



Molina Healthcare
MO HealthNet Quality Assessment & Improvement Advisory Group
July 28, 2011

New Initiatives or events

- Molina participated in a Diabetes outreach event in conjunction with Family Health Partners in the Western region.
- Molina hosted a Diabetes outreach event in the Eastern region.
- Molina sent reminders to all diabetic members in the Eastern and Western regions to educate members about controlling diabetes. Outreach to members in the Central region will occur this fall.
- Through September, Molina will be facilitating back-to-school events that will involve well check-up screenings and dental screenings across all three regions.
- Molina is enhancing member communication materials and outreach efforts in order to reduce non-emergency visits to the Emergency Department.

Updates on current initiatives

- Molina completed the HEDIS 2011 project timely and continues to focus on implementing initiatives for increasing HEDIS rates and CAHPS scores.
- Molina's Health Educator completed the project of updating the Molina website to communicate information in a more effective manner to members and providers.
- Molina continues to use the member and provider newsletters as a means for educating members and providers about benefits, services and how to improve members' healthcare.
- Molina's Health Educator continues to contact members through a well woman outreach campaign to educate members about the need for annual check-ups.
- Molina's Health Educator continues to develop new member communication materials to educate on healthy lifestyles and preventive benefits.
- Molina continues to participate on the Dental Task Force for managing the Improving Oral Health Performance Improvement Project.
- Molina continues to participate in the CASH meeting.
- Molina is continuing the NCQA accreditation preparation process in anticipation of the on-site survey in August 2011.

NCQA Accreditation Preparation

- 1st mock audit conducted by NCQA consultants in February 2010.
- 2nd mock audit conducted October 20-21, 2010.
- 3rd mock audit conducted April 26-27, 2011.
- Off-site survey submission submitted to NCQA on June 22, 2011.
- On-site survey by NCQA scheduled for August 22-23, 2011.