



Reporting Year 2019 HEDIS Quality Awards Criteria and Methodology

Introduction

In 2015, The California Department of Health Care Services (DHCS) significantly changed the structure of the quality awards methodology for the Medi-Cal Managed Care program to recognize a broader array of achievements and to highlight quality improvement efforts among its Medi-Cal managed care health plans (MCPs). The following quality award categories have been adopted, and are intended to highlight MCPs that have excelled in improving health care quality for the over ten million managed care beneficiaries receiving services.

Goals

- To promote excellence in the provision of health care services by recognizing MCPs for outstanding achievements in the improvement of health care quality and population health.
- To broaden the criteria used for evaluation to reflect changes due to expansion of managed care into all 58 counties of California, and the addition of new populations to the Medi-Cal Managed Care program.
- To encourage the sharing of best practices among MCPs by highlighting achievements in quality improvement.
- To encourage innovative interventions that advance health quality, and recognize efforts that advance health equity.

Minimum Award Eligibility Criteria

- MCP must have submitted HEDIS data on time for auditing purposes during the specified reporting period.
- MCP must have three or fewer measures below the Minimum Performance Level (MPL) to be eligible for the Outstanding Performance Award.
- MCP must have no entries of Not Reported (NR) on any External Accountability Set (EAS) measure.
- MCPs that have been found to be in violation of federal or State laws, regulations, or other requirements set forth in guidance such as All Plan Letters, or are under a DHCS Quality Corrective Action Plan (CAP) during the measurement year and have not met the established milestones, may not be eligible. MCPs under a newly issued Quality CAP may not be eligible.



- New reporting units in their first year of operation are not eligible for the Outstanding Performance Award, as the first year of reporting is considered a baseline year. New reporting units will be eligible for the Most Improved Awards in their third year of operation.

Quality Awards

1. Outstanding Performance Award
2. Most Improved Awards - Greatest Improvement in Quality Strategy Focus Areas
3. Most Improved Awards - Greatest Overall Improvement in One Year
4. Innovation Award
5. Health Equity Award

Quality Award Specifications

1. Outstanding Performance Award (3 awards based on enrollment clusters)

Award the MCP with the best overall HEDIS performance in each cluster. DHCS grouped MCPs into three clusters (small, medium and large) by enrollment size as reported for the end of the previous calendar year. Clusters were determined using Statistical Analysis System (SAS) software.

- DHCS applied a point system similar to the Aggregated Quality Factor Score as the basis for determining the MCPs with the highest scores based on HEDIS performance.
- Points for each indicator are computed from the EAS indicators for which DHCS holds MCPs to the Minimum Performance Levels (MPLs) to calculate an overall score for each MCP reporting unit.
- Scores at the MCP reporting unit are aggregated to calculate the total score for the MCP.

Scores at the MCP are grouped in its respective clusters

Objective: Identify MCP-parent level with the best overall performance for all HEDIS EAS Indicators for which DHCS holds MCPs to the MPLs in each MCP cluster.

Criteria:

- MCP assessment unit is at the plan parent level.
- MCP must be grouped into three clusters (small, medium and large) by enrollment size as reported on December 2018.



- MCP clustering is determined using Statistical Analysis System (SAS) software.
- MCP HEDIS performance is based on RY 2019 HEDIS rates, which includes nineteen (19) applicable rates for this reporting year; the following are the EAS indicators for which DHCS holds MCPs to the MPLs.
 1. MPM-ACE Annual Monitoring for Patients on Persistent Medications - ACE Inhibitors or ARBs
 2. MPM-Diu Annual Monitoring for Patients on Persistent Medications - Diuretics
 3. AAB Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
 4. AMR
 5. BCS
 6. CIS-3 Childhood Immunization Status - Combination 3
 7. CDC-BP Comprehensive Diabetes Care - Blood Pressure Control (<140/90 mm Hg)
 8. CDC-E Comprehensive Diabetes Care - Eye Exam (Retinal) Performed
 9. CDC-H8 Comprehensive Diabetes Care - HbA1c Control (<8.0%)
 10. CDC-H9 Comprehensive Diabetes Care - HbA1c Poor Control (>9.0%)
 11. CDC-HT Comprehensive Diabetes Care - HbA1c Testing
 12. CDC-N Comprehensive Diabetes Care - Medical Attention for Nephropathy
 13. IMA-2
 14. PPC-Pst Prenatal and Postpartum Care - Postpartum Care
 15. PPC-Pre Prenatal and Postpartum Care - Timeliness of Prenatal Care
 16. LBP Use of Imaging Studies for Low Back Pain
 17. WCC-N Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition Total
 18. WCC-PA Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity Total
 19. W34 Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life



- MCP final performance score is based the aggregated RY 20197 HEDIS rates at MCP-parent level.

2. **Most Improved Awards - Greatest Improvement in Quality Strategy Focus Areas** (Winner and Runner-Up)

Greatest Improvement in Quality Strategy Focus Areas – *Winner and Runner Up*
Award the MCP Reporting Units with the most significant improvement from the prior year based on performance in three Quality Strategy Focus Areas:

1. Comprehensive Diabetes Care (an average of 6 indicators)
2. Childhood Immunizations Status – Combination 3
3. Prenatal and Postpartum Care – Postpartum Care

- MCP final performance score is based on the difference of the aggregated RY 2018 & 2019 HEDIS rates for the QSFA indicators only at the MCP reporting unit level
- DHCS applied a point system similar to the Aggregated Quality Factor Score as the basis for determining the MCPs with the highest scores based on HEDIS performance.
- Points for each QSFA indicator are computed to calculate an overall score for each MCP reporting unit.

QSFA score at the MCP reporting unit is compared to previous calendar year's score to determine MCP with the greatest improvement in one year.

Objective: Identify the MCP Reporting Units with the most significant improvement from the prior year based on performance in three Quality Strategy Focus Areas (QSFA).

Criteria:

- MCP assessment unit is at the MCP reporting unit level.
- MCP HEDIS performance is based on the RY 2018 & 2019 HEDIS rates for the QSFA indicators only. There are three equally weighted QSFA indicators.
 1. Comprehensive Diabetes Care (Average of 6 HEDIS-EAS indicators)
 - CDC-BP Comprehensive Diabetes Care - Blood Pressure Control (<140/90 mm Hg)
 - CDC-E Comprehensive Diabetes Care - Eye Exam (Retinal) Performed



CDC-H8 Comprehensive Diabetes Care - HbA1c Control (<8.0%)

CDC-H9 Comprehensive Diabetes Care - HbA1c Poor Control (>9.0%)

CDC-HT Comprehensive Diabetes Care - HbA1c Testing

CDC-N Comprehensive Diabetes Care - Medical Attention for Nephropathy

2. CBP Controlling High Blood Pressure (Indicator was not hold MPL in 2019 so it was excluded from this calculation.)
 3. CIS-3 Childhood Immunizations Status – Combination 3
 4. PPC-Pst Prenatal and Postpartum Care – Postpartum Care
- MCP final performance score is based on the difference of the aggregated RY 2018 & 2019 HEDIS rates for the QSFA indicators only at the MCP reporting unit level.

3. Most Improved Awards - Greatest Overall Improvement in One Year (Winner and Runner-Up)

Award the MCP Reporting Units with the most significant improvement from the prior year based on performance across all EAS Indicators for which DHCS holds MCPs to the MPLs.

- DHCS applied a point system similar to the Aggregated Quality Factor Score as the basis for determining the MCPs with the highest scores based on HEDIS performance.
- Points for each indicator are computed from the EAS indicators for which DHCS holds MCPs to the Minimum Performance Levels (MPLs) to calculate an overall score for each MCP reporting unit.
- Score at the MCP reporting unit is compared to previous calendar year's score to determine MCP with the greatest improvement in one year.

Objective: Identify the MCP Reporting Units with the most significant improvement from the prior year based on performance for all HEDIS EAS Indicators for which DHCS holds MCPs to the MPLs.

Criteria:

- MCP assessment unit is at the MCP reporting unit level.



- MCP HEDIS performance is based on RY 2018 & 2019 HEDIS rates. RY 2018 and RY 2019 include 19 applicable HEDIS EAS Indicators.
- MCP final performance score is based on the difference of the aggregated RY 2018 & 2019 HEDIS rates at the MCP reporting unit level.

4. **Innovation Award** (Winner and Runner-Up)

Innovation Awards are aimed at highlighting innovative interventions by the MCPs intended to improve the quality of health care for Medi-Cal beneficiaries.

Objective: Identify MCP with the most innovative interventions intended to improve the quality of health care for Medi-Cal beneficiaries.

- MCPs submit brief descriptions of the intervention(s) to DHCS.
- DHCS releases all submissions to the MCPs for a vote; one vote per MCP.
- DHCS staff vote to resolve any ties between submissions.
- A winner and runner up are selected based on total MCP and DHCS votes.

5. **Health Equity Award** (Winner and Runner-Up)

Objective: Health Equity Awards are intended to highlight interventions developed by the MCPs that identify and reduce health disparities amongst their members.

- MCPs submit their nominations according to criteria outlined by DHCS.
- DHCS staff review and score the nominations based on the same criteria.
- A winner and runner up are selected by DHCS staff based on the scoring each nomination received.