

Quality improvement summary

The results are in...

We'd like to share with you our annual quality improvement summary of clinical performance and service satisfaction. Throughout the year, we evaluate data trends related to how our members receive health care and preventive care services and compare our findings to the previous year. You — our network physicians and their office staff — are the key to helping us collect this information and improve our quality performance. Thank you for participating in our network, providing quality health care to our members and cooperating in our annual review process.

For more information on any of the topics covered, please visit our provider self-service website at providers.amerigroup.com/KS.

Need a paper copy of this information? Call our Provider Services team at 1-800-454-3730.

Rating the quality of our care

Throughout the year, we evaluate data trends of how our members receive health care and preventive services. We compare our findings to national practice guidelines with our annual quality improvement summary of clinical performance and service satisfaction.

We base many of our clinical performance and service satisfaction on:

- Medicaid Healthcare Effectiveness Data and Information Set (HEDIS®) 2012
 - The National Committee for Quality Assurance (NCQA) developed a program to measure how effectively health plans and providers deliver preventive care
- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
 - In an effort to serve our members better, we conduct a member satisfaction survey each year. The CAHPS survey asks our members to rate their experiences with their doctors and/or specialists and with the health plan within the previous six months.

2014 Quality summary highlights

Cultural competency

In the 2014 CAHPS survey results, members responded to the question how they rate Amerigroup Kansas, Inc. in providing doctors who represent the member's cultural and language needs, as follows:

- 41 percent excellent
- 29 percent very good
- 23 percent good
- 6 percent fair
- 1 percent poor

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.*

In addition, the ratio of practitioners to members in distinct language categories is favorable to the Amerigroup provider network. Our current network, including the interpreter and translation services, appears to satisfy any member needs for language assistance.

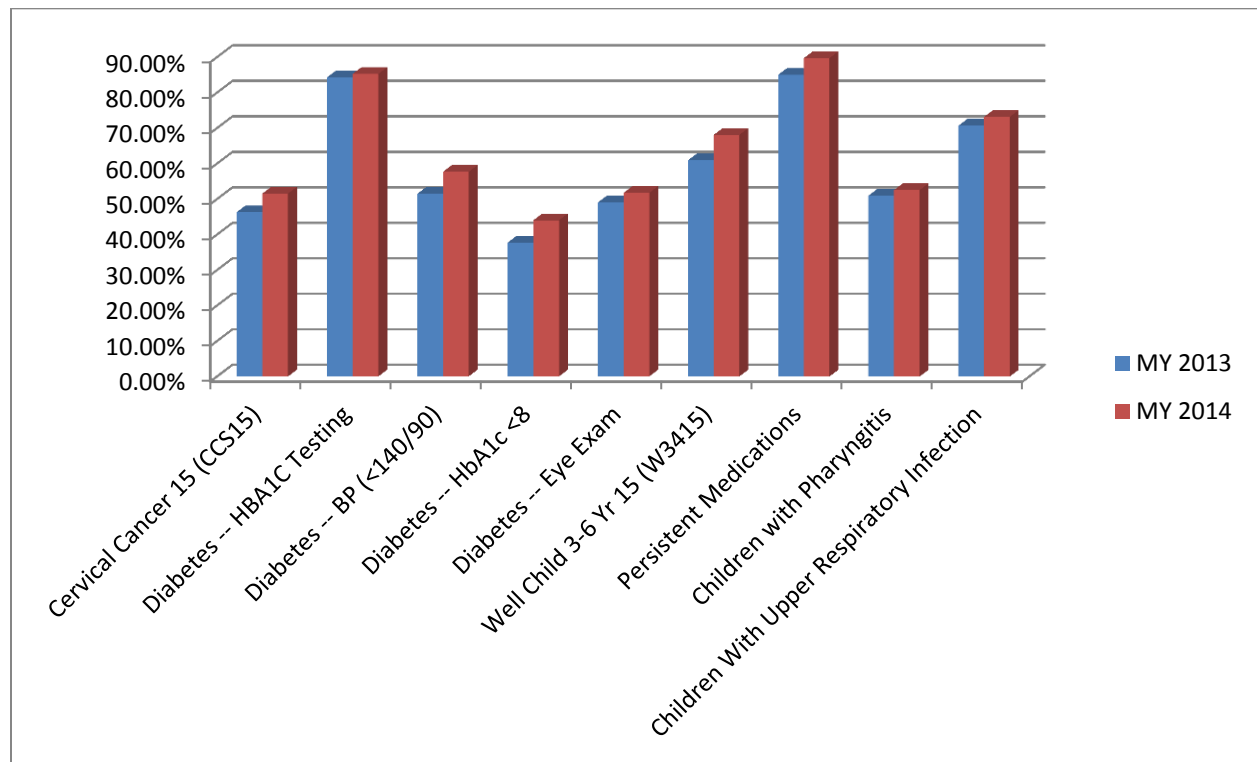
Continuity of care

The CAPHS survey was conducted for the first time in 2014. Therefore, the 2014 results serve as baseline data. The 2014 combined score of 85 percent exceeds the established goal. One question asked was, "In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you received from these doctors or other health providers?" For this measure, 61 percent of the respondents scored the question as "always" and 24 percent responded with "usually." The health plan continues to support ongoing efforts to safeguard that the goal remains met in future surveys.

Healthcare Effectiveness Data and Information Set (HEDIS)

The HEDIS information helps to determine which of your patients are getting the prevention and screening services they need. There are over 50 health care items that we track. The graph below shows some of the results from our HEDIS 2014 measures compared to 2013 when KanCare began. While your efforts to provide these services demonstrate an improvement from the prior reporting period, there are still gaps that can be corrected with your help.

The data below is provided as a service and reference for you and the rest of our provider network. If you would like to know more about this information, please call our Provider Services team at 1-800-454-3730.



Measure Clinical population	Measure	Inclusion criteria	Occurrence	Description of measurement, screening, test or treatment needed
Annual monitoring of persistent medications (MPM)	Adult	Age 18 and older	Annual	Members who received annual therapeutic testing when prescribed ACEI, ARB, digoxin or a diuretic
Cervical cancer screening (CCS)	Females	Ages 21-64	Varies by age	Women who were screened for cervical cancer using the following criteria: <ul style="list-style-type: none"> • Ages 21-64: At least one cervical cytology (Pap) test every three years • Ages 30-64: Cervical cytology (Pap) test/human papillomavirus (HPV) co-testing every five years
Appropriate treatment of children with upper-respiratory infection (URI)	Children and adolescents	Ages 3 months-18 years with a diagnosis of URI	Not applicable	Members who did not receive an antibiotic prescription on or within three days after the diagnosis of an upper-respiratory infection
Appropriate testing for children with pharyngitis (CWP)	Children and adolescents	Ages 2-18 years with a diagnosis of pharyngitis	Annual	Members who have been diagnosed with pharyngitis, dispensed an antibiotic and received Group A Streptococcus (strep) test within three days of the diagnosis
Well-child visits in the third, fourth, fifth and sixth years of life (W34)	Children and adolescents	Ages 3-6	Annual	Members who had one well-child visit with a PCP during the year. Well visits must include documentation of a health and developmental history (physical and mental), a physical exam and health education/anticipatory guidance.
Comprehensive diabetes care (CDC)	Diabetes	Ages 18-75 with diagnosis of Type I <u>or</u> Type II diabetes	Annual	Each year, members with Type I or Type II diabetes should have: <ul style="list-style-type: none"> • HbA1c testing • Blood pressure monitoring • Nephropathy screening and treatment, if indicated • Dilated eye exam in current year or negative exam in previous year Diabetes control is determined by <ul style="list-style-type: none"> • HbA1c below 9 percent (actual goal depends on age and comorbidities) • Blood pressure <140/90

Appointment access results

2014 was the second year Amerigroup conducted an appointment availability and after-hours surveys. A marked improvement was achieved.

- Amerigroup efforts resulted in significant improvement from 69 percent (2013) to 89 percent (2014) compliance, which was the average across all four surveyed groups (PCPs/Pediatrics/Behavioral Health/Specialists)
- Specialists continued to lag in compliance, at 75 percent, and is an area of renewed focus
- All other provider types exceeded 90 percent compliance
- After-hours compliance remained stable at 86 percent

Appointment availability – compliance summary by appointment type				
Appointment type	PCPs	Specialists	Behavioral health	Pediatrics
Overall compliance	92%	75%	93%	96%
Urgent-care appointments	98%	75%	96%	99%
After-hours care	85%	NA	NA	87%
Routine care	94%	97%	100%	97%
Emergent care	99%	96%	99%	100%
Behavioral health follow-up	NA	NA	98%	NA

Complex case management member satisfaction survey

The following table displays the cumulative results from our complex case management member satisfaction survey from quarter 3, 2014:

Complex case management member satisfaction survey N = Number of responses obtained							
How satisfied are you...?	Very satisfied		Satisfied		Combined		Sample size
	N	%	N	%	N	%	
That the case manager/service coordinator’s assistance helped you understand the doctor’s treatment plan	33	68%	12	25%	45	94%	48

Complex case management member satisfaction survey N = Number of responses obtained							
With the case manager/service coordinator's assistance in helping you get the health care you needed	34	69%	12	25%	46	94%	49
With the case manager/service coordinator's attention and action to any problems you had	33	67%	13	27%	46	94%	49
With the courtesy and respect the case manager/service coordinator showed you	36	74%	11	22%	47	96%	49
With the reassurance and support the case manager/service coordinator provided	35	71%	11	22%	46	94%	49
What is your overall satisfaction with the case management program?	34	69%	11	22%	45	92%	49
How would you rate...?	More after CM		About the same as before		Less after CM		Sample Size
	N	%	N	%	N	%	
Your confidence in your ability to take your medication	21	49%	20	47%	2	5%	43
Your ability to talk with your PCP about your health	18	38%	29	60%	1	2%	48

Feedback counts!

Our members gave us valuable feedback in our latest CAHPS survey, particularly about shared decision-making. Many patients want you, as a caregiver, to share more information with them — in plain, easy-to-understand language — about conditions and treatment options. They want to feel a greater sense of involvement in their own care and more control over how their conditions are treated.

You can help, too!

Working together is the key to our quality improvement goals. We have a comprehensive plan to improve our HEDIS measures through member outreach, provider outreach, case management and data collection, but we also need your help. Collaboration with our providers is the key to quality improvement. You can help by fostering and reinforcing a practice culture that values quality interactions with patients and accurate transactions for claims, reporting and reimbursement.

Thank you for your commitment and the care you give to our members — your patients.