Community HealthChoices

MCO Pay for Performance Results

Dr. David Kelley

Dr. Larry Appel

Abigail Coleman

AGENDA

- MCO Pay for Performance (P4P) Overview
- Results trended for measurement years (MY) 2019, 2020, 2021
- Questions
- MCO Presentations

CHC Quality Infrastructure

*Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

OVERVIEW OF MCO P4P PROGRAM

- Program defined in 2022 Community HealthChoices contract (Exhibit DD1 pages 414-417)

  - https://www.dhs.pa.gov/HealthChoices/HC-Providers/Documents/2022%20CHC%20Agreement.pdf

- Establishes seven priority quality measures that CHC MCOs have been measuring since 2018

- Measures were selected on the potential to improve services and support for CHC participants

- Measures aligned with waiver assurances and recently released CMS HCBS Quality Measures HCBS Measure Set SMDL (medicaid.gov)
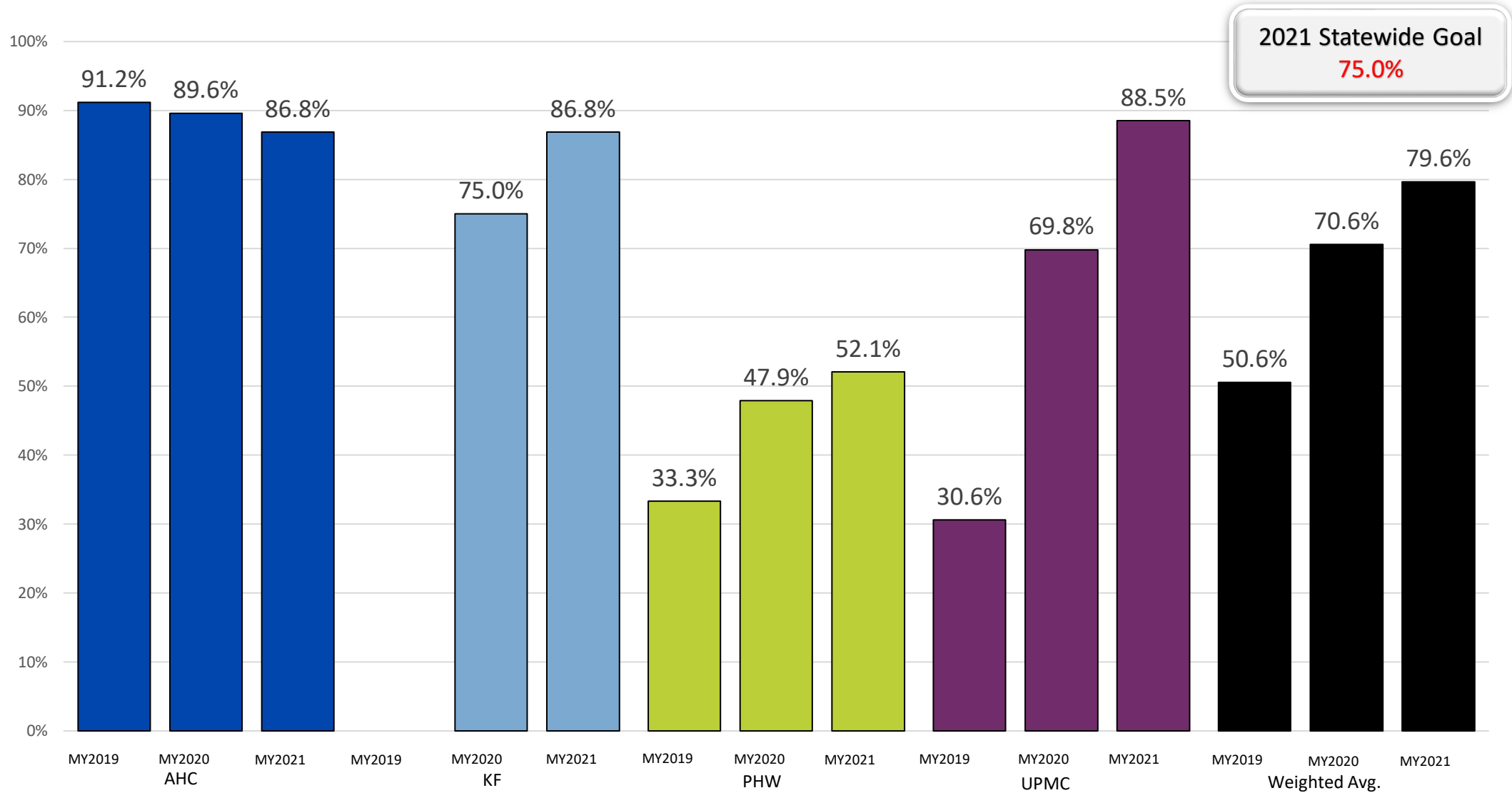
OVERVIEW OF MCO P4P PROGRAM

- P4P program based on meeting benchmark/goals for each measure and incremental improvement

- MCOs can earn incentives by reaching the established goals and improving performance from the prior year

- Goals are set each year by the Office of Long Term living (OLTL)

- MCOs will be able to earn incentives based on performance of services rendered during 2022

- Results shared today are from measurement years (MY) 2019, 2020, and 2021

- MY 2021 results presented today will be used as a baseline against performance in 2022 to determine future MCO incentives
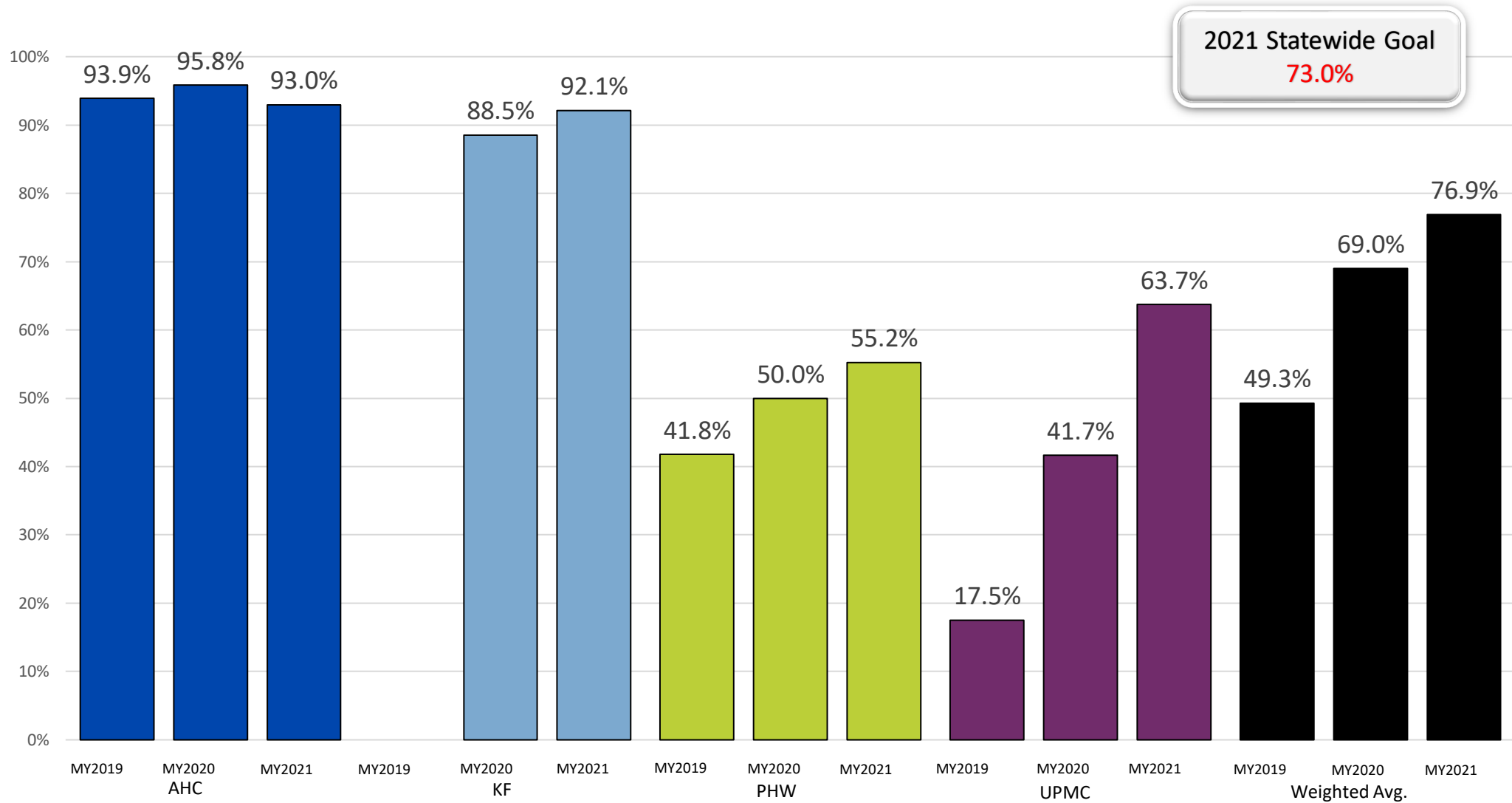
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P4P MEASURES

- Four National Committee for Quality Assurance (NCQA) Long Term Services and Supports (LTSS) Measures

  - **Comprehensive Assessment and Update (CAU)**

  - **Comprehensive Care Plan and Update (CPU)**

  - **Shared Care Plan with Primary Care Provider (SCP)**

  - **Reassessment and Care Plan after Inpatient Discharge (RAC)**

- Consumer Assessment of Healthcare Providers & Systems (CAHPS) Health Plan Measure

  - **Overall satisfaction of participant with the health plan**

- Home and Community Based Services (HCBS) CAHPS Measure

  - **Person Centered Service Plan (PCSP) included <u>all </u>things important to you**

- PA Performance Measure around Nursing Home Transitions

  - **Participants who transitioned to the community and stayed there for 6 months**

# COMPREHENSIVE ASSESSMENT AND UPDATE (CAU)

2021 Statewide Goal
75.0%

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Pay for Performance Measure (NCQA)

COMPREHENSIVE CARE PLAN UPDATE (CPU)

2021 Statewide Goal
73.0%

Chart values:

AHC (dark blue): MY2019 93.9%, MY2020 95.8%, MY2021 93.0%

KF (light blue): MY2019 —, MY2020 88.5%, MY2021 92.1%

PHW (green): MY2019 41.8%, MY2020 50.0%, MY2021 55.2%

UPMC (purple): MY2019 17.5%, MY2020 41.7%, MY2021 63.7%

Weighted Avg. (black): MY2019 49.3%, MY2020 69.0%, MY2021 76.9%

Pay for Performance Measure (NCQA)

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SHARED CARE PLAN WITH PRIMARY CARE PRACTITIONER (SCP)

2021 Statewide Goal
50.0%

Pay for Performance Measure (NCQA)
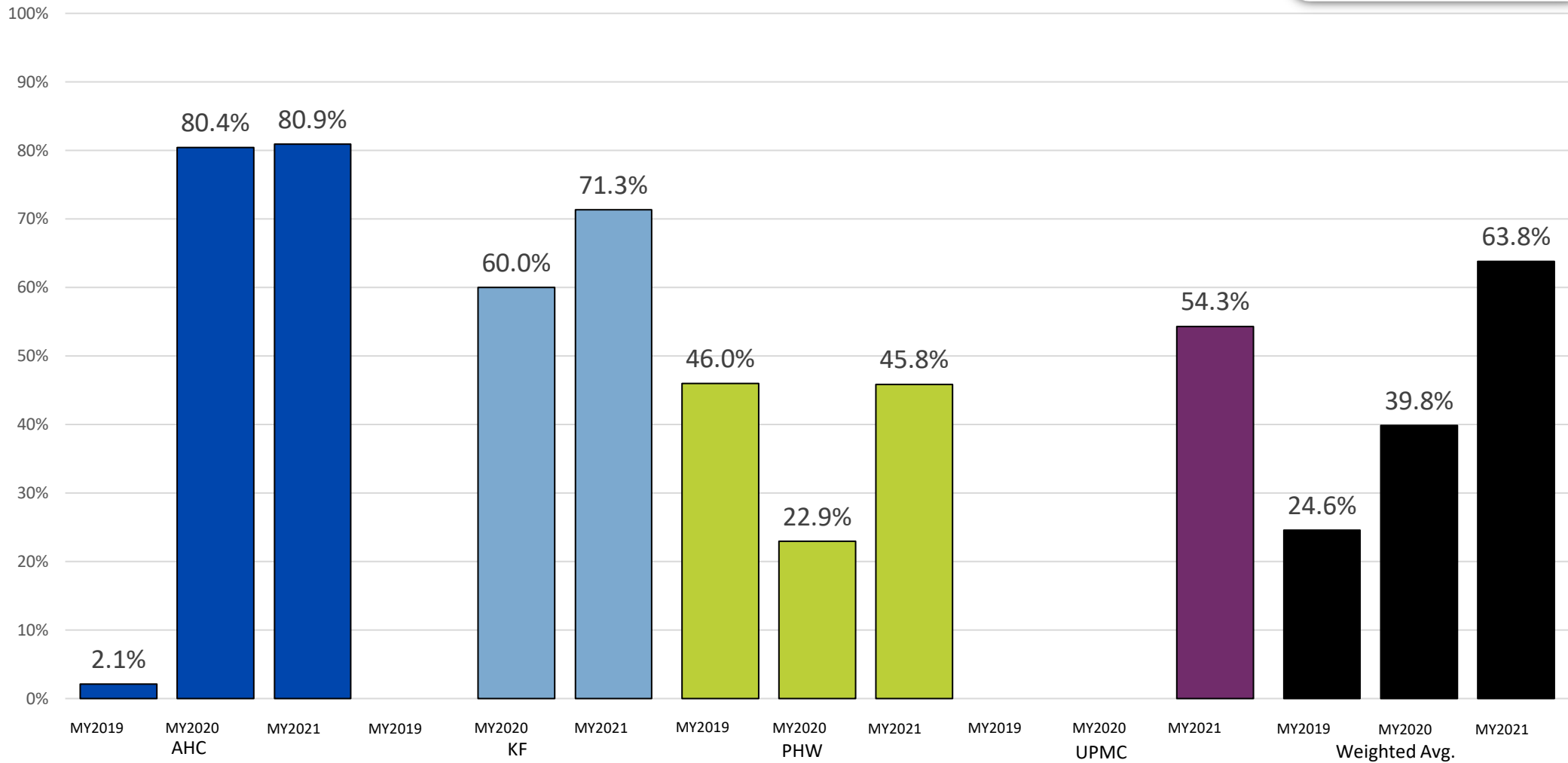
REASSESSMENT AND CARE PLAN UPDATE AFTER INPATIENT DISCHARGE (RAC)

2021 Statewide Goal
40.0%

Pay for Performance Measure (NCQA)
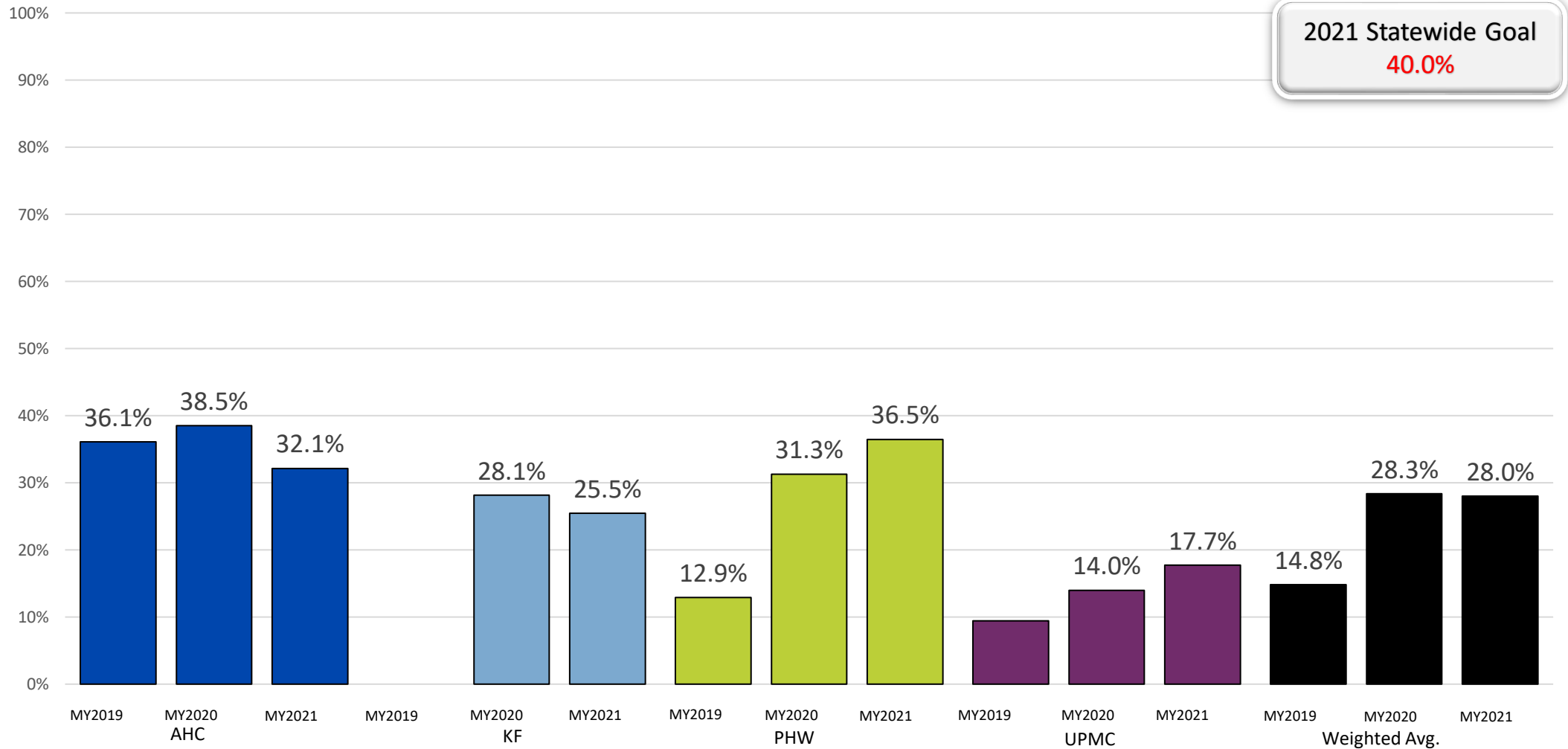
CAHPS HP OVERALL PLAN SATISFACTION

2021 Statewide Goal
(aligned)
79.5%

Statewide	MY21	83.1%
	MY20	81.8%
	MY19	80.6%
UPMC	MY21	91.3%
	MY20	90.5%
	MY19	88.8%
PHW	MY21	78.0%
	MY20	77.2%
	MY19	72.1%
KF	MY21	85.3%
	MY20	82.2%
	MY19	79.6%
AHC	MY21	76.2%
	MY20	74.2%
	MY19	70.2%

Pay for Performance Measure from Health Plan CAHPS Survey
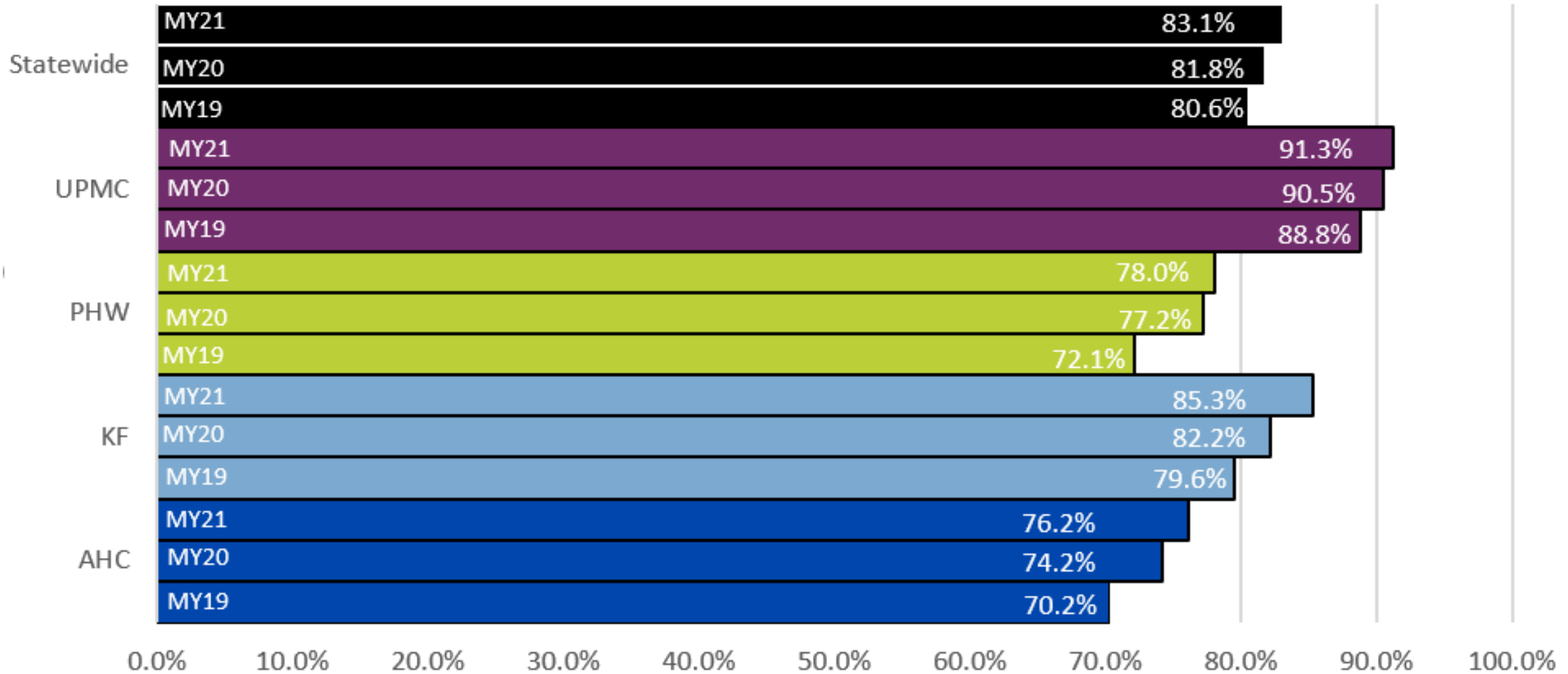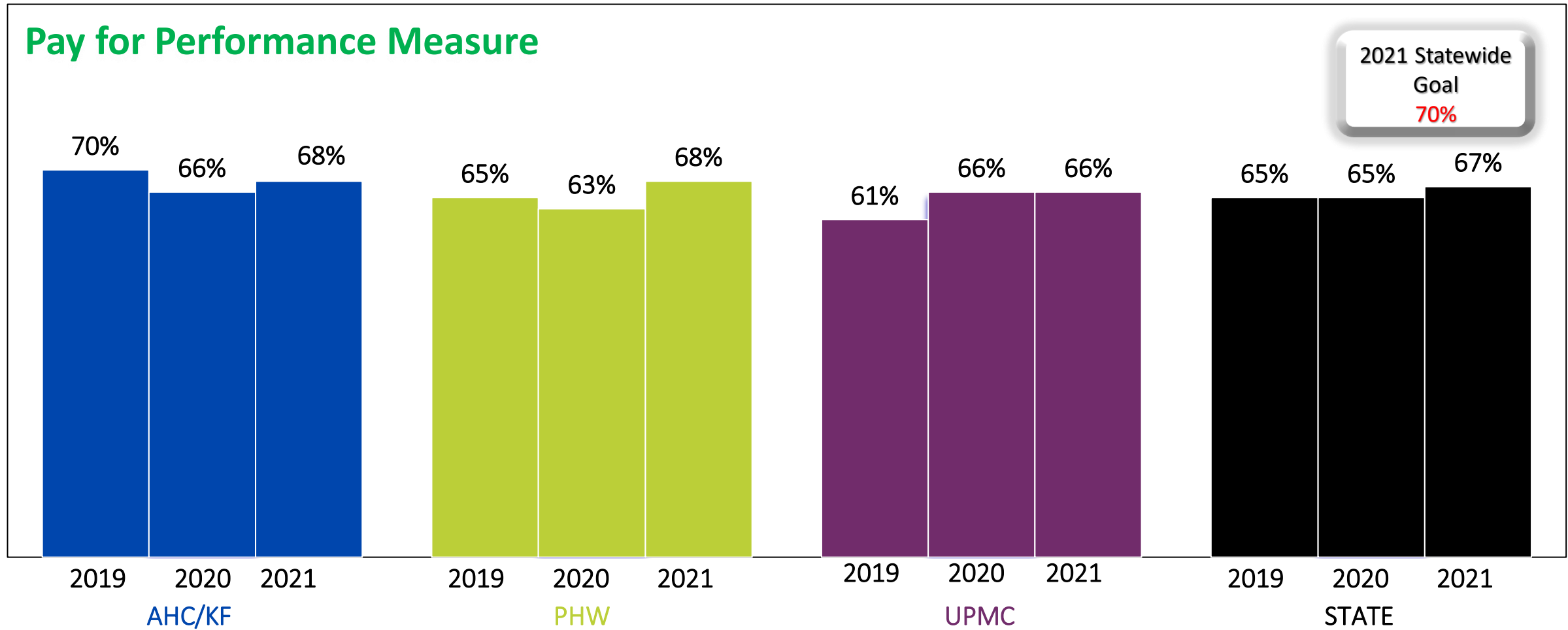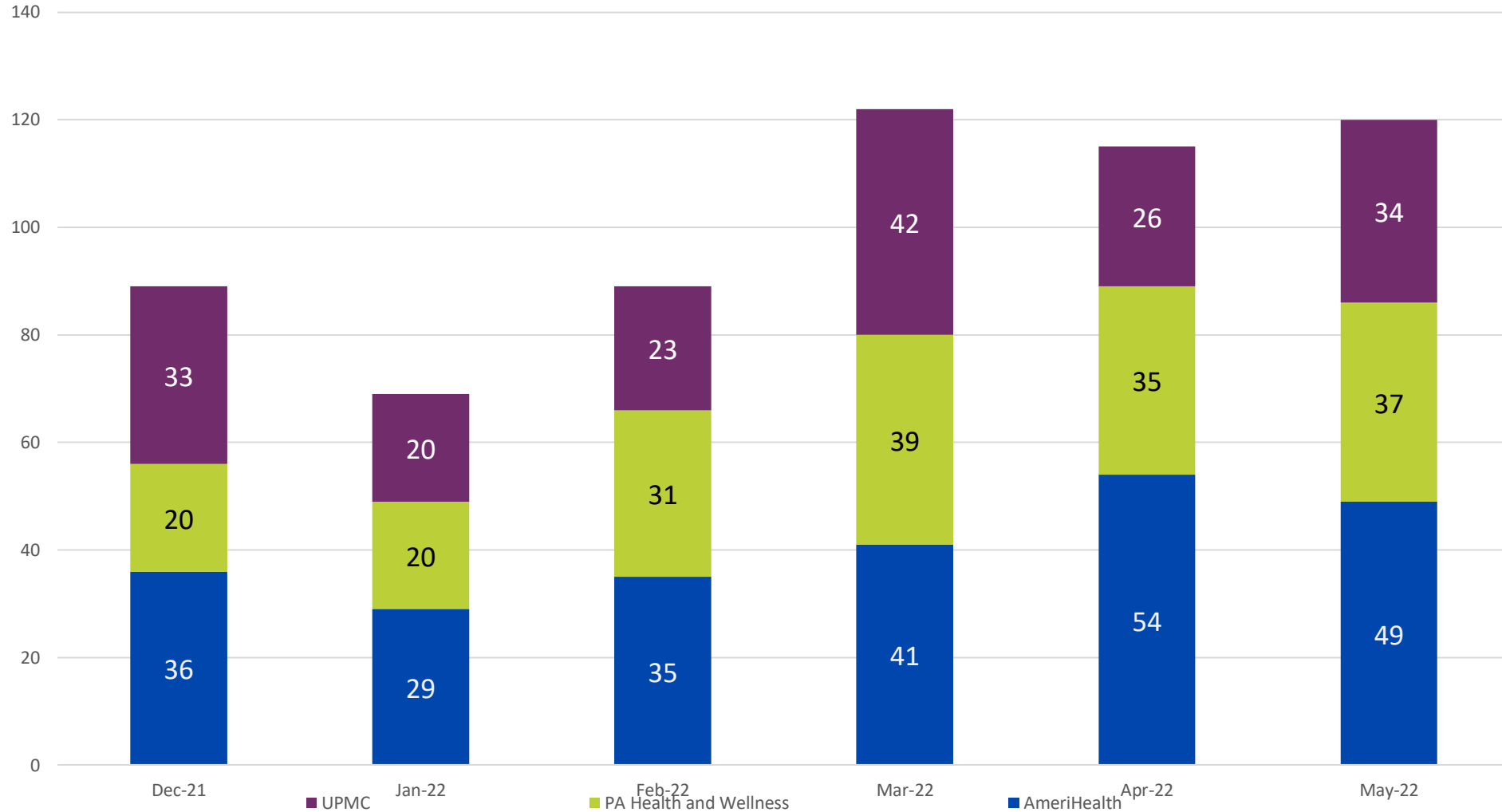
2021 SURVEY RESULTS: SERVICE COORDINATOR AND SERVICE CHOICE
PCSP INCLUDED ALL THE THINGS IMPORTANT TO YOU

Pay for Performance Measure

2021 Statewide Goal
70%

AHC/KF
- 2019: 70%
- 2020: 66%
- 2021: 68%

PHW
- 2019: 65%
- 2020: 63%
- 2021: 68%

UPMC
- 2019: 61%
- 2020: 66%
- 2021: 66%

STATE
- 2019: 65%
- 2020: 65%
- 2021: 67%

PARTICIPANTS WHO TRANSITIONED TO THE COMMUNITY AND REMAINED THERE FOR 6 MONTHS

2021 Statewide
Goal
300/MCO

CY 2021
Statewide: 1074

AHC/KF: 327
PHW: 273
UPMC: 474

YTD CY 2022
Statewide: 515

AHC/KF: 208
PHW: 162
UPMC: 145

	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
UPMC	33	20	23	42	26	34
PA Health and Wellness	20	20	31	39	35	37
AmeriHealth	36	29	35	41	54	49

*Pay for Performance Measure

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P4P STATEWIDE RESULTS

- Statewide incremental improvement in 5 of 6 measures and the 7th (NHT measure) is on track to improve for CY 2022

- Over 7% increase in Assessment (CAU) and Care Plan (CPU) measures

- Over 23% increase in Sharing Care Plan with PCP (SCP) but room for improvement

- Performance remains low (28%) in Reassessment after Inpatient Discharge (RAC)

- "PCSP included all things important to you" measure increased 2% to 67%

- Significant variation in performance exists by MCO

- CHC MCOs will present their assessment of performance and discuss interventions for improvement on each measure

- Goals for 2022 will be updated and finalized based on 2021 performance

QUESTIONS