



Our members have a voice!

We always want feedback from you and our members, so we conduct satisfaction surveys each year.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] asks our members to rate their experiences with their doctors and/or specialists and with our health plan over a six-month period. We rate our CAHPS performance against benchmarks set by the National Committee for Quality Assurance (NCQA). Our goal is to reach the 90th percentile benchmark set by the NCQA as we are dedicated to continuous improvement of health care quality.

How we did

Overall, our members with children are happier with our services and the services provided by our network of providers. Together, we achieved the 50th percentile or higher in four of the 12 measures. However, we still have a lot of work to do.

How we'll do better

Our areas of focus for 2015:

- Continue to work on **How Well Doctors Communicate**
 - Provide more information to members and providers on covered benefits
 - Continue to encourage members to use the pre-visit tool prior to physician office visits to help improve member-physician communication and discussion of care needs

2013 vs. 2014 Member experience performance against NCQA benchmark

Adult member experience	2013	2014	Benchmark percentile achieved
Getting care quickly	79	81	25th
How well doctors communicate	87	86	10th
Getting needed care	80	77	10th
Overall satisfaction with your personal doctor	73	75	10th
Overall satisfaction with your specialist	81	78	25th
Overall satisfaction with health care	62	62	10th
Child member experience			
Getting care quickly	88	91	50th
How well doctors communicate	91	92	25th
Getting needed care	82	81	10th
Overall satisfaction with your personal doctor	87	89	75th
Overall satisfaction with your specialist	85	85	50th
Overall satisfaction with health care	85	85	50th

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

- Continue to provide information to members about shared decision-making tips
- Continue to work on **Getting Needed Care**
 - Continue to provide members with more information on their benefits to increase their overall knowledge of available benefits
 - Continue to educate and encourage members on the importance of seeing their assigned PCP
 - Educate members on the appropriate use of emergency care and the use of urgent care facilities when needed
 - Ensure that members and providers are aware of specialist within the network
- Continue to work on **Getting Care Quickly**
 - Conduct the annual access and availability survey with providers
 - Educate members on how to access care
- Continue to educate and encourage members on the importance of building a relationship with their PCP

What you can do to help

- Take our no-cost online cultural competency course to expand your knowledge of best communication techniques
- Attend our town hall meetings to receive updates and new information
- Continue to encourage members on the use of the pre-visit brochure provide a blank copy when they leave their appointments so they'll have it ready for next time
- Make use of patient education materials provided by Amerigroup and federal/state entities – visit healthfinder.gov for more information
- Assist patients in scheduling appointments with a specialist

Keys to effective patient communication

Communication between a patient and his or her provider is the single most effective predictor of patient compliance to prescribed treatment plans. However, there are major barriers to effective communication between providers and patients, including health literacy, language differences, and how patients feel about health care and treatment within their own cultural context. We know it's worth the effort to overcome these barriers.

According to the Institute for Health Care Communication (formerly the Bayer Institute), successful communication with patients involves four elements:¹

1

Engagement is a connection between you and your patient that continues throughout the visit and establishes a partnership.

Engage a patient by showing interest in him or her as a person, finding out upfront what the patient hopes to get out of the visit, and using the patient's language instead of medical terminology or jargon.

2

Empathy is the ability to imagine oneself in another's place and understand the other's feelings, desires, fears and actions.

You can show empathy by making proper introductions while patients are fully clothed. This can be accomplished while the patient's vitals are being taken. Once inside the exam room, make eye contact, approach patients at eye level, acknowledge what patients are saying and speak in a friendly manner.

3

Education involves providing your patient increased knowledge and understanding while decreasing his or her uncertainty and anxiety.

You can start this process by asking, "What do you think is going on?" You might be surprised by the valuable information this question elicits. Always be clear in describing or defining terms to avoid confusion.

4

Enlistment is your invitation to the patient to collaborate in the decision-making process.

If patients feel involved in the process, they are more likely to comply with agreed-upon treatment plans. Try offering patients possible explanations and ask if your findings are in line with what they thought. Be sure to discuss any differences in the diagnosis. Lay out all the variables for patients in a simple format, including dosage requirements and the benefits of treatment. Solicit feedback from the patient to confirm true collaboration. At the end of the visit, summarize the mutually agreed-upon treatment plan and discuss next steps.

Patients spend about two percent of their time with you and 98 percent of their time living with and managing their illnesses. With effective communication, you can help them become educated participants in their treatment and help them take ownership of their health.

Want more information about how to effectively engage with patients and communicate in a culturally competent way? Our website offers no-cost cultural competency training for you and your staff.

1 Mock, Kathleen. "Effective clinician-patient communication." Physician's News Digest (2001): 1-6.

HEDIS[®] – Help us help you

HEDIS is a set of standardized performance measures reported to NCQA by managed care plans nationally.

HEDIS measures compare how well a health plan performs in areas related to quality of care, access to care and member satisfaction. We use the HEDIS results to identify areas of strength and areas for improvement, measure results against our goals, and measure the effectiveness of actions we implemented to improve our results. Some of the performance measures we focus on are related to health issues such as immunizations, blood lead screening, diabetes, asthma, well-child visits and adult access to care. Together, we achieved improvement in some of our 2014 scores, but we still have work to do!

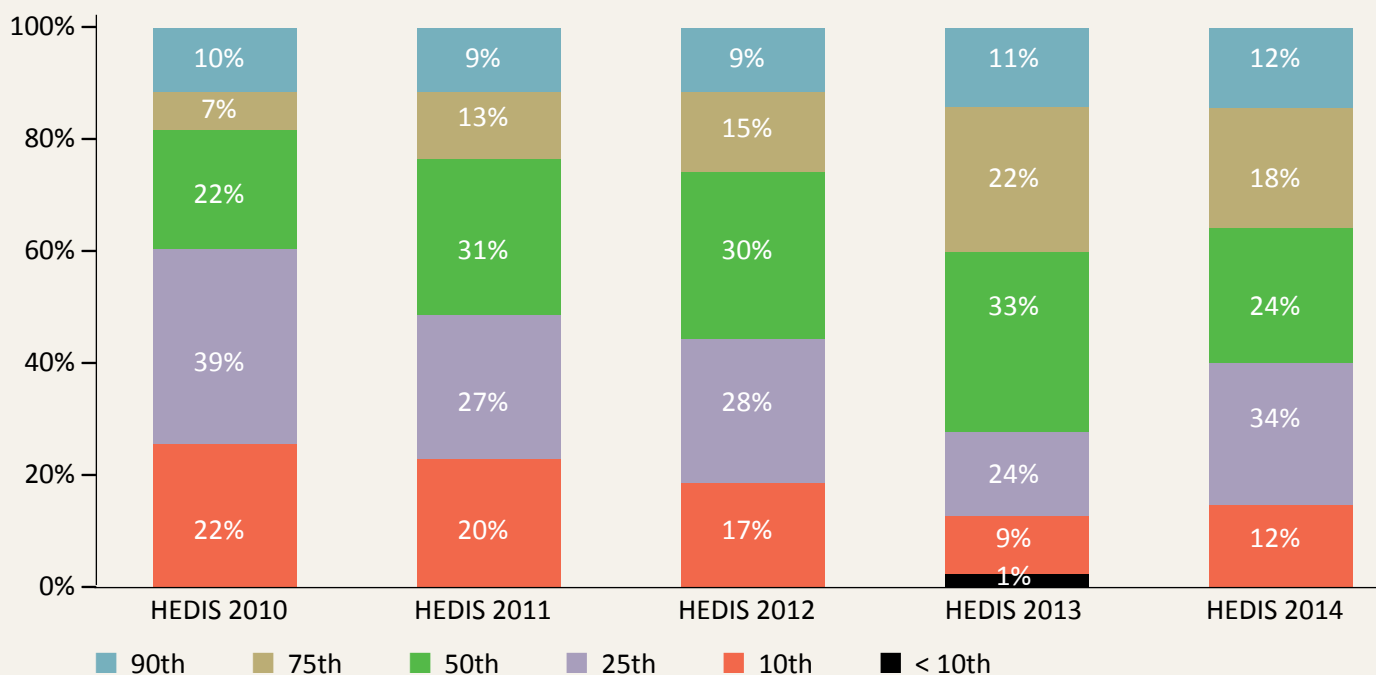
We are constantly seeking opportunities for improvement.

Current Amerigroup interventions include:

- Providing members with educational resources related to a variety of health topics, including immunizations, diabetes, women’s health, BMI at health fairs, community events and clinic day events at your offices
- Improving provider and member outreach for those members due or past due for preventive services
- Providing a variety of both member and provider incentives to motivate and promote collaboration and follow-through with care recommendations
- Providing primary care providers with a quality report card and member gap in care detail
- Establishing school-based health clinics

HEDIS results

The Annual HEDIS report is provided as a service and reference for you and the rest of our provider network. HEDIS 2014 measures are calculated based upon 2013 performance data. We produce this report to monitor the quality of care our membership receives and to identify opportunities to improve care delivery. The Agency for Health Care Administration requires Amerigroup to report on 32 total HEDIS measures. The Agency has set the NCQA quality compass 50th percentile as the goal Amerigroup must meet. Amerigroup met the goal on 17 of the measures. The following graph shows our improvement over the last five years on the performance measures. Amerigroup Florida has a way to go to move all measures to the 50th percentile or above.



HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

What are we doing to improve in 2015 and beyond?

Amerigroup has created new interventions to ensure members are receiving the care they need from their primary care providers.

Some of the new interventions include:

Mobile clinics to provide services in the members' community

Clinic days

Face-to-face member outreach

Dental homes

In-home labs

How can you help?

Contact your Provider Relations representative or the quality nurse assigned to your practice to:

Develop a performance measure action plan tailored to your practice

Call members on the care gap report and schedule them for appointments to complete the needed services

Host clinic days specifically for Amerigroup members

Participate as a practitioner on the mobile unit



It's HEDIS season

ALL YEAR LONG

HEDIS scoring is no longer an annual event with a season lasting from January to June, but rather a year-round effort.

To get the most out of our continuous improvement initiatives, we need information from you that is both current and enhanced to be actionable. We get this information directly from reports produced using your claims coding and submissions. We track and monitor data on a rolling 12 months and month-to-date basis to identify and immediately address any opportunities for improvement. Monthly updates – including administrative, supplemental and chart-based data – make identifying trends possible for us and are important in obtaining accurate lists of members who are eligible for, but haven't yet received, key preventive services required by NCQA HEDIS guidelines.

Through year-round analysis, we can provide you with lists of members who are missing important health screenings. Data collection throughout the year may also reduce your number of chart assessments during the annual HEDIS project performed in the first two quarters of a measurement year. It may even eliminate our need to visit your office at all during that span. If you would like to submit Amerigroup electronic data record feeds, let your Provider Relations representative know!

Thank you for your continued partnership to ensure that together we can achieve year-round success in meeting the measures!

Flu prevention and treatment saves lives



Flu season is upon us, and patients with certain chronic conditions, including asthma, diabetes and chronic heart disease, are at increased risk for illnesses and hospitalizations caused by seasonal flu.

The Centers for Disease Control and Prevention (CDC) estimates more than

200,000
PEOPLE ARE HOSPITALIZED

from flu complications annually, and between

3,000
and
49,000
DIE EACH YEAR

from flu-related causes.

An ounce of prevention

While the Centers for Disease Control recommends everyone 6 months of age and older receive the vaccine, flu shots are especially important for your high-risk patients. Encourage them to be vaccinated as soon as possible – a flu shot is still the best prevention method. Those at highest risk include:

- Children younger than 5, but especially younger than 2 years of age
 - Children between the ages of 6 months and 8 years of age who are receiving a flu vaccine for the first time will need to have two doses with at least four weeks between doses
- Adults 65 and older
- Women who are pregnant or expect to become pregnant
- Patients with certain chronic diseases
- Native Americans and Alaska Natives

Encourage your patients to get a flu vaccine. Please educate your patients about the risks of the flu and provide flu vaccines as appropriate. Remember, adult members with Amerigroup pharmacy benefits can get a free flu shot. They just need to show their member ID cards at participating pharmacies during flu shot clinic hours. Coverage for children's vaccines varies, so contact your local Provider Relations representative to learn more.

Antiviral drugs

If patients do get sick, antiviral drugs not only lessen flu duration and symptoms, but decrease the risk for flu-related complications. Antiviral drugs, as well as many cough and cold products, are on our formulary posted at providers.amerigroup.com. Restrictions apply.

Stay informed

Find the latest flu updates, health care recommendations and printable patient education materials at www.cdc.gov/flu. Remember to protect yourself and your patients by getting your vaccine, too.



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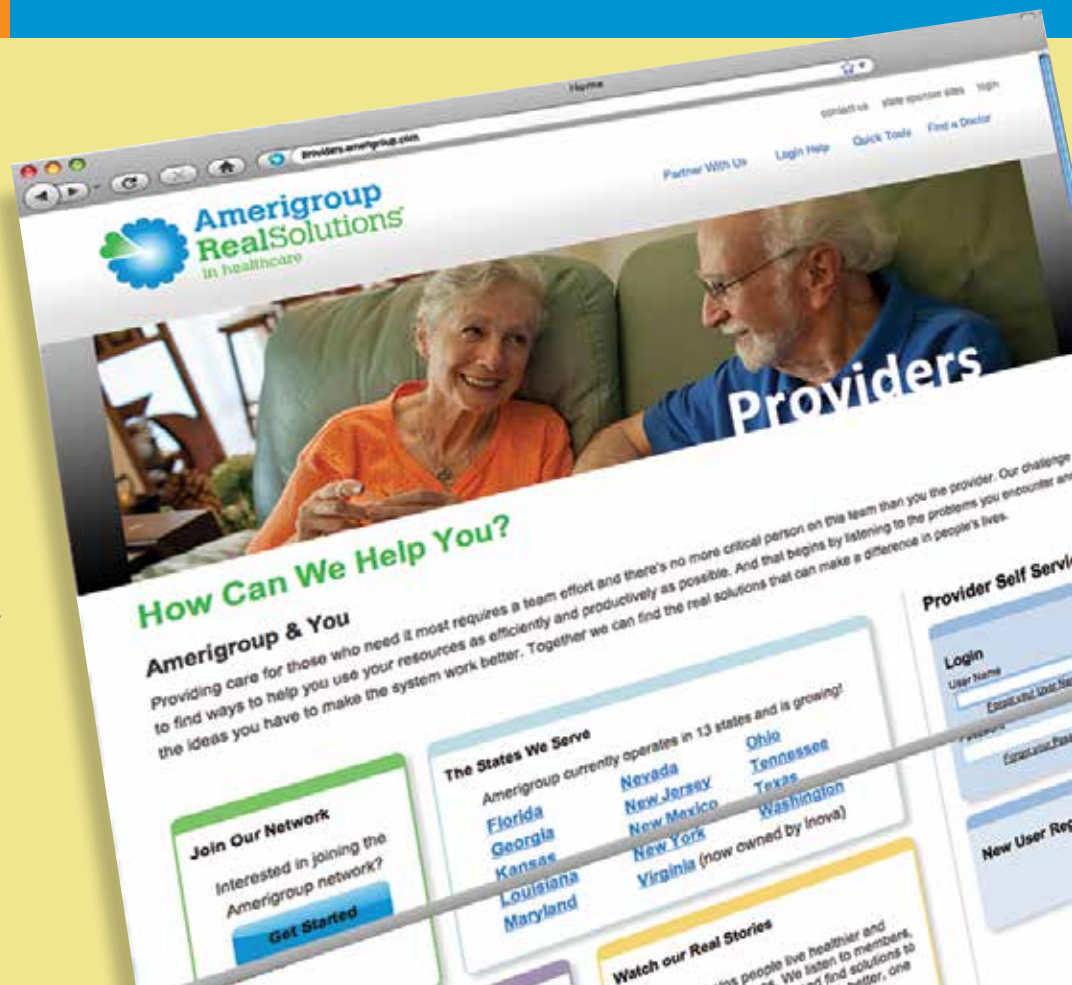
ProviderNews

Get referrals and authorizations online!

Access them through **Quick Tools** at the top of our provider website.

Need to make a referral?

Our online directory makes it easy to find network doctors and specialists. Click on **Find a Doctor** at the top of our website. Search by name, specialty or area, or download a PDF of our latest printed directory.



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