



## Quality Improvement Goals for Health and Dental Plans

The Agency for Health Care Administration (Agency) contracts with Medicaid health and dental plans to provide services to health plan enrollees. The Agency recently entered into new contracts with health and dental plans that will greatly benefit enrollees and providers. This document is part of a series that highlights the program changes in the new Statewide Medicaid Managed Care (SMMC) health and dental plan contracts. [Under the new contracts, health and dental plans committed to new and higher levels of performance, which will result in continuous improvements in quality of services for recipients and providers.](#)

The benefits described in this document will be offered under the new SMMC health and dental plan contracts. The Agency will transition to the new contracts through a regional phased roll-out. Recipient letters will start mailing out approximately 45 days prior to each phase going live. Below is when the Agency will transition to the new contracts and when letters will begin mailing for each Medicaid region.

Phase	Transition Date	Recipient Letter Date	Region	Counties
1	12/01/18	Mid-October	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
			10	Broward
			11	Miami-Dade, Monroe
2	01/01/19	Mid-November	5	Pasco, Pinellas
			6	Hardee, Highlands, Hillsborough, Manatee, Polk
			7	Brevard, Orange, Osceola, Seminole
			8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
3	02/01/19	Mid-December	1	Escambia, Okaloosa, Santa Rosa, Walton
			2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
			3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
			4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

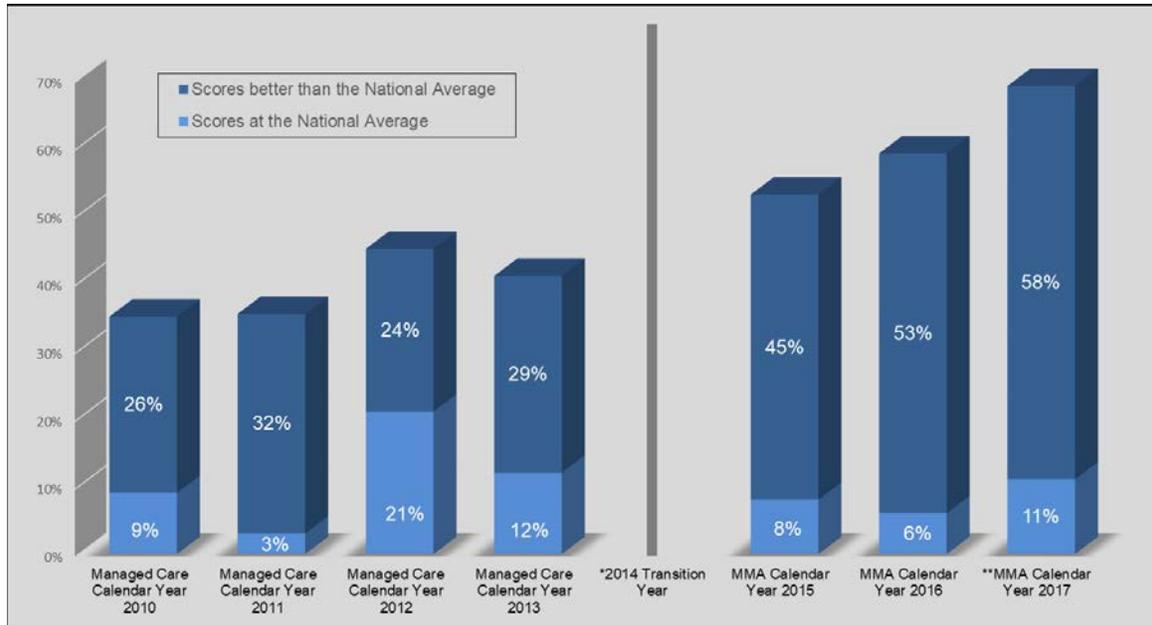
### How is Health Plan Performance Measured?

The Healthcare Effectiveness Data and Information Set (HEDIS), created by the National Committee for Quality Assurance, is a standardized set of performance measures that measure health plans on their levels of care and service. Florida uses these quality measures to compare individual Medicaid health plan performance and statewide performance to the national average.

This is the third full year of HEDIS quality scores for the SMMC program, and the results show an improvement in the overwhelming majority of these nationally recognized quality measures. Some of these improvements include:

- **69%** of infants have regular well-child visits with their primary care doctors compared to 54% in 2013.
- **72%** of adolescents are getting the vaccines they need compared to 63% in 2013.
- **82%** of pregnant women are receiving critical prenatal care during their first trimester compared to 71% in 2013.
- **90%** of older adults (ages 65+) have annual visits with their primary care doctors compared to 73% in 2013.

The chart below shows that Florida Medicaid quality scores have been continuously rising since SMMC began in 2014. These are the percentage of HEDIS scores that are at or above the national average:



\*\*The HEDIS specifications for the Follow-up after Hospitalization for Mental Illness measure changed for the CY 2017 measurement period. Follow-up visits with a mental health practitioner that occur on the date of discharge are no longer included in the numerator as previously required in the CY 2016 specifications. Florida Medicaid plan rates and statewide weighted means are compared to national means that are calculated using the previous years' service data. Since the CY 2016 and CY 2017 measure specifications do not align, results are not comparable and the measure was excluded.

Detailed performance measure data for the health plans can be found online at [http://ahca.myflorida.com/Medicaid/quality\\_mc/submission.shtml](http://ahca.myflorida.com/Medicaid/quality_mc/submission.shtml).

### **SMMC Program Quality Improvement Goals**

The Agency has established new goals to build on the success of the SMMC program, and to ensure continued quality improvement. These goals include:



**Reduce** Potentially Preventable Hospital Events including, admissions, readmissions and emergency department visits.



**Improve** birth outcomes by reducing the primary Cesarean-section rate, pre-term birth rate and rate of Neonatal Abstinence Syndrome.



**Increase** the percentage of enrollees receiving long-term care services in their own home or community instead of in a nursing facility.

### **Stay Connected**

For more information on the SMMC program, visit: [http://ahca.myflorida.com/medicaid/statewide\\_mc](http://ahca.myflorida.com/medicaid/statewide_mc).

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