



Molina Healthcare
MO HealthNet Quality Assessment & Improvement Advisory Group
January 27, 2011

New Initiatives or events

- Molina's Health Educator is in the process of revising current materials and the Molina website to communicate information in a more effective manner to members.
- Molina's clinical quality committee is reviewing the readmission rate which has increased over time and will develop a quality initiative as appropriate.
- Molina has begun the HEDIS 2011 project and is focused on implementing initiatives for increasing HEDIS rates and CAHPS scores.

Updates on current initiatives

- Molina continues to use the member and provider newsletters as a means for educating members and providers about benefits, services and how to improve members' healthcare.
- Molina continues to participate on the Dental Task Force for managing the Improving Oral Health Performance Improvement Project. Molina partnered with DentaQuest to contact members who have visited the ER for dental services, by phone and/or postcard in order to educate the members about visiting a dentist for dental services and to assist members in finding a dentist when appropriate. Molina also partnered with DentaQuest to provide preventive dental services at back-to-school fairs.
- Molina is continuing the NCQA accreditation preparation process in anticipation of the NCQA survey in June and August 2010.

NCQA Accreditation Preparation

- 1st mock audit conducted by NCQA consultants in February 2010.
- 2nd mock audit conducted October 20-21 2010.
- Off-site survey submission due to NCQA on June 22, 2011.
- On-site survey by NCQA scheduled for August 15-16, 2011.

Success story

- A Molina member who is pregnant with twins at an advanced maternal age and with a history of pre-term labor at 24 weeks gestation lives in a rural area that is nearly two (2) hours away from the hospital where she plans to deliver. The provider wanted to hospitalize the member for her entire pregnancy or have her deliver early. Through Molina's case management program, the member was placed on a terbutaline pump for home use. Molina authorized serial nursing visits at the member's home. The member is currently at 35 weeks without any new issues. The terbutaline pump will soon be discharged and plans will be made for the member to deliver at 36 or more weeks and the babies will go home with the member after delivery. The estimated fetal weight of both babies is over 5lbs each.