



Quarterly Quality Call Aetna Health Plan

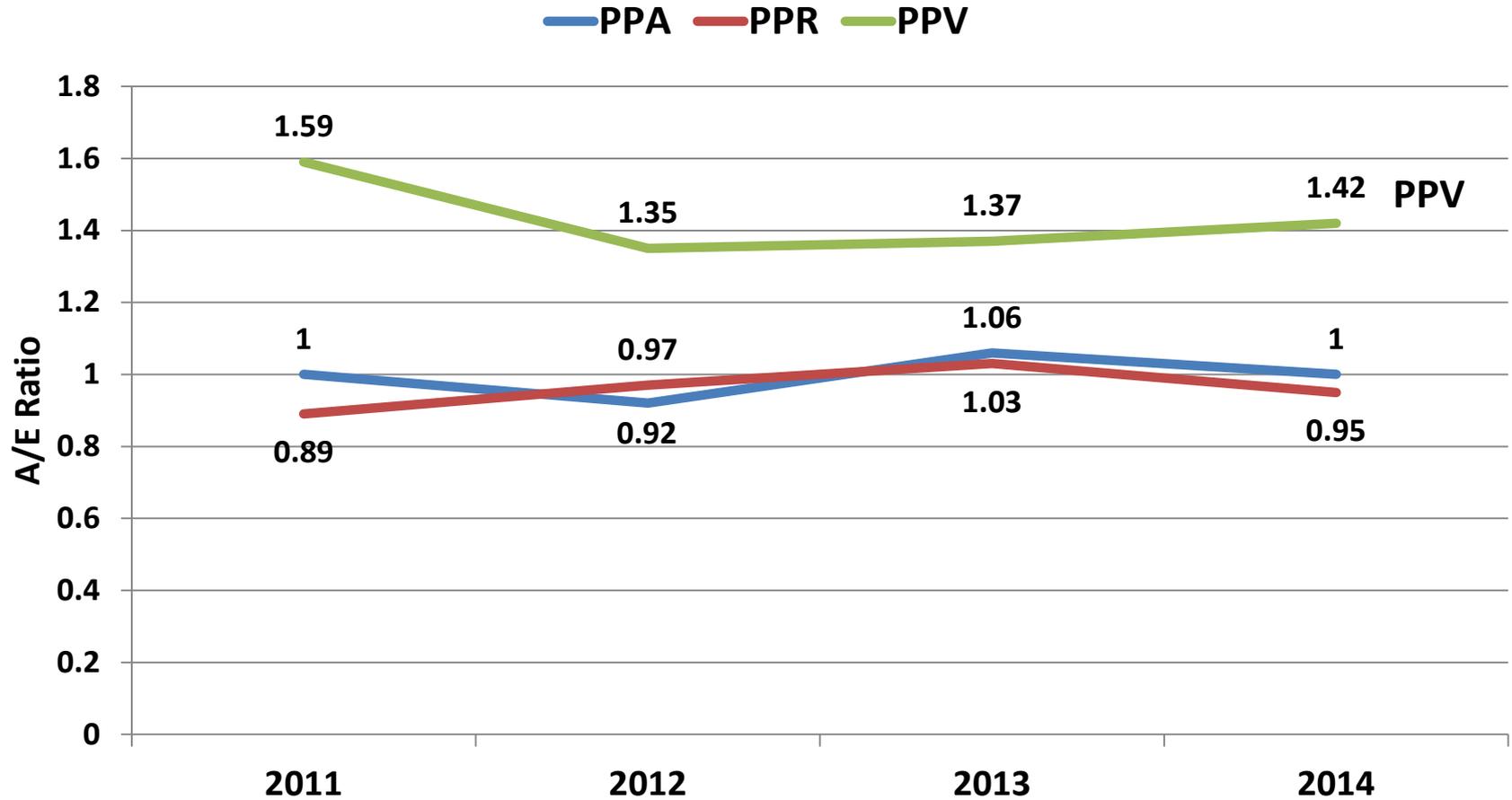
**Texas Health and Human Services
Commission**

Health Policy and Clinical Services Division

Healthcare Quality Analytics, Research and Coordination Support

July 8, 2015

PPEs

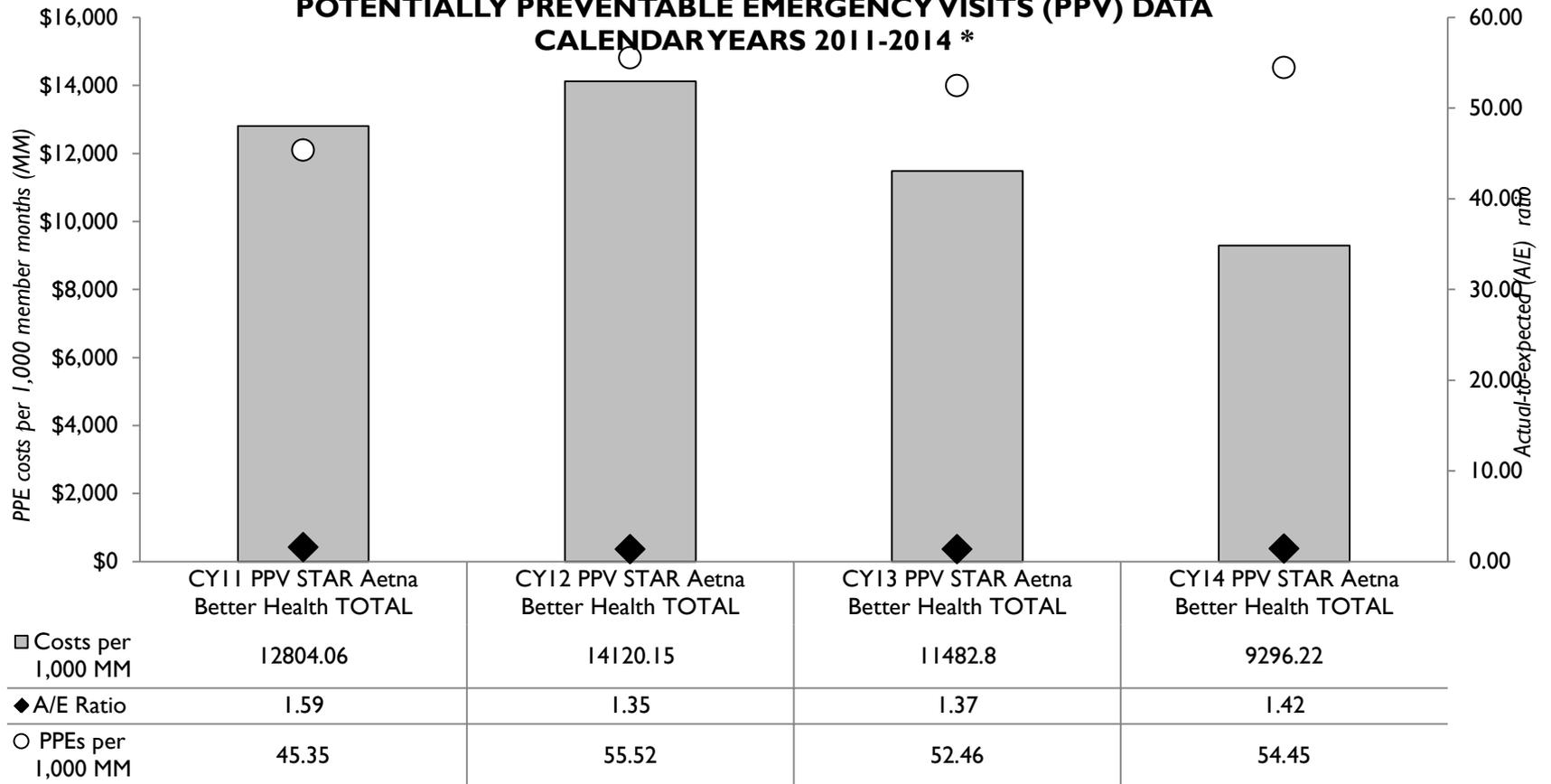


PPEs definition

Potentially preventable events analyzed by HHSC include:

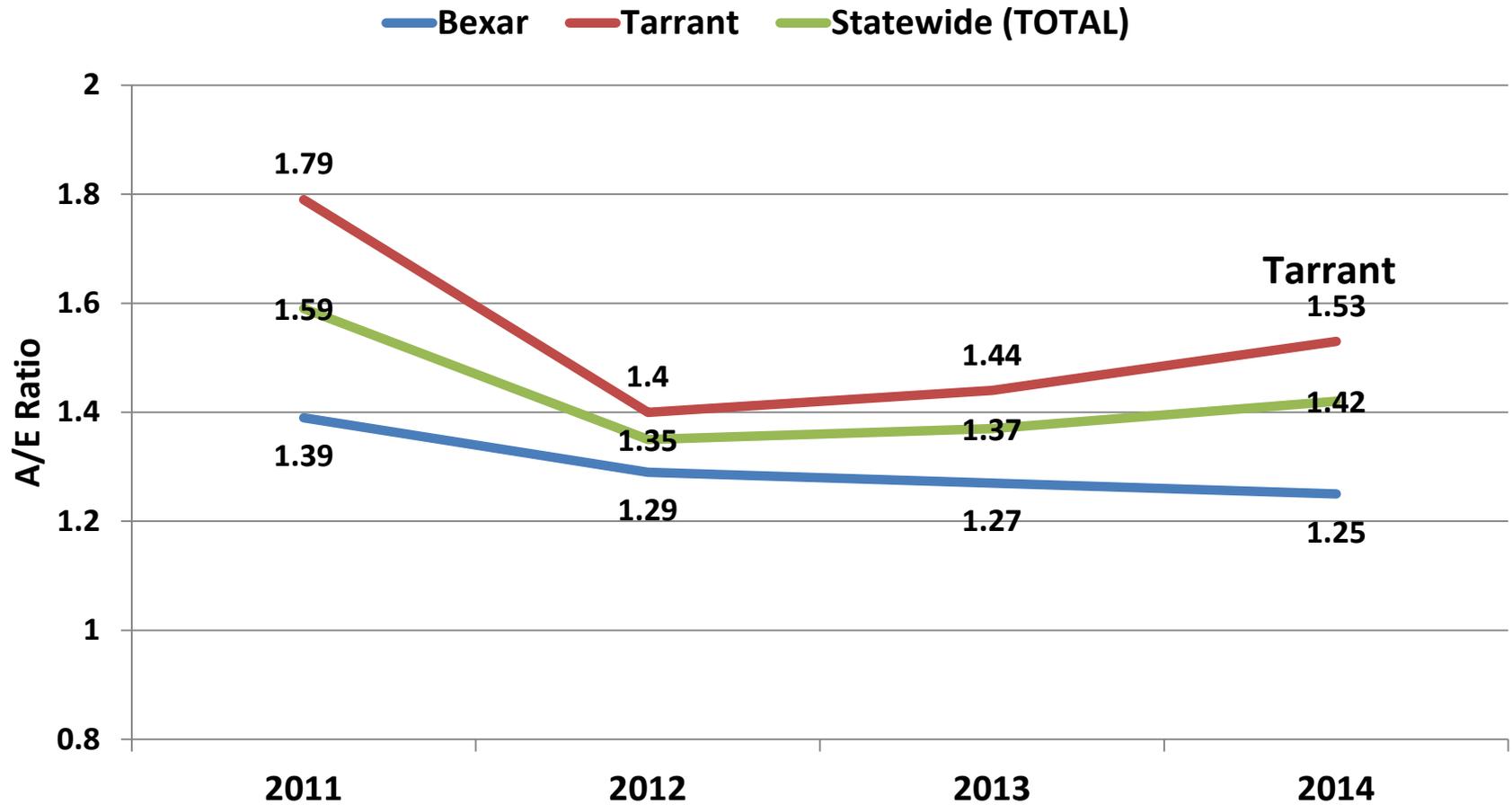
- **Potentially preventable emergency room visit (PPV):** Emergency treatment for a condition that could have been, treated or prevented by a physician or other health care provider in a nonemergency setting.
- **Potentially preventable readmission (PPR):** A return hospitalization within a set time period that might have resulted from problems in the care during a previous hospital stay or from deficiencies in a post-hospital discharge follow-up.
- **Potentially preventable admission (PPA):** A hospital admission or a long-term care facility stay that might have been reasonably prevented with adequate access to ambulatory care or health care coordination.
- **Potentially preventable complication (PPC):** A harmful event or negative outcome, such as an infection or surgical complication, that occurs after a hospital admission or a long-term care facility stay and might have resulted from the care, lack of care, or treatment provided during the admission or stay.

**MEDICAID / CHIP MANAGED CARE ORGANIZATION (MCO)
POTENTIALLY PREVENTABLE EMERGENCY VISITS (PPV) DATA
CALENDAR YEARS 2011-2014 ***

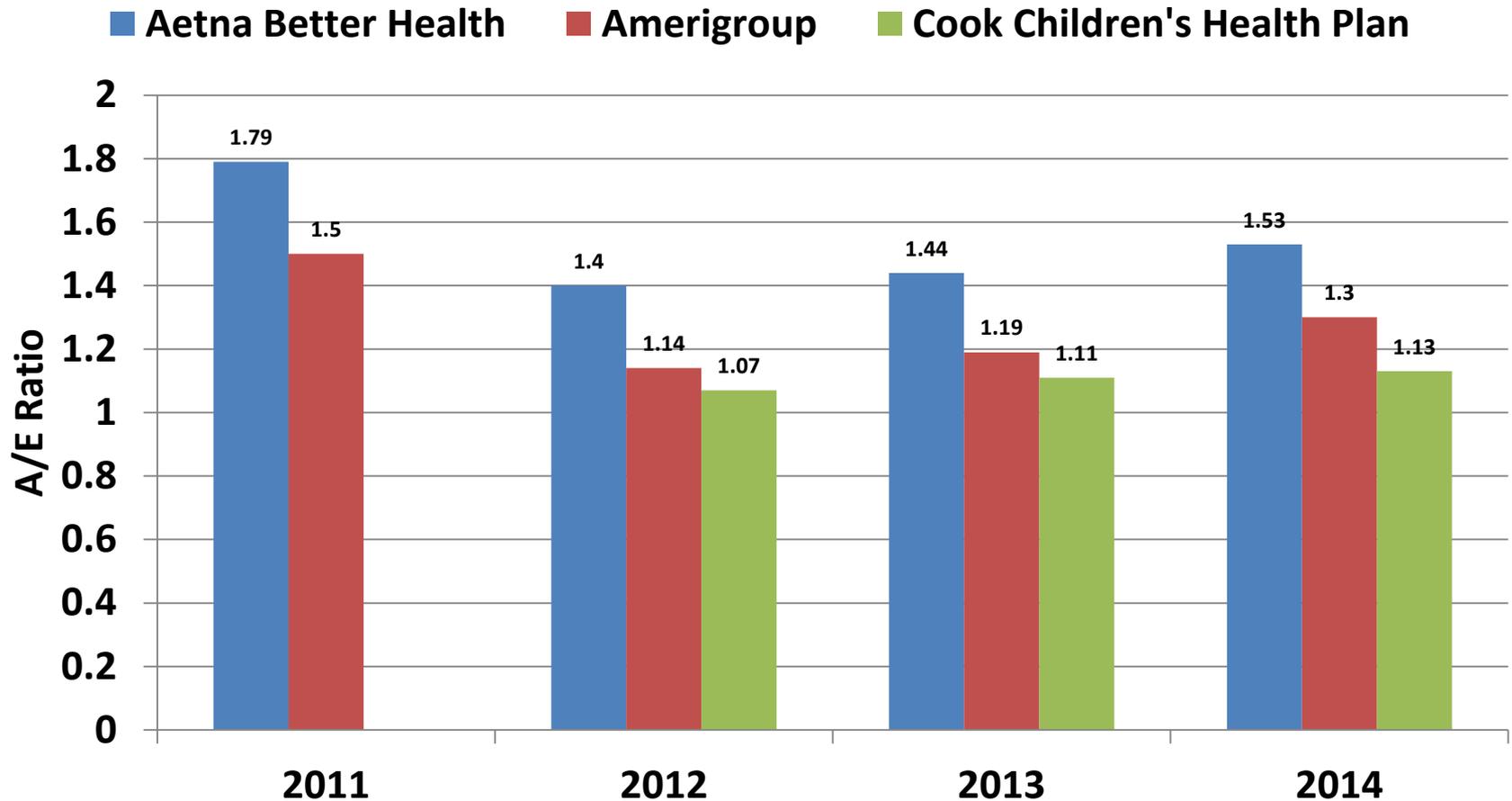


* NOTE: Calendar year 2014 is a partial year of data.

PPV A/E Ratio

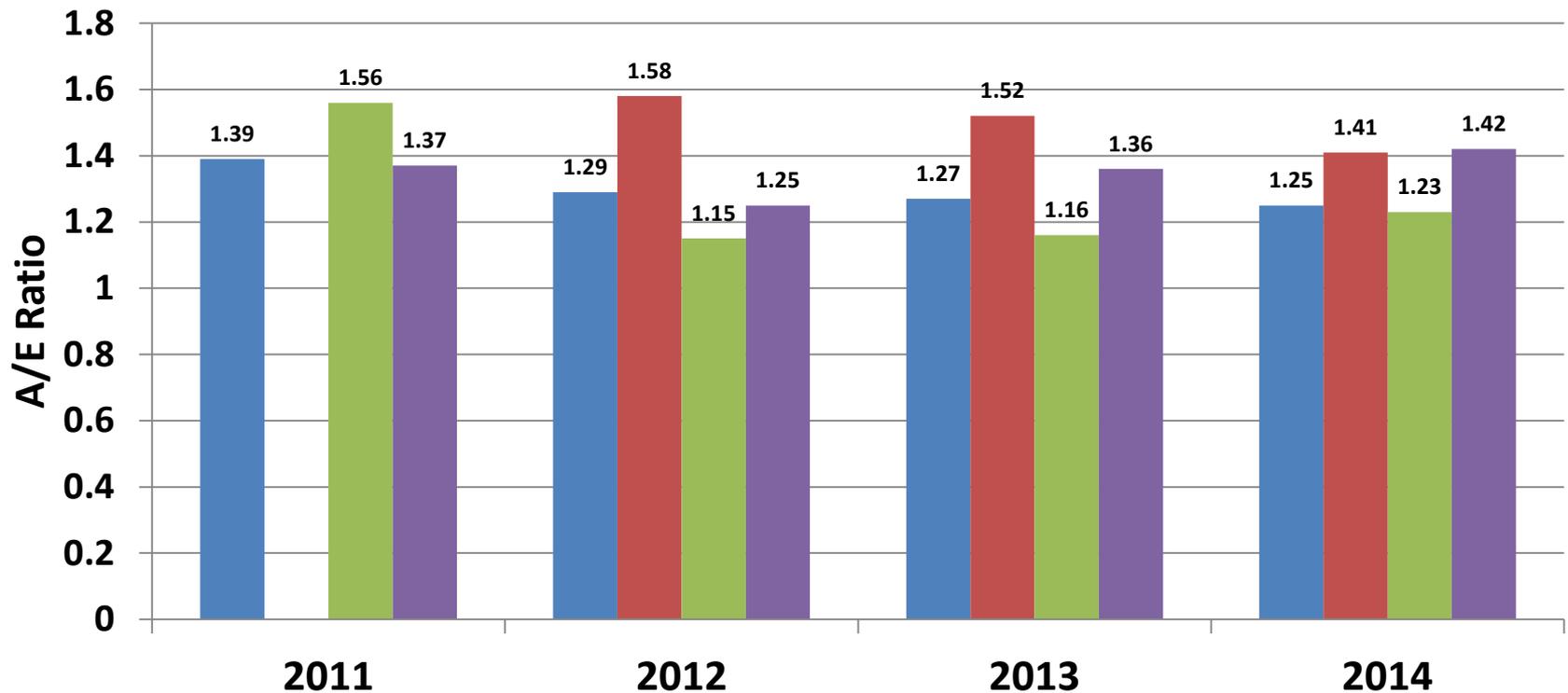


PPV A/E Tarrant County

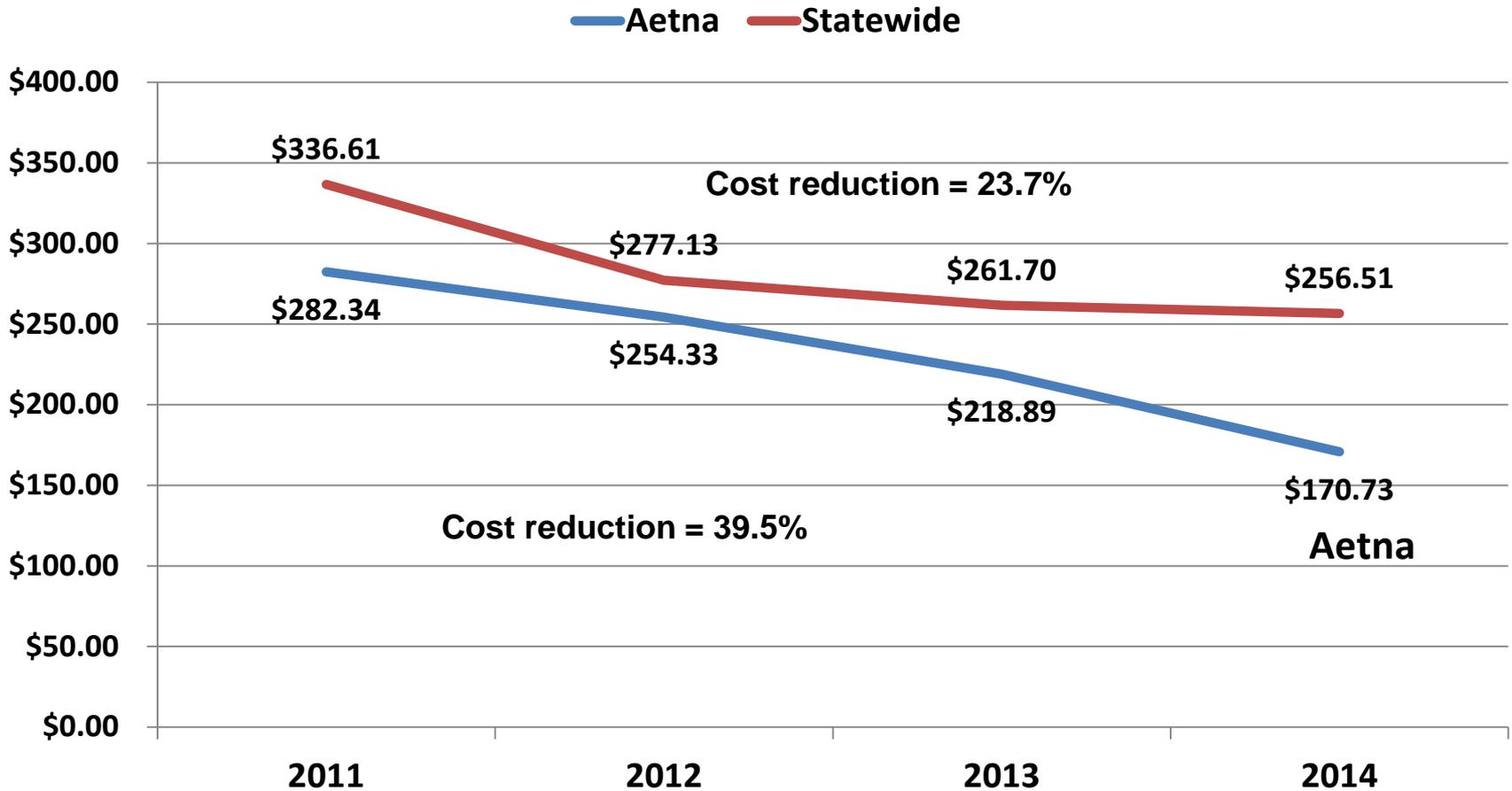


PPV A/E Bexar County

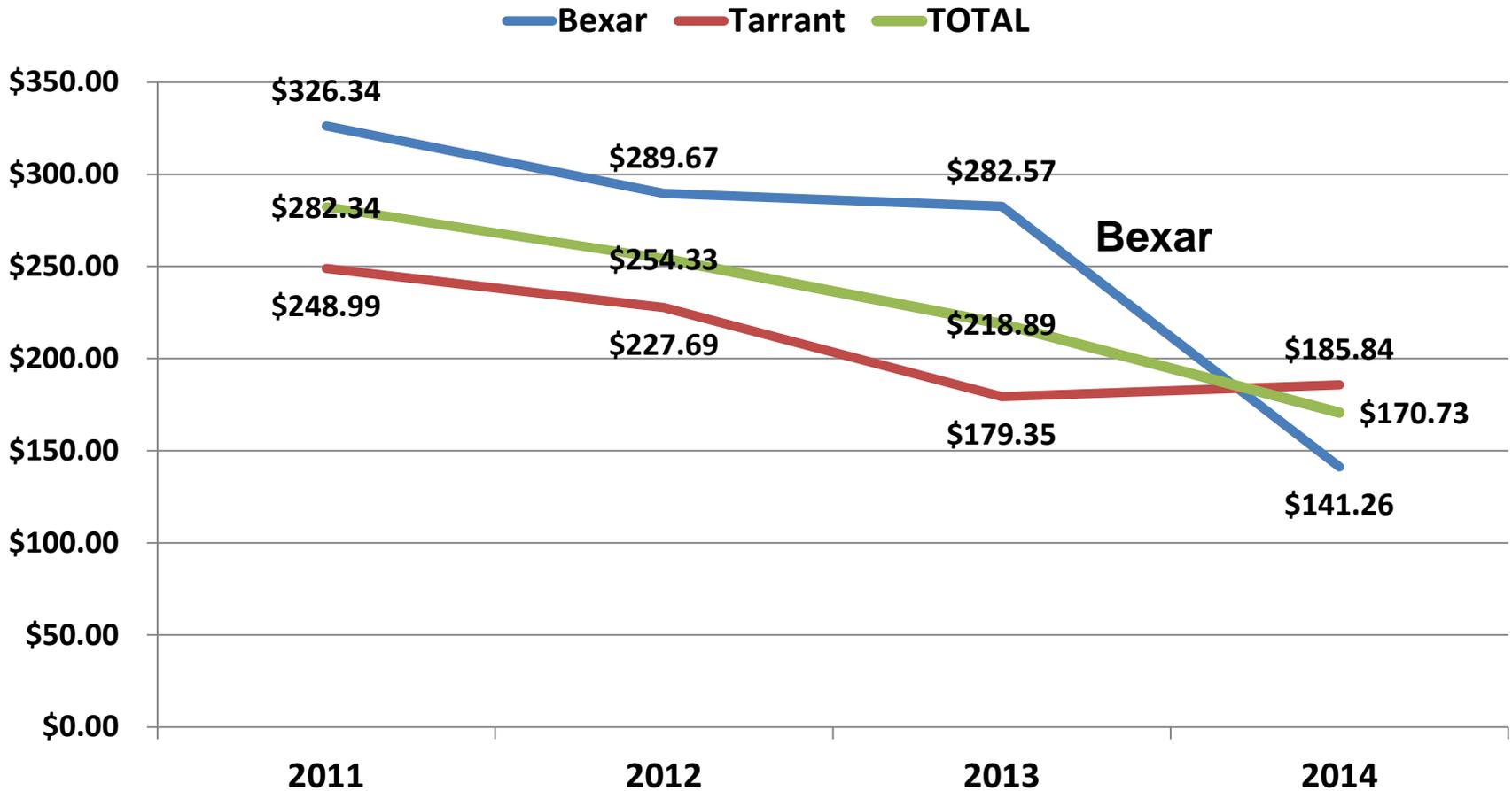
■ Aetna Better Health ■ Amerigroup
■ Community First Health Plans ■ Superior HealthPlan



Cost per PPV Statewide



Service Area Cost per PPV



PPV Reasons

Overall Plan (74%)	Bexar (75.2%)	Tarrant (73%)
Infections of Upper Respiratory Tract [28.75 – 28.92%]	X	X
Signs, Symptoms & Other Factors Influencing Health Status[6%]	3	5
Non-Bacterial Gastroenteritis, Nausea & Vomiting	2	4
Other Skin, Subcutaneous Tissue & Breast Disorders	X	2
Level I Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses	7	3
Contusion, Open Wound & Other Trauma To Skin & Subcutaneous Tissue	5	7
Level II Other Musculoskeletal System & Connective Tissue Diagnoses	8	6
Viral Illness	6	X
Abdominal Pain	9	X
Cellulitis & Other Bacterial Skin Infections	X	X
Acute Lower Urinary Tract Infections	Asthma	X

Aetna ED Visits - 2013

STAR - ED Visits per 1,000 Member Month

Service Area	Bexar		Tarrant		Overall Plan		Statewide	
	Visits/1,000 Visit number	Member Months	Visits/1,000 Visit number	Member Months	Visits/1,000 Visit number	Member Months	Visits/1,000 Visit number	Member Months
<1	3,061	124.29	7,342	104.26	10,403	109.45	260,005	100.61
1-9	8,724	65.56	12,184	63.40	20,908	64.29	785,865	50.13
10-19	3,375	42.96	5,383	54.80	8,758	49.54	346,252	37.36
20-44	2,752	105.44	12,251	180.54	15,003	159.68	296,276	126.71
45-64	128	82.26	495	134.62	623	119.05	50,968	116.67
Total	18,040	68.36	37,655	87.09	55,695	79.99	1,739,465	*57.39

*There are additional 99 cases in 65 – 85+ age group statewide

Discussion

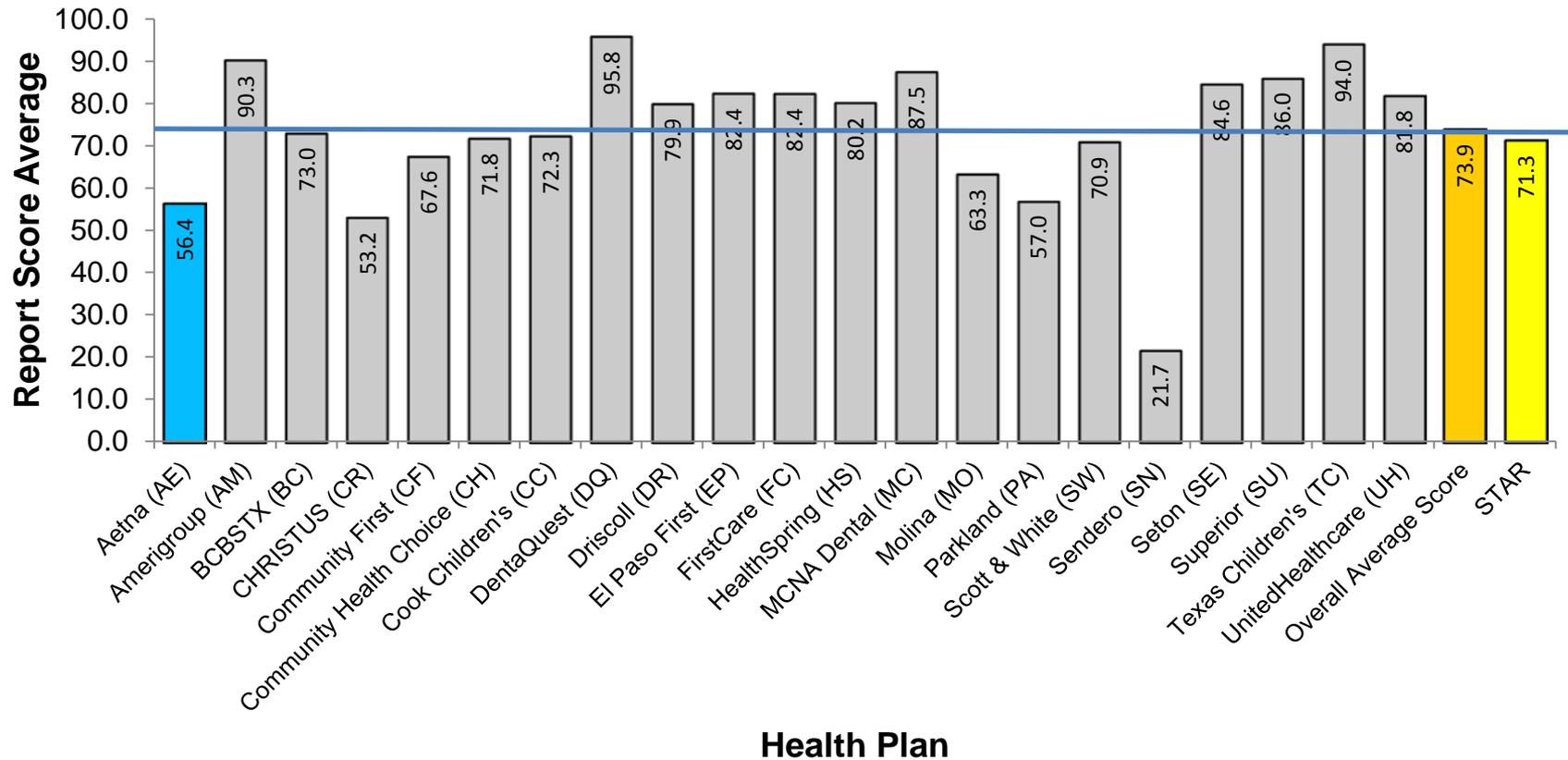
- Potentially Preventable Emergency (PPV) Department Visits
- Overall 43.25% in average above the state level
- Tarrant County: 54% average vs. 16.5% SA
- Bexar County: 30% average vs. 32% SA
- *Did you find similar results?*

Discussion

- Alternative payment structures
 - no incentives in place for SFY 2014
- Performance Improvement Plans [next]
 - 2014: 3 PIPs in STAR
 - One PIP related to PPV
- Super-utilizers – your target [next]
- Medicaid Waiver [next]
 - Delivery System Reform Incentive Payment (DSRIP) Program projects

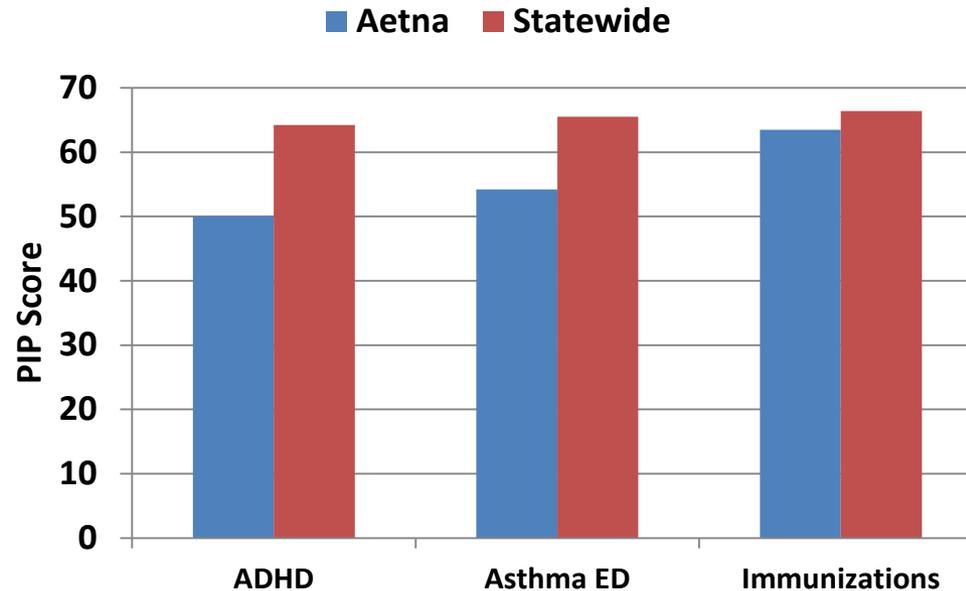
2013 PIP Score

2013 Final PIP Report Score Averages by Plan



2013 PIP Score by Topic

2013 Final PIP Report Scores by Topic				2013 Final PIP Report Topic Count and Scores			
Health Plan	Program	Topic	Final Score	Count	Average Score	Minimum Score	Maximum Score
Aetna	STAR	ADHD	50.0	6	64.2	43.8	88.5
Aetna	STAR	Asthma ED	54.2	20	65.5	22.2	97.9
Aetna	STAR	Immunizations	63.5	13	66.4	42.3	100.0



Super-utilizers

Your Plan's Target

1. Vulnerable members – Integrated Care Management Program
2. Target/identify super-utilizers: self-report and predictive modeling by medical staff
3. Outreach of providers and super-utilizers by case managers and provider relations rep.
4. Specialized interventions for super-utilizers by in-person interaction outside of clinical setting

Partnership Opportunity

Medicaid Waiver – Bexar County (RHP 6) = 9

- IT-9.2 Reduce Emergency Department (ED) visits for Ambulatory Care Sensitive Conditions (ACSC) per 100,000 - 2
- IT-9.4.b Reduce Emergency Department visits for Diabetes - 5
- IT-9.4.e Reduce Emergency Department visits for Behavioral Health/Substance Abuse -
- IT-9.4.h Pediatric/Young Adult Asthma Emergency Department Visits

Partnership Opportunity

Medicaid Waiver – Tarrant County (RHP 10) = 16

- IT-9.2 Reduce Emergency Department (ED) visits for Ambulatory Care Sensitive Conditions (ACSC) per 100,000 – 7
- IT-9.3 Reduce Pediatric Emergency Department (ED) visits for Ambulatory Care Sensitive Conditions (ACSC) per 100,000
- IT-9.3.a Pediatric Emergency Department (ED) visits per 100,000 - 3
- IT-9.4.b Reduce Emergency Department visits for Diabetes – 2
- IT-9.4.i Reduce Emergency Department visits for Dental Conditions,
- IT-9.6 Emergency department (ED) visits where patients left without being seen
- IT-9.4.b Reduce Emergency Department visits for Diabetes