



**Harmony Health Plan of Missouri
MO HealthNet Managed Care
Quality Assessment and Improvement Advisory Meeting on April 28, 2011
January 2010 through March 31, 2010
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Harmony Health Plan of Missouri collaborates with local agencies and practitioners to provide outreach, education, and viable resources for members in the communities we serve to decrease member non-compliance for needed services. On a Corporate level, members enrolled with Harmony Health Plan of Missouri receive member outreach to support those services provided by local staff.

Accreditation and Compliance Update

- As of March 31, 2011 Harmony Health Plan of Missouri conducted final review of NCQA documentation following consultant review. The health plan will be submitting its ISS Tool on April 21, 2011.
- During the NCQA process, Harmony Health Plan of Missouri reviewed program documents, policies and procedures, and other documents to ensure compliance with state, federal, regulatory, and accreditation agencies.

Agency Collaboration:

Harmony Health Plan of Missouri collaborates with the following agencies throughout the year. Collaboration with these agencies provides the health plan with educational material and additional resources for our members. Additionally, Harmony Health Plan of Missouri has the opportunity to educate these agencies on the services provided to our members.

- Collaborate with the Gateway Immunization Coalition and Chairing the Adolescent Immunization Committee
- Collaborate with the Eastern Regional Alliance and Chairing the Capacity Building Committee to decrease the health disparities for minorities
- Collaboration with Asthma Consortium and Kids with Asthma to increase asthma awareness and education
- 27th Ward Infant Mortality Reduction Committee
- Perinatal Depression Workgroup sponsored by Maternal Child and Family Health Coalition,
- Eastern Regional Minority Health Alliance;
- St. Louis County Homeless Provider Meeting; St. Louis City Health
- Maternal Child and Family Health Coalition

Case, Disease, and Utilization Management

Harmony Health Plan of Missouri meets with Case, Disease, and Utilization Management leadership to discuss performance metrics, enrollment issues, and interventions to improve current internal and external processes.

Between January 1 and March 31, 2011, the health plan:

- Improved data collection and reporting of pregnant members for screening and enrollment in the Hugs program
- Held continuing education sessions with staff on Missouri lead protocols to continue meeting contractual requirements

- Revised Case Management Trigger list to appropriately refer members to standard or complex case management

External Quality Review (EQRO)

EQRO requests and submissions have commenced and are being processed as needed in accordance with requests.

Harmony Hugs

Geraldine Franklin Riley started on January 3, 2011 as the Hugs Case Manager. Since January 3, 2011, Geri has attended the following community outreach meetings:

- 27th Ward Infant Mortality Reduction Committee
- Perinatal Depression Workgroup sponsored by Maternal Child and Family Health Coalition,
- Maternal Child and Family Health Coalition

Harmony Health Plan of Missouri is scheduled to have Shannon Einsphar conduct an in-house training on the CSTAR program.

Health Plan Initiatives and Updates

Between January 1 and March 31, 2011, health plan initiatives included:

MEMBER

- "Mommy and Me" booklet for pregnant members

PROVIDER

- BMI Weight Chart for Children in English and Spanish
- Translation Card translating the top 16 health care questions asked and answered in a provider's office
- Exchange of Information form for continuity and coordination of care between medical and behavioral health providers

HEALTH PLAN

- Re-educate staff on lead management protocols
- Update Welcome Call script to include a five (5) question survey on new member post enrollment materials

Lead Case Management

Harmony Health Plan of Missouri continued to update lead case management notes between Harmony's EMMA case management system and MOHSAIC.

Harmony Health Plan of Missouri continues to struggle with the following barriers in providing timely initial and follow-up visits with members in the Lead Disease Management program:

- Primary barrier to scheduling more assessments is incorrect member contact information
- Secondary barrier is member non-compliance with follow-up testing
- Third barrier is parent / guardian refusing initial or follow-up visit

Harmony Health Plan of Missouri will continue to utilize the member newsletter and the member website portal in 2011 emphasizing the importance of lead screenings and services offered through local public health departments.

Magellan Behavioral Health

Harmony Health Plan of Missouri is collaborating with Magellan Health Services on providing providers a Frequently Asked Question sheet which identifies what information may be shared between primary care and behavioral health practitioners.

Medical Record Review

Medical Record Review has been completed and provider results have been mailed. Harmony Health Plan of Missouri is working on provider education materials to address deficiencies identified during medical record review.

Member Outreach

- 7,331 periodicity letters were mailed to Harmony Health Plan of Missouri members during the Quarter.

The effectiveness of the periodicity letters will be determined after HEDIS 2011 based on the increase / decrease of compliance for these measures.

Process Improvement Projects

Process Improvement Projects are being monitored and will be updated in July 2011 after completion of HEDIS.

- Lead, Adolescent Well Child, and Improving Oral Health were updated to reflect HEDIS 2010 results and updated provider initiatives.
- The health plan will continue the Adolescent Well Child process improvement project one more year to measure results for initiatives conducted in 2010.
- Final drafts of the following process improvement projects were completed in November 2010 and will be submitted for the 2011 EQRO.
 - *Asthma Process Improvement Project*
 - *Obesity Process Improvement Project*
 - *Cultural Diversity and Medical Home Process Improvement Project*

Provider Outreach

Between January 1 and March 31, 2010 the health plan distributed the following as part of our provider outreach campaign:

- BMI Posters for Children
- Distribution of Adult and Child Obesity Toolkits
- HEDIS Measure of the Month (MOM) Fax Blasts including technical specification of each measure
- Non-Compliance listings
- Toolkit to overcome primary language barriers between the provider and member