



EQRO Task Force Overview

Presented by:

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Harmony Health Plan of Missouri



EQRO Task Force Goal

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



Task Force Purpose

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.



Task Force Agenda

- Identify one or two opportunities identified in the 2010 EQRO Review report which the health plan would like to improve
- Identify the recommendations / strategies the health plan will utilize to improve on the opportunities identified
- Provide a report at the Quality Assessment and Improvement Advisory Group



Accomplishments to Date

- Each Health Plan identified opportunities for improvement and provided recommendations for improvement
- Opportunities and strategies to be reviewed by BHC to ensure health plan compliance to improvements



Children's Mercy Family Health Plan

Children's Mercy Family Health Partners	CMFHP Specific recommendations (page 309): Work with New Directions Behavioral Health to ensure that care coordination, and documentation of services occurs in a timely manner that clearly reflects all members' interventions. CMFHP has implemented a Medical/Behavioral Health Committee to review and improve processes, care coordination and review outcomes. The committee meets monthly.
Children's Mercy Family Health Partners	Executive Summary (page 84): PIPs should be conducted on an ongoing basis, with at least quarterly measurement of some indices to provide data about the need for changes in implementation, data collection, or interventions. Ongoing PIPs should include new and refined interventions.



Harmony Health Plan of Missouri

Harmony Health Plan of Missouri	Page 356 - Encourage Member Engagement staff to contact members and define them into case management services, rather than an atmosphere where they are assessed out of the need for case management.
Harmony Health Plan of Missouri	Page 320 - The interventions of each PIP should be focused and measureable. The interventions should not include regular expected activities of the health plan, but be specifically designed to improve the performance of the health plan with the ultimate goal of improving health care or services to members.
Harmony Health Plan of Missouri	Page 350 - Continue to develop the atmosphere within Harmony that motivates the attention to compliance with contractual requirements and federal regulations.



Missouri Care

Missouri Care Health Plan

1. Continue to develop utilization of data and member information to drive change and create opportunities for further service development.
2. Continue working with school districts and other community-based entities to contact members for educational opportunities.
3. Continue to monitor access to dental care and assist with provider recruitment.
4. Continue to develop & improve multi-disciplinary approach to member with complex health care needs.



HealthCare USA

HealthCare USA	Page 377- EQRO was unable to validate this rate within the reported 95% confidence interval.
HealthCare USA	Page 385 - Examine & revise as needed internal system edits for invalid procedure codes in the file layout. Institute error checks to identify invalid data.
HealthCare USA	Page 360 - Additional analysis occurred between the time of the original submission of the PIP & the time of the on-site review. The Health Plan was instructed they could submit additional information that included enhanced outcomes of the intervention. No additional information was received.
HealthCare USA	Page 360 - There was no specific study question included in the documentation provided. The health plan submitted the information in the NCQA format, which does not require the development of a study question. This aspect of the PIP was not met.



Blue Advantage Plus

Blue-Advantage Plus	Continue development and use of products, such as CareAdvance, in predictive modeling and supporting empowerment of members to seek appropriate health interventions
Blue-Advantage Plus	The Follow-Up After Hospitalization for Mental Illness Rate showed a decrease over the previous year's (2007) rate. The EQRO recommends that the health plan monitor this decrease and attempt to determine the possible reasons for this decline.



Next Steps

- Task Force to meet in December 2011 to discuss BHC findings / recommendations