

Missouri Care Health Plan
MO HealthNet QA&I Meeting: October, 2011
Karen Holt, Quality & Accreditation Manager
holtk@aetna.com; 615-837-2018

3rd Quarter (July, August, September) 2011 Update

New Initiatives or events

- IVR Auto-calling for non compliant EPSDT membership with reminder messages indicating need for well-child visit and/or immunizations were instituted in the 3rd quarter of 2011. These auto-calling messages occur approximately 10 days after EPSDT outreach reminder cards are mailed for multiple touch-points for non-compliant membership.

Updates on current initiatives

- **NCQA Accreditation**
 - Missouri Care successfully completed NCQA Accreditation with a status of Commendable Accreditation
- **Behavioral Health Audit**
 - Successful completion of State of Missouri Behavioral Health Audit.
- **Member/Provider Education and Outreach**
 - Continuation of Missouri Care EPSDT outreach with reminder cards being mailed during the third quarter of 2011. A follow up mailing for those that did not receive services in the third quarter 2011 was also completed.
 - Reminder mailings to Missouri Care teen members concerning the need for adolescent well care checks continued in the third quarter 2011.
 - Reminder mailings were sent to all Missouri Care members who have not yet received all of their immunizations and/or a lead test prior to their second birthday.
 - Continuation of the Missouri Care incentive program for timely post-partum and FUH 7 day visits.
 - Rosters mailed to physicians indicating members that are non-compliant with preventive health care.
- **Community Outreach**
 - During the month of July, Missouri Care attended a variety of events impacting over 8,500 members. Swim Parties, Back to School Fairs, were the primary activities during the month of July.
 - Missouri Care hosted community pool parties in the Central, East, and West Regions. Missouri Care celebrated its 14th year of hosting pool parties which is open to the public at no cost. The swim parties are unique to Missouri Care. Swim parties in the Central Region were held in the following counties: Boone, Cole, Marion, Saline, Phelps, and Laclede. Missouri Care also hosted two parties at Maryland Heights Aquatic Center in Maryland Heights, MO and one party at Swope Park Pool in Kansas City, MO. Missouri Care absorbed all costs related to admission and/or rental fee for the pool. Snack and drinks along with “beachy” activities were provided by Missouri Care staff for all the children. A total of nine pool parties were held that served more than 4,300 participants.
 - During the month of August, Missouri Care events impacted over 19,000 members. Back to School Fairs and Health Events were the primary activities during the month the month. Missouri Care also participated in 2011 FQHC Appreciation week.
 - Missouri Care hosted twenty-six back to school fairs across the state. Missouri Care’s mission through the back-to-school fairs is to build relationships with various school districts within Missouri Care’s coverage

Missouri Care Health Plan
MO HealthNet QA&I Meeting: October, 2011
Karen Holt, Quality & Accreditation Manager
holtk@aetna.com; 615-837-2018

3rd Quarter (July, August, September) 2011 Update

- area. This year Missouri Care was able to impact over 12,000 students returning to school
- Missouri Care participated in 2011 FQHC National Health Center Week through partnering with Samuel Rodgers FQHC during this week of celebration. Book bags and bracelets were distributed as well as snow-cones for all the patients during the event. Over 600 patients received services the day of the event.
 - During the month of September, Missouri Care participated in a variety of activities touching on cultural diversity, school relationships, FQHC collaboration, as well as community relations. Examples of the September Activities are:
 - Missouri Care participated in the Hispanic Festival, Sedalia, Mo as well as the Black Expo in Kansas City.
 - Continuing an effort with relationship building and school, Missouri Care participated in the Washington County Health Fair, a “back to school” event.
 - Missouri Care continued its relationship with FQHCs by meetings and events held at Central and Eastern regions.

Success story

A pediatric member was referred to case management during a call with the mother concerning a sibling with high lead levels. The referral concerned a child with special needs and the difficulty the parent was having in obtaining specialty care.

The mother was concerned as she believed she was observing “definite” autism signs and could not obtain an appointment to confirm or rule out the diagnosis. Mom reported she was also having difficulty with the school system in regards to member’s IEP. Case management offered assistance and support in obtaining necessary appointments including connecting the mother with Central MO Mother’s of Children with Autism.

During the next follow-up call with mom, case management assisted with obtaining appointments for member with a developmental pediatrician and a sleep psychologist.

The mother has been fairly self sufficient in scheduling and obtaining specialty appointments after the initial couple of months. Case management has also connected her with MPact and she developed a relationship with the parent mentor for her region. As a team, the mother, Behavioral Health provider and the MPact parent mentor have worked with the school system to improve member’s overall IEP and interaction.

The mother now feels comfortable with asking providers appropriate questions related to member’s actual diagnoses and plans of care. The member was found not to have the diagnosis of autism, but a diagnosis of PDD which qualified him for Touch Point services. Touch Point evaluation has been initiated and mom and dad will begin receiving education through them.