



Quality Awards Criteria and Methodology HEDIS Reporting Year (RY) 2015

Introduction

With significant change in the California Department of Health Care Services' (DHCS) Medi-Cal managed care program, DHCS changed the structure of the quality awards methodology to recognize a broader array of plan achievements and highlight quality improvement efforts amongst its Medi-Cal managed care health plans (MCPs). The following quality award categories have been adopted for the 2015 award year, based on Healthcare Effectiveness Data and Information Set (HEDIS) 2014 rates, and are intended to highlight MCPs that have excelled in improving health care quality for the now over 9 million beneficiaries receiving services through Medi-Cal managed care.

Goals

- To promote excellence in the provision of health care services by recognizing MCPs for outstanding achievements in the improvement of health care quality and population health.
- To broaden the criteria for evaluation in order to reflect changes occurring from expansion of managed care into all 58 counties of California and addition of new populations to the managed care program.
- To further the spread of best practices among our MCPs by highlighting achievements in quality improvement.
- To encourage innovative interventions to advance health quality and recognize efforts that advance health equity.

Minimum Award Eligibility Criteria

- 1) An MCP that has not submitted HEDIS data on time for auditing purposes for the specified reporting period may not be eligible.
- 2) MCPs with more than 3 measures below the MPL may not be eligible for the Outstanding Performance Award.
- 3) MCPs with entries of Not Reported (NR) on any External Accountability Set (EAS) HEDIS measures may not be eligible.
- 4) MCPs that have been found to be in violation of federal or State laws, regulations, or other requirements set forth in guidance such as All Plan Letters, or under a DHCS Quality Corrective Action Plan (CAP) during the measurement year and have not met the established milestones may not be eligible. MCPs under a newly issued Quality CAP may not be eligible.



Quality Awards Categories

1) Outstanding Performance Award 2015

(3 awards based on enrollment clusters)

- DHCS grouped MCPs by Enrollment Size as reported for the end of calendar year 2014. Clusters were found using Statistical Analysis System (SAS) software as a tool for the cluster analysis.
 - i. Small Scale cluster [41,000-185,000]
 - ii. Medium Scale cluster [216,000-524,000]
 - iii. Large Scale cluster [699,000-1,600,000]
- DHCs applied a point system similar to the Aggregated Quality Factor Score as the basis for determining the MCPs with the highest scores based on HEDIS performance.
 - Points were assigned to each indicator, by reporting unit. Thresholds were based on the national Medicaid percentiles as published in NCQA's HEDIS 2015 Audit Means, Percentiles, and Ratios. The allocation of points is as follows:

(≥90th) percentile	= 6 points
(≥75th - <90) percentile	= 5 points
(≥50th - <75) percentile	= 4 points
(≥25th - <50) percentile	= 3 points
(≥10th - <25th) percentile	= 2 points
(<10th) percentile	= 1 points
(N/A)	= 0 points

- Points for each indicator were computed from the 22 distinct HEDIS measures to calculate an overall score for the reporting unit.
 - For the indicator CDC-H9, there is an inverse relationship with the scoring and thus the scoring had to be adjusted.
- Scores at the reporting unit level were aggregated to calculate the total score for the MCP.
- Calculation was repeated for all three clusters.

2) Most Improved Award 2015

(2 awards)

- **Greatest Improvement in Quality Strategy Focus Areas**

Award the MCP with the most significant improvement from prior year based on performance in four Quality Strategy Focus Areas:

1. Comprehensive Diabetes Care (an average of 6 indicators)
2. Controlling High Blood Pressure
3. Childhood Immunizations Status – Combination 3



4. Prenatal and Postpartum Care – Postpartum Care

- To compute this award, DHCS aggregated the deltas from 2014 RY to 2015 RY for HEDIS Quality Strategy Focus Areas (QSFA) EAS Indicators to calculate the total improvement rate by plan reporting unit.
- A single average improvement score was computed for Comprehensive Diabetes Care using following indicators:
 1. Comprehensive Diabetes Care – Blood Pressure Control (<140/90 mm Hg)
 2. Comprehensive Diabetes Care – Hemoglobin A1c (<8.0%)
 3. Comprehensive Diabetes Care – HbA1c Poor Control (>9.0%)
 4. Comprehensive Diabetes Care – HbA1c Testing
 5. Comprehensive Diabetes Care – Medical Attention for Nephropathy
 6. Comprehensive Diabetes Care – Eye Exam (Retinal) Performed
- Plan reporting unit level scores for the QSFAs were aggregated for a total MCP score.

➤ **Greatest Improvement in One Year**

Award the most significant improvement from prior year based on performance across all EAS Indicators that DHCS holds MCPs to a Minimum Performance Level (MPL) to acknowledge an MCP's greatest overall improvement in a service area.

- To compute this award, DHCS aggregated the deltas from 2014RY to 2015 RY across the 22 HEDIS EAS Indicators to calculate the total improvement rate at the plan reporting unit level.
- The reporting unit with the highest improvement from the prior year was selected.

3) Innovation Award

(2 awards)

➤ **Innovation Award 2015**

➤ **Innovation Award 2015-- Runner Up**

Awards aimed at highlighting innovative interventions by the MCPs intended to improve the quality of health care for Medi-Cal beneficiaries.

- MCPs submitted brief descriptions of the intervention(s) to DHCS.
- DHCS released all submissions to all MCPs for a vote using SurveyMonkey.
- DHCS staff voted to resolve any ties between submissions.
- A winner and runner up were selected based on total MCP and DHCS votes.