



Marketplace Quality Measures & Report Cards

Paul Cotton
September 19, 2016

Agenda

- National Committee for **Q**uality Assurance
- 'Performance-Based Accreditation
 - **Required by ACA**
- Marketplace Quality Measures
- Marketplace Report Cards
 - *Wisconsin Pilot Test Site!*
- *Your Feedback Needed & Wanted!*

National Committee for Quality Assurance

- NCQA: a non-profit working to improve quality, cost & experience of care through:
 - Measurement, Transparency, Accountability
- America's largest health plan accreditor
 - NCQA Accredited plans cover 224M+ people
 - ACA mandated 'performance-based' accreditation reviews actual quality, patient protections & experience plans deliver
 - NCQA accredits ~85% of Marketplace QHPs

NCQA-Accredited Wisconsin QHPs

- All Savers
- Common Ground
- Compcare
- Dean Health
- Group Health Coop
- Gundersen
- Medica Health Plans
- Medica
- MercyCare
- Molina
- Network Health
- Physicians Plus
- Security Health
- WPS Health (Arise)

6 more scheduled or in process

National Committee for Quality Assurance

- **NCQA Develops & Maintains HEDIS**
 - Healthcare Effectiveness Data & Information Set, most widely used/respected quality measurement tool
- **80+ measures of proven, effective care**
 - Wellness & prevention
 - Chronic disease management
 - Overuse, waste/resource use
 - Specific for children, adults & older adults
- **Continuously updated for new scientific evidence and to “raise the bar”**

What is the Quality Are We Measuring?

- Right care in right amount at right time
 - **Right care:** Safe, effective, fits patient values & situation
 - **Right amount:** What you need without waste
 - **Right time:** To stay healthy, get well, avoid preventable problems
- Quality problems are widespread
 - **Underuse** – People don't get needed care
 - **Misuse** – People get the wrong care
 - **Overuse** – People get care that doesn't help or costs more than equally effective options

Marketplace Quality Measures

Marketplace QHPs must report measures on:

- 31 Clinical Quality measures:
 - Diabetes Care
 - Cancer Screenings
 - Blood Pressure Control
 - Prenatal & Postpartum Care
 - Use of Imaging for Low Back Pain (overuse)
- 12 Enrollee Satisfaction Survey (Like CAHPS):
 - Care Coordination
 - Cultural Competence
 - Rating of Plan & Doctor
 - Access to Care & Information

Structure & Process Standards

- Quality Improvement
 - Managing, coordinating & improving care
- Utilization Management
 - Coverage & appeals
- Credentialing
 - Verifying provider qualifications
- Member Rights & Responsibilities
 - Helping enrollees understand & use benefits
- Member Connections
 - Self-care & patient services
- *Network Management*
 - Adequacy, transparency, out-of-network requests

NCQA Performance-Based Accreditation

50%
of Score

Structure
&
Process
Standards

50%
of Score

HEDIS Clinical
Quality Measures

CAHPS:
Consumer Assessment of
Health Providers & Systems

NCQA Health Plan Report Cards

- We report Accreditation results & levels*

<http://reportcard.ncqa.org/plan/external/>

Plan Name ?	Plan Type ?	Accredited Product ?	Accreditation Type ?	Access and Service ?	Qualified Providers ?	Staying Healthy ?	Getting Better ?	Living with Illness ?	Overall Accreditation Status ?
Dean Health Plan, Inc.	Commercial	HMO	Health Plan Accreditation	★★★★	★★★★	★★★★☆	★★★★☆	★★★★☆	Commendable
Group Health Cooperative of South Central Wisconsin	Commercial	HMO	Health Plan Accreditation	★★★★	★★★★☆	★★★★★	★★★★★	★★★★★	Excellent
Medica Health Plans of Wisconsin (MHPW)	Commercial	PPO	Health Plan Accreditation	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	Accredited

Select commercial plans in Sauk County, WI

Marketplace Plan Report Cards

- Results Feed 5-Star Ratings System
 - Like Medicare Advantage Plan Finder
www.medicare.gov/find-a-plan/questions/home.aspx
- For 2017, pilot in 5 states: Michigan, Ohio, Pennsylvania, Virginia, & Wisconsin
- *Not like YELP!* Based on:
 - Objective, independent quality measures
 - Random sample enrollee survey
 - *Not subjective self-selected reviews*

Medicare Advantage Plan Finder

- Substantial level of detail on each plan
 - Summary of benefits, costs & coverage, overall Star Rating
 - Can select specific plans for direct comparisons
 - Star Ratings results by category
 - Staying Healthy, Managing Chronic Conditions, Member Experience, Member Complaints, Customer Service
 - Star Ratings on individual measures
- How useful is this to you & your clients?

Medicare Advantage Health Plan Compare

**Assurance RX (HMO-POS)
(H5211-007)**

**Humana Gold Choice H8145-006
(PFFS)
(H8145-006)**

**HumanaChoice R5826-009 (Regional
PPO)
(R5826-009)**

Summary Rating of Health Plan Quality (?)

★★★★☆

4.5 out of 5 stars

★★★★

3.5 out of 5 stars

★★★★

3.5 out of 5 stars

☐ Staying Healthy: Screenings, Tests and Vaccines (?)

[View data sources](#)

★★★★

4 out of 5 stars

★★★

3 out of 5 stars

★★★

3 out of 5 stars

Breast Cancer Screening (?)

★★★★★

★★★

★★★

Colorectal Cancer Screening (?)

★★★★

★★★

★★★

Annual Flu Vaccine (?)

[View how these plans compare to Original Medicare](#)

★★★

★★★

★★★

Improving or Maintaining Physical Health (?)

Medicare Advantage Plan Compare

☐ Member Experience with Health Plan (?)

View data sources

View how these plans compare to Original Medicare

★★★★★

5 out of 5 stars

★★★★

4 out of 5 stars

★★★★

4 out of 5 stars

Ease of Getting Needed Care and Seeing Specialists (?)

★★★★★

★★★

★★★★★

Getting Appointments and Care Quickly (?)

★★★★★

★★★★

★★★

Health Plan Provides Information or Help When Members Need It (?)

★★★★★

★★★

★★★

Member's Rating of Health Care Quality (?)

★★★★

★★★★

★★★★

Member's Rating of Health Plan (?)

★★★★

★★★

★★★

Coordination of Members' Health Care Services (?)

★★★★★

★★★★★

★★★

Your Feedback Needed & Wanted

Marketplaces bring quality ratings & report cards to new audiences of navigators, brokers, other assisters & consumers themselves

- Pilots a significant opportunity to test what Marketplace consumers, navigators & assisters find most helpful
- Q: How can we make measures & ratings more useful for you & your clients



Questions?

*Thank
You*

Paul Cotton
(202) 955-5162 – cotton@ncqa.org