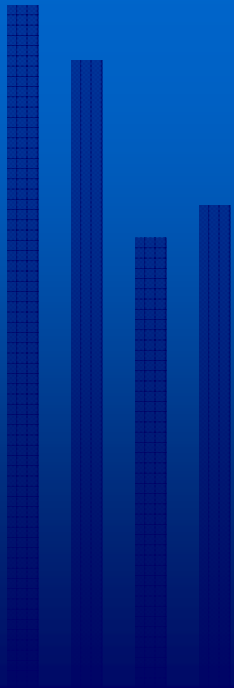
State should develop and administer an enhanced statewide consumer satisfaction survey tailored toward issues for people with disabilities and chronic conditions



PERFORMANCE MEASUREMENT



**State should use financial
and nonfinancial rewards to
motivate MCOs to become
high-quality,
high-performing MCOs**





MCO Readiness Tool

- Prepared for the California HealthCare Foundation
-
- Prepared by The Lewin Group



General Quality Improvement Activities

MCO tailors existing QI requirements and gathers information specific to people with disabilities/chronic conditions

MCO identifies gaps in care for people with disabilities/chronic conditions



- **General Quality Improvement Activities**
- **MCO tailors existing QI requirements and gathers information specific to people with disabilities/chronic conditions**
- **MCO identifies gaps in care for people with disabilities/chronic conditions**



**What should be considered
as the process for
developing performance
measures?**

**What are the items that are
most important?**

