

## Quality Improvement Program

At Amerigroup Community Care, our members' health is important to us. Our Quality Improvement Program works hard to improve our member services. Each year, we measure the quality and safety of our programs so we can:

- Find ways to make them better.
- Create new programs.

We use tools like:

- HEDIS® — which measures the quality of our care and services.
- CAHPS® — a survey that lets members give feedback on our plan.

### National and state quality programs

#### National Committee for Quality Assurance (NCQA)

Amerigroup maintains national accreditation through the NCQA. The NCQA uses surveys and HEDIS scores to look at our:

- Policies and procedures.
- Quality programs.
- Customer satisfaction.
- Quality and access to care.



This year, we want to make sure:

- Our members get quality care and services.
- We understand members' cultures and languages.
- We improve members' health and help them stay healthy.

### 2018 HEDIS results

HEDIS is a set of measures accredited health plans use to show the quality of their care and services. The results help us make sure members get the services they need to:

- Stay healthy.
- Find health problems early so they can be treated sooner.

HEDIS looks at seven areas:

1. Effectiveness of care
2. Access/availability of care
3. Experience of care
4. Measures collected using electronic clinical data systems
5. Relative resource use
6. Health plan descriptive information
7. Utilization and risk adjusted utilization

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.

Our HEDIS scores improved in 31 measures in 2018. Preventive services like wellness exams for children and adolescents, and monitoring members with diabetes through HbA1c testing increased an average of 5 percentage points from 2017.

Measure	2015	2016	2017
Well-child visits, ages 3-6	85.84%	87.83%	<b>88.78%</b>
Adolescent well-care visits	67.92%	68.87%	<b>72.99%</b>
HbA1c testing	87.42%	84.90%	<b>90.51%</b>

### 2018 CAHPS results

Amerigroup is committed to keeping our members happy. We use tools like the CAHPS survey to let members give feedback on:

- The health plan.
- Providers.
- Their experience getting the care they need.

The results tell us how we can better serve our members.

Following are some CAHPS results for 2017 and 2018. Our goal is to be at the 50th percentile or above.

CAHPS Child Survey question	2017 score	2018 score	2018 percentile
Using any number from 0-10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you rate your health plan?	88.84%	90.10%	<b>75th</b>
Using any number from 0-10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you rate your health care?	87.02%	89.25%	<b>75th</b>
Using any number from 0-10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you rate your personal doctor?	89.55%	92.56%	<b>95th</b>

## **Our quality programs**

### **Medical records review for documentation standards**

Complete and accurate medical records improve quality and help us coordinate care. Our Quality Management team reviews medical records from PCPs. We give providers the results and use them to improve medical record documentation.

### **Continuity and coordination of care**

PCPs, specialists, hospitals and urgent care centers need to communicate in order to improve quality of care. Surveys and medical record reviews look at communication between PCPs, specialists and/or facilities. We give providers and facilities the results along with ways they can improve.

### **Patient safety**

Amerigroup helps providers make sure members receive the right medication in the right dosage and avoid negative drug interactions.

- Polypharmacy: We tell providers about members with multiple medications and prescribers.
- Age appropriateness: We tell providers when a medication is not recommended because of a person's age.

### **Health Promotion Department**

Amerigroup Health Promotion focuses on health risk assessments, member outreach and community events. We conduct targeted member outreach to:

- Learn about problems they may have getting care.
- Educate them about the importance of a healthy lifestyle.

We use claims history to choose members and make sure they received recommended preventive and routine health care. Our Health Promotion representative participates in community events and tells people about:

- Women's health.
- Prenatal care.
- Children's wellness visits.

### **Case Management programs**

Case Management programs help members with health concerns take control of their care by:

- Coordinating quality health care services.
- Making sure members know how to manage their condition.

Case managers work with members, their families and caregivers to improve health outcomes by:

- Developing individual care plans.
- Providing education and health care resources.

Providers, other internal programs and self-referral are all ways to refer members to a case management program.

### **Disease Management program**

Disease Management helps members meet health care goals. We encourage member education and self-care by working with members and/or family members and caregivers.

Disease managers may:

- Coordinate health care services.
- Support relationships between members and providers.
- Provide interventions to help members be as healthy as they can be.
- Refer members to [Beacon Health Options](#) to help with behavioral health conditions.

The Disease Management program includes seven NCQA accredited programs:

1. Asthma
2. Coronary artery disease (CAD)
3. Congestive heart failure (CHF)
4. Diabetes
5. HIV/AIDS
6. Major depressive disorder
7. Schizophrenia

Disease Management also offers programs for:

- Bipolar disorder.
- Hypertension.
- Substance use disorder.

### **Learn more about Quality Management**

Do you have questions about the Amerigroup Quality Management program? Call Provider Services at 1-800-454-3730, Monday-Friday, 8 a.m.-6 p.m. ET.

We can tell you:

- What Quality Management is.
- How we are doing and our goals.
- How we are working to make things better for our members.