



**ANNUAL EXTERNAL QUALITY
REVIEW ORGANIZATION REPORTS**

JANUARY 15, 2021

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- 2020 EQRO reports include:
 - Compliance Assessment (protocol 1)
 - Performance Measures Validation (protocol 2)
 - Performance Improvement Projects (protocol 3)
 - Network Adequacy Validation (42 CFR 457.1250 ref. 42 CFR 438.358)
- The 2020 Technical Report summarizing all 2020 EQR activities will be provided in the spring.

- 2020 Compliance Standards
 - Enrollee Information
 - Enrollee Rights and Protections
 - Credentialing
- Plans permitted to use accreditation results in lieu of review for applicable standard elements.
 - Plans must have a score of 100% for a standard element to be eligible to use the accreditation in lieu of review

Compliance Assessment

	Enrollee Information	Enrollee Rights and Protections	Credentialing	Overall Score
Aetna	88.9%	85.3%	92.9%	89.3%
Simply	81.4%	84.3%	71.2%	78.6%
Argus	89.3%	73.4%	64.9%	76.7%
DentaQuest	79.4%	65.0%	59.5%	68.8%
MCNA	97.1%	66.7%	88.1%	86.5%

The overall score includes enrollee information; enrollee rights and protections; and credentialing.
Source: Qsource 2020 Compliance Assessment Reports

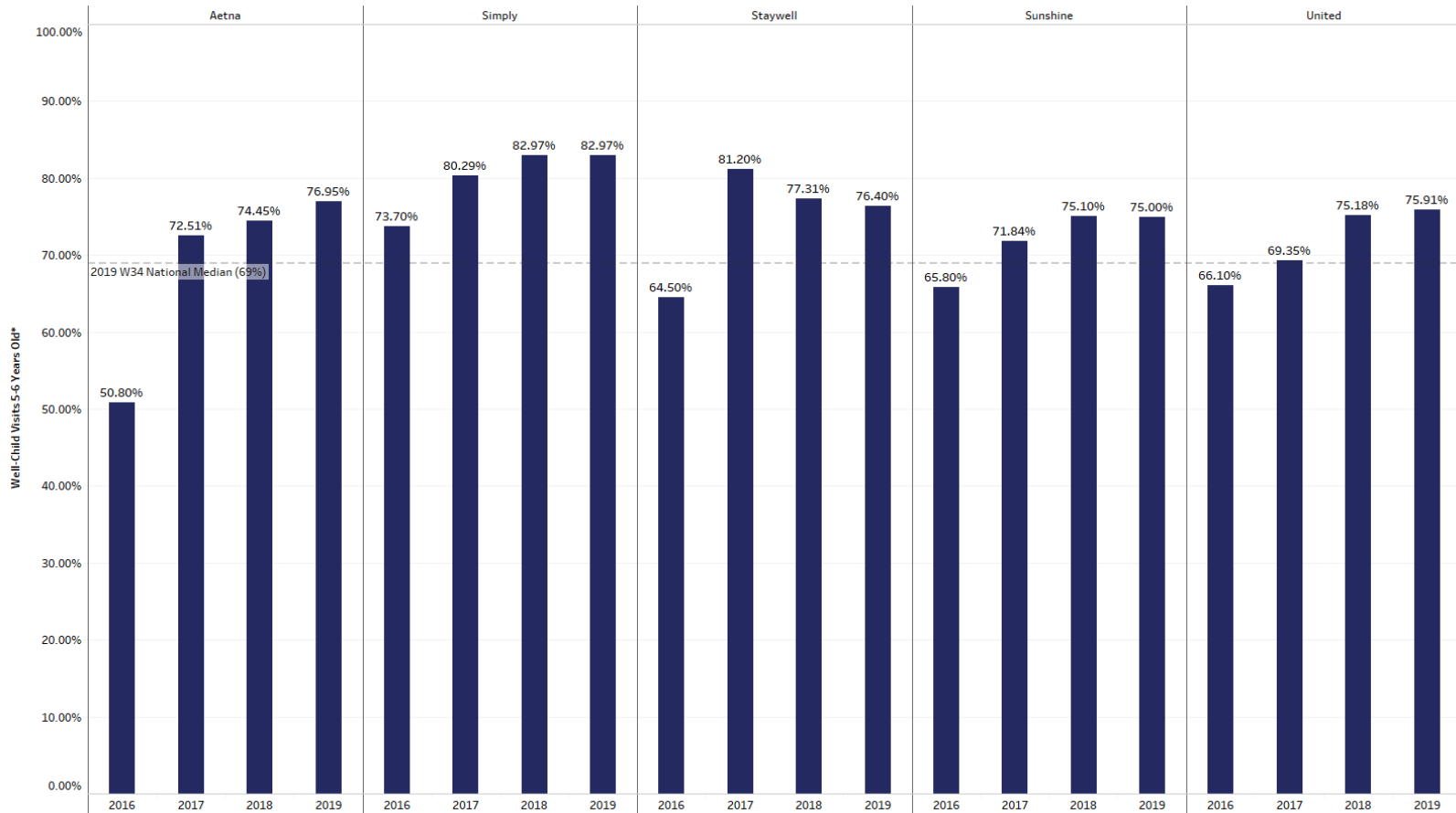
- The health plans calculated results for 21 performance measures
 - Many of the performance measures have submeasures based on age and/or enrollment
 - There are over 100 performance measure results for each plan when considering each submeasure individually
- The dental plans calculated results for 7 performance measures
 - There are ~100 performance measure results for each plan when considering each submeasure individually

Access* to Primary Care



*Access denotes enrollees that have seen a primary care provider within the measurement year. It does not reference geographical access to primary care.
 Source: 2018, 2019, and 2020 Performance Measure Validation Reports provided by Qsource, 2017 ICHP Quality of Care Report

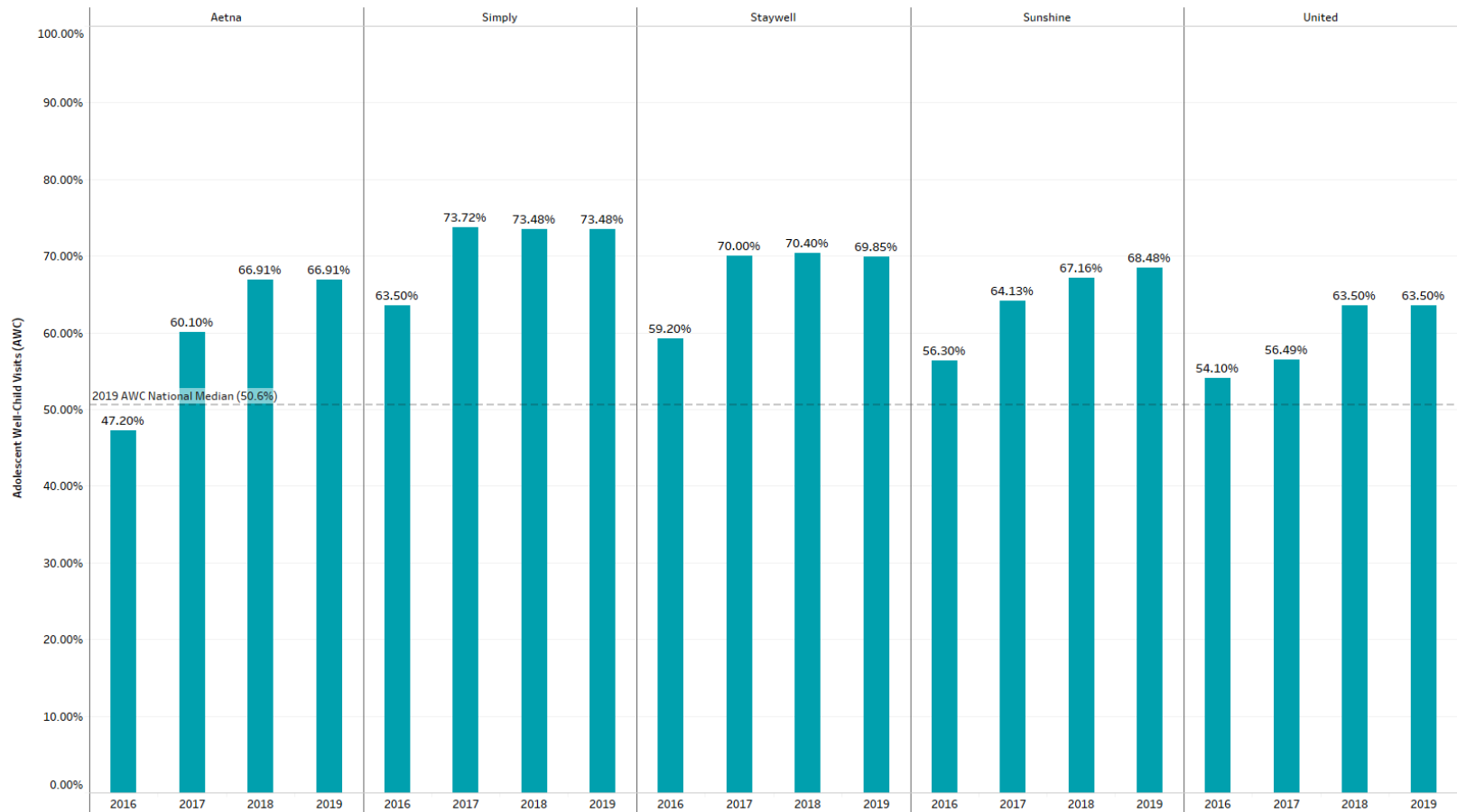
Well-Child Visits



*The benchmark age range includes 3 and 4 year-olds.

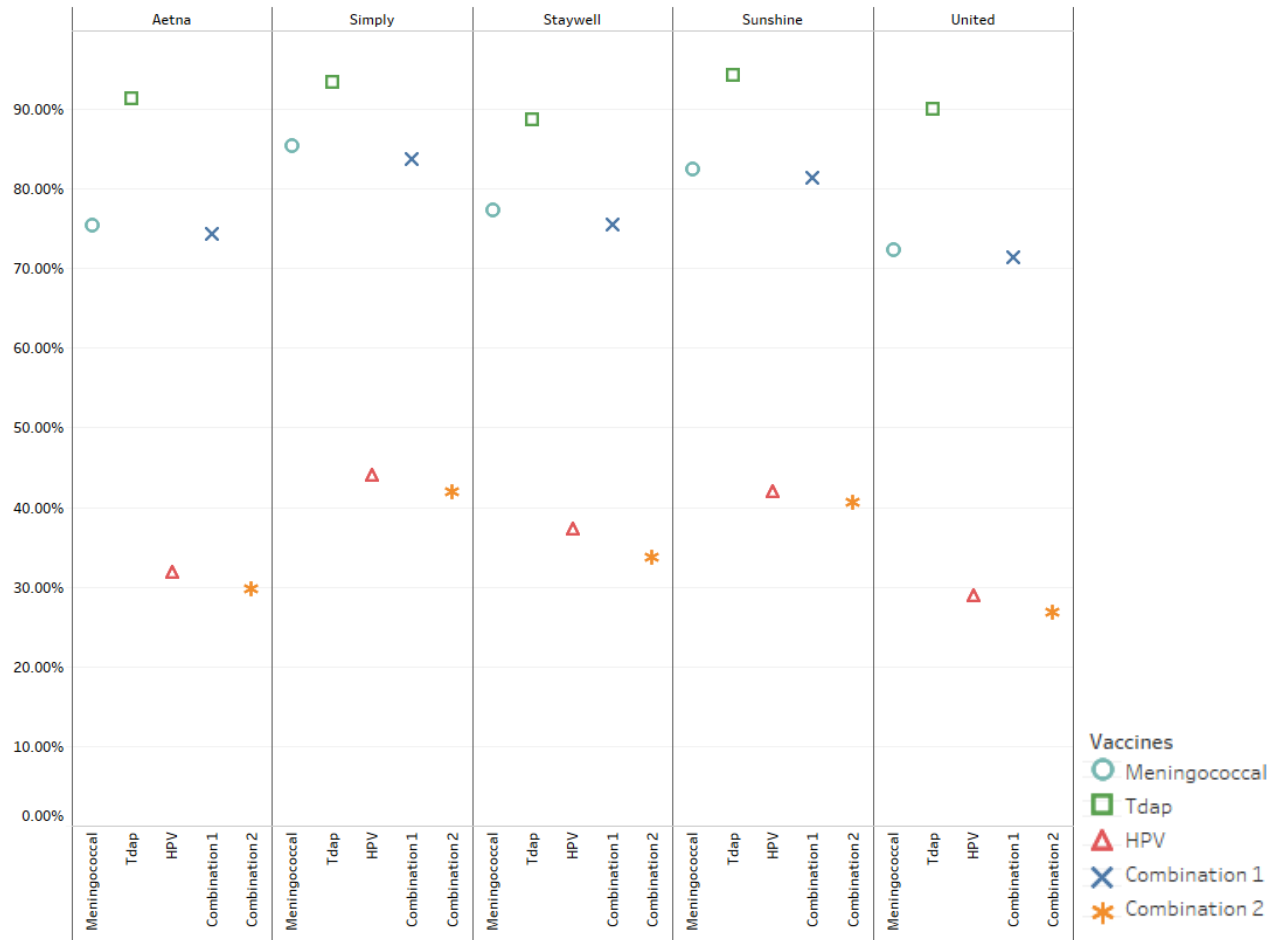
Source: 2019 FFY W34 National Median rate as reported by CMS in 2019 Child Health Care Quality Measures; 2018, 2019, and 2020 Performance Measure Validation Reports provided by Qsource, 2017 ICHP Quality of Care Report

Adolescent Well-Child Visits



Source: 2019 FFY AWC National Median rate as reported by CMS in 2019 Child Health Care Quality Measures; 2018, 2019, and 2020 Performance Measure Validation Reports provided by Qsource, 2017 ICHP Quality of Care Report

Adolescent Immunizations

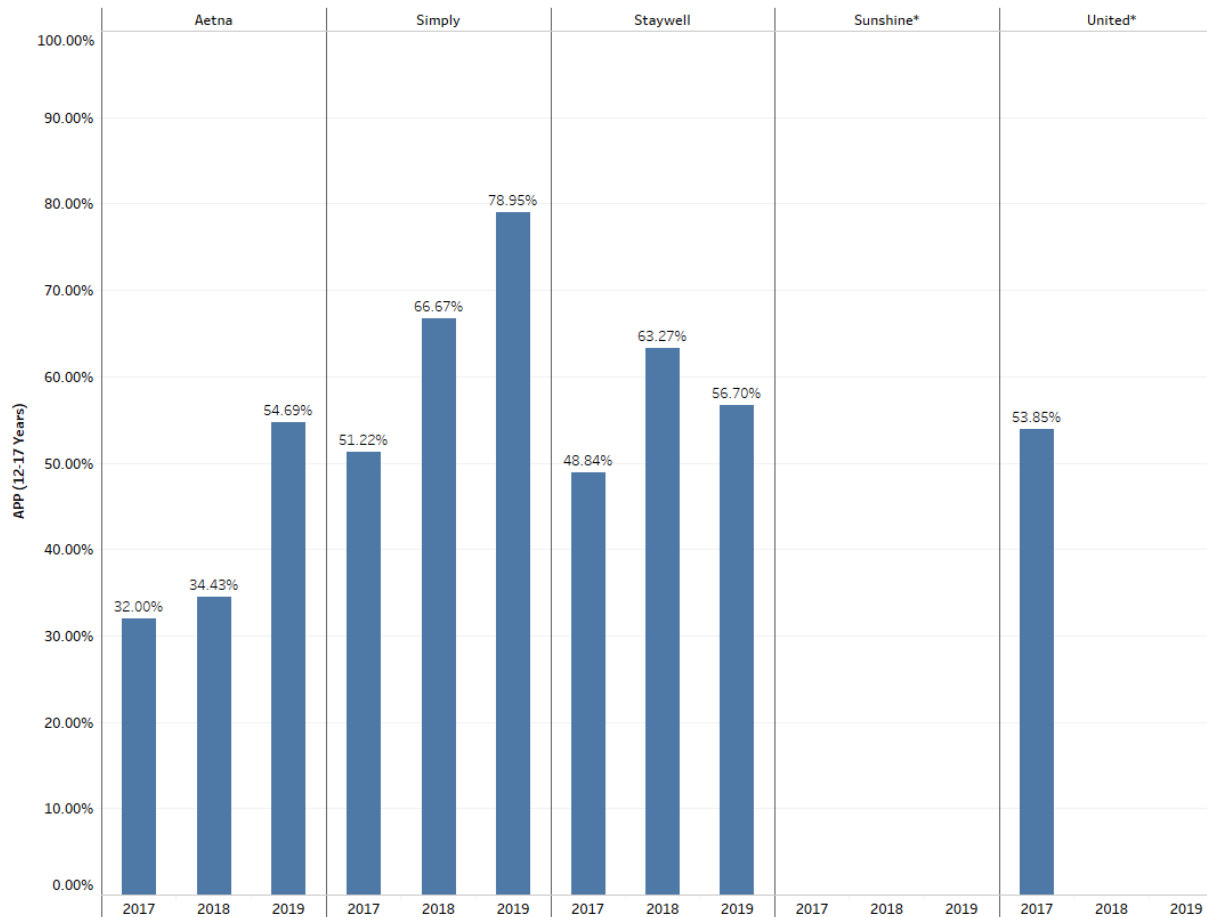


Combination 1 - Meningococcal & Tdap

Combination 2 - Meningococcal, Tdap, & HPV

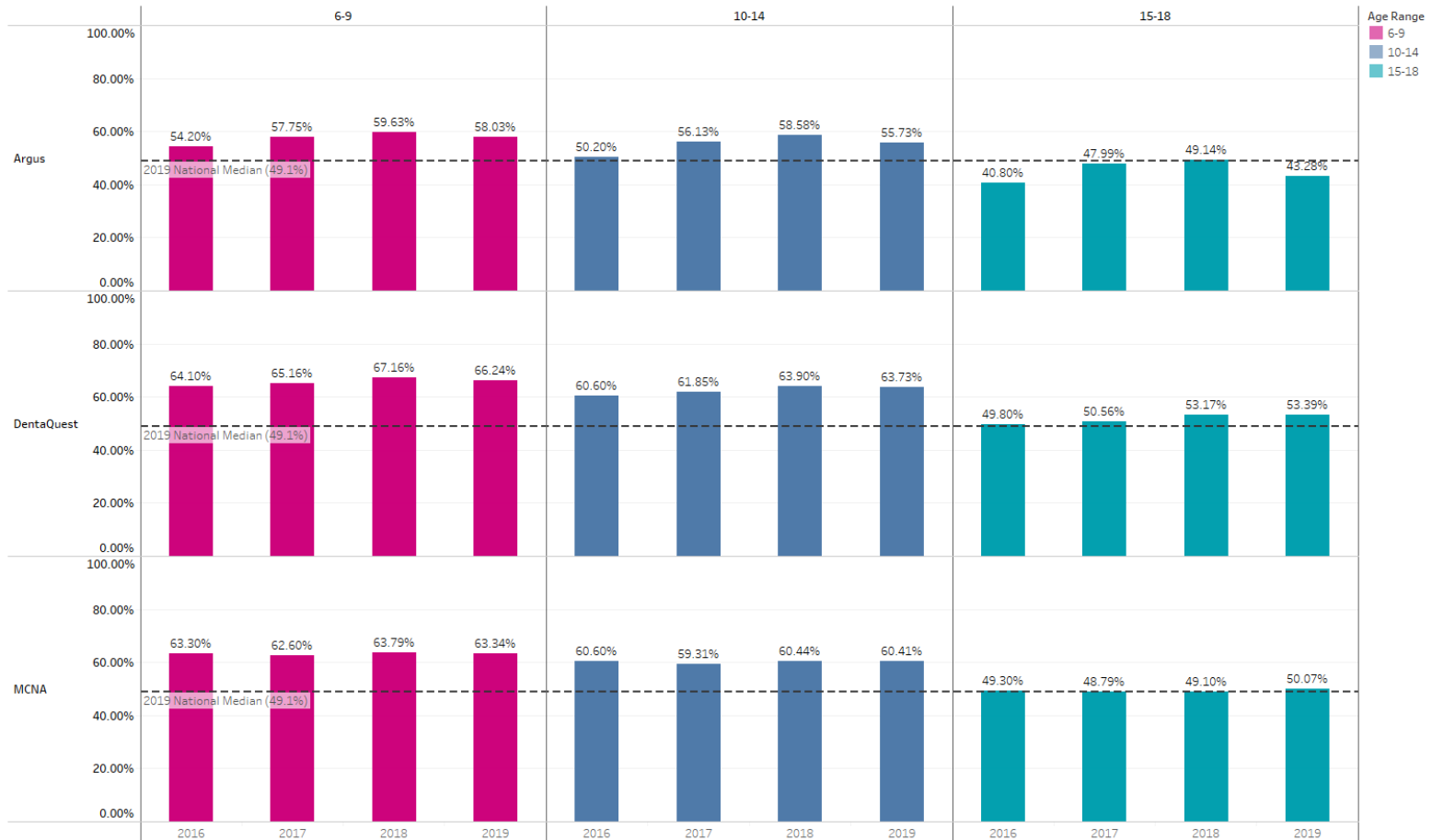
Source: 2019 health and dental plan rates as reported in the 2020 Performance Measure Validation Reports provided by Qsource

Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics – Ages 12-17



*United's 2018 and 2019 rates were not reportable due to a low denominator. The same applies for all of Sunshine's rates
 Source: 2018, 2019, and 2020 Performance Measure Validation Reports provided by Qsource

Preventive Dental Visits



PDENT 2019 FFY national median rate as reported by CMS in the 2019 Child Health Care Quality Measures for ages 1-20
 2019 health and dental plan rates as reported in the 2020 Performance Measure Validation Reports provided by Qsource

Health Plan Clinical PIPs



Plan	PIP	Validity Criteria	Validity Score	Critical Elements Missed (if one missed, PIP is not valid)
Aetna	CDF	Met	100%	N/A
CCP	CDF	Not Met	72.7%	Study question did not state the problem to be studied appropriately and was not answerable.
Simply	CDF	Not Met	72.7%	Availability of data to be collected on the study indicator was not addressed.

CDF: Screening for Depression and Follow-Up Plan Visits for ages 5 and 6;
 Source: Qsource 2020 Annual PIP Validation Reports.

Health Plan Non-Clinical PIPs

Plan	PIP	Validity Criteria	Validity Score	Critical Elements Missed (if one missed, PIP is not valid)
Aetna	FUH	Met	100%	N/A
CCP	HRA	Not Met	81.8%	Study indicators were not well defined, objective, and measurable. Availability of data to be collected was not addressed.
Simply	ADD	Not Met	67.5%	Study indicators were not well defined, objective, and measurable. Improvement strategy documentation was not provided.

FUH – Follow-Up after Hospitalization for a Mental Illness

ADD – Follow-Up Care for Children Prescribed ADHD Medication

HRA – Health Risk Assessment Response Rate

Source: Qsource 2020 Annual PIP Validation Reports.

Dental Plan Clinical PIPs



Plan	PIP	Validity Criteria	Validity Score	Critical Elements Missed
Argus	PDENT	Not Met	70.7%	Availability of data to be collected was not addressed. Study results were not conducted according to the data analysis plan.
DentaQuest	PDENT	Not Met	76.9%	Availability of data to be collected was not addressed. Study results were not conducted according to the data analysis plan. Barriers to improvement were not well defined.
MCNA	PDENT	Met	100%	N/A

PDENT – Annual preventive dental care services

Information as provided in the Qsource 2020 Annual PIP Validation Reports.

Dental Plan Non-Clinical PIPs

Plan	PIP	Validity Criteria	Validity Score	Critical Elements Missed
Argus	Enrollee Satisfaction	Not Met	40.4%	Study question did not state the problem in simple terms and was not answerable. Study indicators were not well defined, objective, and measurable. The study was not conducted according to the data analysis plan.
DentaQuest	Access & Availability/Non-Compliant Geo Directory	Not Met	62.5%	Study indicators were not well defined, objective, and measurable. Availability of data to be collected was not addressed. The study was not conducted according to the data analysis plan. Barriers to improvement were not well defined.
MCNA	Annual Dental Visit (ADV)	Met	100%	N/A

Network Adequacy

- Point in time – October 2020
- Contract includes standards for time and distance for both urban and rural areas.
- Analysis conducted using a more detailed provider breakout than the contract requires
 - ▣ 44 provider types for health
 - ▣ 6 provider types for dental
- Qsource also reviewed plans' documentation on appointment availability, including communication to members and providers

Network Adequacy Standards



Health	Time (in minutes)		Distance (in miles)	
Provider/Specialty Type	Urban	Rural	Urban	Rural
PCP – Pediatric	20	30	20	30
PCP – Family Physician	20	20	20	20
Specialists – Pediatric	20	40	20	30
Specialists – Other	20	20	20	20
Behavioral Health - Pediatric	30	60	30	45
Behavioral Health - Other	30	60	30	45
Hospitals	30	30	20	30
Pharmacies	15	15	10	10
Dental	Time (in minutes)		Distance (in miles)	
Provider/Specialty Type	Urban	Rural	Urban	Rural
Primary Care Dentists	20	30	20	30
Dental Specialists	20	40	20	30
Orthodontists	30	70	20	50

Health Network Adequacy: Time

Travel Time Analysis	Aetna		CCP		Simply	
	Urban	Rural	Urban	Rural	Urban	Rural
PCP – Pediatric	99.73%	90.77%	100%	99.80%	99.72%	96.92%
PCP – Family Physician	99.72%	95.85%	99.28%	95.90%	99.63%	97.38%
Specialists – Pediatric	98.43%	98.58%	96.33%	66.80%	96.77%	74.31%
Specialists – Other	99.70%	91.44%	99.93%	87.30%	99.93%	93.08%
Behavioral Health – Pediatric	65.48%	42.44%	99.27%	100%	99.94%	100%
Behavioral Health - Other	95.97%	89.93%	99.90%	100%	100%	100%
Hospitals	97.41%	87.78%	99.96%	54.71%	99.82%	91.71%
Pharmacies	99.82%	92.50%	99.73%	93.85%	99.85%	94.72%

Scores cannot be compared to the past because of the variance in service areas
 Source: Qsource 2020 Annual Network Adequacy Reports.

Health Network Adequacy: Distance



Distance Analysis	Aetna		CCP		Simply	
	Urban	Rural	Urban	Rural	Urban	Rural
PCP – Pediatric	99.82%	93.54%	100%	100%	99.89%	98.67%
PCP – Family Physician	99.88%	97.18%	100%	95.90%	99.79%	98.25%
Specialists – Pediatric	99.07%	96.22%	98.45%	65.98%	97.53%	63.85%
Specialists – Other	99.82%	93.61%	99.99%	90.57%	99.97%	95.10%
Behavioral Health – Pediatric	74.97%	39.41%	99.27%	91.80%	99.98%	100%
Behavioral Health - Other	97.61%	85.18%	100%	100%	100%	100%
Hospitals	95.54%	92.07%	99.87%	58.20%	99.17%	93.96%
Pharmacies	99.37%	83.80%	99.71%	91.39%	99.57%	86.13%

Scores cannot be compared to the past because of the variance in service areas
 Source: Qsource 2020 Annual Network Adequacy Reports.

Network Adequacy: Dental



Travel Time Analysis	Argus		DentaQuest		MCNA	
Provider/Specialty Type	Urban	Rural	Urban	Rural	Urban	Rural
Primary Care Dentists	99.46%	99.42%	99.54%	95.65%	99.40%	98.52%
Dental Specialists	94.11%	55.37%	95.09%	52.45%	95.10%	56.61%
Orthodontists	92.23%	80.57%	99.60%	85.64%	99.45%	87.64%

Distance Analysis	Argus		DentaQuest		MCNA	
Provider/Specialty Type	Urban	Rural	Urban	Rural	Urban	Rural
Primary Care Dentists	99.73%	99.69%	99.66%	96.93%	99.73%	99.44%
Dental Specialists	94.87%	40.91%	96.55%	42.93%	96.80%	42.46%
Orthodontists	90.28%	73.39%	98.50%	75.97%	97.91%	79.99%

Results in green up arrows denote increases, results in red down arrows denote decreases
 Source: Qsource 2020 Annual Network Adequacy Reports.

QUESTIONS?

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