

HealthCare USA MO HealthNet QA&I Report January 2011 – March 2011

NCQA STATUS:

Intensive work continues on NCQA. The ISS Tool submission is due May 2011 to NCQA and the on-site visit is July 2011. HCUSA is on track to meet these due dates.

UPDATES ON CURRENT INITIATIVES:

A. 2011 Well Care/Preventive Care birthday reminders and missed appointment mailers:

January - March 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Well Woman	643	664	576										1,883
EPSDT b-day 0-10	7597	8200	7596										23,393
EPSDT b-day 11-20	5203	4749	5081										15,033
EPSDT missed appt	4918	4873	5015										14,806
Provider panel missed visit	4918	4873	5015										14,806
Men's Health(Quarterly)	(Q1) 975			(Q2)			(Q3)			(Q4)			975

B. Dental Report Data

HealthCare USA Annual Dental Visit Rate (Percent Compliant)											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
EMO	3.21%	3.21%									
CMO	4.7%	4.7%									
WMO	2.74%	2.74%									
STWD	3.28%	3.28%									

C. Member Incentive Programs:

2011 Prenatal and Asthma Incentive Cards

Incentive Begin Date	Program	EMO	CMO	WMO	Total Card Count
January	Prenatal	18	3	3	24
February	Prenatal	19	5	0	24
March	Prenatal	18	5	1	24
YTD Totals		55	13	4	72

HealthCare USA
MO HealthNet QA&I Report
January 2011 – March 2011

Incentive Begin Date	Program	EMO	CMO	WMO	Total Card Count
January	Asthma	8	0	0	8
February	Asthma	10	0	0	10
March	Asthma	5	0	0	5
YTD Totals		23	0	0	23

D. January - March 2011

- Progress continues on centralization of pre-authorization services. CMO has been transitioned.
- UM processes with Care Core Network (CCN) are going well.
- In February as part of national dental month, HCUSA provided dental education, toothbrushes, floss and toothpaste and a coloring book to 13 elementary schools, 26 Head Start programs, and 4 community partner programs (after school programs). We provided dental education and dental referrals to 8 parent programs and 5 health service organization (WIC or Health Department). Most activity was in CMO.
- CMO partnered with Small Smiles dental office and two local elementary schools and Lawrence Dental for prenatal dental care through the WIC office.
- Weekly workgroup meetings continue for NCQA preparation. These are chaired by QI. Our NCQA consultant was on-site in March and is pleased with our progress.
- Temporary staff was hired and trained for Hedis hybrid medical record review. The training took place at the St. Louis office. All temp staff have experience with medical record abstraction.
- The Credentialing Committee recruited additional physicians for the committee and the Quality Management Committee increased the number of meetings for 2011 from bi-monthly to monthly.
- HCUSA is participating in two workgroups: The Member Incentive workgroup met on March 18, 2011 with Dr. Debra Moss & Laurel Ruzas, RN attending. The Childhood Immunization workgroup met on March 3, 2011 with Dr. Ilyse Lifton & Kristy Yarcho, RN attending.

###