



**Harmony Health Plan of Missouri**  
**Quality Assessment and Improvement Advisory Meeting – Quarter 2 2011**  
**July 28, 2011**  
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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 Update**

- ISS Tool submitted successfully on April 21, 2011
- NCQA conducted its on-site review on June 20 and 21
- NCQA did not identify any opportunities for improvement based on the accreditation process.
- Harmony received a score of 99.97 on standards and guidelines and “Commendable” accreditation status effective July 7, 2011 (capped at Commendable due to HEDIS and CAHPS).
- Documentation submitted to NCQA by Harmony Health Plan of Missouri will be utilized as a “best practice” by sister companies.

**Community Outreach / Agency Collaboration:**

Harmony Health Plan of Missouri did not participate in any community events or agency meetings during the months of April, May, and June. Harmony Health Plan will re-establish collaborative efforts with the following agencies in July and August 2011.

- Gateway Immunization Coalition and Chairing the Adolescent Immunization Committee
- Eastern Regional Alliance and Chairing the Capacity Building Committee to decrease the health disparities for minorities
- 27<sup>th</sup> Ward Infant Mortality Reduction Committee
- Perinatal Depression Workgroup sponsored by Maternal Child and Family Health Coalition,
- Eastern Regional Minority Health Alliance;
- 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 April 1, 2011 and June 30, 2011, the health plan:

- Revised protocols in referring pregnant members for behavioral health services
- Improved current processes to identify and collect data for screening and enrollment in the Harmony HUGS program.
- Shannon Einsphar provided C-STAR education to Missouri, Case Management, and Magellan Health Services staff on program protocol.
- Lead Case Management meetings occur bi-weekly to discuss specific cases and update protocols as needed to meet contractual compliance.
- Implemented bi-weekly OB Case Review meetings to discuss specific cases and provide educational opportunities to Case Manager. Meetings are conducted by the Medical Director.

- Case, Disease, and Utilization management meetings occur monthly to discuss process and quality improvement processes between market and corporate staff.

### **External Quality Review (EQRO)**

Behavioral Health Concepts conducted its External Quality Review of Harmony Health Plan of Missouri on June 28 and 30, 2011.

### **Harmony Hugs**

Anne Keeven, RN started on June 13, 2011 as the new Hugs Case Manager. Anne's responsibilities include establishing member engagement in the HUGS program, providing prenatal and postpartum member education, and collaborating with providers in creating clinically sound care plans for members.

### **Health Plan Initiatives and Updates**

Between April 1 and June 30, 2011, health plan initiatives included:

#### **MEMBER**

- Prenatal and Postpartum Care – A Guide to Good Health for You and Your Baby
- What is an Emergency? When should you go to the Emergency Room?
- Asthma Education Member Book 2011 – 2012
- Women's Health Screenings
- Collaboration with DentaQuest to improve member dental visits

#### **PROVIDER**

- Updated provider welcome material to include updated health plan protocols and provider material, included information to internal and external resources for toolkits on obesity, asthma, osteoporosis, and weight management
- Monthly HEDIS Fax Blasts
- Monthly Provider E-Mail Blasts
- Distribution of adult and pediatric clinical practice guidelines for asthma, diabetes, and obesity

#### **HEALTH PLAN**

- HEDIS concluded June 15, 2011 with improvement noted in several measures
- Adult and Child CAHPS survey process concluded awaiting final reports for analysis and reporting
- Annual internal audit of lead and OB case management files to ensure compliance to internal and external requirements
- Attended Dental Advisory Committee meeting on May 12, 2011
- Attended conference calls regarding Missouri Medical Home Initiative
- Assisted three providers in upgrading to electronic health records through Missouri initiative (2 completed and 1 will be completed by July 30, 2011)

### **Lead Case Management**

Harmony Health Plan of Missouri continued to update lead case management notes between Harmony's internal case management system and MOHSAIC. Bi-weekly meetings continue between market and corporate staff discussing management of cases and resource utilization.

### **Magellan Behavioral Health**

Collaboration between Harmony and Magellan included:

- Quarterly presentation of metrics at the Quality Improvement and Medical Advisory Committees
- Distribution of Guidelines for Exchange of Information Between Medical and Behavioral Health Providers
- Articles in the Magellan and Harmony provider newsletter regarding depression program and continuity and coordination of care
- Article in the Harmony member newsletter regarding availability of the depression program

**Medical Record Review**

Medical record review was completed and corrective action plans were implemented for providers as needed. Medical record re-review will occur in August and September 2011. Quality Improvement staff is preparing data for 2011 medical review which will begin in September 2011.

**Member Outreach**

9,486 care-related letters were mailed by the health plan between April 1 and June 30, 2011. The following chart summarizes the number of letters sent by category. In late August or early September 2011, Harmony will be able to provide information on the number of missed dental letters sent by DentaQuest.

**2<sup>nd</sup> Quarter 2011 Periodicity Letters**

<b>Periodicity Letter</b>	<b>April 2011</b>	<b>May 2011</b>	<b>June 2011</b>	<b>Total</b>
<b>Child</b>	<b>1014</b>	<b>1127</b>	<b>1031</b>	<b>3172</b>
<b>Adult</b>	<b>99</b>	<b>118</b>	<b>85</b>	<b>302</b>
<b>Follow-Up/Other Letters</b>				
<b>Child 45-Day</b>	<b>492</b>	<b>460</b>	<b>402</b>	<b>1354</b>
<b>Adult 45-Day</b>	<b>15</b>	<b>23</b>	<b>10</b>	<b>48</b>
<b>Dental</b>	<b>741</b>	<b>800</b>	<b>698</b>	<b>2239</b>
<b>Missed Dental</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Referral</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>2361</b>	<b>2528</b>	<b>2358</b>	<b>9486</b>

**Performance Improvement Projects**

Performance Improvement Projects have been updated to reflect HEDIS 2011 (CY2010) data.

<b>Performance Improvement Project</b>	<b>Measurable Results Noted</b>	<b>Interventions Initiated</b>	<b>Comments</b>
Improving Lead Screenings	Improvement was noted, improvement was not statistically significant	Improved provider education on timeliness and importance of lead screening	Success of 2011 intervention will be measured and reported in 2012
Improving Oral Health	New health plan PIP	Collaboration with DentaQuest	Success will be measured and reported in 2012
Adolescent Well Child	This Performance Improvement Project has been discontinued.		
Asthma Management of Members	New health plan PIP	Provider Toolkits Distribution of Asthma Clinical Practice Guidelines Educational Materials on Treatment of Asthma	Success will be measured and reported in 2012
Weight Management of Children	New health plan PIP	Provider Toolkits Member and Provider Newsletter articles Distribution of Obesity Clinical Practice Guidelines	Success will be measured and reported in 2012
Cultural Diversity and Medical Home	This Performance Improvement Project has been discontinued.  The health plan is currently working on a starting a behavioral health based project in collaboration with our behavioral health vendor.		

## **Provider Outreach**

The following provider outreach was continued between April 1 and June 30, 2011:

- BMI Posters for Children in English and Spanish
- Distribution of Adult and Child Obesity Toolkits
- HEDIS Measure of the Month (MOM) Fax Blasts including technical specification of each measure
- Non-Compliance listings
- Updated materials on Harmony Hugs
- Medical Record Documentation Standards