

## HealthCare USA MO HealthNet QA&I Report April 2011 – June 2011

### NCQA STATUS:

Intensive work continued on NCQA in the second quarter. The ISS Tool was submitted in May. The on-site visit is scheduled for July. HCUSA is on track to meet all due dates.

### 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							3,729
EPSDT b-day 0-10	7597	8200	7596	7801	8084	8573							47,851
EPSDT b-day 11-20	5203	4749	5081	5238	5408	5615							31,294
EPSDT missed appt	4918	4873	5015	4880	5169	5157							30,012
Provider panel missed visit	4918	4873	5015	4880	5169	5157							30,012
Men's Health(Quarterly)	(Q1) 975			(Q2) 896			(Q3) 912			(Q4)			1871

#### 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%						
CMO	4.7%	4.7%	4.7%	14.39%	19.61%						
WMO	2.74%	2.74%	2.74%	12.89%	17.68%						
STWD	3.28%	3.28%	3.28%	12.83%	17.77%						

#### 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

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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
<b>YTD TOTALS</b>		<b>168</b>	<b>30</b>	<b>23</b>	<b>221</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
<b>YTD TOTALS</b>		<b>64</b>	<b>1</b>	<b>0</b>	<b>65</b>

**D. April - June 2011**

- We continue to focus on HEDIS improvements through various processes. We have a HEDIS workgroup that meets bi-weekly to review results and develop potential new outreach initiatives.
- Preparation was done for the EQRO audit which was in June.

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- Work continues on the various performance improvement projects which includes but is not limited to emergency department usage.
- Provider Relations outreach included: 895 Provider visits. Provider communications issued six communications. These included but aren't limited to the following: May Newflash, May Newsletter, June Newsletter, etc.
- In June we prepared for the upcoming NCQA on-site visit in July.

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