



Office of Health Innovation & Quality

Medicaid Managed Care

Quality Dashboard

2018

Governor Mike DeWine | Lt. Governor Jon Husted | Director Maureen Corcoran

[medicaid.ohio.gov](https://www.medicaid.ohio.gov)

Introduction

The Ohio Department of Medicaid (ODM), Office of Health Innovation & Quality, releases an annual consumer dashboard summarizing managed care plans' performance in key areas of clinical quality and patient experience of care. The purpose of this annual consumer dashboard is to visually depict plan performance across all plans (i.e. statewide performance) as well as compare individual plans' performance. An explanation of each of the consumer dashboard element is listed below.

Dashboard Elements

Clinical Quality: Ohio Medicaid managed care plan (MCP) performance is evaluated using measures from the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS is a widely used set of managed care plan performance measures, developed and maintained by the National Committee for Quality Assurance (NCQA). HEDIS was designed to allow comparison of health plan performance to other plans and to national or regional benchmarks. The chart compares each MCP's performance, as well as the aggregate MCP (statewide) performance to national Medicaid benchmarks. The HEDIS measures included on this dashboard align with specific priorities, goals and focus areas of the ODM Quality Strategy.

Average % Change of HEDIS Measure from the Prior Year: The average annual change in the ODM statewide HEDIS measure rates.

Statewide Pay-for-Performance (P4P): The P4P incentive system provides financial rewards to MCPs that achieve specific levels of performance in program priority areas. Performance is evaluated on 6-7 measures with a payout percentage allotted to each measure. Payout percentage levels, per measure, are based on national Medicaid benchmarks.

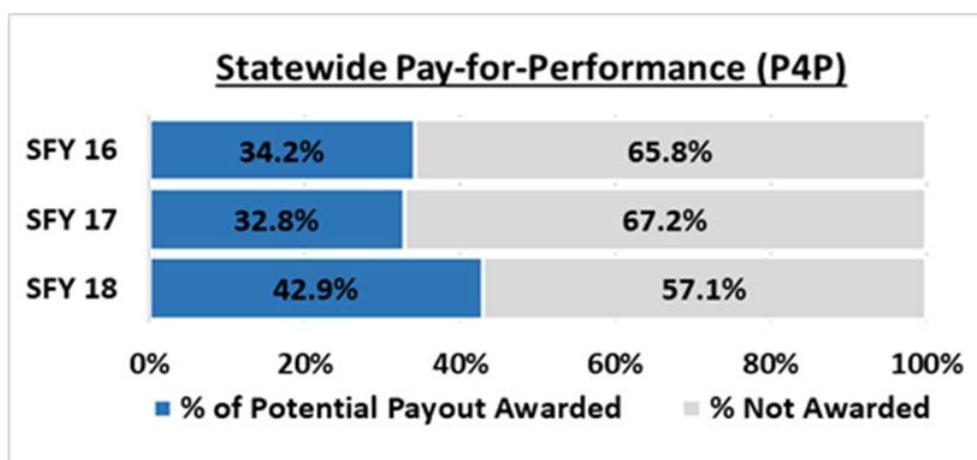
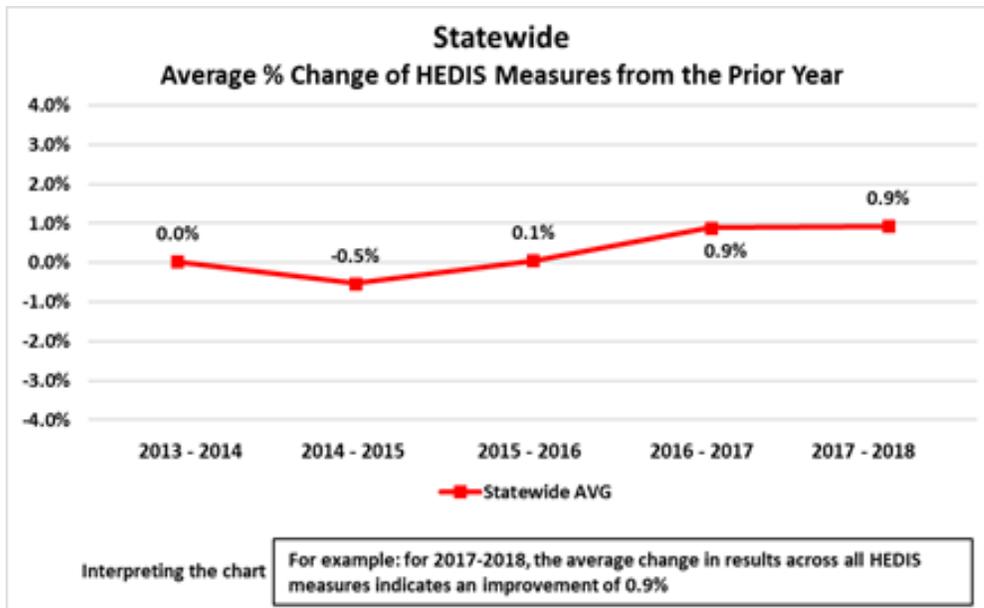
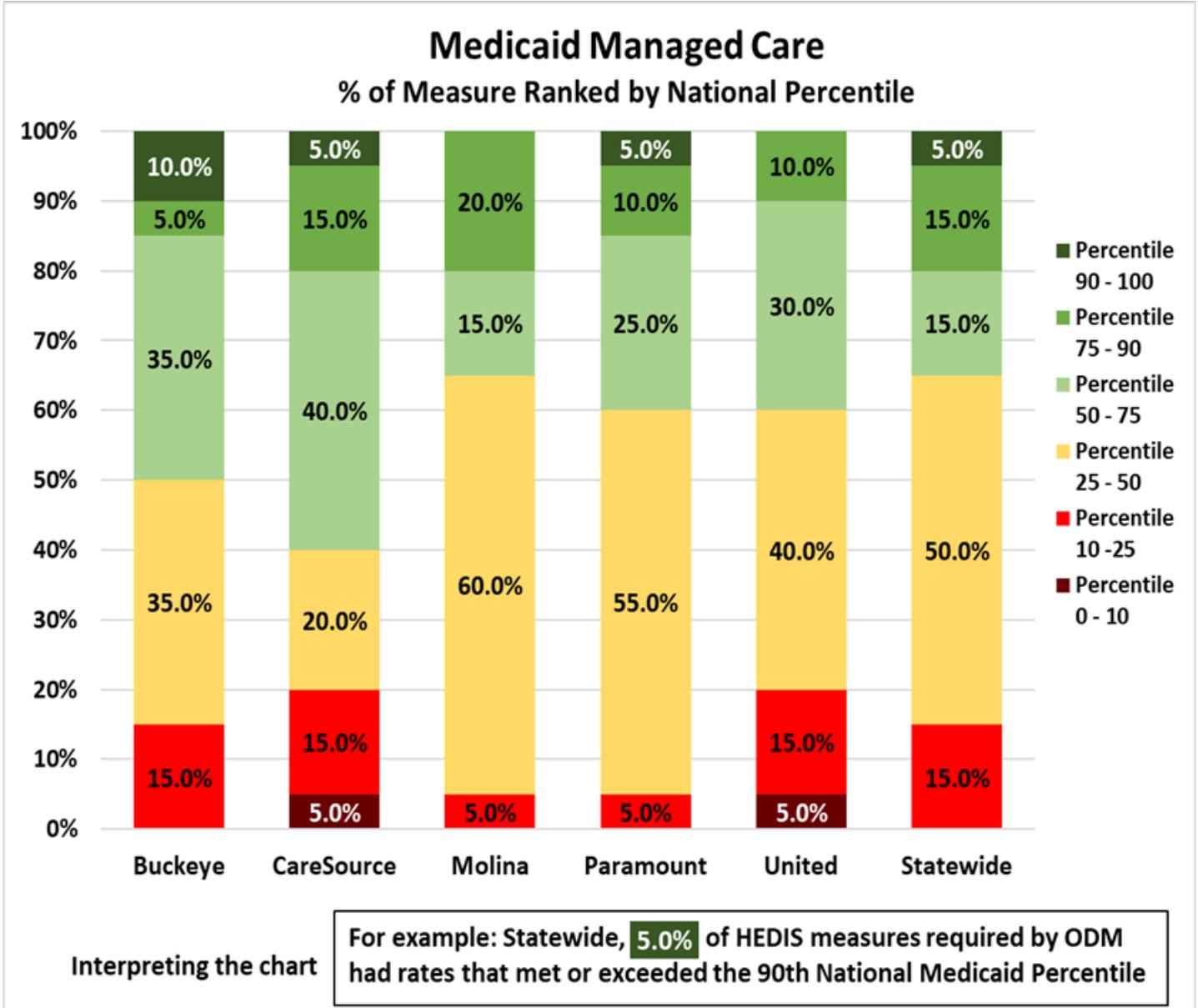
NCQA Medicaid Health Plan Ratings: NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's HEDIS measure set; measures of consumer satisfaction using Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (performance on NCQA Accreditation standards). NCQA rates health plans that report quality information publicly.

CAHPS: The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey asks MCP members to report on their experiences with health care services in different settings. The surveys are a product of the Agency for Healthcare Research and Quality's CAHPS program, which is a public-private initiative to develop and maintain standardized surveys of patients' experiences with care.

Conclusion: Comparison to national Medicaid benchmarks indicates an opportunity for performance improvement for Ohio MCPs. Although 35% of the ODM statewide HEDIS rates are greater than the national 50th percentile, 50% of the ODM rates are between the 25th and 50th percentiles; 15% of the rates are less than the national 10th percentile. Additionally, 4 of the 5 Ohio MCPs meet 'basic' NCQA credentialing requirements with 1 MCP receiving a higher 'commendable' credentialing status which indicates compliance with stricter credentialing requirements. CAHPS survey result also indicate an opportunity for ODM MCP performance improvement. Survey results do not indicate consistent or improved performance, across all MCPs, for any of the survey domains. However, 3 out of 5 MCPs demonstrated improved performance from 2017 to 2018 on three of the 4 Child survey items (Rating of All Health Care, Getting Needed Care, and Customer Service). For adults, 2 out of 5 MCPs demonstrated improved performance the same 3 survey items (Rating of All Health Care, Getting Needed Care, and Customer Service). Otherwise, performance on the adult survey indicators decreased or remained unchanged from 2017 to 2018.

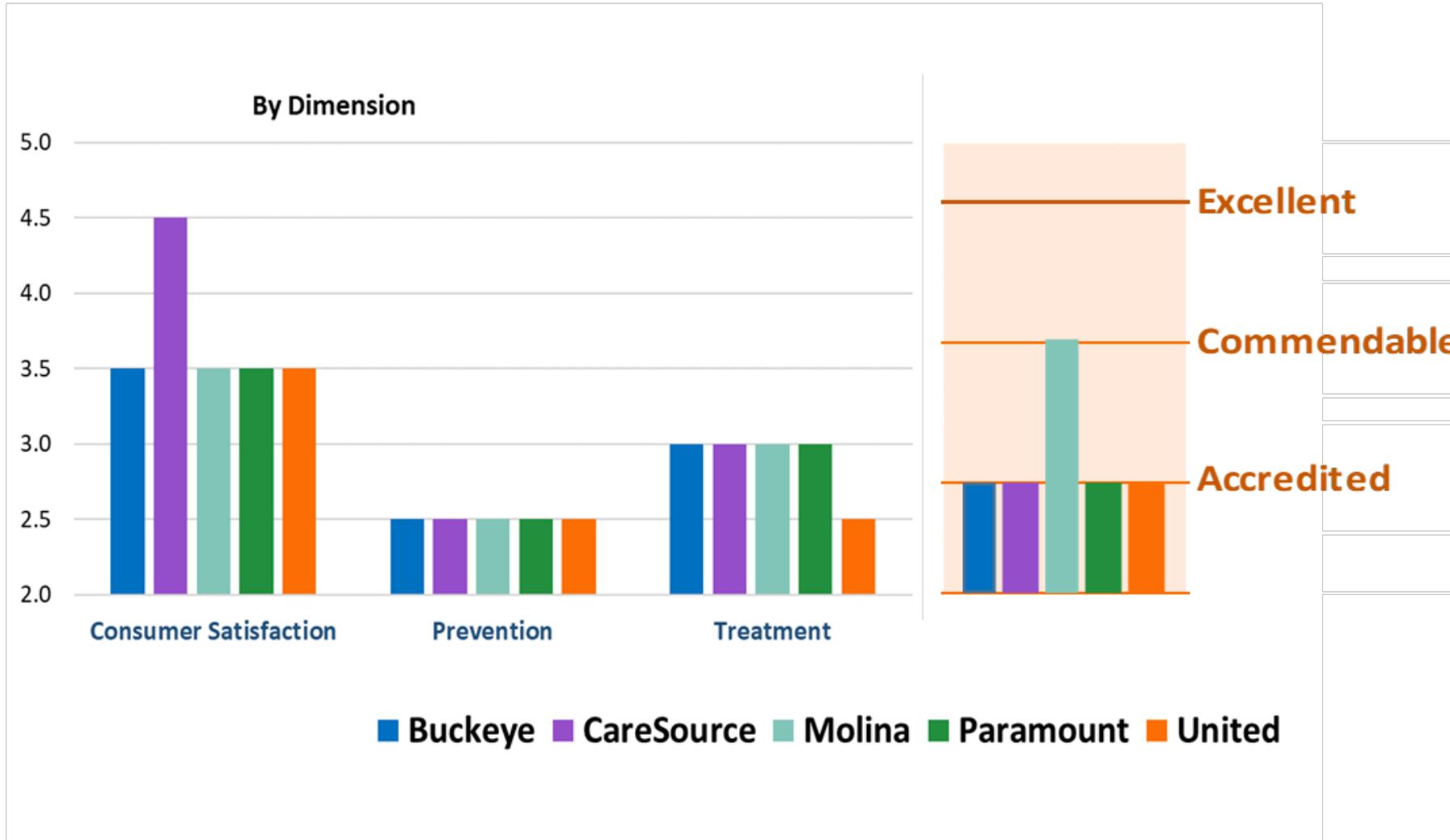
Clinical Quality 2018

CY 2017 measurement year



NCQA

NCQA Medicaid Health Plan Ratings



Rating Dimensions

Consumer Satisfaction: Patient reported experience of care survey

Prevention: HEDIS clinical measures, members receiving preventive services

Treatment: HEDIS clinical measures, members receiving recommended care for certain conditions

Accreditation Status

Excellent: Meeting or going beyond strict requirements for the best health care.

Commendable: Meeting strict requirements for the best health care.

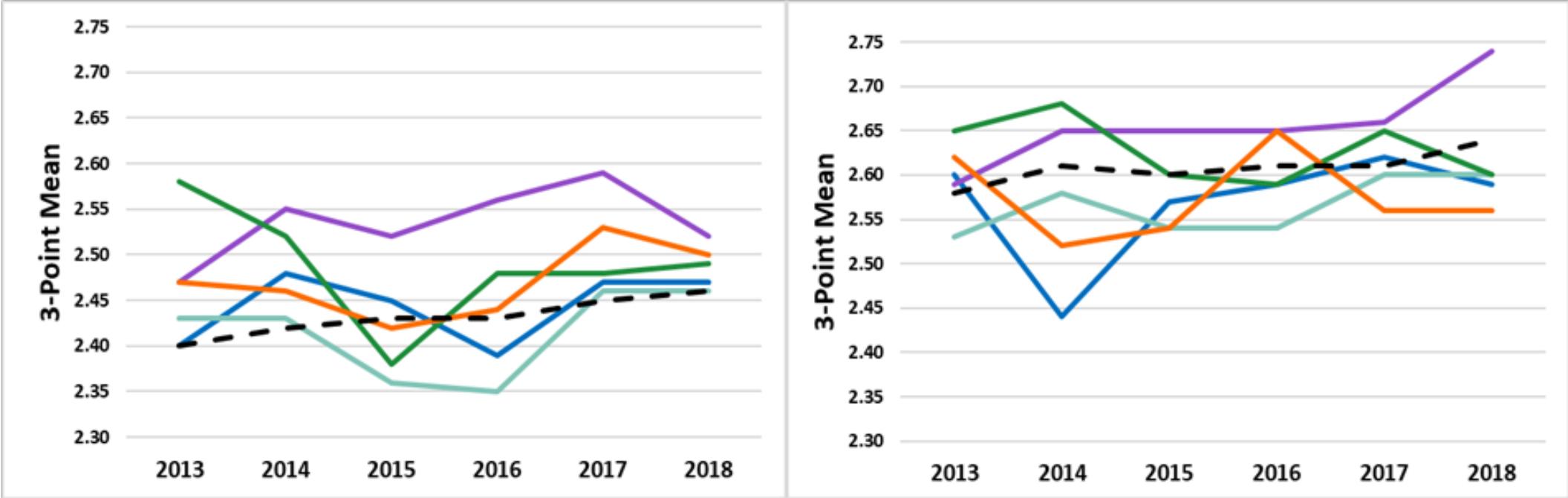
Accredited: Meeting basic requirements for the best health care.

Patient Experience Survey

Rating of Health Plan

Adult

Child



— Buckeye
— Molina
— United

— CareSource
— Paramount
- - Nationwide Average

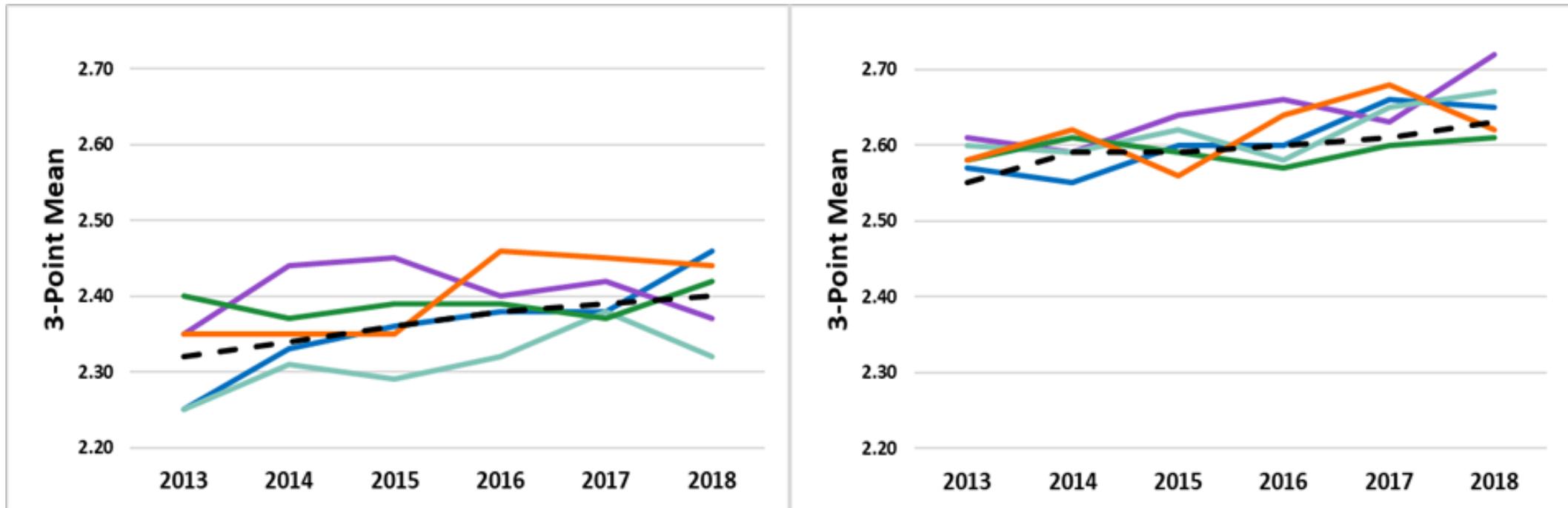
CAHPS

Patient Experience Survey

Rating of All Health Care

Adult

Child



— Buckeye
— Molina
— United

— CareSource
— Paramount
- - Nationwide Average

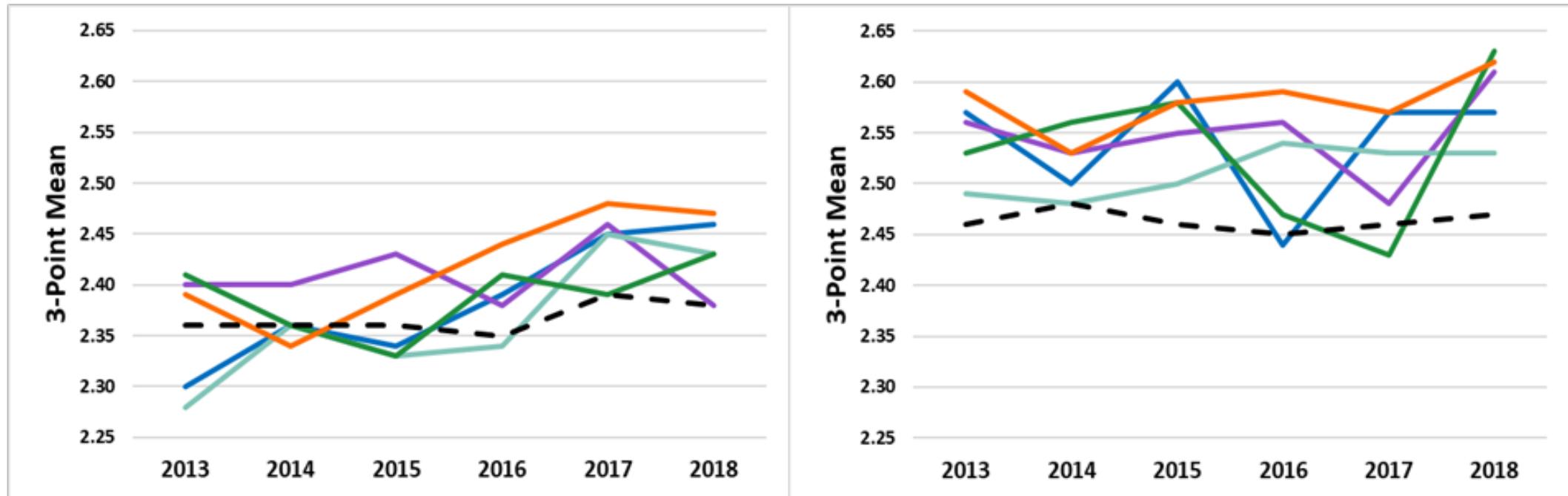
CAHPS

Patient Experience Survey

Getting Needed Care

Adult

Child



— Buckeye
— Molina
— United

— CareSource
— Paramount
- - Nationwide Average

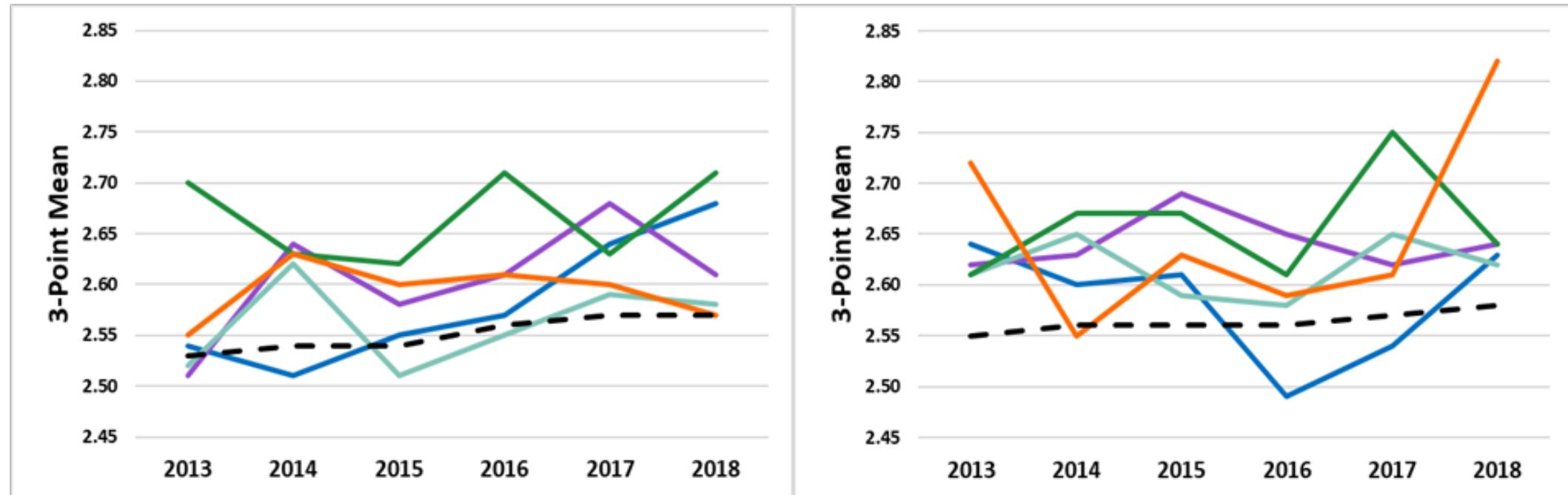
CAHPS

Patient Experience Survey

Customer Service

Adult

Child



— Buckeye
— Molina
— United

— CareSource
— Paramount
- - Nationwide Average