

**MO HealthNet Division
External Quality Review Task Force
Meeting Overview**

Ramona Kaplenk	Harmony		Jennifer Goedeke	Molina
Christina Schmidl	Missouri Care		Mona Prater	Behavioral Health Concepts
Tee-ka Johnson	Blue Advantage		Andrea Smith	MO HealthNet Division
Jenny Hainey	CMFHP		Karen Holt	Missouri Care
Laurel Ruzas	HealthCare USA		Laurel Ruzas	HealthCare USA
J. Groves	FHP		S. Woods	FHP

Task Force Objectives

The goal of the task force is to identify and document all opportunities for improvement identified in the 2010 EQRO Review Report.

The purpose of the task force is to provide MO HealthNet Managed Care health plans a forum to document the opportunities identified for improvement by the EQRO and provide a written report to the MO HealthNet Care Quality Assessment and Improvement (QA&I) Advisory Group.

The report will contain the following elements for each opportunity for improvement:

- Recommendation's / Strategies,
- Organization's involved in the improvement process,
- Status of the opportunity in the improvement process, and
- Additional comments.

The agenda for our meetings is as follows:

1. Identify one or two opportunities identified in their EQRO Review report which the health plan would like to improve
2. Identify the recommendations / strategies the health plan will utilize to improve on the opportunities identified
3. Provide a quarterly report to the Chairperson (September 30, January 31, April 30, and July 31) to report at the Quality Assessment and Improvement Advisory Group.

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October 6, 2011

Ramona Kaplenk	Harmony	X	Jennifer Goedeke	Molina	
Christina Schmidl	Missouri Care	X	Mona Prater	Behavioral Health Concepts	X
Tee-ka Johnson	Blue Advantage	X	Andrea Smith	MO HealthNet Division	X
Jenny Hainey	CMFHP	X	Karen Holt	Missouri Care	X
Laurel Ruzas	HealthCare USA		Laurel Ruzas	HealthCare USA	X
J. Groves	FHP		S. Woods	FHP	
Carol Steven-Jay	Healthcare USA	X			

X = Present

The EQRO Task Force met, each health plan reviewed the status, and additional comments of the opportunities they selected to improve based on the 2010 EQRO results. A discussion was held indicating the task force had completed the objectives by identifying deficiencies and indicating the improvement made by each to address these deficiencies. Mona Prater and Andrea Smith indicated the task force grid would be reviewed by Behavioral Health Concepts to ensure that the health plans implemented the improvements discussed based on the results of the 2011 EQRO. Andrea Smith requested Ramona Kaplenk request recommendations and results from Molina since this was the only health plan, which had not submitted, and recommendations or results to the group.

An e-mail was sent to Jennifer Goedeke with a CC to Andrea Smith requesting information; to date there has not been a response.

The last meeting of this task force is scheduled for December 1, 2010 as a follow-up to the review by Behavioral Health Concepts.

September 15, 2011

Ramona Kaplenk	Harmony		Jennifer Goedeke	Molina	
Christina Schmidl	Missouri Care		Mona Prater	Behavioral Health Concepts	
Tee-ka Johnson	Blue Advantage		Andrea Smith	MO HealthNet Division	
Jenny Hainey	CMFHP		Karen Holt	Missouri Care	

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Laurel Ruzas	HealthCare USA		Laurel Ruzas	HealthCare USA	
J. Groves	FHP		S. Woods	FHP	

This meeting was cancelled due to a conflict with a prior commitment to a meeting in Jefferson City with Regulators.

August 25, 2011 Meeting

Ramona Kaplenk	Harmony	X	Jennifer Goedeke	Molina	
Christina Schmidl	Missouri Care		Mona Prater	Behavioral Health Concepts	X
Tee-ka Johnson	Blue Advantage	X	Andrea Smith	MO HealthNet Division	X
Jenny Hailey	CMFHP	X	Karen Holt	Missouri Care	
Laurel Ruzas	HealthCare USA	X	Laurel Ruzas	HealthCare USA	
J. Groves	FHP		S. Woods	FHP	

The group discussed the EQRO Grid and the best way to complete the grid. Recommendations were made to include the page numbers from the EQRO report for the recommendations and strategies each health plan selected. Each of the health plan representatives reviewed their respective strategies and the status of their opportunities for improvement. All the health plans, which did not submit their recommendations and opportunities for improvement, were asked to forward them to Ramona Kaplenk prior to the next meeting.