

# HealthCare USA

## MO HealthNet QA&I Report

### October 2010 – December 2010

#### NCQA STATUS:

The initial application and agreement for Health Plan Accreditation was sent to NCQA in December 2009. Our on-site visit is scheduled for May 2011. HCUSA is on-track to meet these timeframes.

#### UPDATES ON CURRENT INITIATIVES:

##### A. 2010 Well Care/Preventive Care birthday reminders and missed appointment mailers: January - December 2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2010 Total
Well Woman	631	644	598	634	654	716	753	718	743	660	665	660	8076
EPSDT b-day 0-10		7638	6560	7786	15684	8679	8497	16574	8218	6947	16622	8261	111466
EPSDT b-day 11-20		4715	4983	5271	10330	5753	5699	11318	5562	5372	11286	5694	75983
EPSDT missed appt		5134	none	9289	11288	5965	5197	5921	4645	4622	4746	4980	61787
Provider panel missed visit		5134	none	9289	11288	5965	5197	5921	4645	4622	4746	5694	62501
Men's Health(Quarterly)	1007(Q1)		831(Q2)			906(Q3)			901(Q4)			3645	

##### B. Dental Report Data

HealthCare USA Annual Dental Visit Rate (Percent Compliant)											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
EMO	6.4	6.4	10.6	15.0	18.9	23.9	24.0	26.8	29.7	32.5	35.6
CMO	8.2	8.2	13.6	18.7	23.0	28.7	28.9	32.7	31.8	40.9	43.5
WMO	6.5	6.5	11.2	15.8	19.2	24.5	24.8	27.8	31.5	35.3	38.1
STWD	6.8	6.8	11.2	15.7	19.6	24.8	25.0	27.9	36.8	34.3	37.3

##### C. October - December 2010

- Progress continues on centralization of pre-authorization services. Calls are being transitioned as planned.
- Coventry has enhanced our HEDIS processes with the implementation of a project that provides early identification of members who are missing services and will provide provider specific reports.
- In 4th Quarter, HCUSA focused on HEDIS outreach for diabetic members and women who were missing Breast Cancer Screening, Cervical Cancer Screening and Chlamydia Screening. Phone calls were made to diabetic members and we worked with Provider Relations and the top 16 (high volume) providers for the Preventive Screening measures for women.

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- Work continues on the various performance improvement projects which includes but is not limited to emergency department usage.
- Provider Relations held 11 Provider Seminars throughout the state during October & November. HEDIS & NCQA information was included in the presentations.
- Weekly workgroup meetings are in place for NCQA preparation. These are chaired by QI. Our NCQA consultant was on-site in December and was pleased with our progress.

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