



# Quarterly Quality Call Amerigroup Real Solutions

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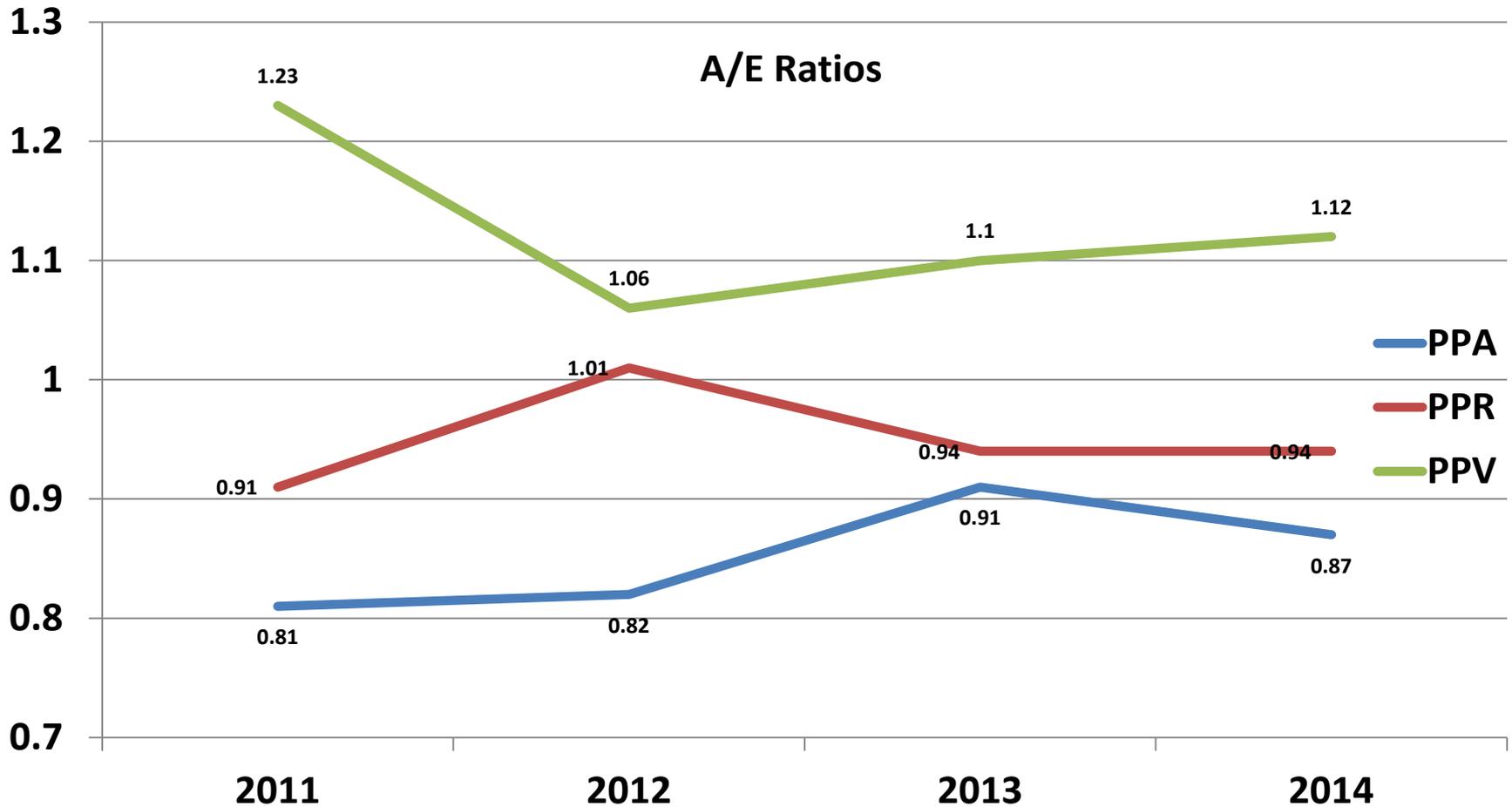
**Texas Health and Human Services  
Commission**

Health Policy and Clinical Services Division

Healthcare Quality Analytics, Research and Coordination Support

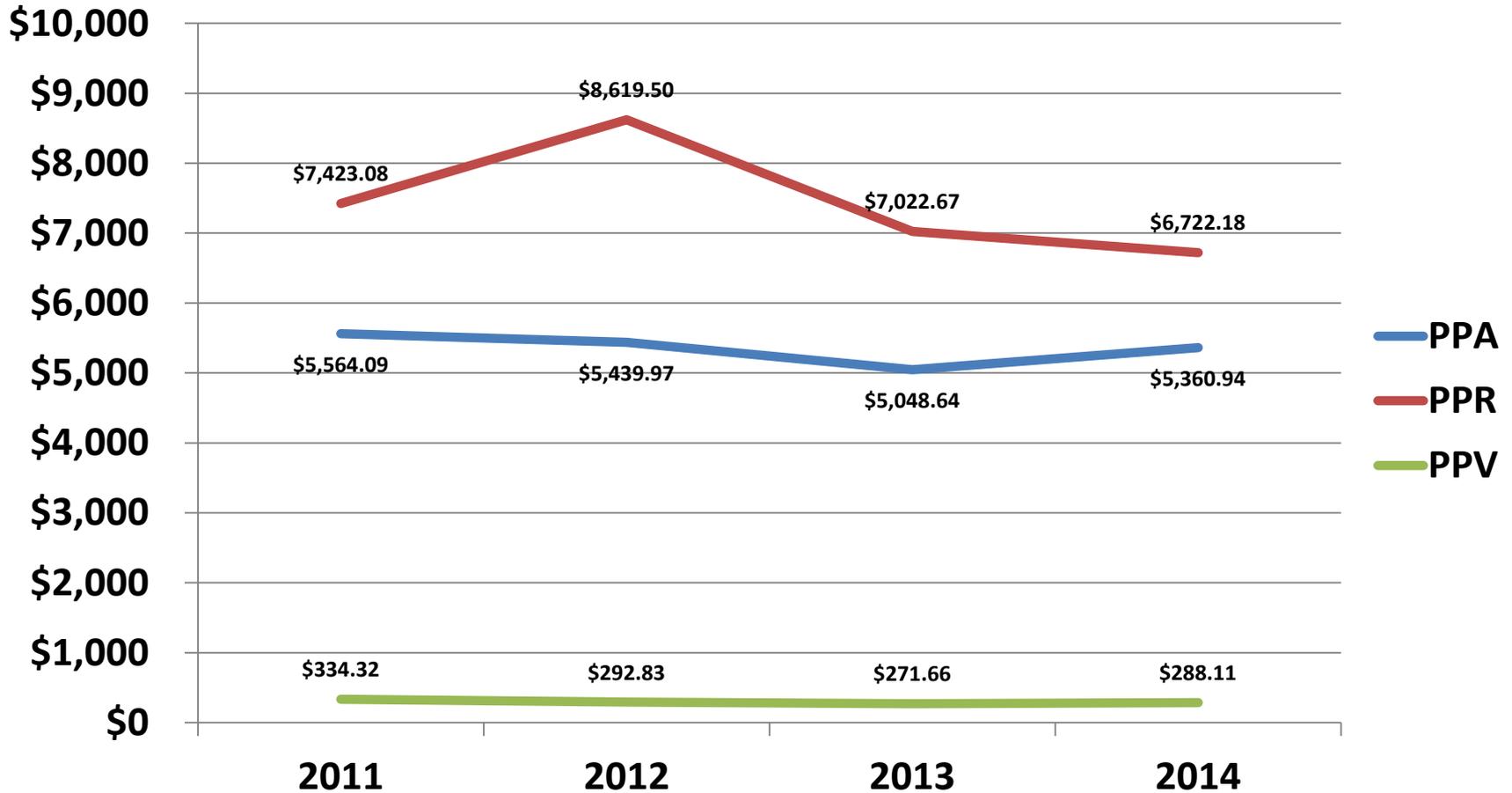
**July 28, 2015**

# STAR PPEs\*



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

# STAR Cost per PPE\*



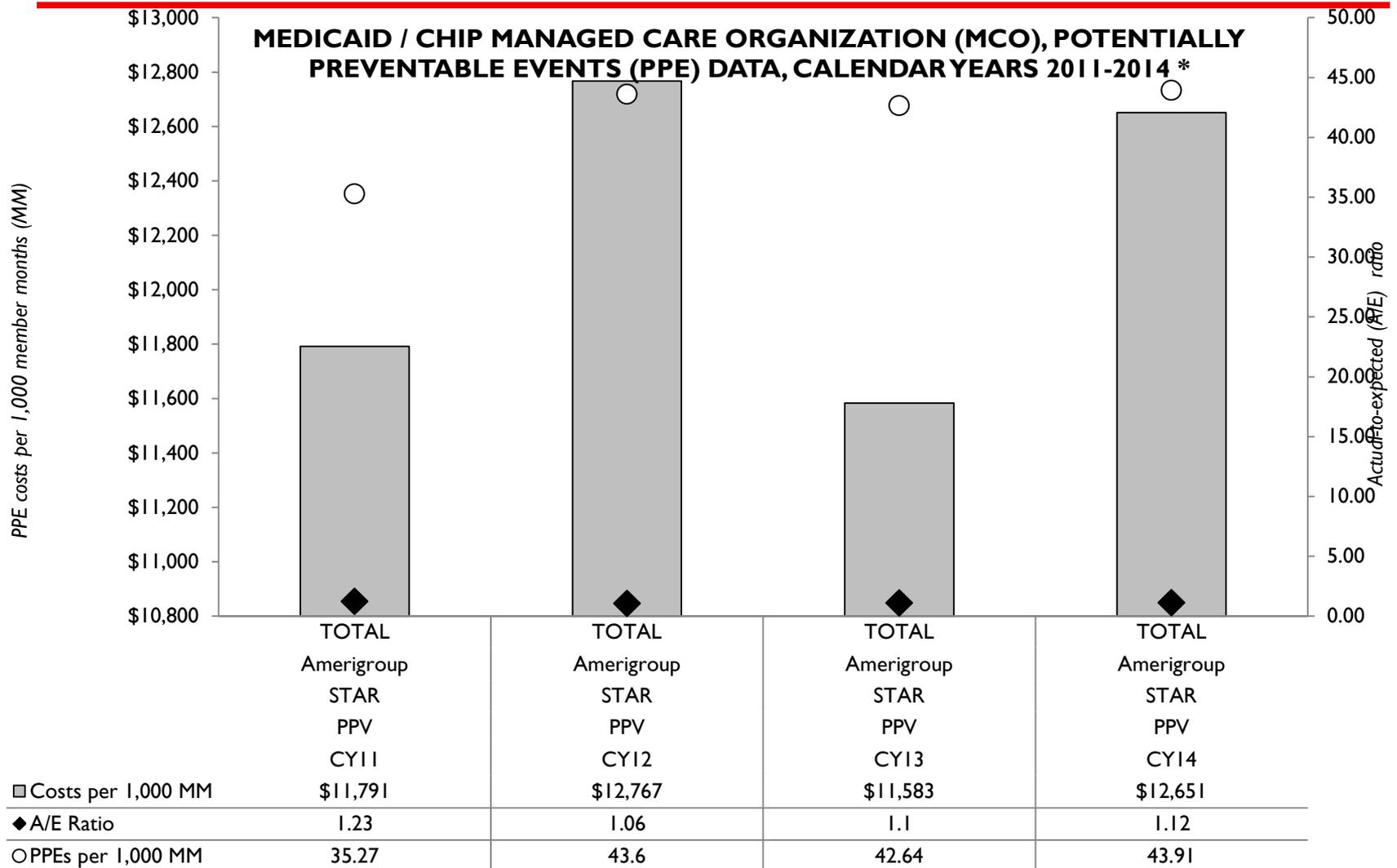
# PPEs definition

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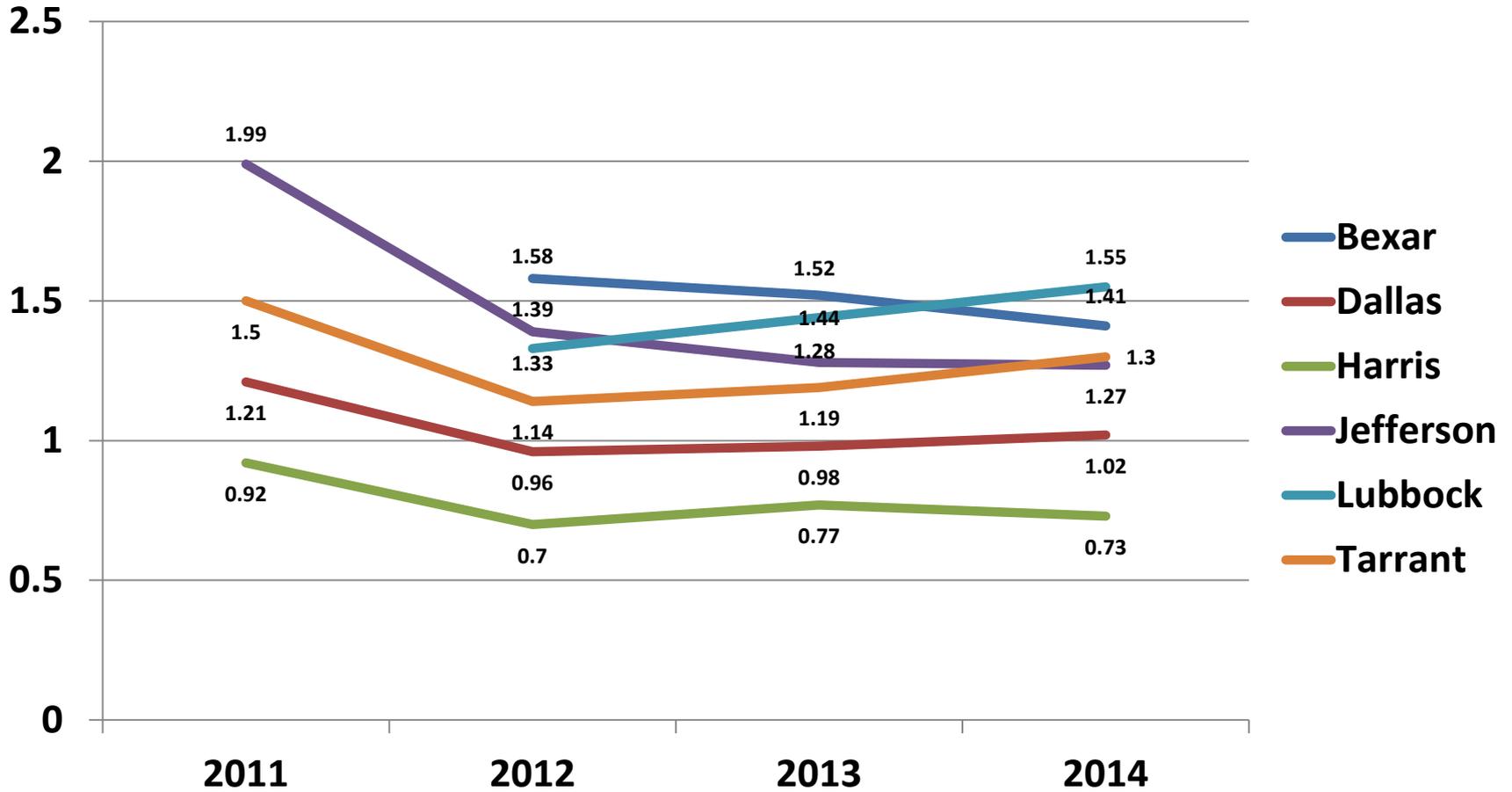
Potentially preventable events analyzed by HHSC include:

- **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. *NOTE: For the report, PPRs are expressed as PPR chains (one or more PPRs within a readmission window).*
- **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.

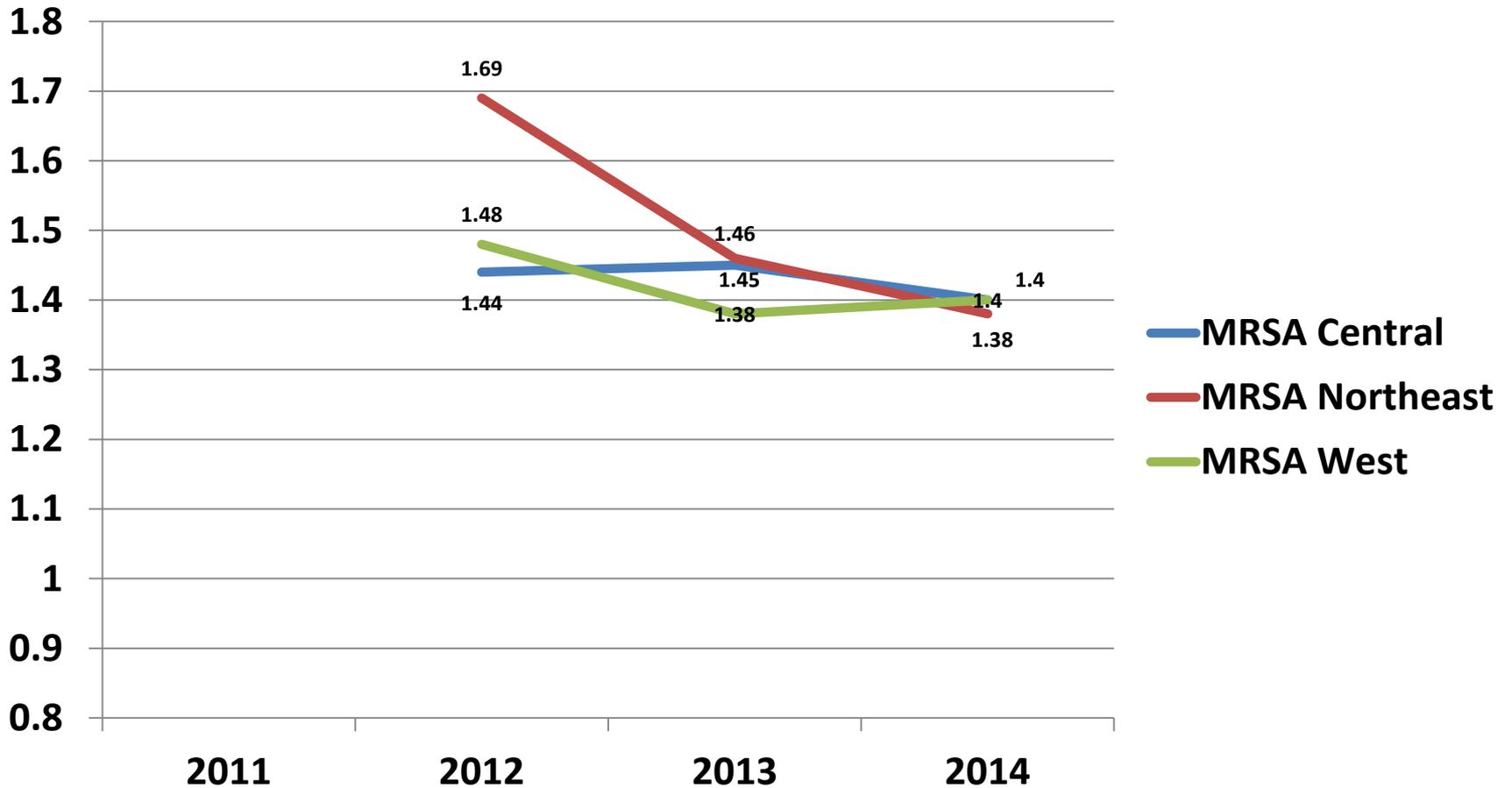
# STAR PPV on Website



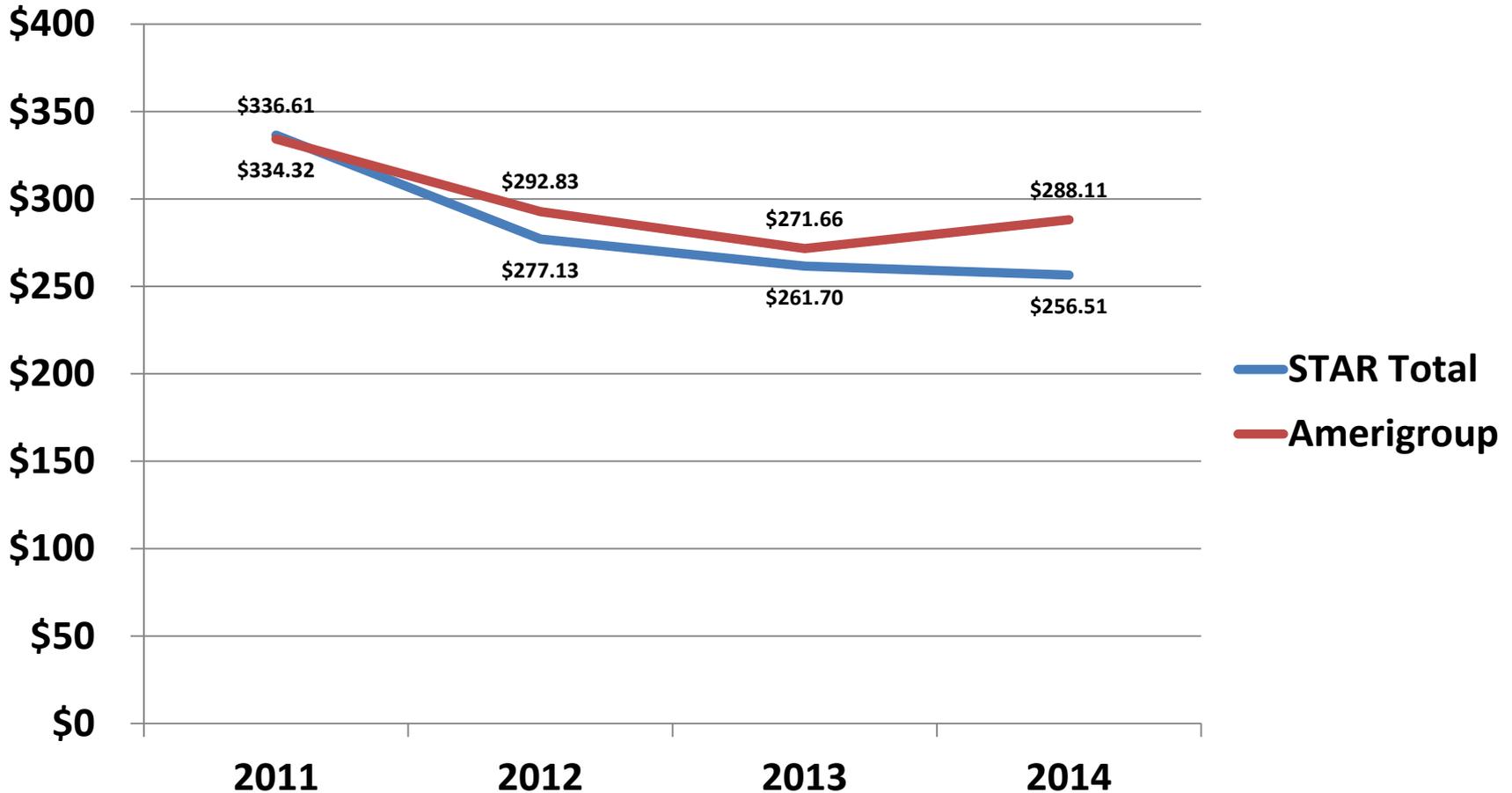
# PPV A/E Ratios



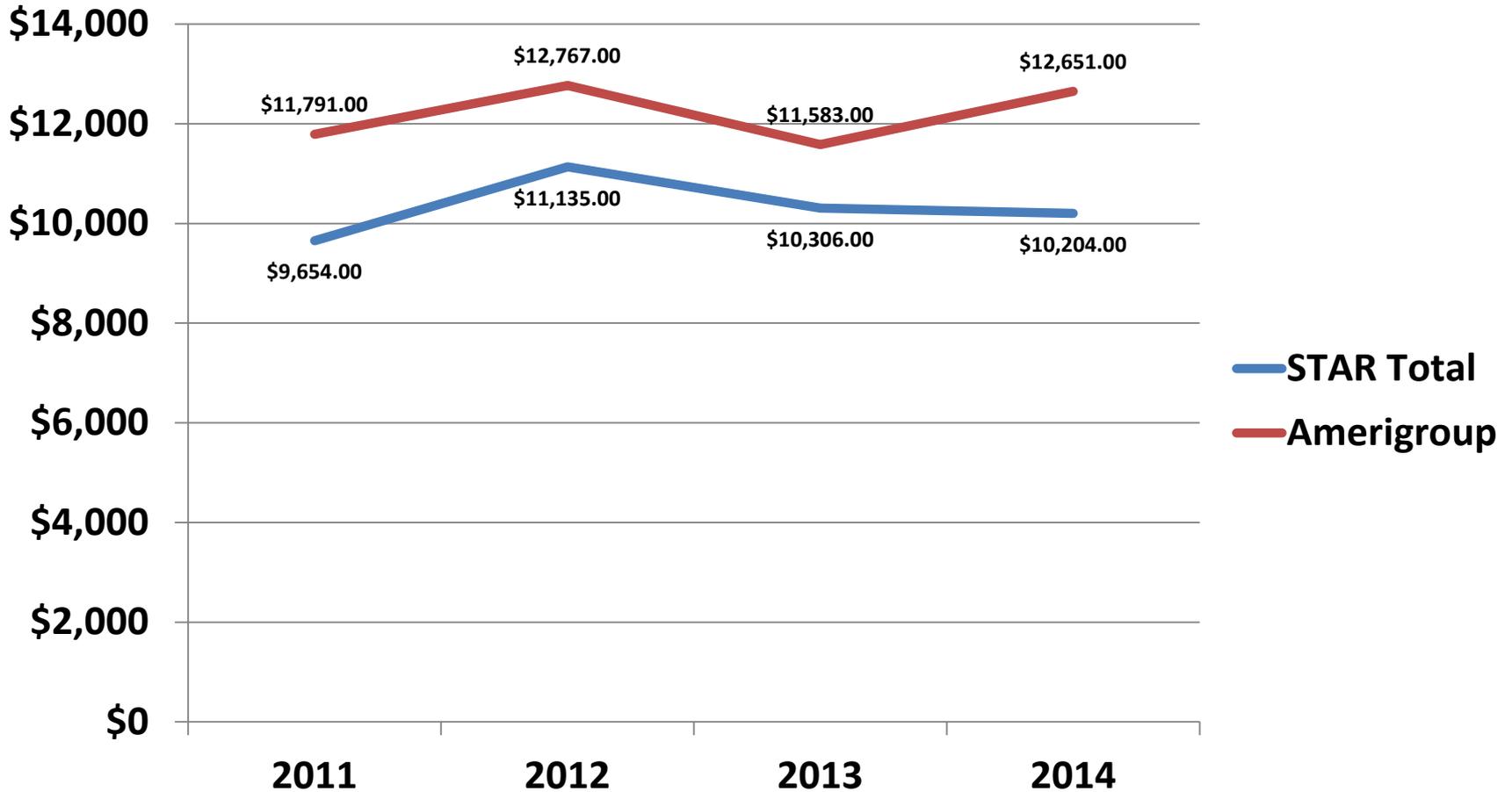
# PPV A/E Ratios



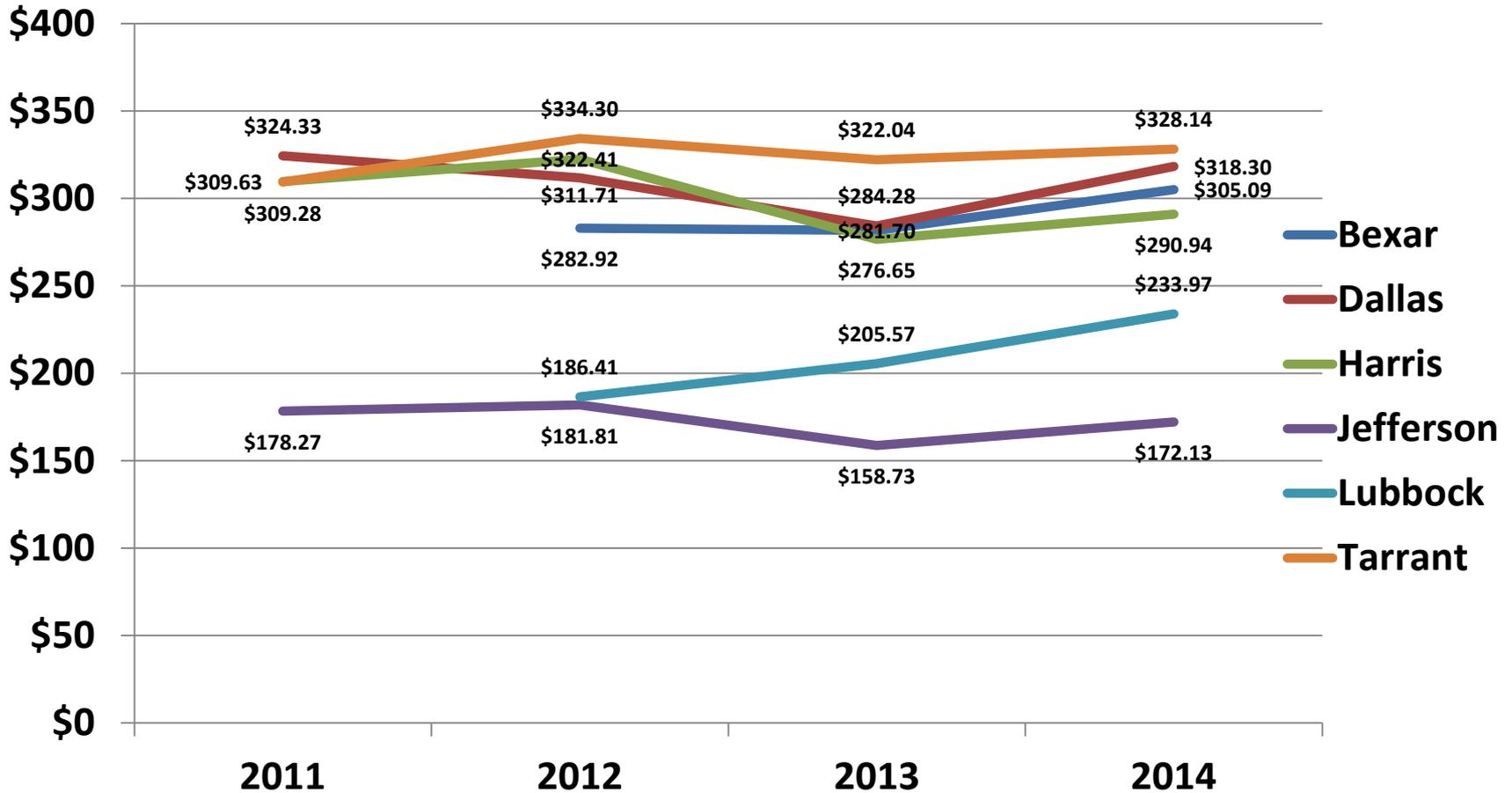
# Cost per PPV Statewide



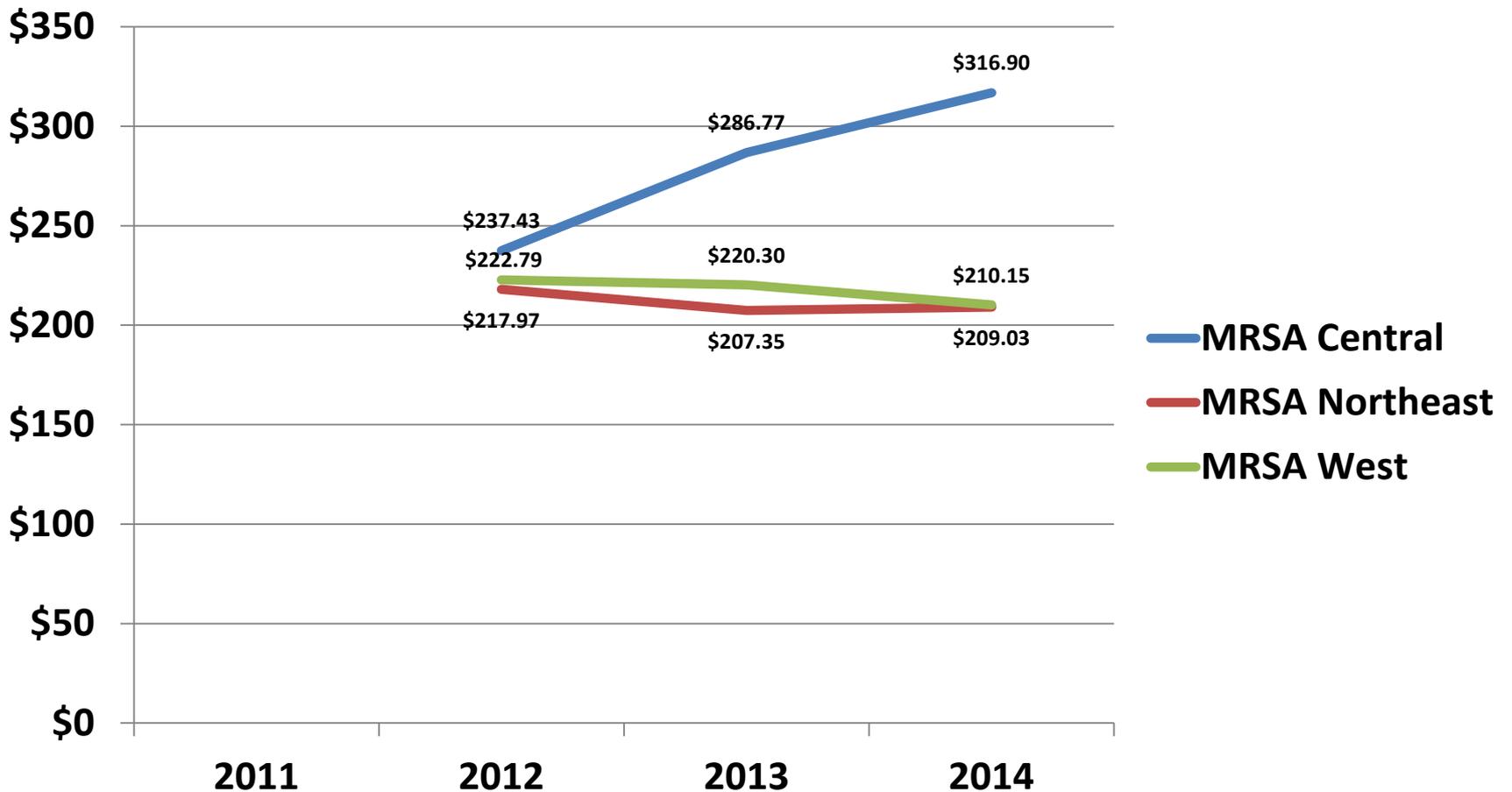
# Cost per 1,000 MM



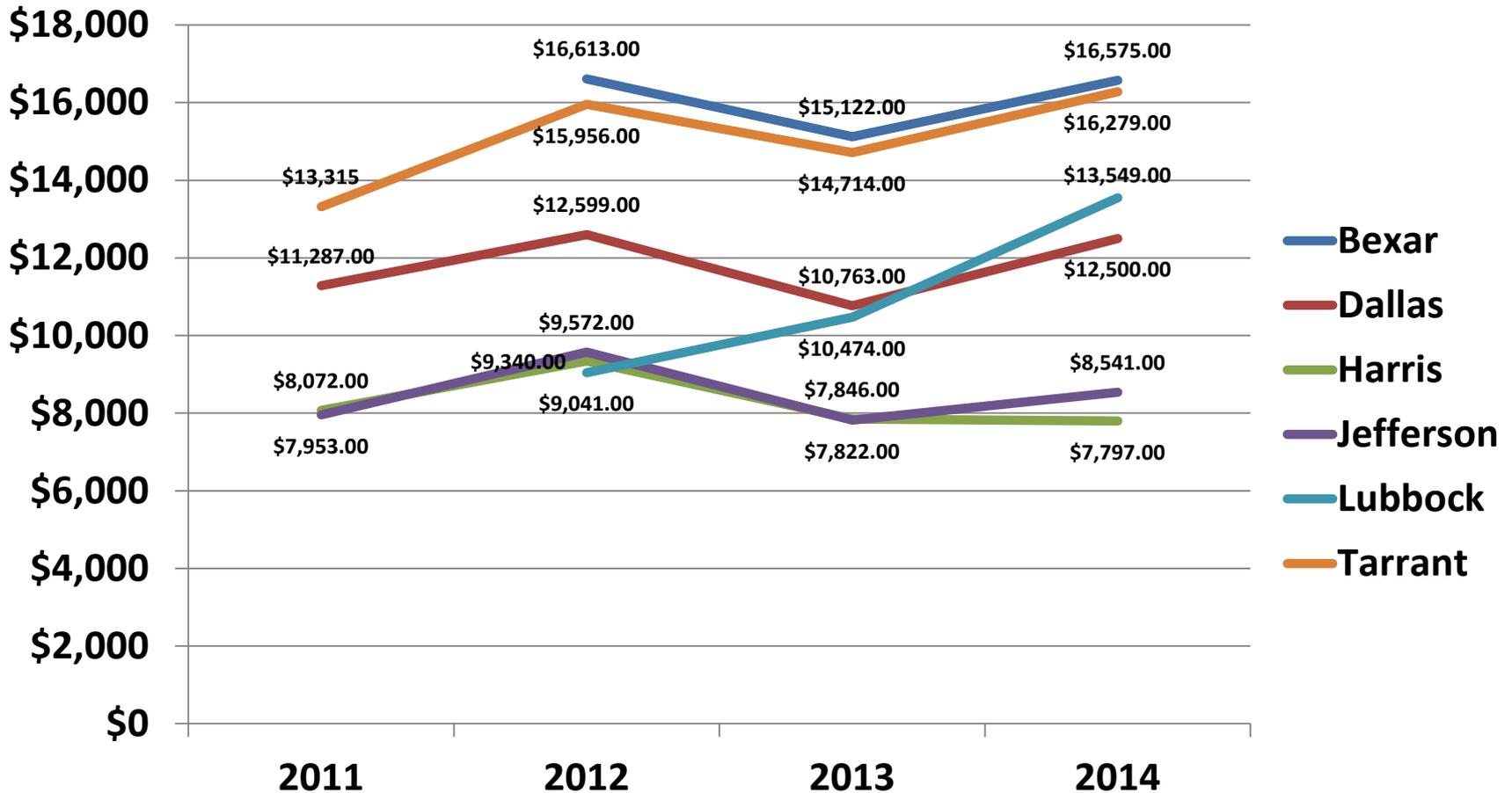
# Cost per PPV by Service Area



# Cost per PPV by Service Area

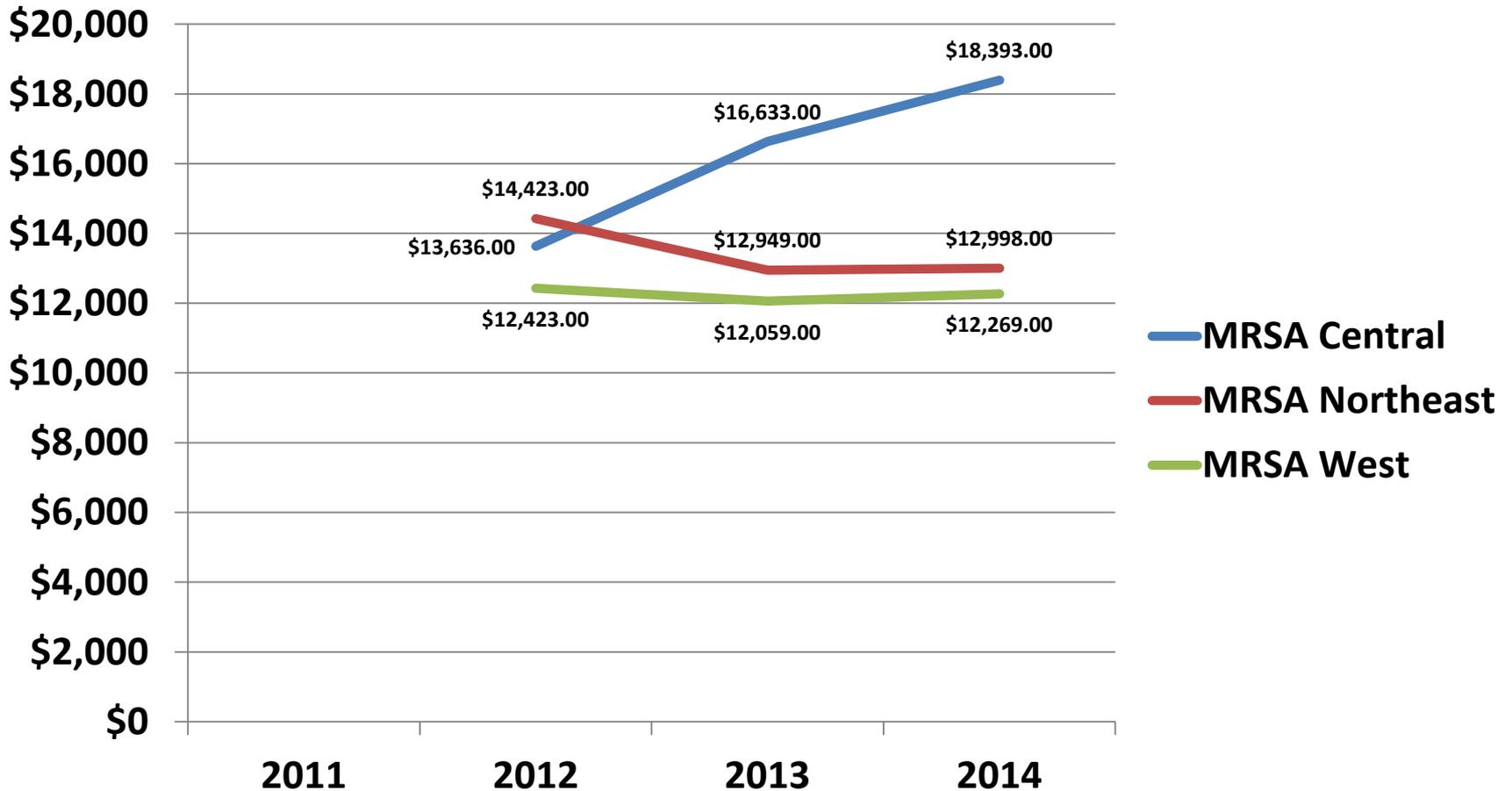


# PPV Cost per 1,000 MM by SA\*



\*MM: Member Months; SA: Service Area

# PPV Cost per 1,000 MM by SA\*



\*MM: Member Months; SA: Service Area

## PPV Reasons

Overall Plan (>75%)	Number	Frequency
Infections Of Upper Respiratory Tract	62,989	26.08%
Non-Bacterial Gastroenteritis, Nausea & Vomiting	15,980	6.62%
Signs, Symptoms & Other Factors Influencing Health Status	15,416	6.38%
Other Skin, Subcutaneous Tissue & Breast Disorders	14,801	6.13%
Level I Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses	12,683	5.25%
Level II Other Musculoskeletal System & Connective Tissue Diagnoses	11,965	4.95%
Contusion, Open Wound & Other Trauma To Skin & Subcutaneous Tissue	10,508	4.35%
Abdominal Pain	10,368	4.29%
Viral Illness	9,102	3.77%
Cellulitis & Other Bacterial Skin Infections	7,063	2.92%
Acute Lower Urinary Tract Infections	6,208	2.57%
Chest Pain	4,626	1.92%

## Discussion

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### Potentially Preventable ER Visits (PPV)

Overall: 12.75% increase in utilization

- Cost above STAR on average(3 ½ years)

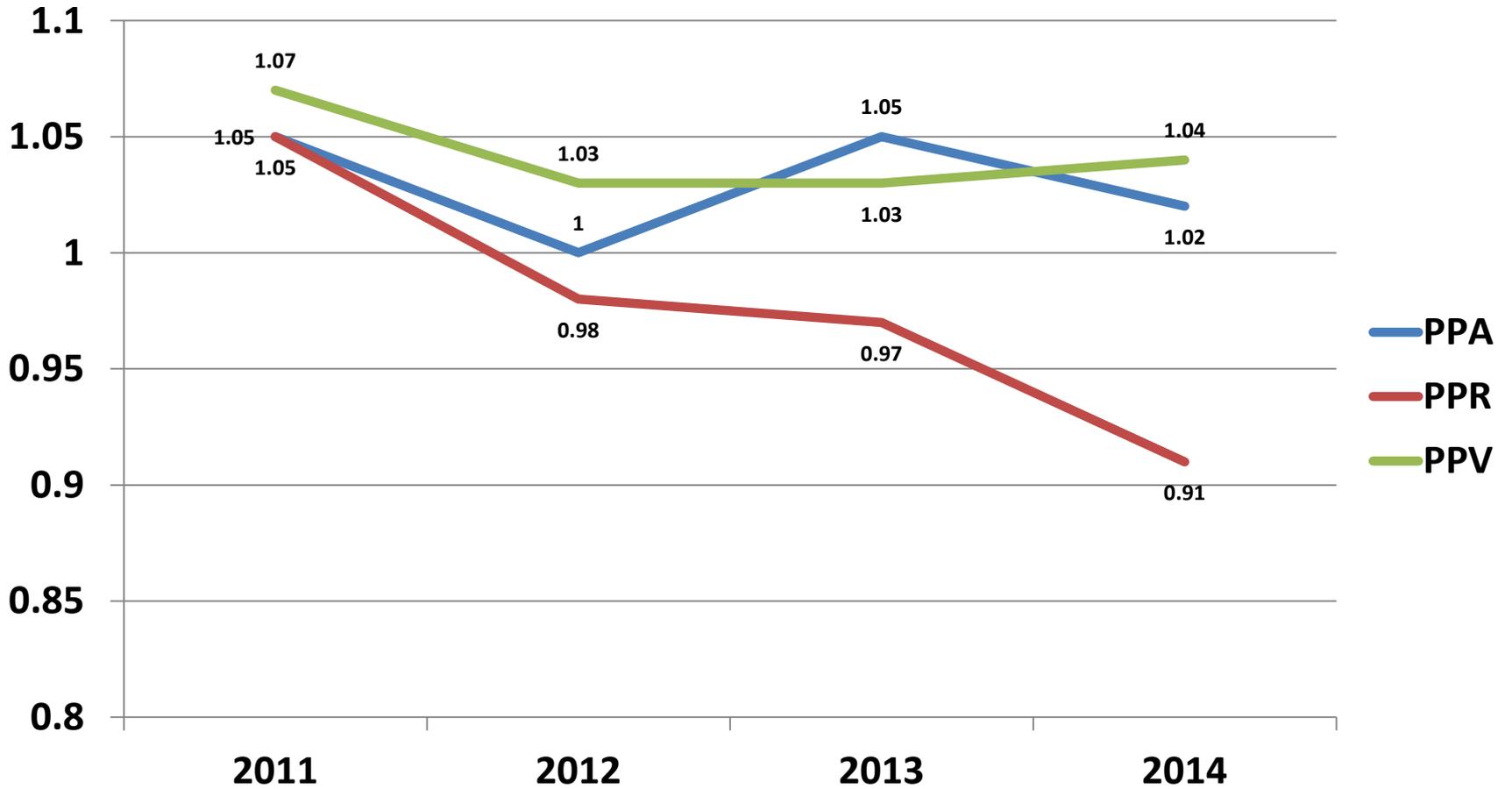
Wide variation in utilization by service area

- Low: Harris
- High: Jefferson, Bexar & Lubbock

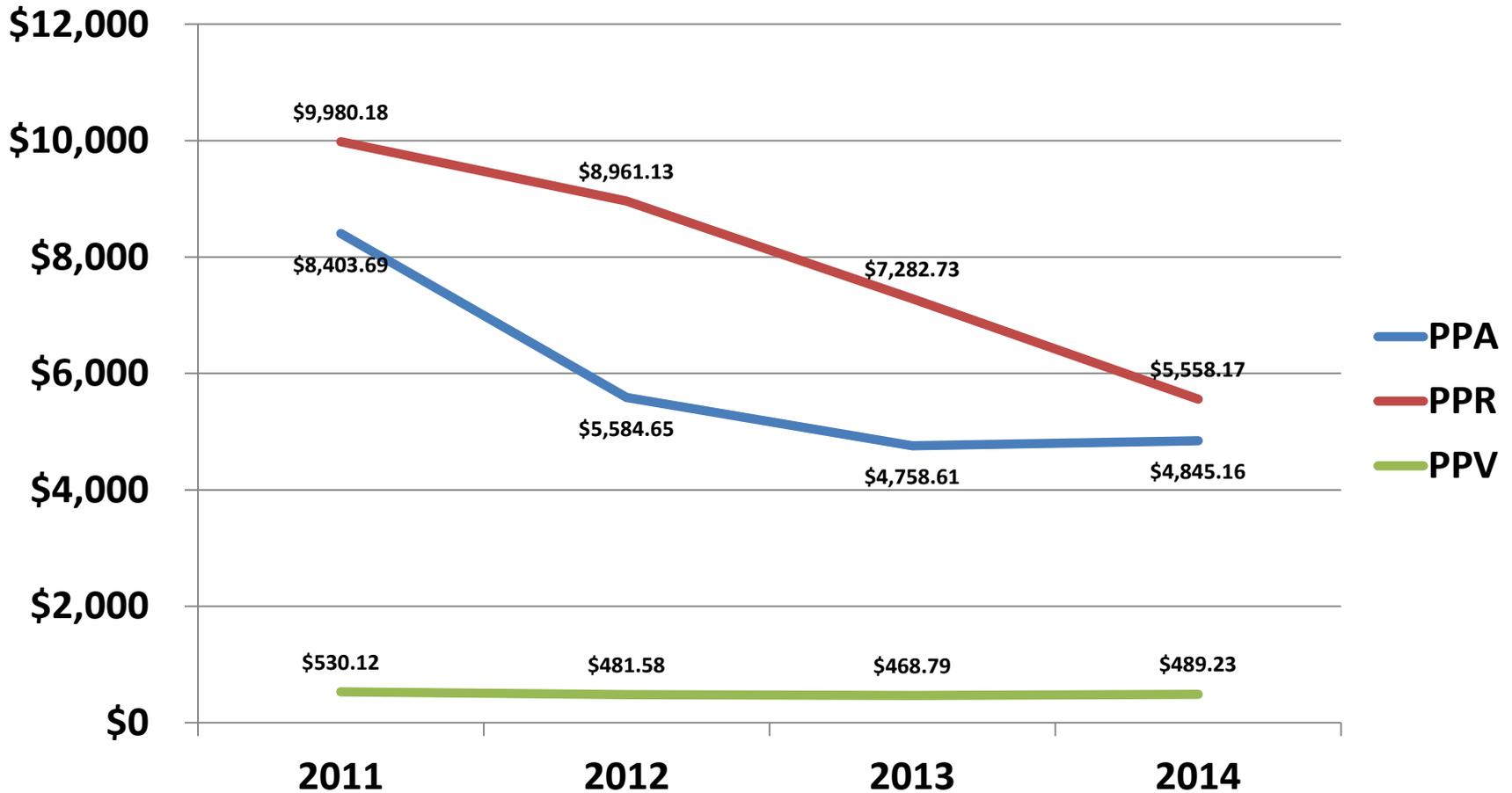
Variation in cost by service area:

- High: Tarrant
- Low: Jefferson

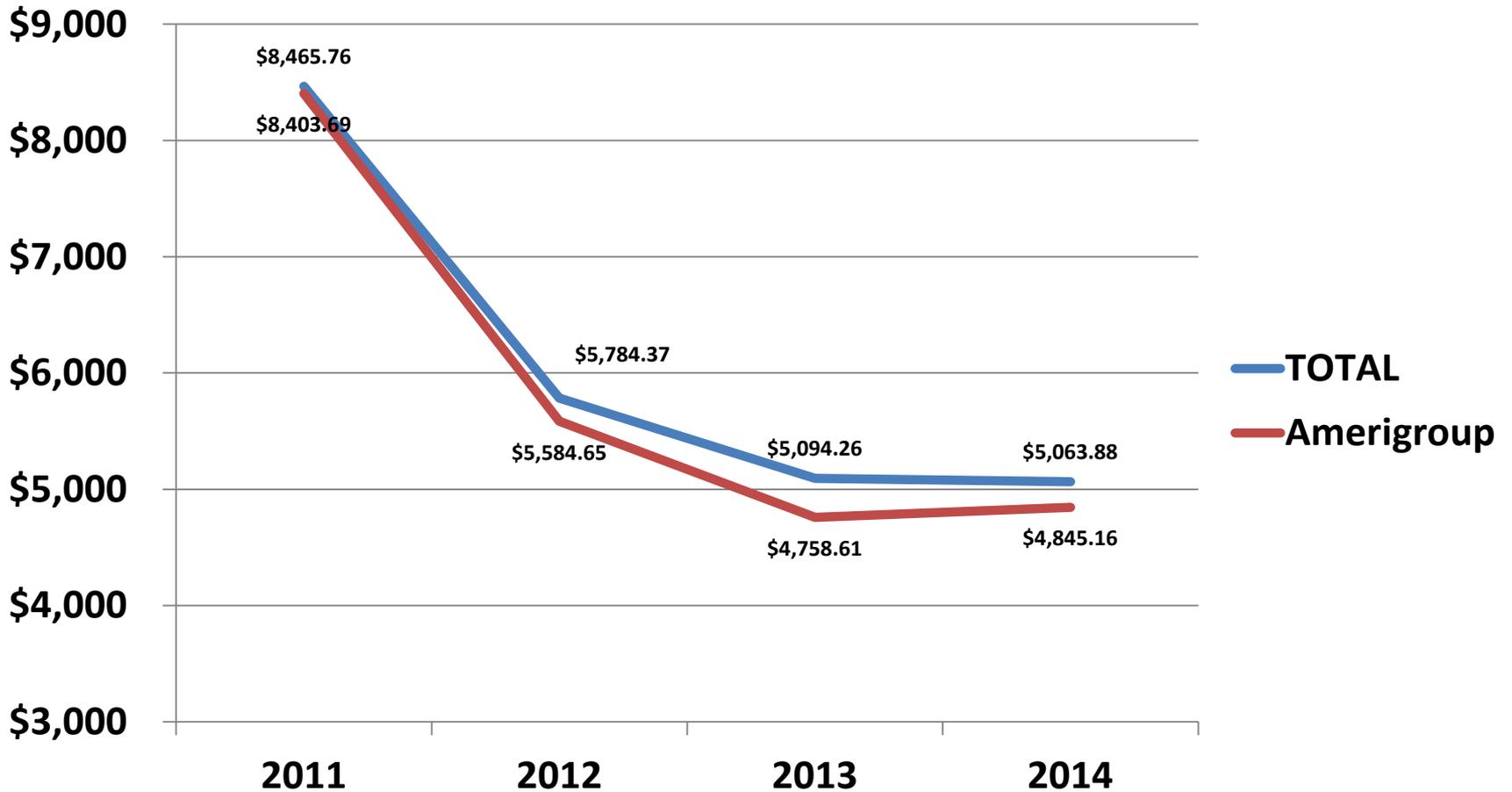
# STAR+PLUS PPEs



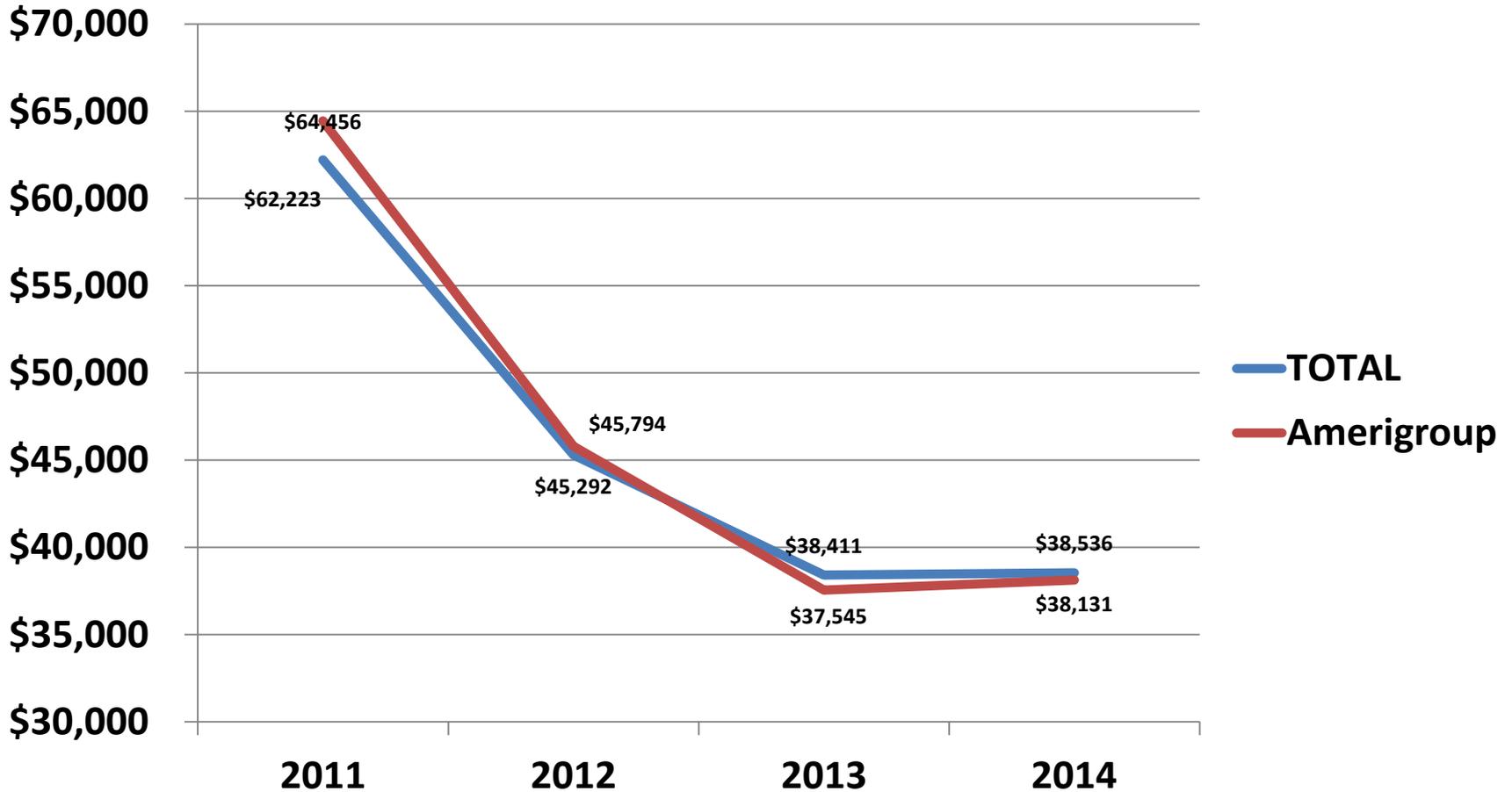
# STAR+PLUS Cost per PPE



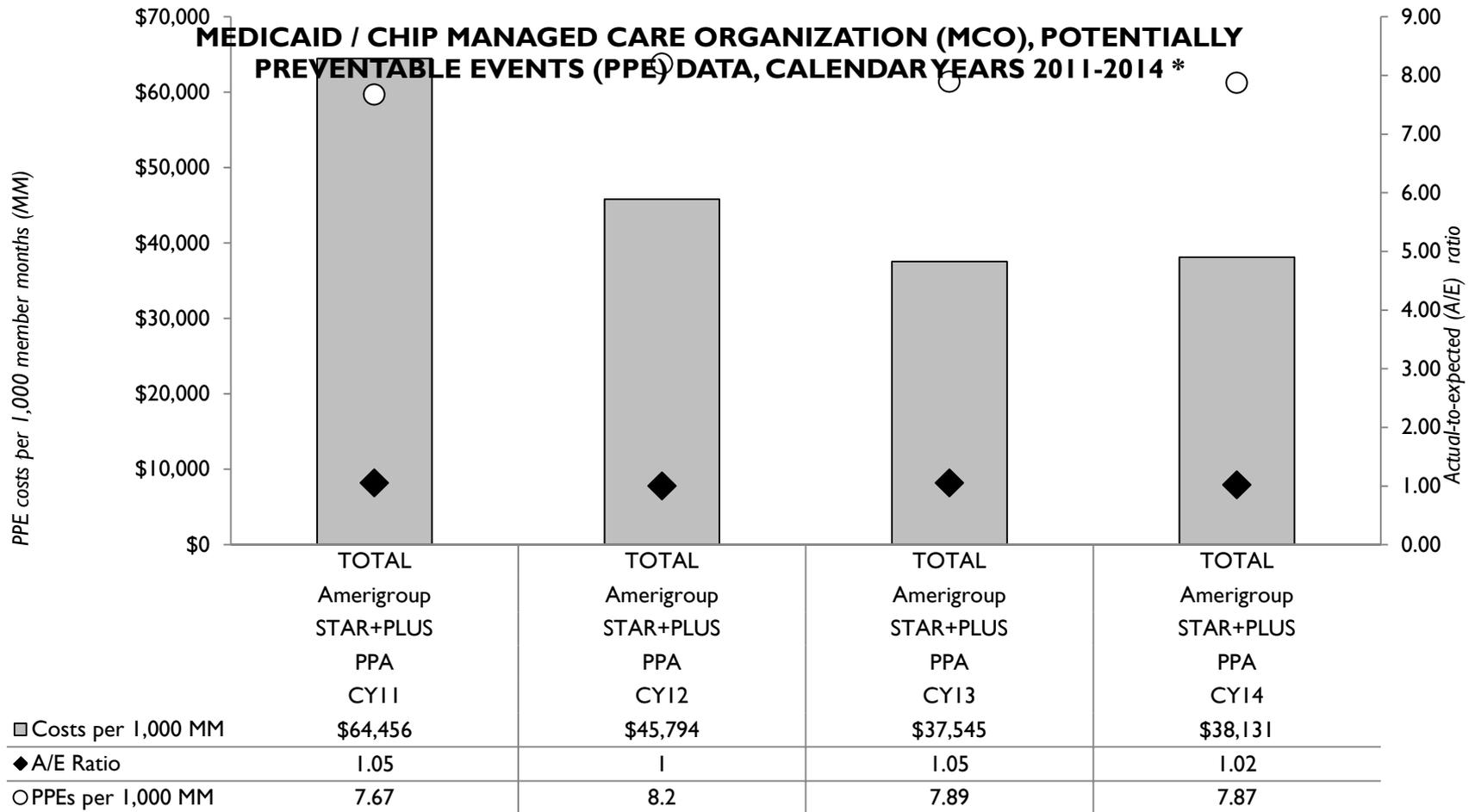
# Cost per PPA



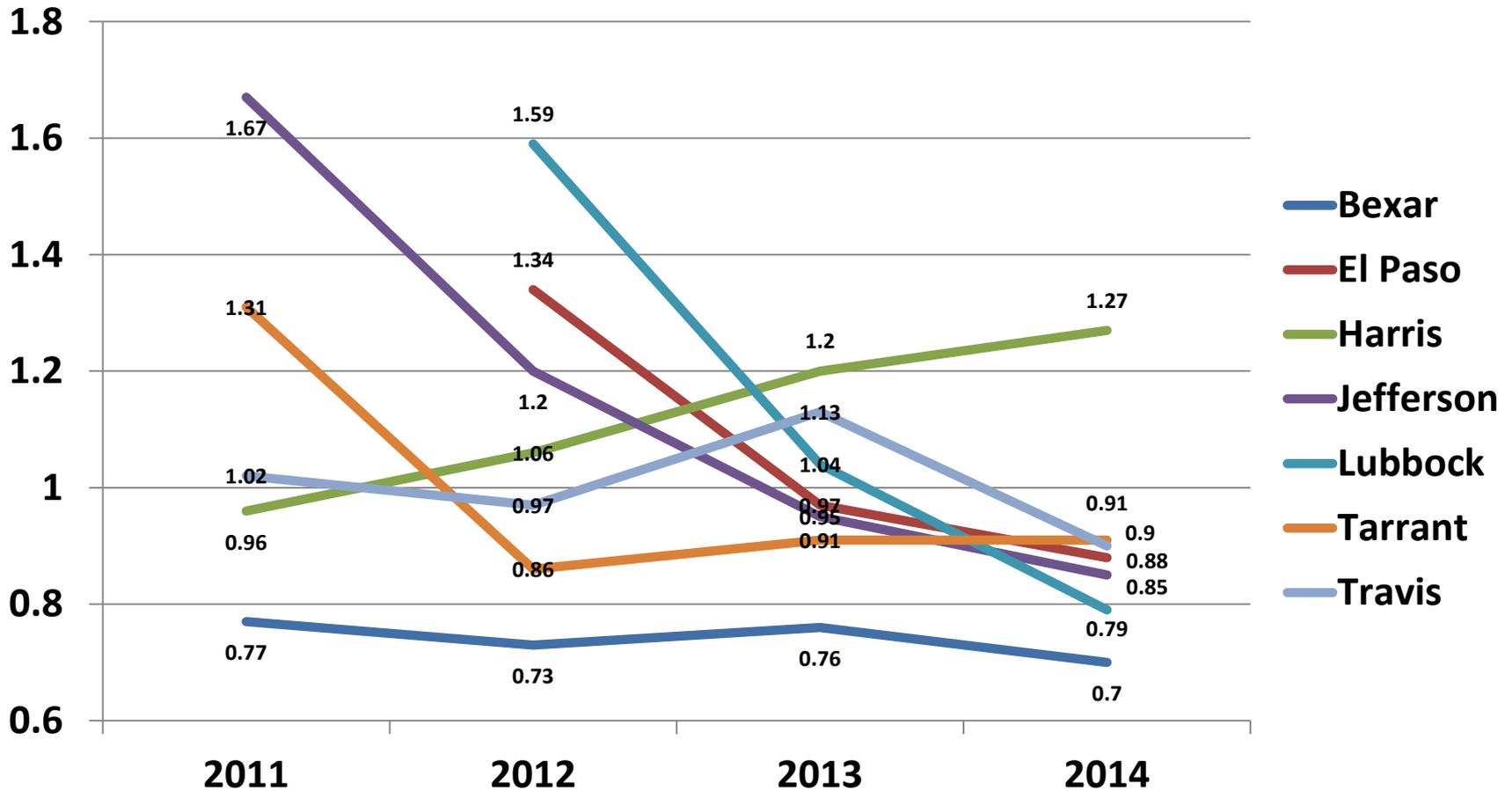
# Cost per 1,000 MM



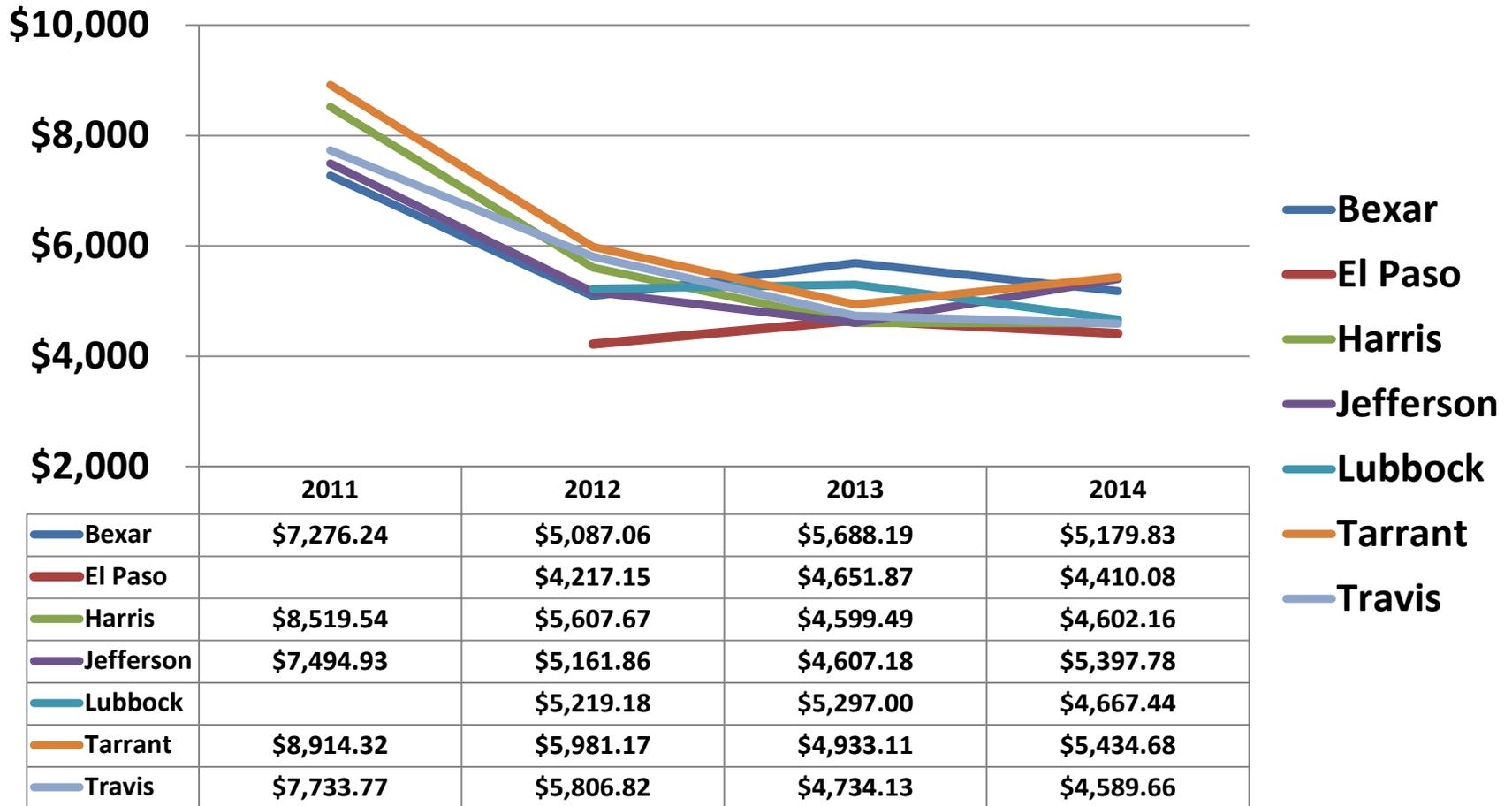
# PPA Web Graph



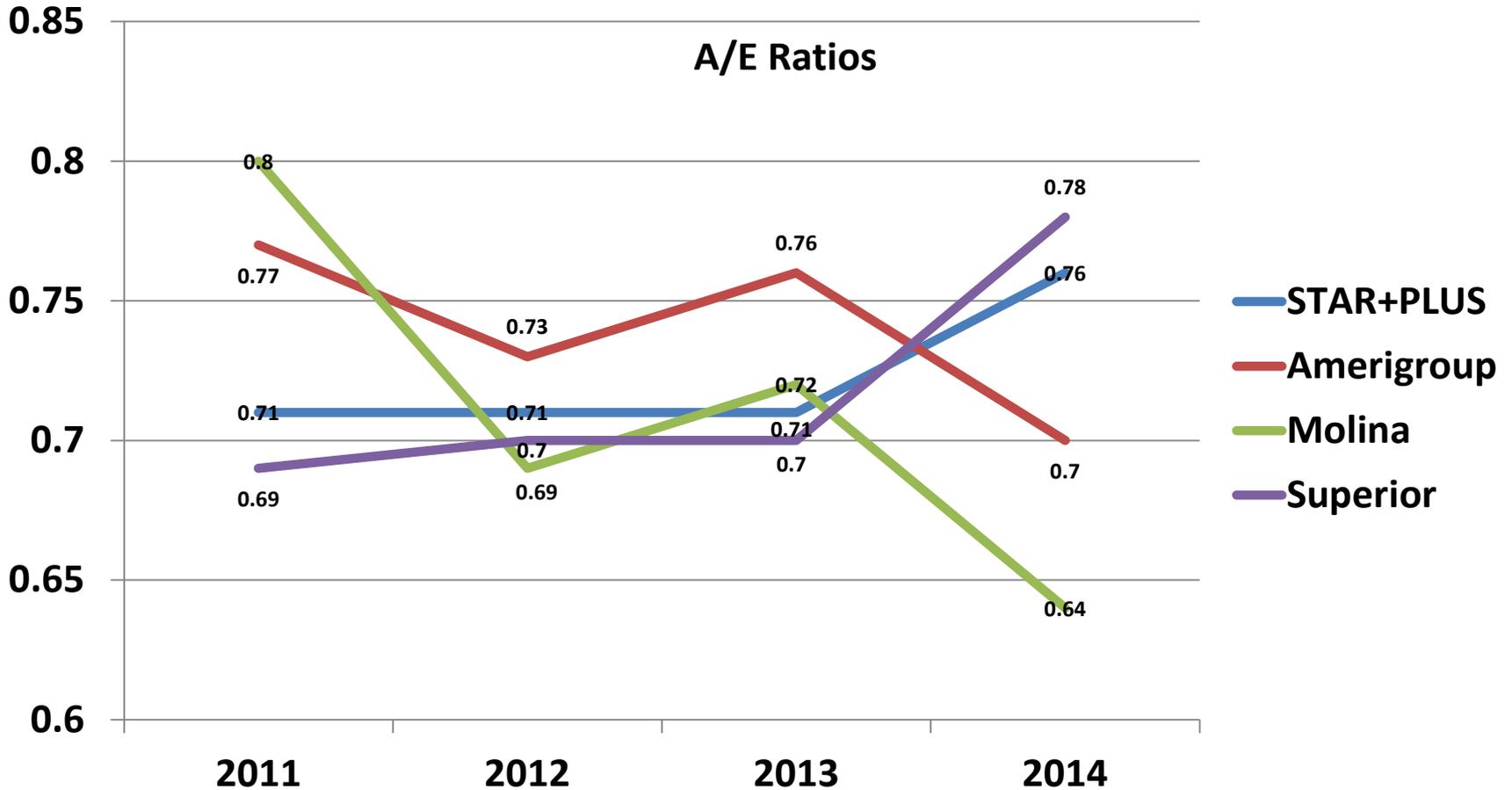
# PPA A/E Ratios



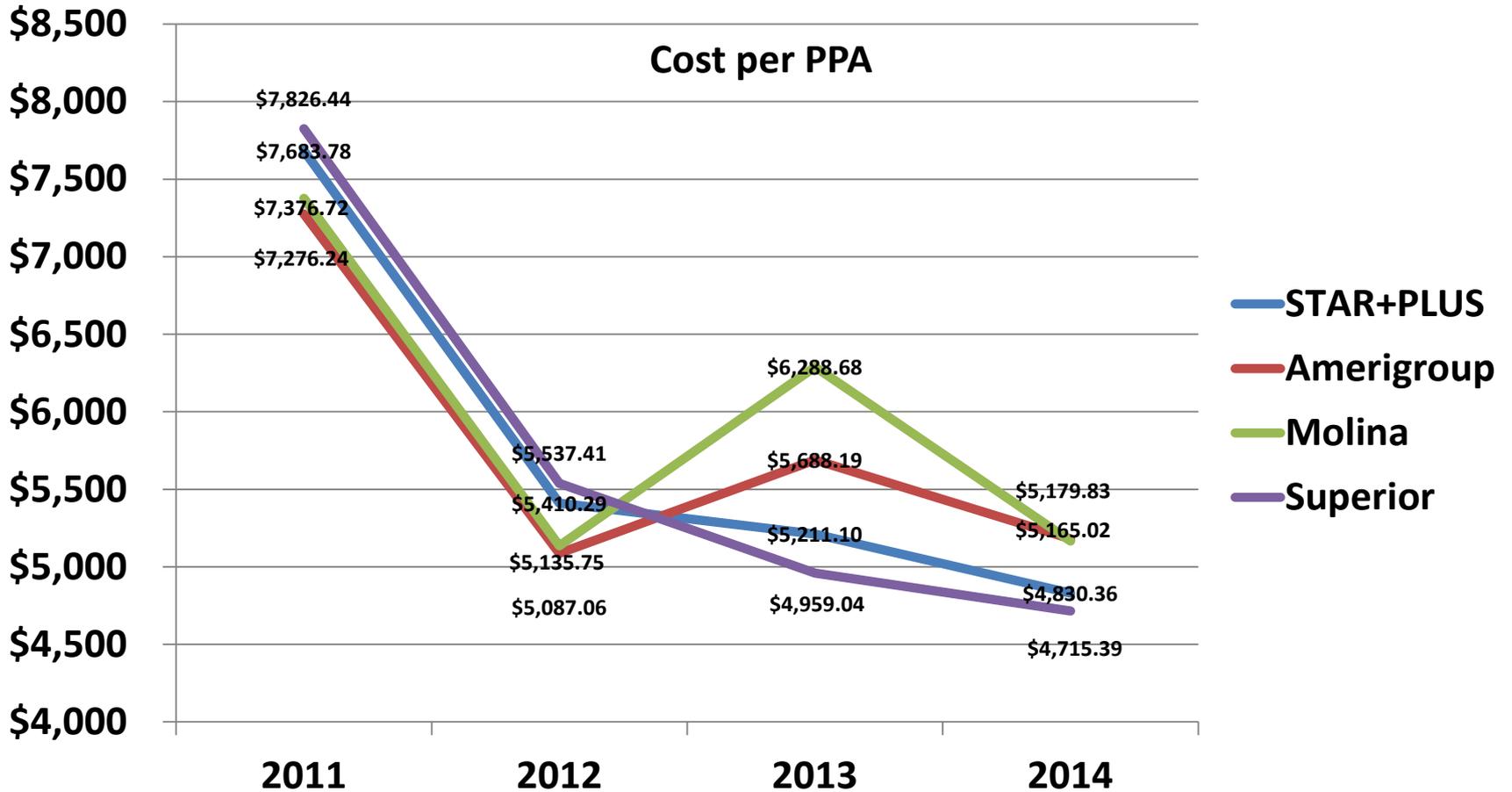
# Cost per PPA by Service Area



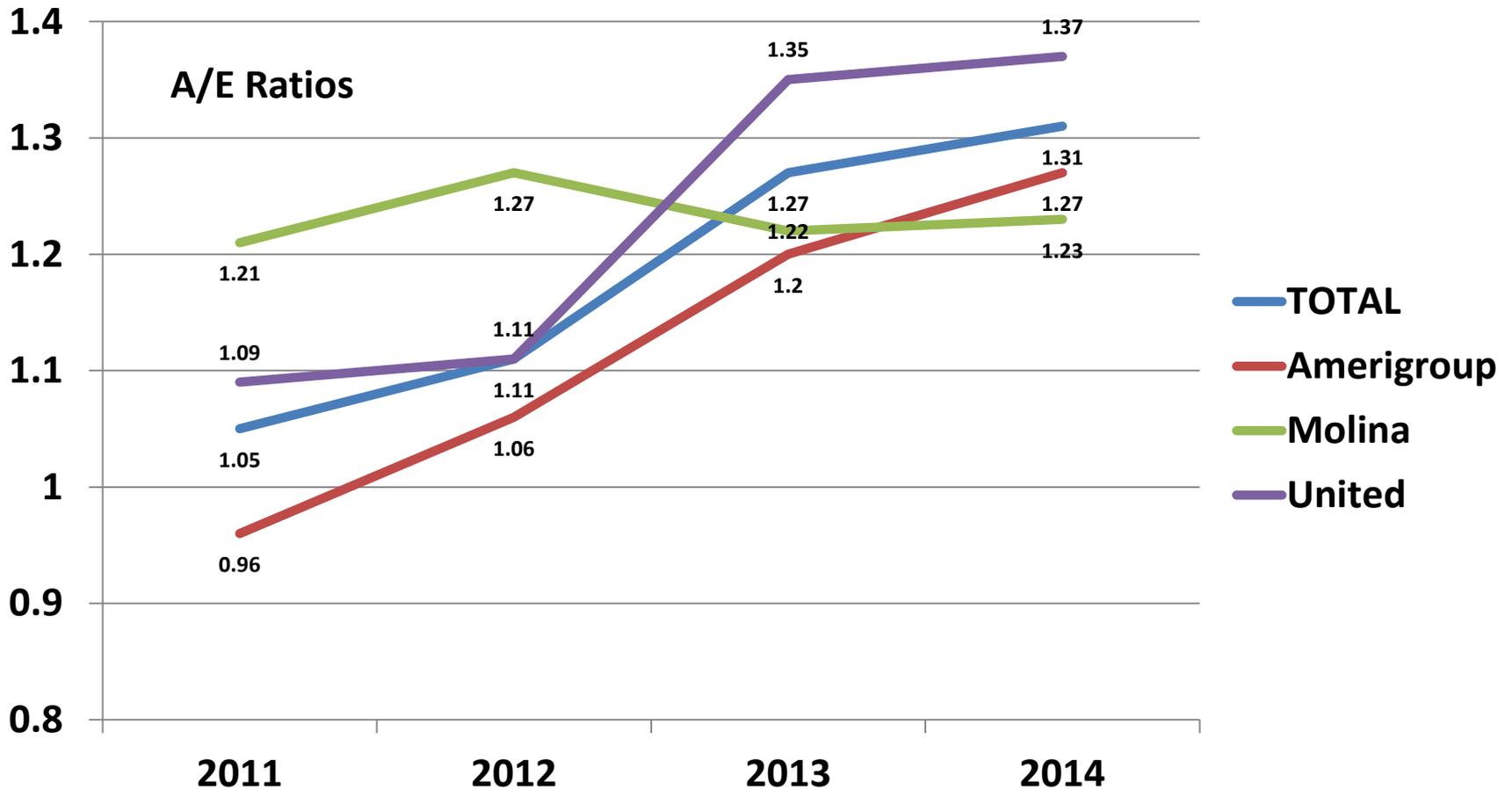
# Bexar Service Area Variation



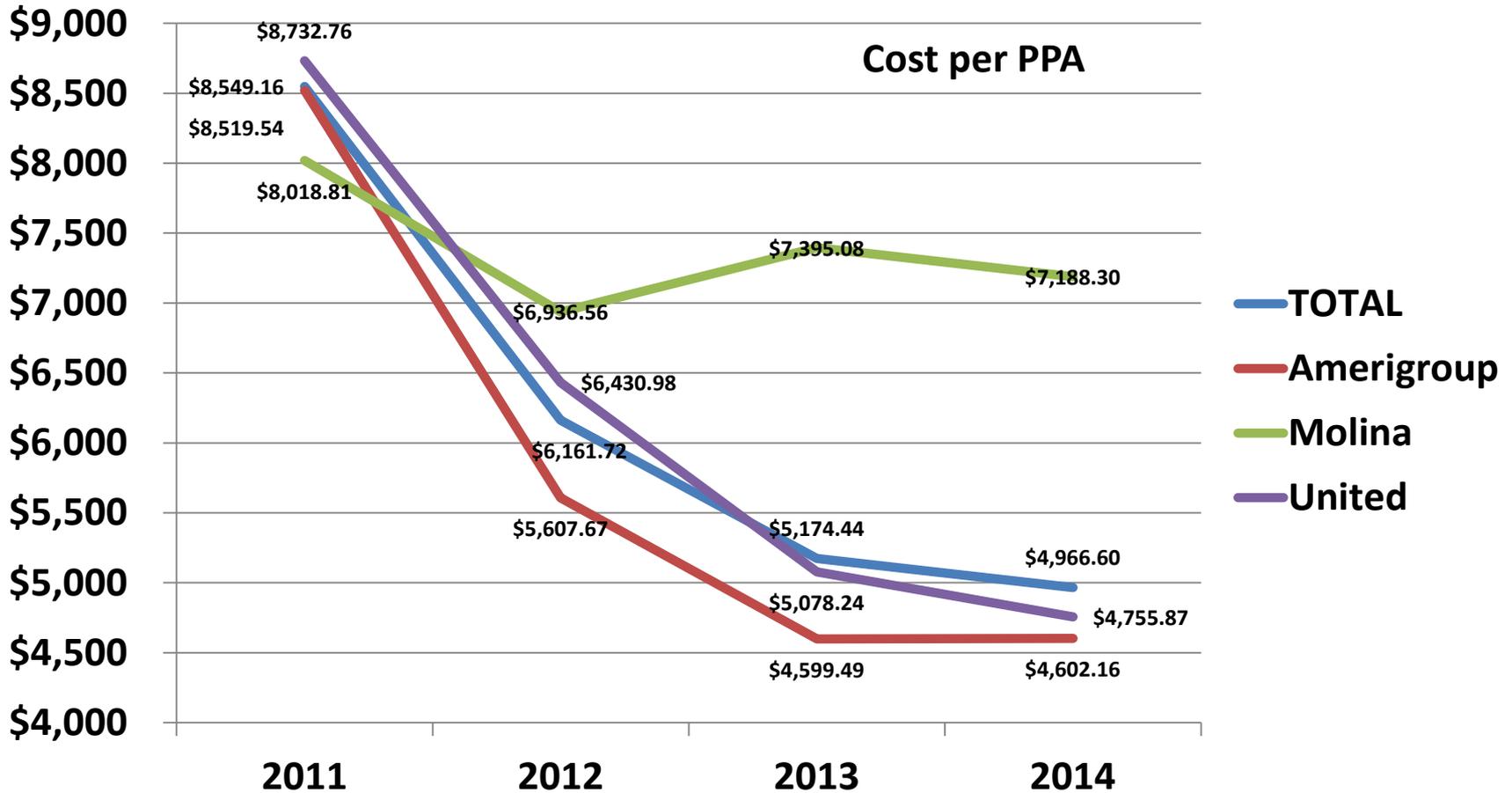
# Bexar Service Area Variation



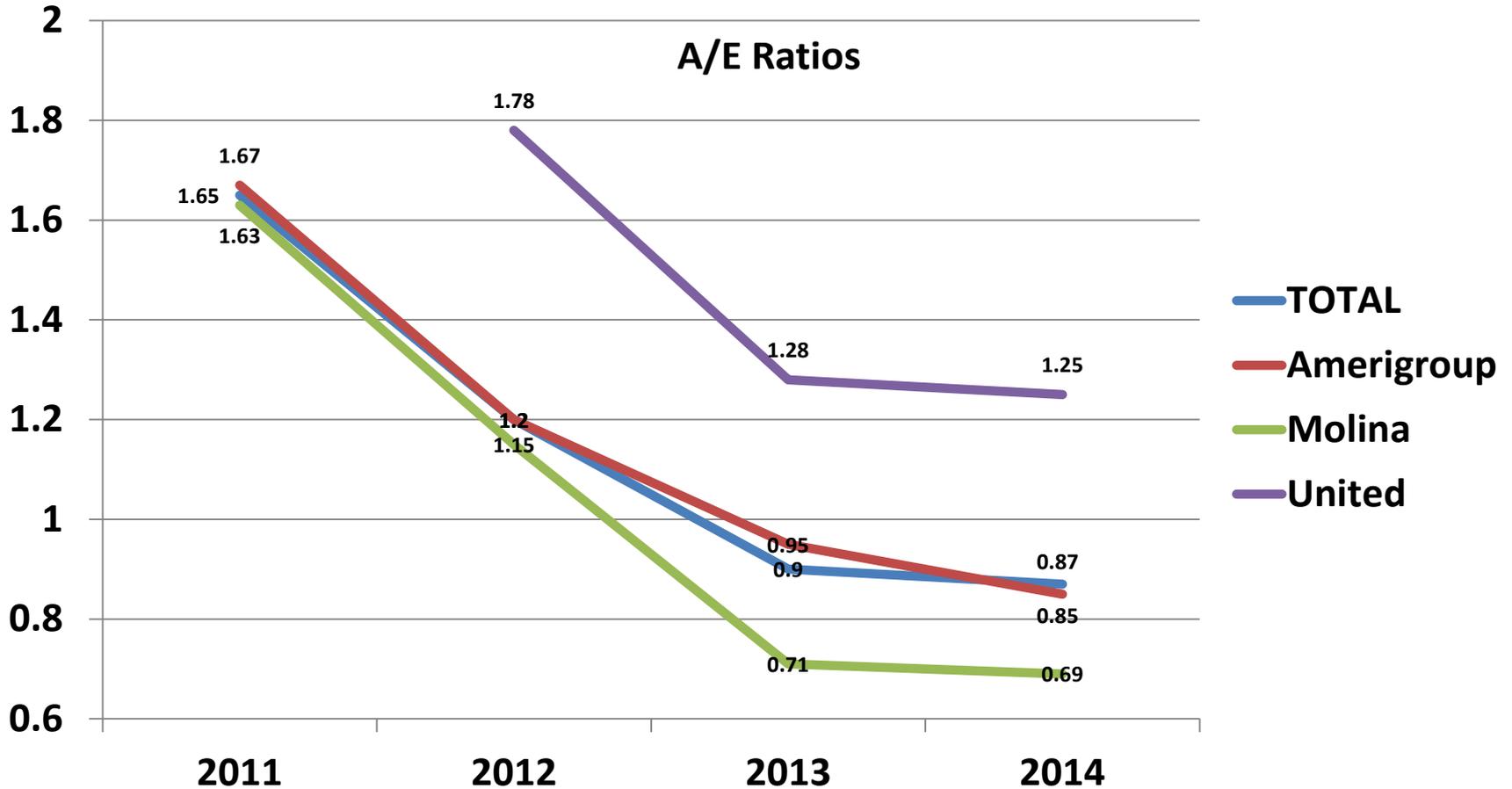
# Harris Service Area Variation



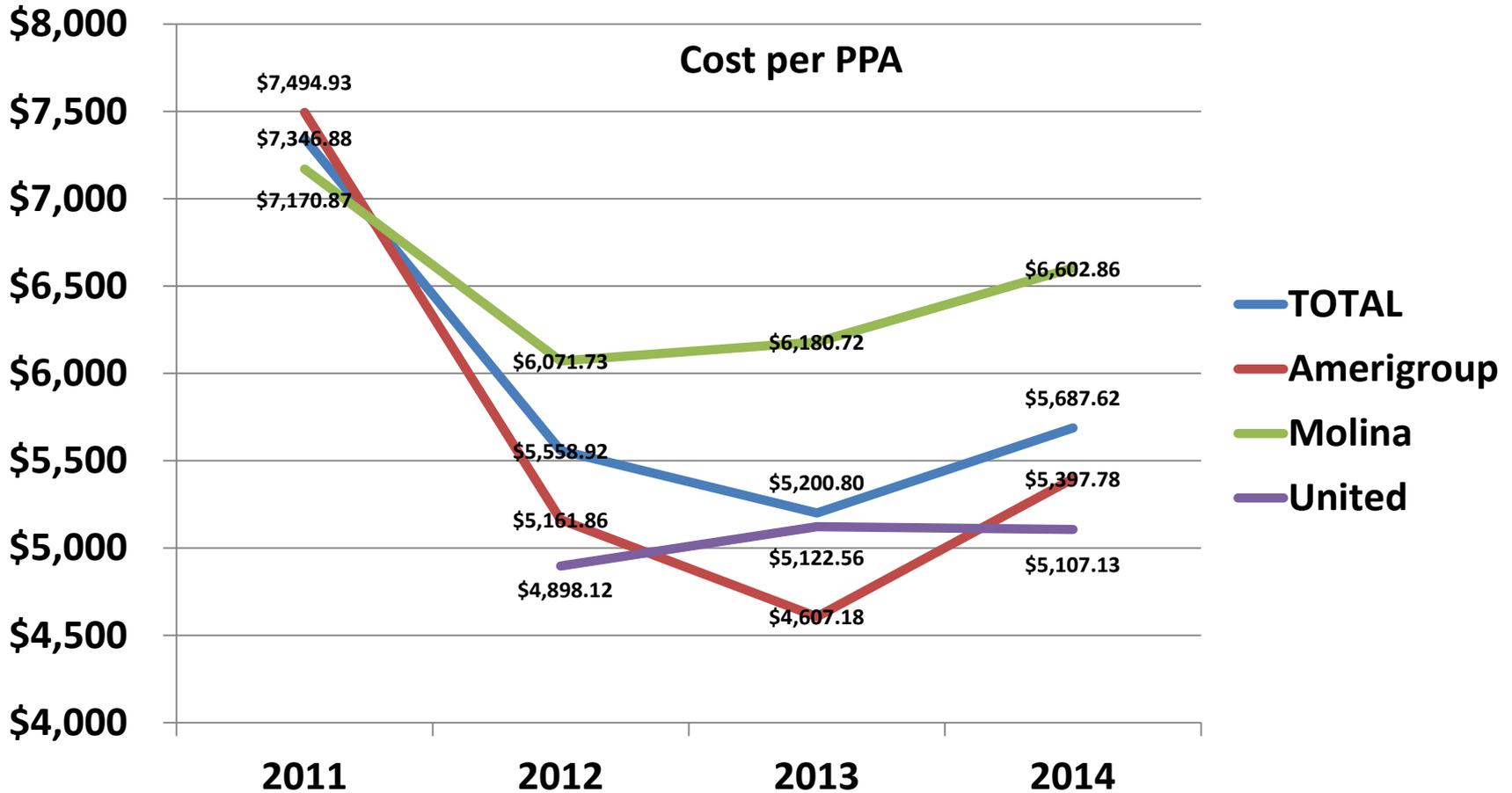
# Harris Service Area Variation



# Jefferson Service Area Variation



# Jefferson Service Area Variation



# PPA Conditions

PPA Reason (APR DRG) [78.5%]	Number	Percent
Chronic Obstructive Pulmonary Disease	574	11.19%
Schizophrenia	449	8.76%
Heart Failure	432	8.42%
Sickle Cell Anemia Crisis	400	7.80%
Cellulitis & Other Bacterial Skin Infections	393	7.66%
Other Pneumonia	385	7.51%
Bipolar Disorders	314	6.12%
Diabetes	278	5.42%
Seizure	270	5.27%
Kidney & Urinary Tract Infections	252	4.91%
Non-bacterial Gastroenteritis, Nausea & Vomiting	143	2.79%
Major Depressive Disorders & Other/Unspecified Psychoses	135	2.63%

## Discussion

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PPA: slight (3%) increase in use and 42% decrease in cost

Variation in utilization vs. Plan

- Lower: Bexar
- Higher: Harris

Variation in cost vs. Plan

- Homogenous decrease
- Lower: El Paso
- \*Inconclusive 2014 – only ½ year of data

## Service Area Variation

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**Bexar:** all A/E Ratios  $<1$ ; Amerigroup on the high use; Cost slight increase in 2013

**Harris:** most A/E Ratios  $>1$ ; sharp increase, including Amerigroup (lowest of all); Cost greatest decrease in Amerigroup within general trend of decrease

**Jefferson:** general decrease in use towards below 1; Amerigroup in the middle; Cost decrease w. Amerigroup the lowest; 2014!?!

# Developments

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Alternative payment structures – VBP (April 2014)

Performance Improvement Plans [next slide]

- 2014: (STAR and STAR+PLUS)

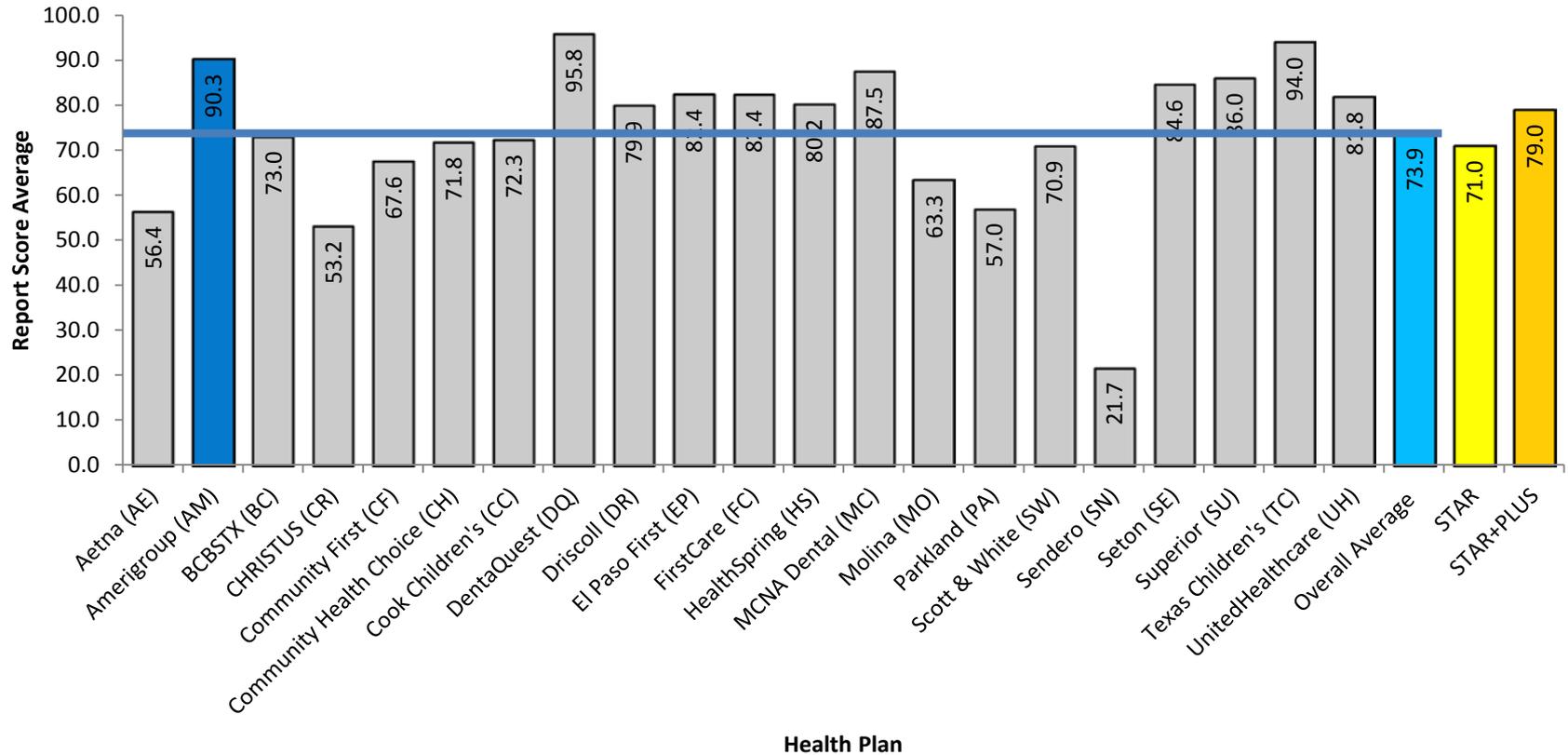
Super-utilizers – your target

Medicaid Transformation Waiver [next slide]

- 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			
Program	Topic	Final Score	Count	Average Score	Minimum Score	Maximum Score
STAR	Postpartum care	79.0	15	70.3	23.6	100.0
STAR	AWC	94.8	13	71.3	19.4	100.0
STAR	Asthma ED	97.9	20	65.5	22.2	97.9
STAR+ PLUS	Nursing Home Utilization	76.0	2	76.2	76.0	76.4
STAR+ PLUS	Diabetes eye exam	81.3	1	81.3	81.3	81.3
STAR+ PLUS	Diabetes HbA1c testing	96.4	3	90.5	87.5	96.4

## CY 2014 MCO Performance Improvement Projects

Line of Business	Service Area (SA)	PIP Topic	MCO Partners
STAR	Bexar, Dallas, Harris, Tarrant, Jefferson, Travis, Lubbock, MRSA	Controlling Blood Pressure (CBP)	N/A
STAR	Dallas, Tarrant	Asthma Management, measured by asthma medication measures, PPAs, PPVs	Aetna, Parkland, Cook Children's, Christus
STAR+PLUS	Bexar, El Paso, Harris, Jefferson, Lubbock, Tarrant, Travis	Controlling Blood Pressure (CBP)	N/A
STAR+PLUS	Bexar, El Paso, Harris, Jefferson, Lubbock, Tarrant, Travis	Comprehensive Diabetes Management (PPV)	N/A

# Partnership Opportunity

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## Medicaid Waiver

- Bexar\* – RHP 6
- Dallas\*\* – RHP 9
- El Paso# – RHP 15
- Harris\* – RHP 3
- Jefferson\* – RHP 2
- Lubbock\* – RHP 12
- MRSA Central\*\*
- MRSA Northeast\*\*
- MRSA West\*\*
- Tarrant\* – RHP 10
- Travis – RHP 7

\* STAR & STAR+PLUS

\*\* STAR

# STAR+PLUS