

## HealthCare USA MO HealthNet QA&I Report July 2011 – September 2011

### NCQA Status:

The on-site visit was on July 18-19, 2011 and it went very well. HealthCare USA was notified on August 4, 2011 that we were Accredited at the Commendable level.

### Updates on Current Initiatives:

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

#### January - December 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Well Woman	643	664	576	551	624	671	675	632	682				5718
EPSDT b-day 0-10	7597	8200	7596	7801	8084	8573	8374	0	6569				62794
EPSDT b-day 11-20	5203	4749	5081	5238	5408	5615	5626	0	3487				40407
EPSDT missed appt	4918	4873	5015	4880	5169	5157	4530	0	3481				38023
Provider panel missed visit	4918	4873	5015	4880	5169	5157	4530	0	3481				38023
Men's Health(Quarterly)	(Q1) 975			(Q2) 896			(Q3) 830			(Q4)			2701

### 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%	3.21%	12.40%	17.31%	21.28%	21.41%	24.59%			
CMO	4.7%	4.7%	4.7%	14.39%	19.61%	23.79%	23.90%	28.47%			
WMO	2.74%	2.74%	2.74%	12.89%	17.68%	21.97%	22.17%	26.7%			
STWD	3.28%	3.28%	3.28%	12.83%	17.77%	21.83%	21.97%	25.6%			

Healthcare USA conducted the 3<sup>rd</sup> Quarter Dental PIP Meeting, an interdisciplinary team meeting, on Wednesday, September 21, 2011. The agenda for this meeting centered on a review of dental related interventions tied to summer activities, such as back to school fairs. The team reviewed the ADV rates, studied methods to increase ADV rates by means of outreach efforts with FQHC's, and improvements to select newsworthy articles for provider and member newsletters.

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**C. Member Incentive Programs**

**2011 Prenatal and Asthma Incentive Cards**

Incentive Begin Date	Program	EMO	CMO	WMO	Total Card Count
1/1/2011	Prenatal	10	3	3	16
1/15/2011	Prenatal	8	0	0	8
2/1/2011	Prenatal	12	5	0	17
2/15/2011	Prenatal	7	0	0	7
3/1/2011	Prenatal	9	5	0	14
3/15/2011	Prenatal	9	0	1	10
4/1/2011	Prenatal	13	4	0	17
4/15/2011	Prenatal	14	2	0	16
5/1/2011	Prenatal	21	3	1	25
5/15/2011	Prenatal	10	0	3	13
6/1/2011	Prenatal	14	1	2	17
6/15/2011	Prenatal	14	1	6	21
7/1/2011	Prenatal	13	3	3	19
7/15/2011	Prenatal	14	3	4	21
8/2011	Prenatal	27	5	5	37
9/2011	Prenatal	16	0	3	19
10/2011	Prenatal	13	4	2	19
<b>YTD TOTALS</b>		<b>224</b>	<b>39</b>	<b>33</b>	<b>296</b>

Incentive Begin Date	Program	EMO	CMO	WMO	Total Card Count
1/1/2011	Asthma	0	0	0	0
1/15/2011	Asthma	8	0	0	8
2/1/2011	Asthma	4	0	0	4
2/15/2011	Asthma	6	0	0	6
3/1/2011	Asthma	3	0	0	3
3/15/2011	Asthma	2	0	0	2
4/1/2011	Asthma	10	0	0	10
4/15/2011	Asthma	4	0	0	4
5/1/2011	Asthma	8	1	0	9
5/15/2011	Asthma	1	0	0	1
6/1/2011	Asthma	3	0	0	3
6/15/2011	Asthma	4	0	0	4
7/1/2011	Asthma	4	0	0	4
7/15/2011	Asthma	7	0	0	7

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8/2011	Asthma	5	0	0	5
9/2011	Asthma	8	0	0	8
10/2011	Asthma	7	0	0	7
<b>YTD TOTALS</b>		<b>84</b>	<b>1</b>	<b>0</b>	<b>85</b>

### D. July - September 2011

- HCUSA's focus on HEDIS improvements continued with member and provider outreach initiatives. The HEDIS workgroup developed member outreach materials that were submitted to MOHealth Net for approval.
- A new PIP for childhood obesity was researched and is in Draft stage. This was started in the third quarter by a workgroup that included a summer intern from SLU graduate school working on her Masters of Public Health. The intern is a physician so her contribution was very valuable. The PIP is not finalized but the development is progressing.
- HCUSA continued our commitment to education by sponsoring interns, externs, and nursing students for their work program.
- Provider Relations Outreach included: 618 Provider visits. Provider communications issued two provider newsletters in July and September.
- Community Development Outreach:
  - Healthcare USA is enhancing member communications and outreach efforts to reduce non-emergency room visits to the emergency department.
  - HealthCare USA continues to provide educational efforts and presentations regarding childhood obesity, physical wellness and dental health in all regions.
  - HealthCare USA continues to use member newsletters as an avenue to educate and remind members of important health issues, updates, benefit information and network development.
  - HealthCare USA supports community partners across the state in providing educational materials, healthy alternatives and nutritional information to our members.
  - HealthCare USA continues to provide up to date health information through the HealthCare USA website in which all members are able to access at their convenience.

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