

## Attachment B - Quality Monitoring Reports and Deliverables

### March 2012-December 2012

#### Performance Improvement Projects (PIPs)

STAR	STAR+PLUS
<ul style="list-style-type: none"> <li>• Improve treatment for ambulatory care sensitive conditions through reduction of emergency department visits</li> <li>• Improve access to specialty care</li> </ul>	<ul style="list-style-type: none"> <li>• Improve member understanding and utilization of service coordination</li> <li>• Reduce nursing facility admission rates</li> </ul>

#### MCO Administrative Interviews

<i>On-site Interviews</i>	<i>Teleconference Interviews</i>
<ul style="list-style-type: none"> <li>• BCBS</li> <li>• MCNA</li> <li>• Christus</li> <li>• Scott and White</li> </ul>	<ul style="list-style-type: none"> <li>• Amerigroup</li> <li>• Cook Children's</li> <li>• Community First Health Plan</li> <li>• Community Health Choice</li> <li>• DentaQuest</li> <li>• Driscoll</li> <li>• El Paso First</li> <li>• FirstCare</li> <li>• HealthSpring</li> <li>• Molina</li> <li>• Seton</li> <li>• Sendero</li> <li>• Superior</li> <li>• Texas Children's Health Plan</li> <li>• United Healthcare</li> <li>• Aetna</li> <li>• Parkland</li> </ul>

#### EQRO Reports

<b>Data Certification Reports (SFY 2012)</b>	<ul style="list-style-type: none"> <li>• STAR Mid-year Data Certification Report, Measurement Period September 1, 2011 through August 31, 2012</li> <li>• STAR Pharmacy Mid-year Data Certification Report, Measurement Period March 1, 2012 through February 28, 2013</li> <li>• STAR+PLUS Mid-year Data Certification Report, Measurement Period September 1, 2011 through August 31, 2012</li> <li>• STAR+PLUS Pharmacy Mid-year Data Certification Report, Measurement Period March 1, 2012 through February 28, 2013</li> <li>• Medicaid Dental Mid-year Data Certification Report, Measurement Period March 1, 2012 through August 31, 2012</li> </ul>
<b>Encounter Data Validation Report</b>	<ul style="list-style-type: none"> <li>• Texas Medicaid Managed Care and Children's Health Insurance Program Dental Encounter Data Validation Report, Measurement Period March 1, 2012 through October 31, 2012</li> </ul>
<b>Summary of Activities</b>	<ul style="list-style-type: none"> <li>• Texas Medicaid Managed Care and Children's Health Insurance</li> </ul>

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<b>Report</b>	Program External Quality Review Organization Summary of Activities and Trends in Healthcare Quality, Measurement Period September 1, 2009 through December 31, 2011
<b>Survey Reports</b>	<ul style="list-style-type: none"> <li>• STAR Program Child Survey Report</li> <li>• STAR+PLUS Program Adult Member Survey Report, Measurement Period September 1, 2010 through August 31, 2011</li> <li>• STAR+PLUS Program Adult Member Survey Addendum, Measurement Period June 2009 through March 2011</li> </ul>
<b>Quality of Care Reports</b>	<ul style="list-style-type: none"> <li>• STAR Quality of Care Report, Measurement Period January 1, 2011 through December 31, 2011</li> <li>• STAR+PLUS Quality of Care Report, Measurement Period January 1, 2011 through December 31, 2011</li> </ul>
<b>Potentially Preventable Events</b>	<ul style="list-style-type: none"> <li>• Potentially preventable complications reports provided in 2012 were for fee-for-service and primary care case management.</li> <li>• Potentially Preventable Readmissions in the Texas Medicaid Population, State Fiscal Year 2011</li> </ul>

### January 2013-December 2013

#### Performance Improvement Projects (PIPs)

STAR	STAR+PLUS
<ul style="list-style-type: none"> <li>• Reduce emergency department utilization due to ambulatory care sensitive conditions through improved treatment</li> <li>• Improve access to utilization of preventive care for physical and behavioral health</li> </ul>	<ul style="list-style-type: none"> <li>• Improve management of chronic disease</li> <li>• Reduce nursing facility admission rates</li> </ul>

#### MCO Administrative Interviews

<i>On-site Interviews</i>	<i>Teleconference Interviews</i>		
<ul style="list-style-type: none"> <li>• Driscoll</li> <li>• HealthSpring</li> <li>• Molina</li> <li>• Superior</li> <li>• United Healthcare</li> </ul>	<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Aetna</li> <li>• Amerigroup</li> <li>• BCBSTX</li> <li>• Christus</li> <li>• Community First</li> <li>• Community Health Choice</li> <li>• Cook Children's</li> <li>• DentaQuest</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• El Paso First</li> <li>• FirstCare</li> <li>• MCNA Dental</li> <li>• Parkland</li> <li>• Scott &amp; White</li> <li>• Sendero</li> <li>• Seton</li> <li>• Texas Children's</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Aetna</li> <li>• Amerigroup</li> <li>• BCBSTX</li> <li>• Christus</li> <li>• Community First</li> <li>• Community Health Choice</li> <li>• Cook Children's</li> <li>• DentaQuest</li> </ul>	<ul style="list-style-type: none"> <li>• El Paso First</li> <li>• FirstCare</li> <li>• MCNA Dental</li> <li>• Parkland</li> <li>• Scott &amp; White</li> <li>• Sendero</li> <li>• Seton</li> <li>• Texas Children's</li> </ul>
<ul style="list-style-type: none"> <li>• Aetna</li> <li>• Amerigroup</li> <li>• BCBSTX</li> <li>• Christus</li> <li>• Community First</li> <li>• Community Health Choice</li> <li>• Cook Children's</li> <li>• DentaQuest</li> </ul>	<ul style="list-style-type: none"> <li>• El Paso First</li> <li>• FirstCare</li> <li>• MCNA Dental</li> <li>• Parkland</li> <li>• Scott &amp; White</li> <li>• Sendero</li> <li>• Seton</li> <li>• Texas Children's</li> </ul>		

## Attachment B - Quality Monitoring Reports and Deliverables

### EQRO Reports

<b>Data Certification Reports (SFY 2013)</b>	<ul style="list-style-type: none"> <li>• STAR Data Certification Report, Measurement Period September 1, 2012 through August 31, 2013</li> <li>• STAR Pharmacy Data Certification Report, Measurement Period September 1, 2012 through August 31, 2013</li> <li>• STAR+PLUS Data Certification Report, Measurement Period September 1, 2012 through August 31, 2013</li> <li>• STAR+PLUS Pharmacy Data Certification Report, Measurement Period September 1, 2012 through August 31, 2013</li> <li>• Medicaid Dental Data Certification Report, Measurement Period September 1, 2012 through August 31, 2013</li> </ul>
<b>Encounter Data Validation Report</b>	<ul style="list-style-type: none"> <li>• 2013 Encounter Data Validation Study Result Tables, including STAR and STAR+PLUS</li> </ul>
<b>Summary of Activities Report</b>	<ul style="list-style-type: none"> <li>• Texas Medicaid Managed Care and Children’s Health Insurance Program External Quality Review Organization Summary of Activities and Trends in Healthcare Quality, Measurement Period September 1, 2009 through December 31, 2012</li> </ul>
<b>Survey Reports</b>	<ul style="list-style-type: none"> <li>• STAR Program Child Behavioral Health Survey Report, Measurement Period September 1, 2010 through August 31, 2011</li> <li>• STAR+PLUS Behavioral Health Survey Report, Measurement Period September 1, 2010 through August 31, 2011</li> <li>• STAR Adult Behavioral Health Survey Report, Measurement Period September 1, 2011 through August 31, 2012</li> <li>• Medicaid and CHIP Dental Caregiver Survey Technical Appendix</li> <li>• STAR+PLUS Program Member Survey Report, Measurement Period September 1, 2011 through August 31, 2012</li> </ul>
<b>Quality of Care Reports</b>	<ul style="list-style-type: none"> <li>• Medicaid and CHIP Physical and Behavioral Health Quality of Care Report, Measurement Period January 1, 2012 through December 31, 2012</li> <li>• STAR+PLUS Quality of Care Report, Measurement Period January 1, 2012 through December 31, 2012</li> <li>• Medicaid and CHIP Dental Quality of Care Report, Measurement Period February 1, 2012 through December 31, 2012</li> </ul>
<b>Potentially Preventable Events</b>	<ul style="list-style-type: none"> <li>• Potentially Preventable Complications in the Texas Medicaid Population State Fiscal Year 2012</li> <li>• Potentially Preventable Readmissions in the Texas Medicaid Population, State Fiscal Year 2012</li> </ul>

## Attachment B - Quality Monitoring Reports and Deliverables

### January 2014-December 2014

Performance Improvement Projects (Topics)

<b>STAR</b>	<b>STAR+PLUS</b>	<b>Dental</b>	<b>Collaborative</b>
<ul style="list-style-type: none"> <li>• Adolescent Well-Care</li> <li>• Annual Dental Visit</li> <li>• Asthma</li> <li>• Cellulitis</li> <li>• Childhood Immunization Status</li> <li>• Comprehensive Diabetes Care</li> <li>• Controlling BP</li> <li>• Follow-up after Hospitalization for Mental Illness</li> <li>• Pneumonia</li> <li>• Potentially Preventable Admissions</li> <li>• Potentially Preventable ED Visits</li> <li>• Well-child Visits</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to Antipsychotic Medications</li> <li>• Asthma</li> <li>• Comprehensive Diabetes Care</li> <li>• Controlling Blood Pressure</li> <li>• Chronic obstructive pulmonary disease</li> </ul>	<ul style="list-style-type: none"> <li>• Sealants and Fluoride</li> <li>• Timeliness of Oral Evaluation</li> <li>• Annual Dental Visit</li> <li>• Preventive Care</li> </ul>	<ul style="list-style-type: none"> <li>• Asthma</li> <li>• Potentially preventable admission (cellulitis)</li> <li>• Comprehensive Diabetes Management</li> </ul>

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### MCO Administrative Interviews

<i>On-site Interviews</i>	<i>Teleconference Interviews</i>	
<ul style="list-style-type: none"> <li>• Aetna</li> <li>• Amerigroup</li> <li>• Community Health Choice</li> <li>• Parkland</li> <li>• Seton</li> <li>• Texas Children's</li> </ul>	<ul style="list-style-type: none"> <li>• Blue Cross Blue Shield Texas</li> <li>• CHRISTUS</li> <li>• Cigna-HealthSpring</li> <li>• Community First</li> <li>• Cook Children's</li> <li>• DentaQuest</li> <li>• Driscoll</li> </ul>	<ul style="list-style-type: none"> <li>• El Paso First</li> <li>• FirstCare</li> <li>• MCNA Dental</li> <li>• Molina</li> <li>• Scott &amp; White</li> <li>• Sendero</li> <li>• Superior</li> <li>• UnitedHealthcare</li> </ul>

### EQRO Reports

<b>Data Certification Reports (SFY 2014)</b>	<ul style="list-style-type: none"> <li>• STAR Data Certification Report, Measurement Period September 1, 2013 through August 31, 2014</li> <li>• STAR Pharmacy Data Certification Report, Measurement Period September 1, 2013 through August 31, 2014</li> <li>• STAR+PLUS Data Certification Report, Measurement Period September 1, 2013 through August 31, 2014</li> <li>• STAR+PLUS Pharmacy Data Certification Report, Measurement Period September 1, 2013 through August 31, 2014</li> <li>• Medicaid Dental Data Certification Report, Measurement Period September 1, 2013 through August 31, 2014</li> </ul>
<b>Encounter Data Validation Report</b>	The 2014 report has not been received but will cover Medicaid dental services.
<b>Summary of Activities Report</b>	<ul style="list-style-type: none"> <li>• Texas Medicaid Managed Care and Children's Health Insurance Program External Quality Review Organization Summary of Activities and Trends in Healthcare Quality, Measurement Period September 1, 2008 through December 31, 2013</li> <li>• Texas Medicaid Managed Care and Children's Health Insurance Program External Quality Review Organization Summary of Activities and Trends in Healthcare Quality Addendum: Performance Improvement Project and Encounter Data Validation, Measurement Period January 1, 2013 through December 31, 2013</li> </ul>
<b>Survey Reports</b>	<ul style="list-style-type: none"> <li>• STAR Child and STAR+PLUS Adult Behavioral Health Survey Report, Enrollment Period April 2012 through March 2013, Recall Period May 2012 to August 2013</li> <li>• STAR Program Adult Member Survey Report, Measurement Period July 31, 2011 through August 1, 2012</li> </ul>

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	<ul style="list-style-type: none"> <li>• STAR Child Caregiver Survey Technical Appendix</li> <li>• STAR Adult Technical Appendix</li> <li>• STAR+PLUS Technical Appendix</li> </ul>
<b>Quality of Care Reports</b>	<ul style="list-style-type: none"> <li>• Quality of Care – In-depth Analysis Report: Antidepressant Medication Management, Preventable Admissions and Visits, and Dental Measures Report, STAR+PLUS</li> <li>• Quality of Care – In-depth Analysis Report: Potentially Preventable Events in CHIP and STAR</li> <li>• Quality of Care – In depth Analysis Report: Medicaid and CHIP Dental</li> </ul>
<b>Potentially Preventable Events</b>	<ul style="list-style-type: none"> <li>• Potentially Preventable Complications in Texas Medicaid and CHIP Programs, Measurement Period Fiscal Year 2013</li> <li>• Potentially Preventable Readmissions in Texas Medicaid and CHIP Programs, Measurement Period Fiscal Year 2013</li> </ul>

### January 2015-December 2015

#### EQRO Reports

<b>Encounter Data Validation Report</b>	The 2015 report has not been received but will cover the STAR and STAR+PLUS programs.
<b>Summary of Activities Report</b>	Report is due to HHSC in December 2015 with an addendum due March 2016.
<b>Survey Reports</b>	Surveys will be conducted for the following programs: <ul style="list-style-type: none"> <li>• STAR Child – CAHPS and Behavioral Health</li> <li>• STAR+PLUS Behavioral Health</li> <li>• STAR Adult Behavioral Health</li> <li>• Medicaid and CHIP Dental Caregiver Survey</li> </ul>
<b>Quality of Care Reports</b>	<ul style="list-style-type: none"> <li>• Quality of Care – In depth Analysis Report: Medicaid and CHIP Dental- due December 2015</li> <li>• Quality of Care – In-depth Analysis Report: Physical and Behavioral Health- due February 2016</li> </ul>
<b>Potentially Preventable Events</b>	<ul style="list-style-type: none"> <li>• Potentially Preventable Admissions in Texas Medicaid and CHIP Programs, Measurement Period Calendar Year 2013</li> <li>• Potentially Preventable Emergency Department Visits in Texas Medicaid and CHIP, Measurement Period Calendar Year 2013</li> </ul>