

Missouri Department of Social Services  
MO HealthNet Division



Managed Care Performance Withhold Technical Specifications  
Effective January 1, 2023

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## Summary

The State of Missouri (State) contracts with Managed Care Organizations (MCOs) to provide quality health care through its Medicaid Program. Included in the MCO contract is a Performance Withhold Program aimed at driving improvement on select quality metrics. Under the Performance Withhold Program, a withhold is applied to the capitated payments made to the MCOs, and MCOs can earn back the withhold if they meet certain targets for each metric.

The Performance Withhold Program utilizes National Committee for Quality Assurance's (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) measures. By utilizing HEDIS measures, the State can drive quality and performance by comparing performance outcomes of Missouri's Medicaid MCOs to other nationally recognized Medicaid health plans. HEDIS measures can also provide a year-to-year improvement comparison.

Visit the MO HealthNet website at <https://dss.mo.gov/business-processes/managed-care/> for additional contract information.

## Performance Withhold Percentage

Two and half percent (2.5%) of the total annual capitation payments for each contract period are withheld from each MCO. Withhold percentages will not include delivery event payments. Based on an MCO's performance on the selected HEDIS measures, a portion of, or the entire amount of, the performance withhold will be released to the MCO.

Example:

Total Annual Capitation Payment to Health Plan During Contract Year (not including delivery event payments) --Estimate Only--	2.5% Performance Withhold Retained (Eligible for Release Based on HEDIS Performance) --Estimate Only--
\$800,500,250.00	\$20,012,506.25

## Healthcare Effectiveness Data and Information Set (HEDIS) Measures

Eleven (11) HEDIS measures will be evaluated for the SFY2024 contract period. Measures are listed on the table below, the far right column shows the withhold percentage tied to each measure.

HEDIS measures should be stratified by race/ethnicity, county and gender to align with the Quality Improvement Strategy. Additional detail will allow MHD and the MCO's to improve efforts to reduce disparities within our managed care populations and evaluate the need for programs focusing on social determinants of health.

Electronic measures must be reported following specifications from NCQA/HEDIS.

HEDIS Abbreviation	Standard Payout Measures HEDIS Measure Description	Withhold Amount
Access to Care for Children		
W30	<b>Well-Child Visits in the First 30 Months of Life (0-15 months):</b> Percentage of members who turned 15 months old during the measurement year and who had six or more well-child visits.	0.250%
	<b>Well-Child Visits in the First 30 Months of Life (15-30 Months):</b> Percentage of members who turned 30 months old during the measurement year and who had two or more well-child visits.	0.250%
WCV	<b>Child &amp; Adolescent Well-Care Visits (Total / 3-21 yrs):</b> Percentage of members age 3-21 years old who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	0.250%
ADV	<b>Annual Dental Visits (Total):</b> Percentage of members 2–20 years of age who had atleast one dental visit during the measurement year. (retiring MY2023)	0.250%
Screening & Immunizations for Children		
CIS	<b>Childhood Immunization Status (Combo 10):</b> Percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza typeB (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday.	0.250%
IMA	<b>Immunizations for Adolescents (Combo 2):</b> Percentage of adolescents 13 years of age who had one dose of meningococcal conjugate vaccine, one tetanus, diphtheria toxoids and a cellular pertussis (DTaP), and have completed the human papillomavirus (HPV) vaccine series by their 13th birthday.	0.250%
LSC	<b>Lead Screening in Children:</b> Percentage of children 2 years of age who had one or more capillary or venous lead blood test for lead poisoning by their second birthday.	0.250%
Chronic Disease Management – Children		
AMR	<b>Asthma Medication Ratio (Total):</b> Percentage of members 5-64 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medication of 0.50 or greater during the measurement year.	0.125%
Chronic Disease Management -Adults		
HBD	<b>Hemoglobin A1c Control for Patients With Diabetes:</b> The percentage of members 18–75 years of age with diabetes (types 1 and 2) whose hemoglobin A1c (HbA1c) was at the following levels during the measurement year: • HbA1c control (<8.0%)	0.125%
Women’s Health		
CHL	<b>Chlamydia Screening in Women (Total):</b> Percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.	0.250%
Prevention and Screening		
FUH	<b>Follow-Up After Hospitalization for Mental Illness (30 Days):</b> Percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness diagnoses and who had a follow-up visit with a mental health practitioner within 30 days after discharge.	0.250%
Total Performance Withhold		2.5%

HEDIS Abbreviation	Maternal and Infant Health Supplemental Payout Measures HEDIS Measure Description
PPC	<b>Timeliness of Prenatal Care:</b> Percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization.
	<b>Postpartum Care:</b> Percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.
PRS-E	<b>Prenatal Immunization Status (Combination):</b> The percentage of deliveries in the measurement period in which women received influenza and tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccinations.
PND-E	<b>Prenatal Depression Screening:</b> The percentage of deliveries in which members were screened for clinical depression during pregnancy (using a standardized instrument).
	<b>Follow-Up on Positive Screen:</b> The percentage of deliveries in which members received follow-up care within 30 days of a positive depression screen finding.
PDS-E	<b>Postpartum Depression Screening:</b> The percentage of deliveries in which members were screened for clinical depression during the postpartum period.
	<b>Follow-Up on Positive Screen:</b> The percentage of deliveries in which members received follow-up care within 30 days of a positive depression screen finding.
CHL	<b>Chlamydia Screening in Women (Total):</b> Percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.
W30	<b>Well-Child Visits in First 30 Months of Life (0-15 Months):</b> Percentage of children who turned 15 months old during the measurement year and had six or more well-child visits.

## Baseline and Performance Year

The Performance Withhold Program will utilize HEDIS measures and compare MCO results year over year to determine if improvements have been made. The initial contract, baseline and performance years are defined in the table below.

State Fiscal Year (i.e., contract year)	Baseline Year	Performance Year
2023 (Jul. 1, 2022 – Jun. 30, 2023)	MY2021 (based on calendar year 2021)	MY2022 (calendar year 2022)
2024 (Jul. 1, 2023 – Jun. 30, 2024)	MY2022 (based on calendar year 2022)	MY2023 (calendar year 2023)
2025 (Jul. 1, 2024 – Jun. 30, 2025)	MY2023 (based on calendar year 2023)	MY2024 (calendar year 2024)
2026 (Jul. 1, 2025 – Jun. 30, 2026)	MY2024 (based on calendar year 2024)	MY2025 (calendar year 2025)
2027 (Jul. 1, 2026 – Jun. 30, 2027)	MY2025 (based on calendar year 2025)	MY2026 (calendar year 2026)

## Evaluation of Performance

For each performance year, the state will receive annual HEDIS measures and rates from each MCO by June 30<sup>th</sup> of the following calendar year. Upon release of the NCQA Quality Compass, the State will evaluate each health plan's HEDIS measures and rates to those across the nation. The review will be completed and communicated to each health plan no later than November 30<sup>th</sup> of each year. This notification will include the amount of the performance withhold being released, along with the date in which payment will be made. An example of the timeframes for the initial evaluation years is shown below.

State Fiscal Year (i.e., contract year)	Performance Year	HEDIS Reporting Due from MCO	NCQA Quality Compass Released	State Evaluation Period	Withhold Release Payment Date (if applicable)
2023 (Jul. 1, 2022 – Jun. 30, 2023)	MY2022 (PY1) (based on calendar year 2022 data)	June 30, 2023	Sept. 2023	Oct. 1, 2023 – Nov. 30, 2023	Nov. 30, 2023
2024 (Jul. 1, 2023 – Jun. 30, 2024)	MY2023 (PY2) (based on calendar year 2023 data)	June 30, 2024	Sept. 2024	Oct. 1, 2024 – Nov. 30, 2024	Nov. 30, 2024
2025 (Jul. 1, 2024 – Jun. 30, 2025)	MY 2024 (PY3) (based on calendar year 2024 data)	June 30, 2025	Sept. 2025	Oct. 1, 2025 – Nov. 30, 2025	Nov. 30, 2025
2026 (Jul. 1, 2025 – Jun. 30, 2026)	MY 2025(PY4) (based on calendar year 2025 data)	June 30, 2026	Sept. 2026	Oct. 1, 2026 – Nov. 30, 2026	Nov. 30, 2026
2027 (Jul. 1, 2026 – Jun. 30, 2027)	MY 2026 (PY5) (based on calendar year 2026 data)	June 30, 2027	Sept. 2027	Oct. 1, 2027 – Nov. 30, 2027	Nov. 30, 2027

## Calculation of Performance Withhold

The Performance Withhold Program will have two payout models, the Standard Model and the Supplemental Model. The State will combine the Standard and Supplemental payouts to arrive at the total Performance Withhold to be released to the health plan. An attachment detailing the methodology applied will be provided to the health plan with their annual Notice of Performance Letter.

The health plan will have multiple opportunities to obtain the Performance Withhold for each HEDIS measure being evaluated. The total Performance Withhold paid to a health plan shall not exceed two and a half percent (2.5%) of the capitation payment amount withheld during the performance year.

Note:

- ▶ Percentage points are different from a percent increase; a two-percentage point increase over 10% is 12%.
- ▶ Standard rounding ( $1.487 = 1.49$ ) will be utilized to arrive at the final value out two decimal places for both the baseline and performance year as well as comparisons to benchmarks.

### Standard Payout Model

The State will evaluate the percentage point improvement between the baseline year and performance year for each individual measure. For each measure, the State will also evaluate the MCO's performance year result against the NCQA Quality Compass national percentiles as indicated in the table below.

Measures not meeting any of the requirements in the chart below will receive 0% of that measure's individual portion of the 2.5% performance withhold.

Percentage of Withhold to be Paid Out	Percentile Requirement* (HEDIS Quality Compass)	Percentage Point Increase in Performance Year Compared to Baseline Year
150%	N/A	6.00 or more percentage points above baseline
125%	At or above 66.67 <sup>th</sup> percentile	4.00 to less than 6.00 percentage points above baseline
110%	At or above 50 <sup>th</sup> percentile but below the 66.67 <sup>th</sup> .	N/A
100%	At or above 33.33 <sup>rd</sup> percentile but below the 50 <sup>th</sup> .	3.00 to less than 4.00 percentage points above baseline
	At or above the 25 <sup>th</sup> percentile but below the 33.33 <sup>rd</sup> percentile	2.00 to less than 3.00 percentage points above baseline
75%		
50%	N/A	1.00 to less than 2.00 percentage points above baseline
25%	N/A	0.25 to less than 1.00 percentage points above baseline

\*Percentile requirements refer to the NCQA Quality Compass percentile rankings for Managed Care Organizations for the measurement (performance) year being evaluated.

Performance year results that do not meet any of the requirements in the chart below will receive 0% of that measure's individual portion of the 2.5% performance withhold. If the performance year results on a given measure satisfy multiple criteria in the table below, the MCO will receive the largest "percentage of withhold to be paid out" based on the

different criteria that were met. Refer to examples below.

Multiple Criteria Met in Performance Year

Example #1:

Measure	HEDIS MY2022	HEDIS MY2023	Difference between 2022 and 2023 HEDIS	HEDIS percentile associated with 2023 HEDIS result	% of Withhold	100% Payout based on being above 33.33 <sup>rd</sup> percentile
FUH	64.65	66.65	+2.00	33.33 <sup>rd</sup>	0.250%	$0.250\% * 100\% = 0.250\%$

110% Payout Explained

In the event a measure reaches the 50<sup>th</sup> percentile but is below the 66.67<sup>th</sup>, the withhold % for that measure will be paid out at 110%. There is no percentage point improvement target at 110%.

Example #2:

Measure	HEDIS MY2022	HEDIS MY2023	Difference	% of Withhold	Payout at 125%
FUH	64.65	68.15	+3.5	0.250%	$0.250\% * 110\% = 0.275\%$

125% Payout Explained

In the event a measure improves by 4.00 to less than 6.00 percentage points above the baseline OR reaches the 66.67<sup>th</sup> percentile, the withhold % for that measure will be paid out at 125%. Example #3:

Measure	HEDIS MY2022	HEDIS MY2023	Difference	% of Withhold	Payout at 150%
FUH	64.65	69.65	+5.00	0.250%	$0.250\% * 125\% = 0.312\%$

**Supplemental Payout Model**

After the Standard Payout Model has been calculated for each measure, the State will evaluate the percentage point improvement made between the baseline year and performance year for all required HEDIS measures as a whole. If the standard payout model results in a payout of less than 2.5%, a supplemental payout will be released based on a specified set of supplemental measures with targets at or above the 50<sup>th</sup> and 33.33<sup>rd</sup> NCQA Quality Compass percentiles. Beginning in SFY2024 there is a specific set of Maternal and Infant Health measures that will be analyzed for payout of the supplemental model. The supplemental model will not include all standard measures, as in previous years. The combined total withhold payout for the Standard and Supplemental Payouts shall not exceed the 2.5% total withhold percentage set aside for each MCO.



Percentage of Withhold Portion to be Paid Out	Percentile Requirement* (HEDIS Quality Compass)	Number of Percentage Point Increase in Performance Year Compared to Baseline Year
50% aggregate of the 2.5% withhold (i.e., 1.25%) will be applied to the payout.	Any 4 or more of the supplemental measures at or above 50th percentile.	N/A
<b>OR</b>		
25% aggregate of the 2.5% withhold (i.e., 0.625%) will be applied to the payout.	Any 3 or more of the supplemental measures at or above the 33.33rd percentile	N/A

\*Percentile requirements refer to the NCQA Quality Compass percentile rankings for Managed Care Organizations for the measurement (performance) year being evaluated.

Note:

- ▶ 50% aggregate of the 2.5% performance withhold equals 1.250%
- ▶ 25% aggregate of the 2.5% performance withhold equals 0.625%

In the event both the twenty-five percent (25%) and fiftieth percent (50%) aggregate are achieved, the MCO will only receive the more beneficial of the two. These amounts will not be combined to equal a payout of 75% aggregate.

## Revisions to Performance Withhold Program

The State will monitor the Performance Withhold Program closely and has the authority to change the program as necessary. This includes evaluating the model, measures, and all associated payout methods. Any changes impacting the HEDIS measures used and the establishment of the baseline and performance years will be adjusted through a contract amendment and/or an update to this technical specifications document. Baseline and performance years will each move forward by one year on an annual basis.

In the event the NCQA revises or eliminates a HEDIS measure included in the Performance Withhold Program, the State has the authority to adjust the model, including but not limited to the following:

- ▶ Performance Withhold HEDIS measure is eliminated, altered, or replaced during the middle of a performance year.
  - The health plan shall remit the HEDIS measure performance year results using the original specifications matching the baseline year. The State shall compare the percentage point increase to the baseline using the Standard Payout Method.
  - If the measure being eliminated, altered, or replaced is not published on the performance year's NCQA Quality Compass, the State will utilize the baseline year's NCQA Quality Compass when evaluating the measure for inclusion in the Supplemental Payout Method.

- The health plan shall also remit the HEDIS measure using the new/revised specifications implemented by the NCQA during the performance year to establish a potential baseline for the following performance year.
- Prior to the beginning of the next performance year, the State shall remove the measure from the Performance Withhold Program and include the measure's portion of the withhold in other existing measures, or select a new measure to replace the eliminated, altered, or replaced measure.
  - If a new measure is selected, the baseline will be derived from the MCO's prior year HEDIS rate reported by the health plan, if available.
- ▶ If the adjustment to a HEDIS measure is made but does not become effective until January 1<sup>st</sup> no changes will be made to the Performance Withhold Program until the new performance year is established.