

Accountability in ACC Phase III

Performance Measurement and Member
Engagement

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Agenda

1. Quality Measures
2. Commitment to Quality Program
3. ACC Evaluation Plan

Accountability and Monitoring in ACC Phase III



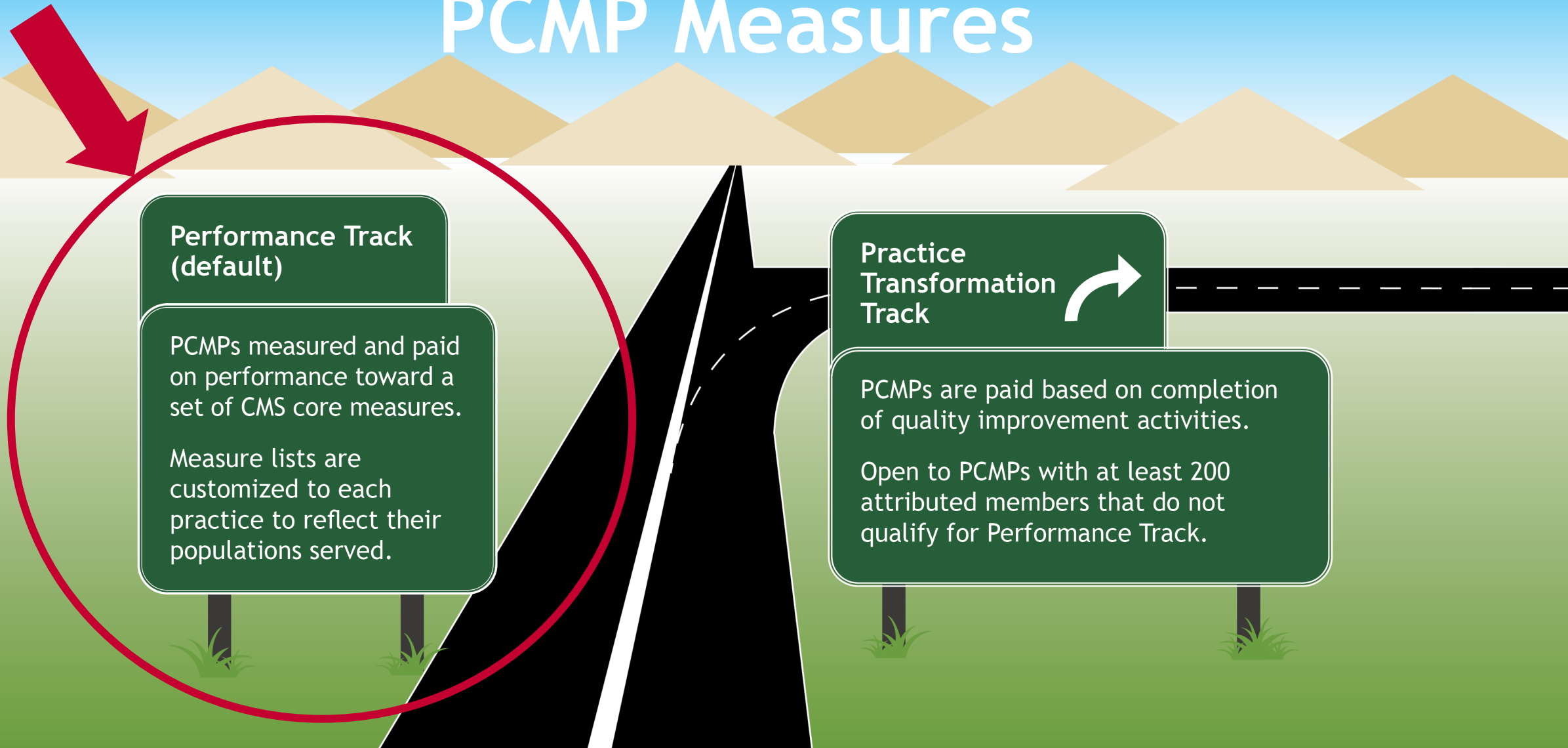
ACC Phase III Quality Program

- RAEs have specific incentive funds they can earn based on their performance towards certain quality measures:
 - RAE-Only Quality Measures
 - PCMP Clinical Quality Measures
 - Behavioral Health Incentive Program (BHIP)

ACC Phase III Quality Program: RAE-Only Measures

- Measures from Phase II:
 - Behavioral Health Assessment in Members Released from State Prisons
 - Prenatal and Postpartum Care
- New measures for Phase III:
 - Transitions of Care
 - PCMP Performance on Clinical Measures

ACC Phase II Quality Program: PCMP Measures



ACC Phase III Quality Program: PCMP Measures

STEP 1

Prioritized Measures

Measures will automatically be assigned if a PCMP has at least 30 members in the denominator for any of the following:

1. Well-Child Visits in the First 30 Months of Life
2. Glycemic Status Assessment for Patients with Diabetes
3. Controlling High Blood Pressure

▶▶ All PCMPs proceed to Step 2

ACC Phase III Quality Program: PCMP Measures

STEP 2

Largest Denominators

Measures with the largest denominators will be included if a PCMP has at least 30 members in the denominator for any measure, for a maximum of six total measures:

1. Breast Cancer Screening
2. Cervical Cancer Screening
3. Colorectal Cancer Screening
4. Screening for Depression and Follow-Up Plan
5. Child and Adolescent Well-Care Visits
6. Developmental Screening in the First Three Years of Life
7. Childhood Immunization Status Combination 10
8. Immunizations for Adolescents Combination 2

▶▶ If a PCMP still has five or fewer measures, proceed to Step 3.

ACC Phase III Quality Program: PCMP Measures

STEP 3

Secondary Focus Measure

If a PCMP has at least 30 members in the denominator, the Chlamydia Screening in Women measure will be added.

▶▶ If a PCMP still has four or five measures, proceed to Step 4.

ACC Phase III Quality Program: PCMP Measures

STEP 4

Quality Improvement (QI) Activities

- ▶▶ PCMPs with four measures can choose to participate in up to two QI activities to receive payments for up to six total performance measures.
- ▶▶ PCMPs with five measures can choose to participate in one QI activity to receive payment for six total performance measures.

PCMPs with three or fewer measures total can opt to participate in the Practice Transformation Track instead, if they have at least 200 attributed members.

PCMP Measure Assignment Example:



Practice A:
Family practice

STEP 1	Prioritized Measures <ul style="list-style-type: none">✓ Glycemic Status Assessment for Patients with Diabetes✓ Controlling High Blood Pressure
STEP 2	Largest Denominators <ul style="list-style-type: none">✓ Breast Cancer Screening✓ Child and Adolescent Well-Care Visits✓ Screening for Depression and Follow-Up Plan
STEP 3	Secondary Focus Measure <ul style="list-style-type: none">✓ Chlamydia Screening in Women
STEP 4	Quality Improvement Activities <p>N/A - Already at 6 measures.</p>

Total Measures: 6

ACC Phase III Quality Program: BHIP

- Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence.
- Follow-Up After Hospitalization for Mental Illness.
- Initiation and Engagement for SUD Treatment.
- Follow-Up After Emergency Department Visit for Mental Illness.
- Screening for Social Drivers of Health (SDOH).

Commitment to Quality Program

- Approx. 50 performance standards are defined throughout the RAE and MCO contracts for key areas across the program to measure contract adherence.
- RAEs will be required to reinvest a portion of their profit margin into key program areas depending on how many performance standards they meet in a specific timeframe.

Percent of Performance Standards	Required Profit Margin Reinvestment
90% or more	0%
85 to 89%	5%
80 to 84%	15%
Less than 80%	25%

Commitment to Quality Program

- Examples of performance standards:
 - 90% of all Contractor staff shall have completed training in cultural and disability competence annually.
 - Contractor shall ensure that 95% of Members discharged from Colorado Mental Health Hospitals, Freestanding Psychiatric Hospitals, or other facility identified as an IMD have been outreached within 3 calendar days after the member's discharge.
 - 95% of Appeals shall be resolved within 10 business days after the day the Appeal was received.

ACC Evaluation Plan

Three Evaluation Focus Areas with Two Scopes of Work for Each

Behavioral Health Benefit	<p>Scope 1: At what points along the continuum of services are strengths and gaps in access to care most impacting member health?</p> <p>Scope 2: How are specific member groups experiencing the continuum and what improvements can be made?</p>
Primary Care	<p>Scope 1: How do members understand the role of their PCMP and how do they utilize their PCMP?</p> <p>Scope 2: What is the impact of MCE support to primary care providers?</p>
Care Coordination	<p>Scope 1: What is care coordination's impact on access to care and member experience?</p> <p>Scope 2: What is care coordination's impact on cost and quality outcomes?</p>

How It Will Work:

- The evaluation will be a deep dive into three focus areas.
- Research questions (3-5 per scope) will be developed that collectively touch on all five goals of the ACC.
- Mixed methods approaches to answer the questions.
- Products will be mixed-methods reports that provide insight into how the program is working and the experience of members and providers.

Thank you!



ACC Phase III Quality Program: PCMP Measures

1. Well-Child Visits in the First 30 Months of Life
2. Glycemic Status Assessment for Patients with Diabetes
3. Controlling High Blood Pressure
4. Breast Cancer Screening
5. Cervical Cancer Screening
6. Colorectal Cancer Screening
7. Screening for Depression and Follow-Up Plan
8. Child and Adolescent Well-Care Visits
9. Developmental Screening in the First Three Years of Life
10. Childhood Immunization Status Combination 10
11. Immunizations for Adolescents Combination 2
12. Chlamydia Screening in Women