



Quarterly Quality Call Molina Healthcare

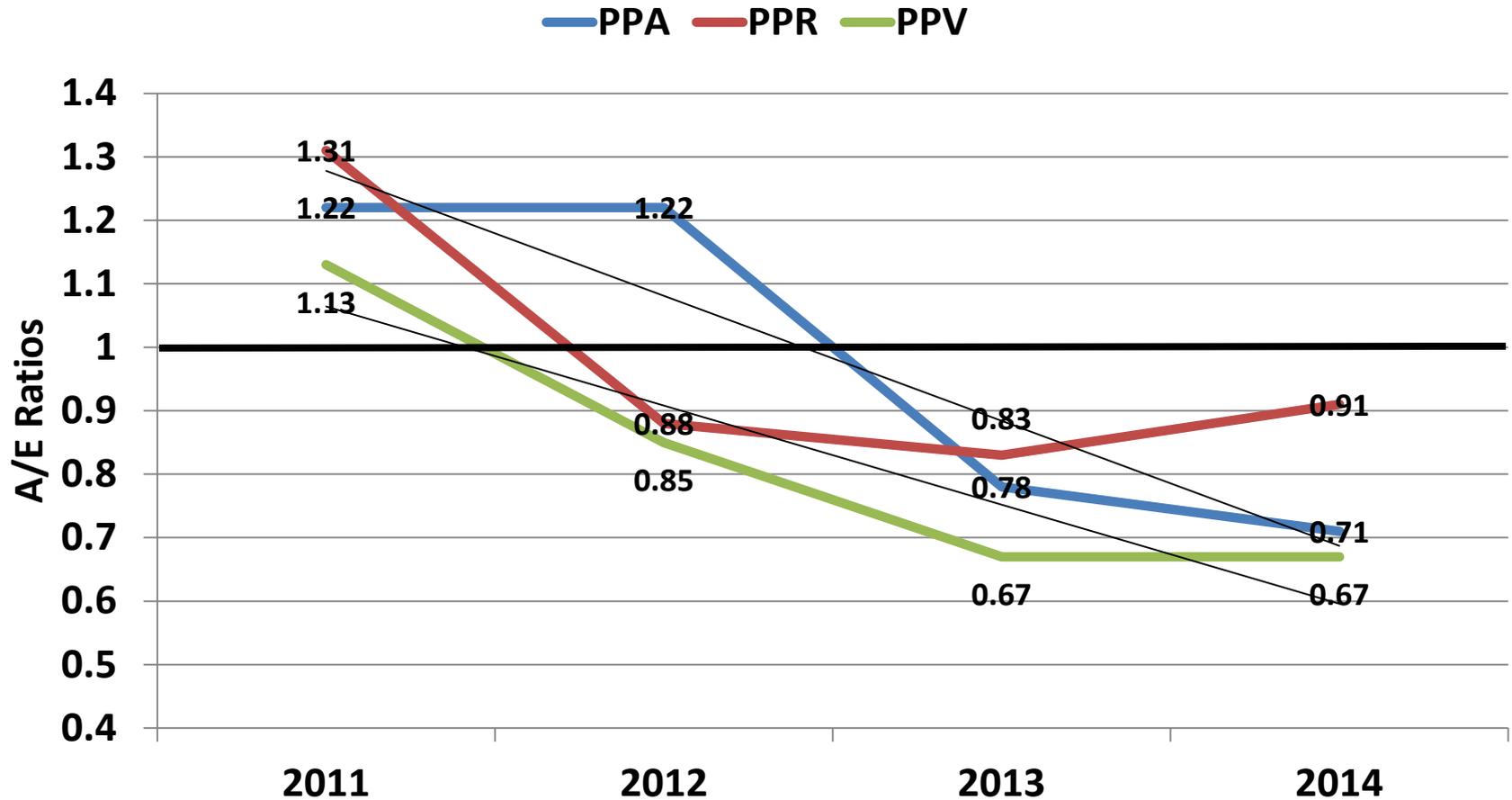
**Texas Health and Human Services
Commission**

Health Policy and Clinical Services Division

Healthcare Quality Analytics, Research and Coordination Support

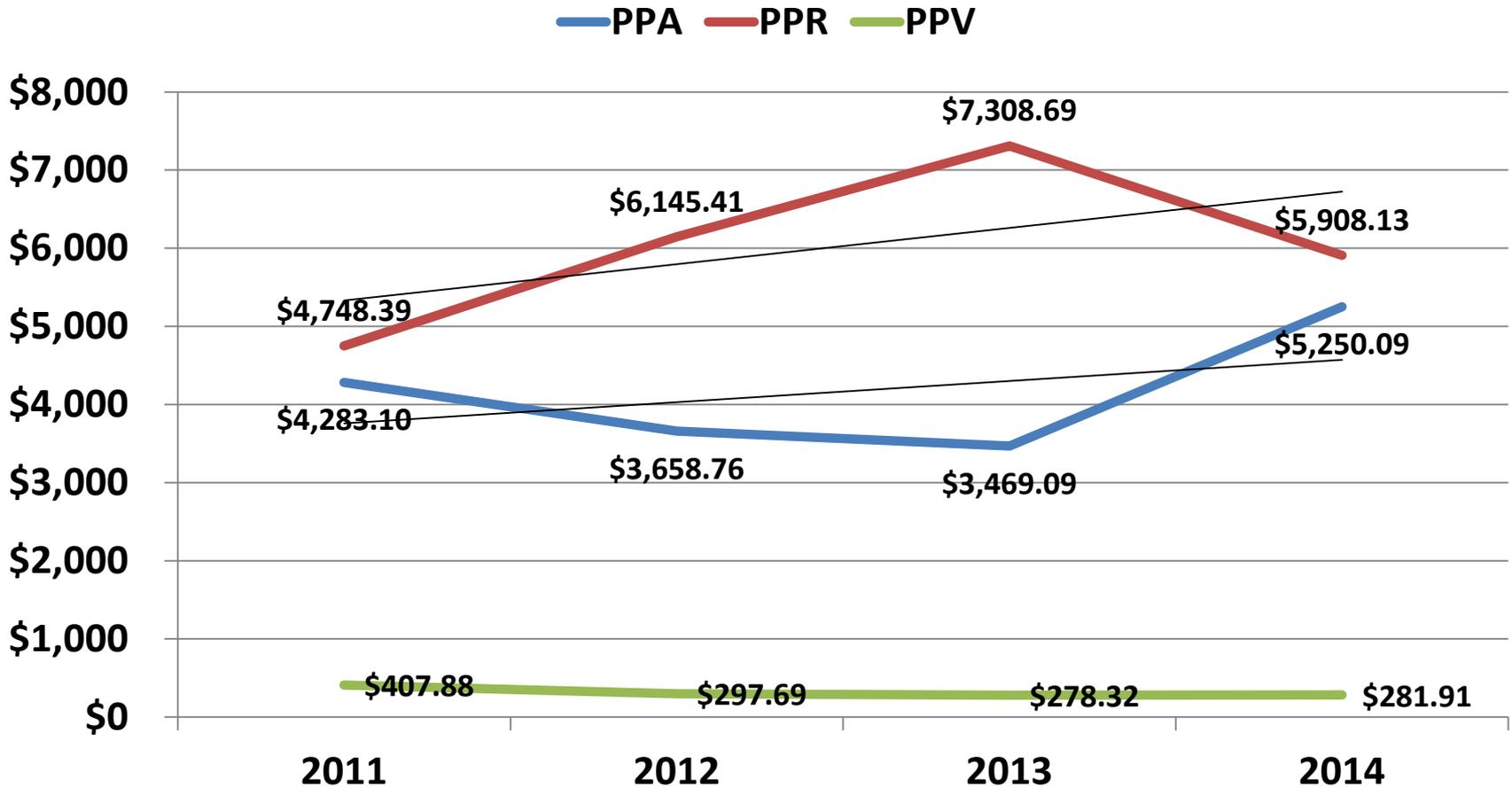
July 23, 2015

STAR PPEs



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

STAR Cost per PPE*



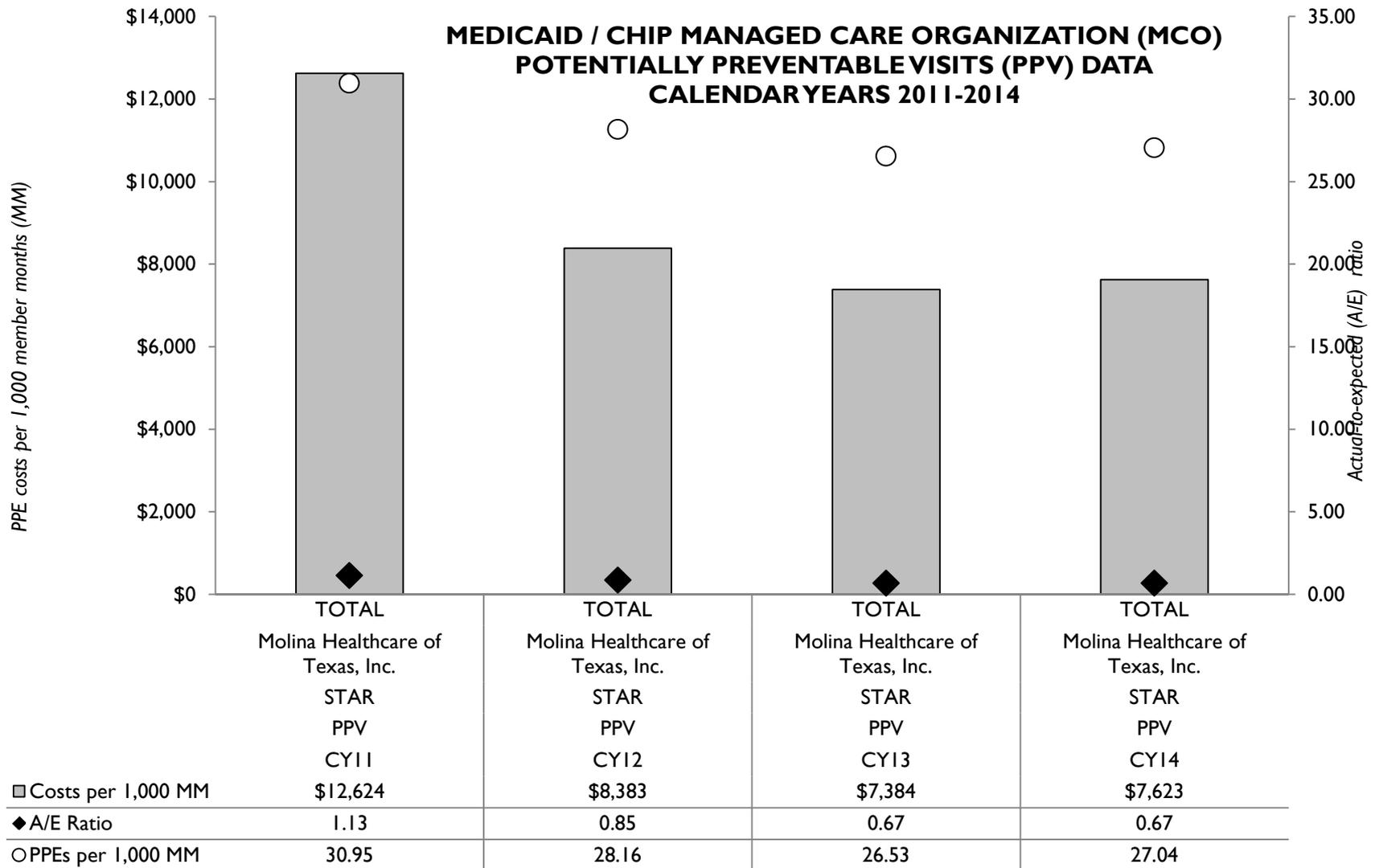
* NOTE: Due to rounding on the PPE Data file posted on the website, the numbers might be a bit off.

PPEs definition

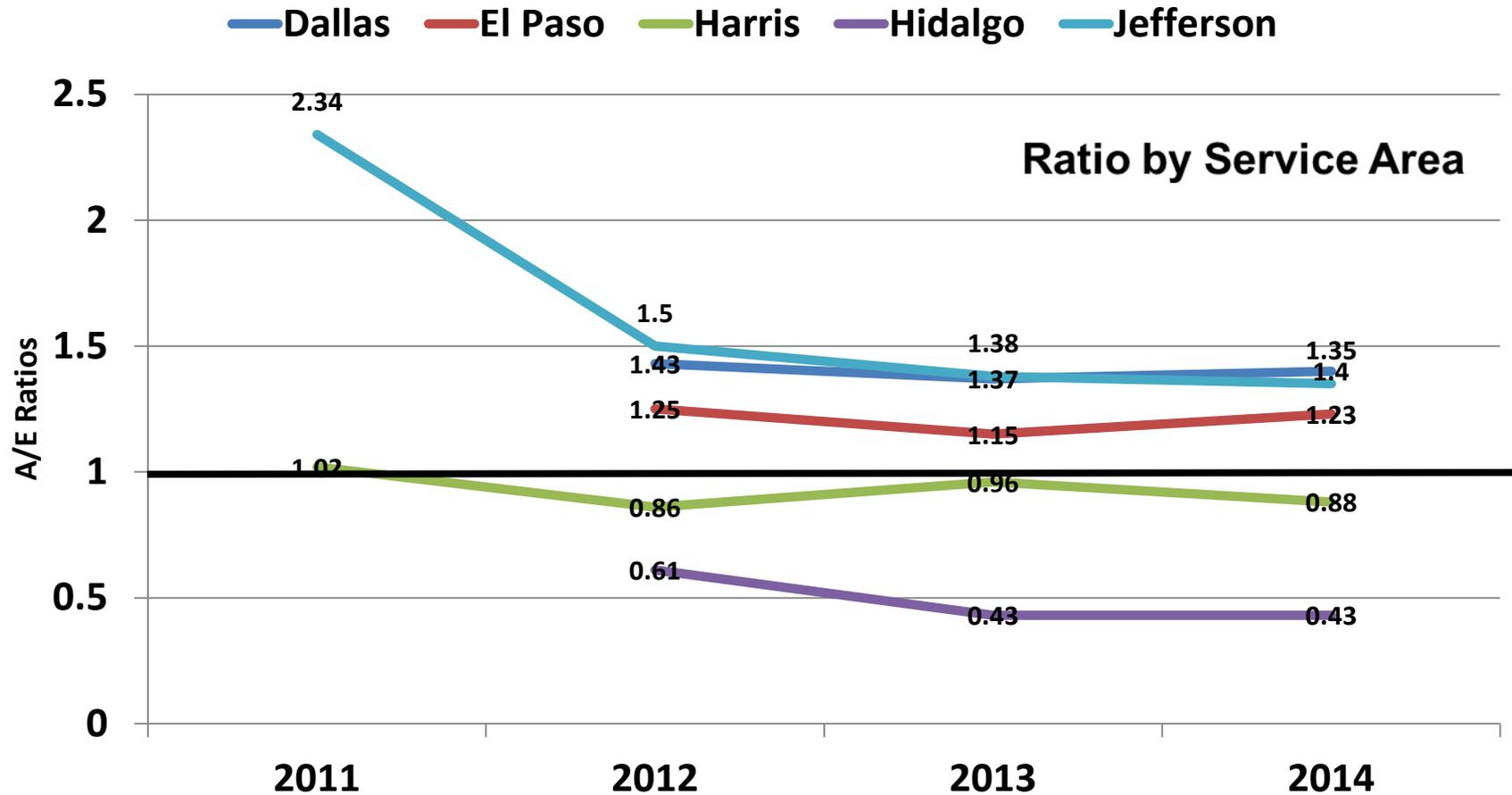
Potentially preventable events analyzed by HHSC include:

- **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.

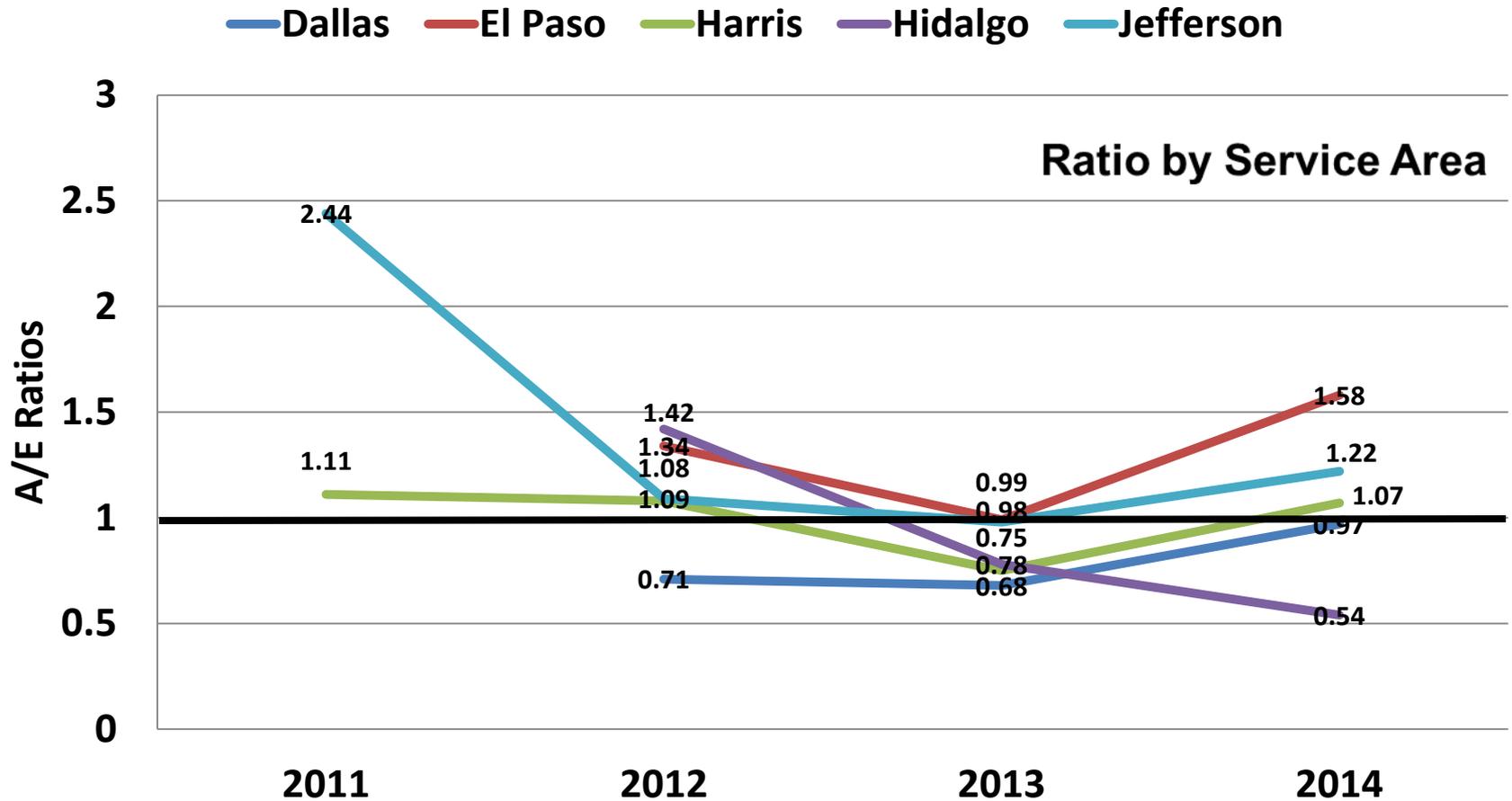
STAR PPV on Website



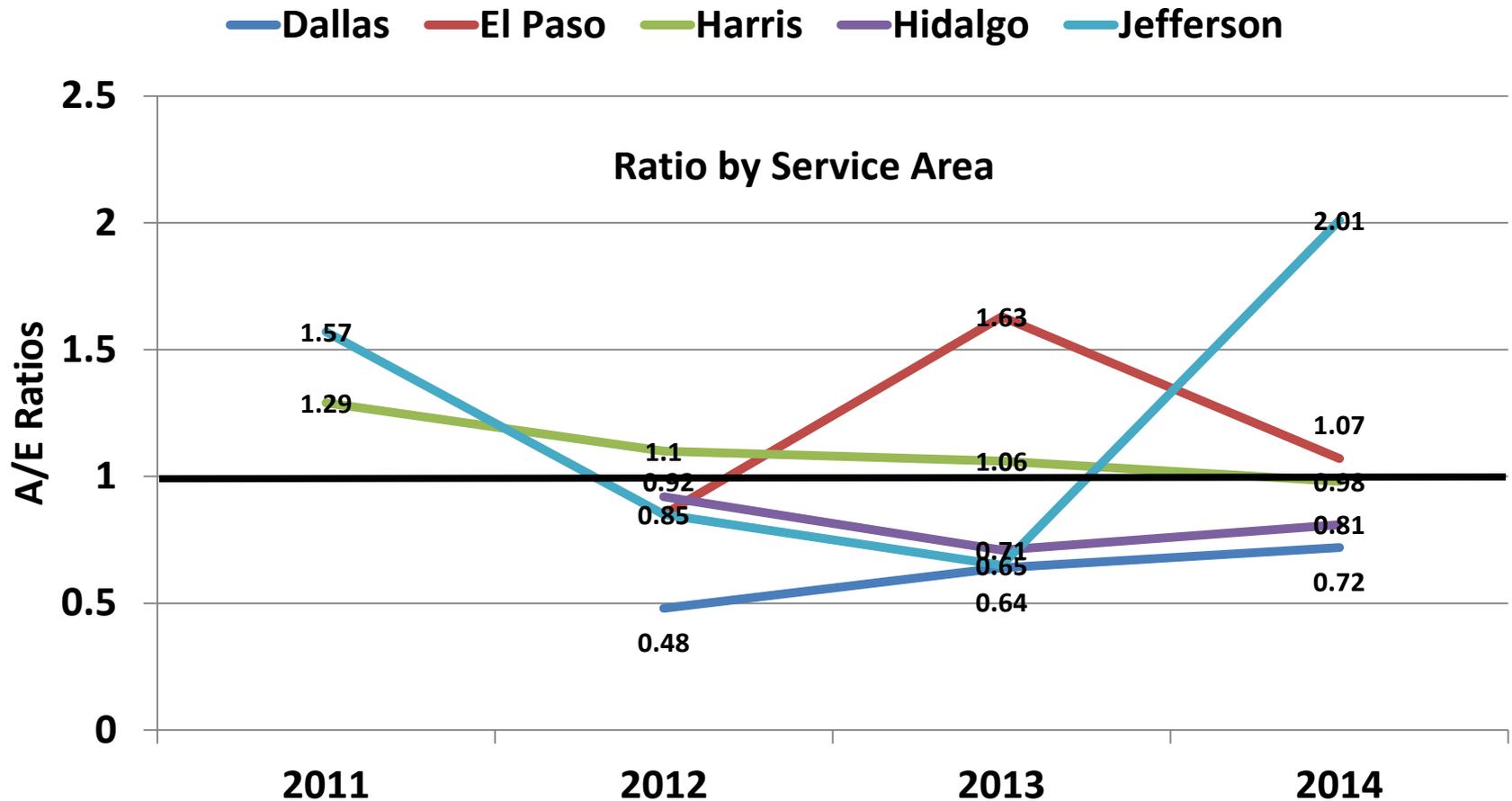
PPV A/E Ratios



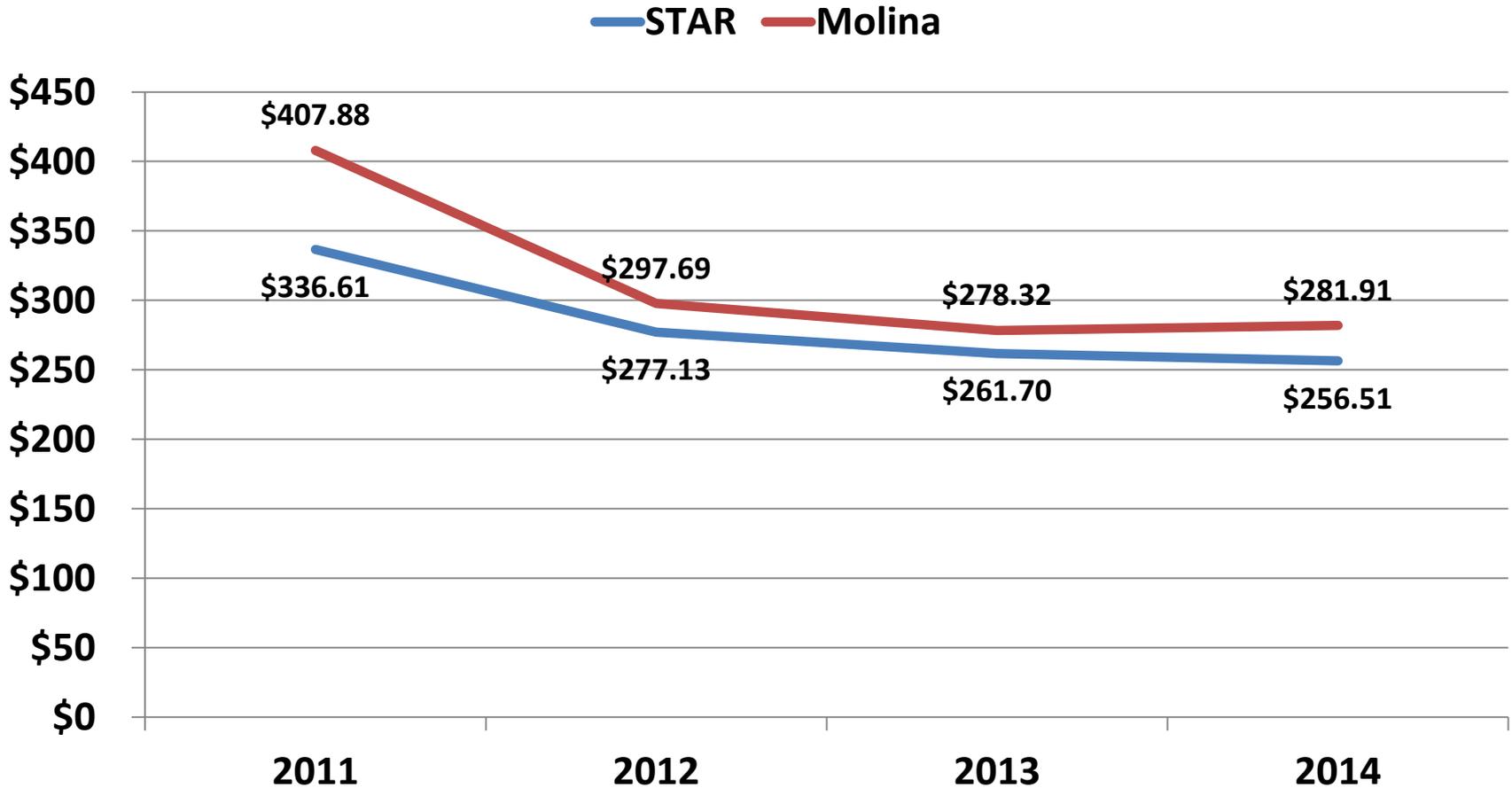
PPA A/E Ratios



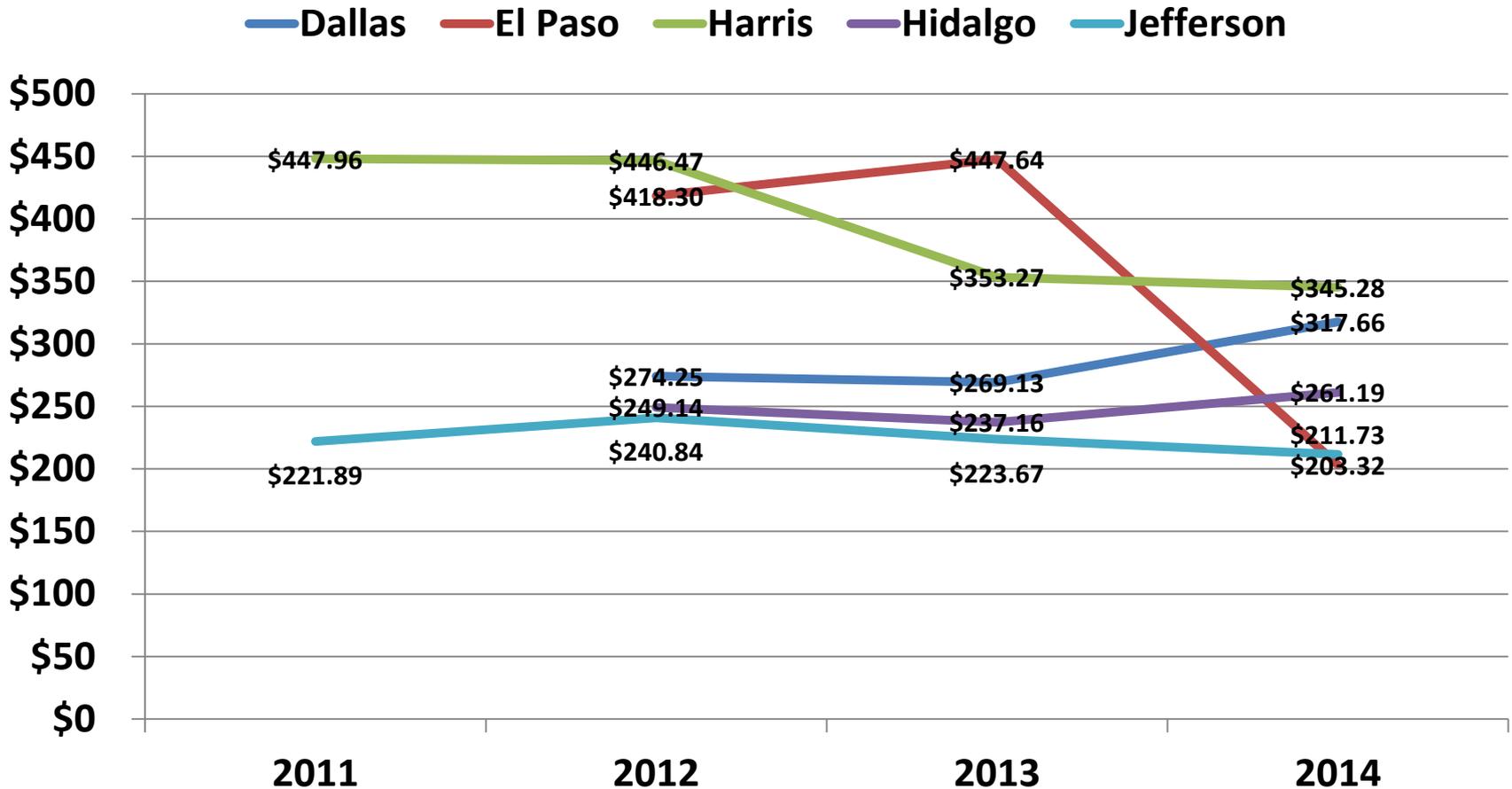
PPR A/E Ratios



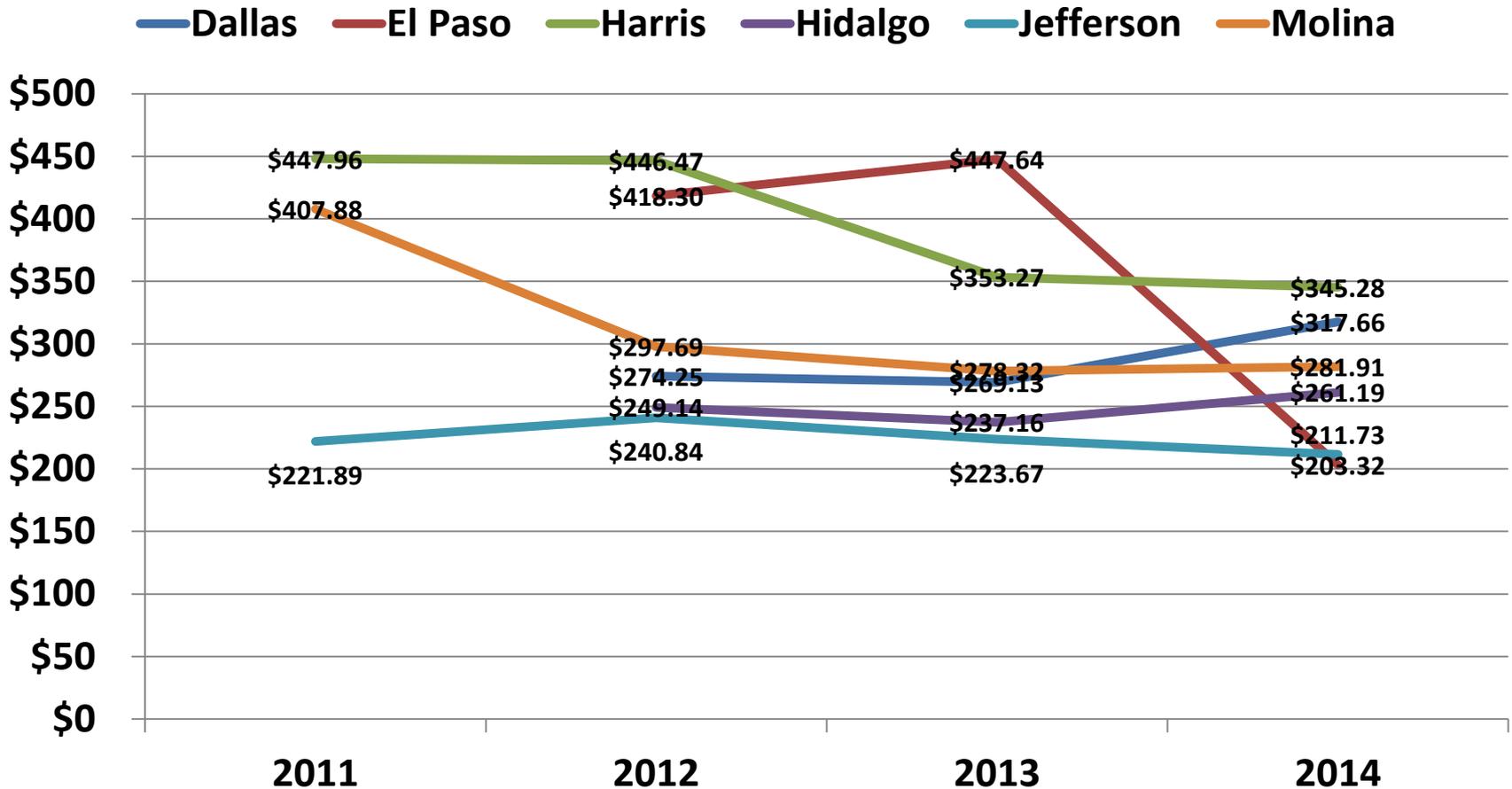
Cost per PPV Statewide



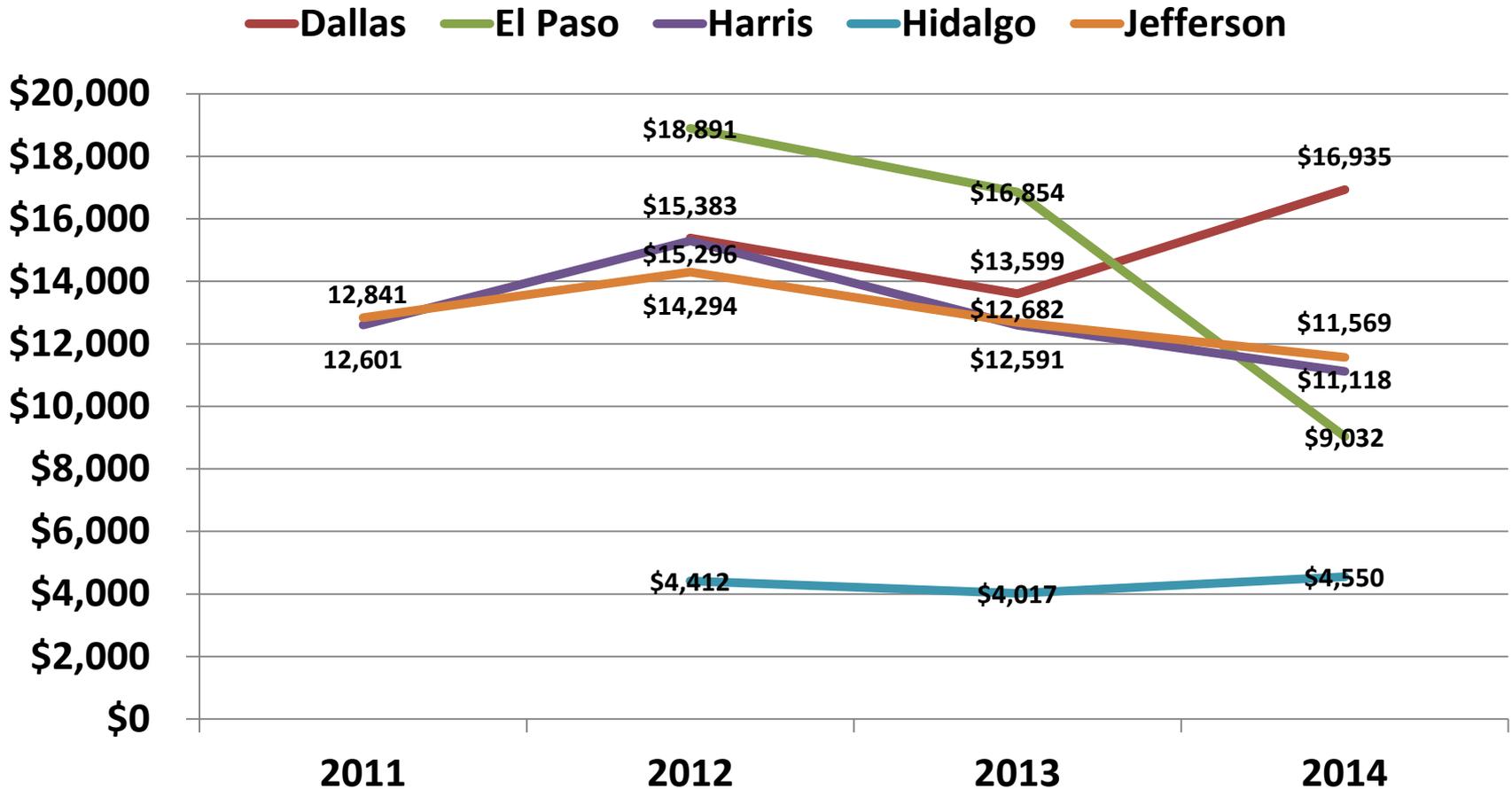
Cost per PPV by Service Area



Cost per PPV by Service Area

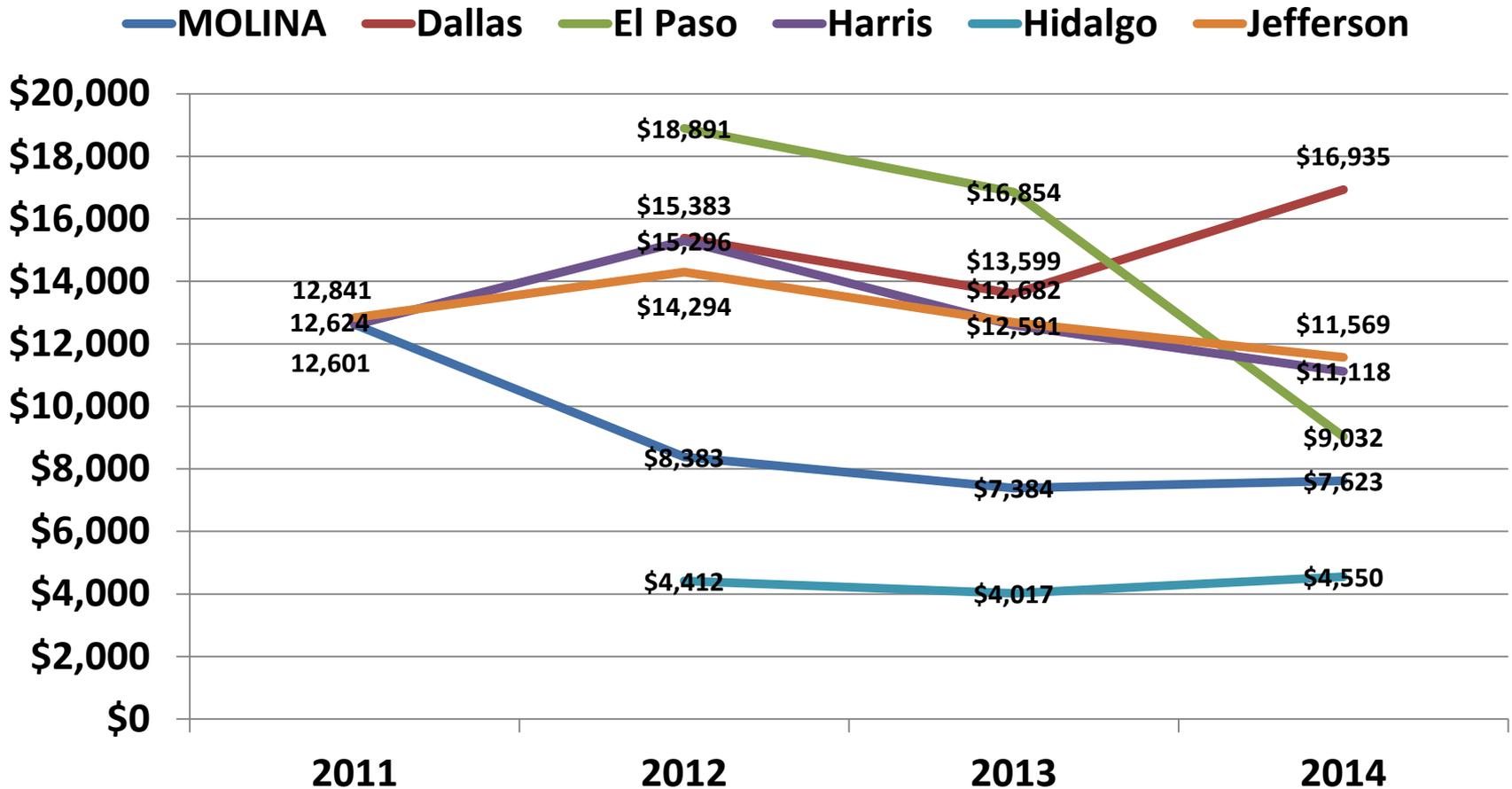


PPV Cost per 1,000 MM by SA*



*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 | 6,575 | 23.62% |
| Signs, Symptoms & Other Factors Influencing Health Status | 2,082 | 7.48% |
| Non-Bacterial Gastroenteritis, Nausea & Vomiting | 2,079 | 7.47% |
| Other Skin, Subcutaneous Tissue & Breast Disorders | 1,519 | 5.46% |
| Abdominal Pain | 1,484 | 5.33% |
| Contusion, Open Wound & Other Trauma To Skin & Subcutaneous Tissue | 1,456 | 5.23% |
| Level I Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses | 1,314 | 4.72% |
| Level II Other Musculoskeletal System & Connective Tissue Diagnoses | 1,098 | 3.94% |
| Viral Illness | 1,091 | 3.92% |
| Acute Lower Urinary Tract Infections | 869 | 3.12% |
| Splint, Strapping And Cast Removal | 672 | 2.41% |
| Cellulitis & Other Bacterial Skin Infections | 663 | 2.38% |

Discussion

Potentially Preventable ER Visits (PPV)

Overall: 40% drop in utilization

- 30% decrease in cost (3 ½ years)

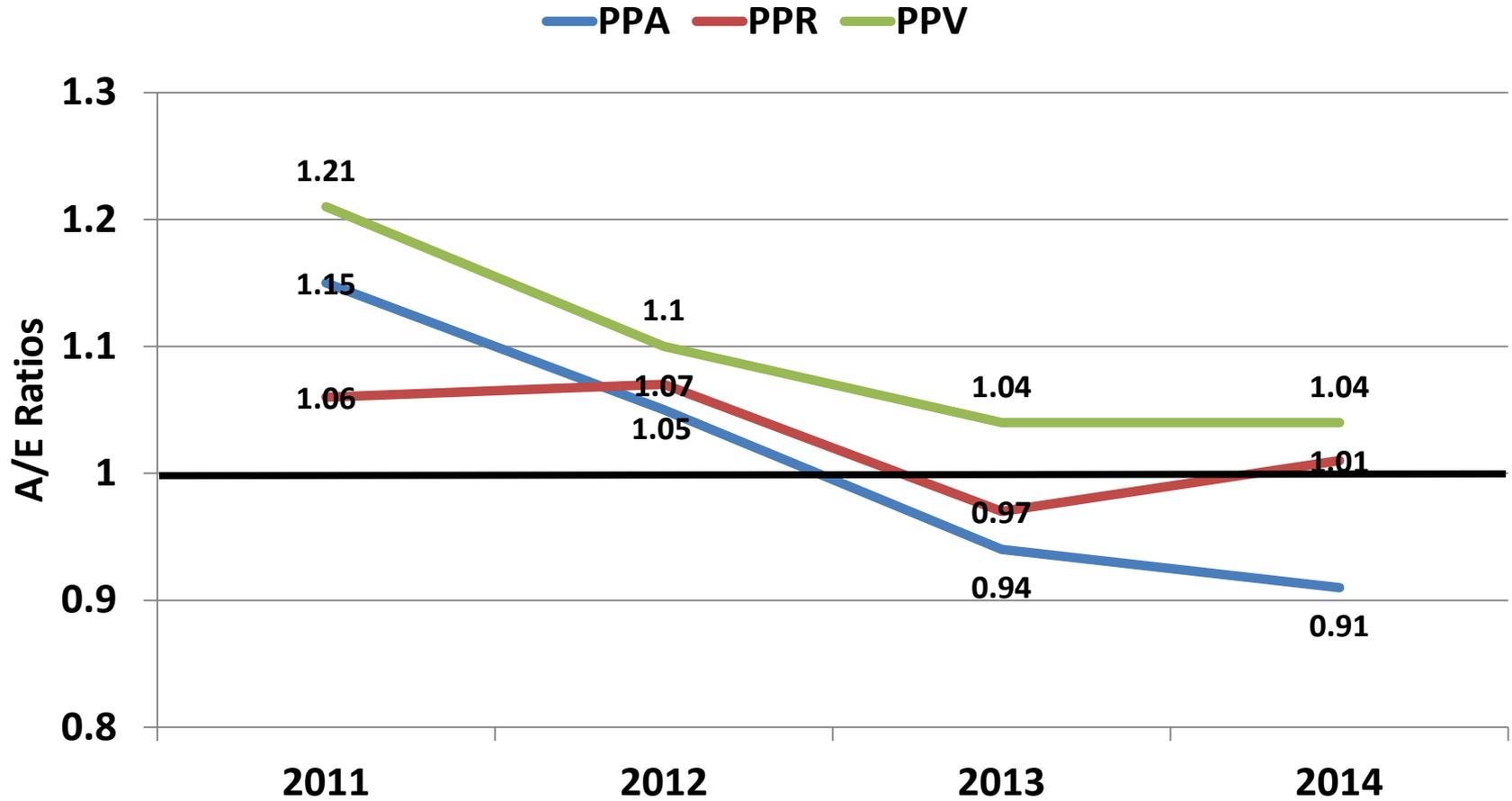
Wide variation in utilization

- Low: Hidalgo
- High: Jefferson, Dallas, El Paso

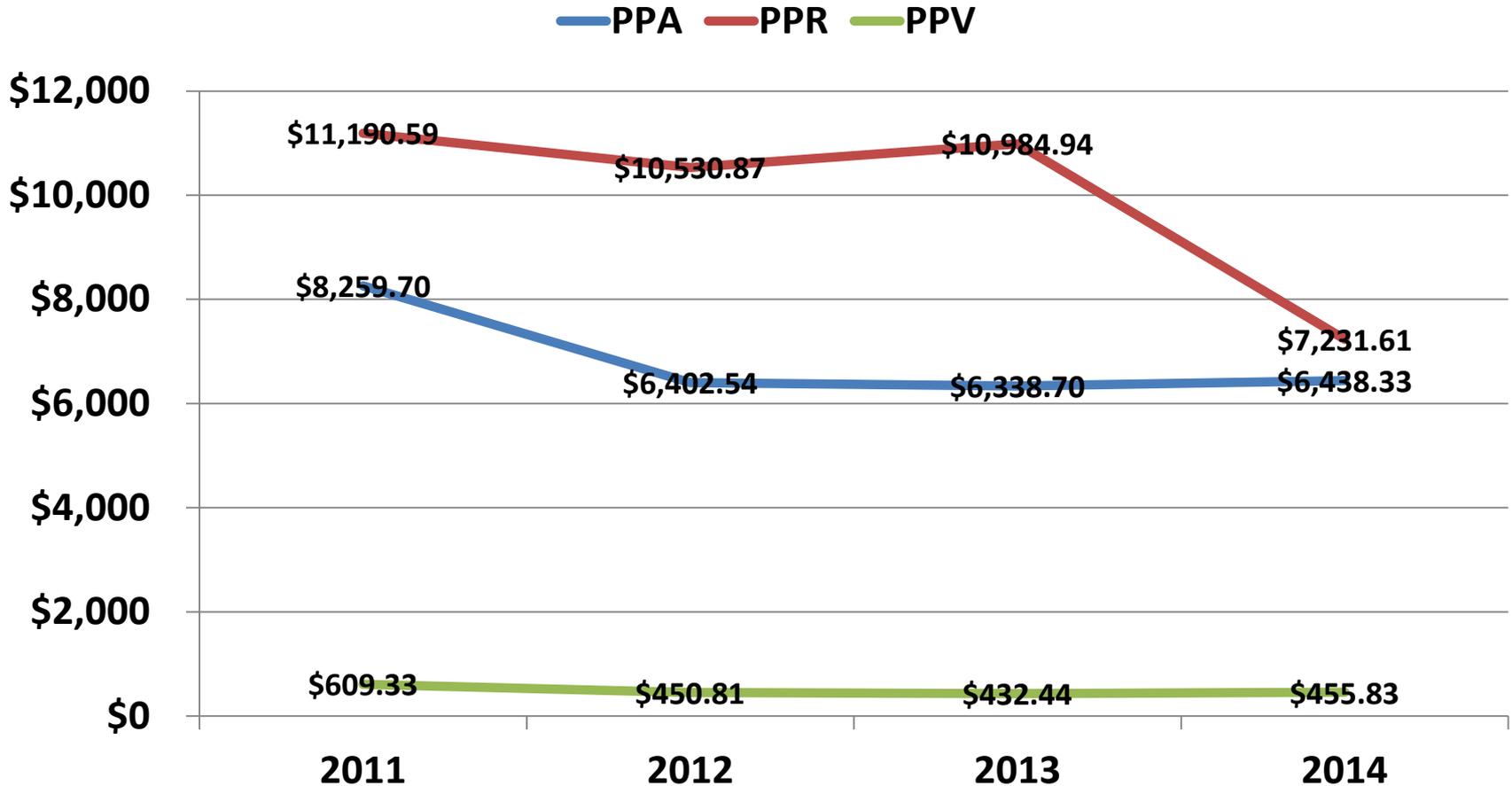
Variation in cost:

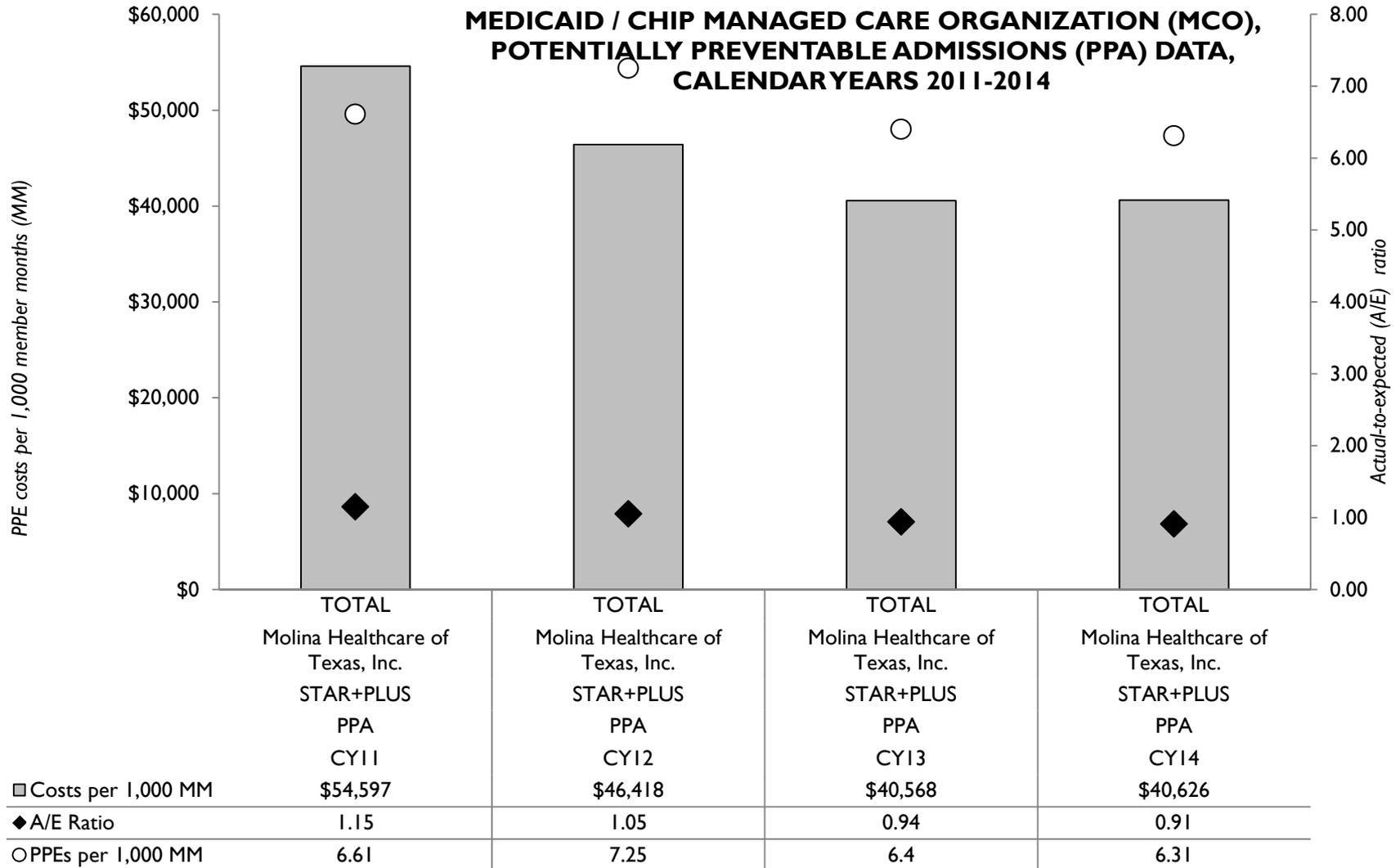
- High: Harris (per PPV); Dallas (per 1000 MM)
- Low: Jefferson (per PPV); Hidalgo (per MM)

STAR+PLUS PPEs

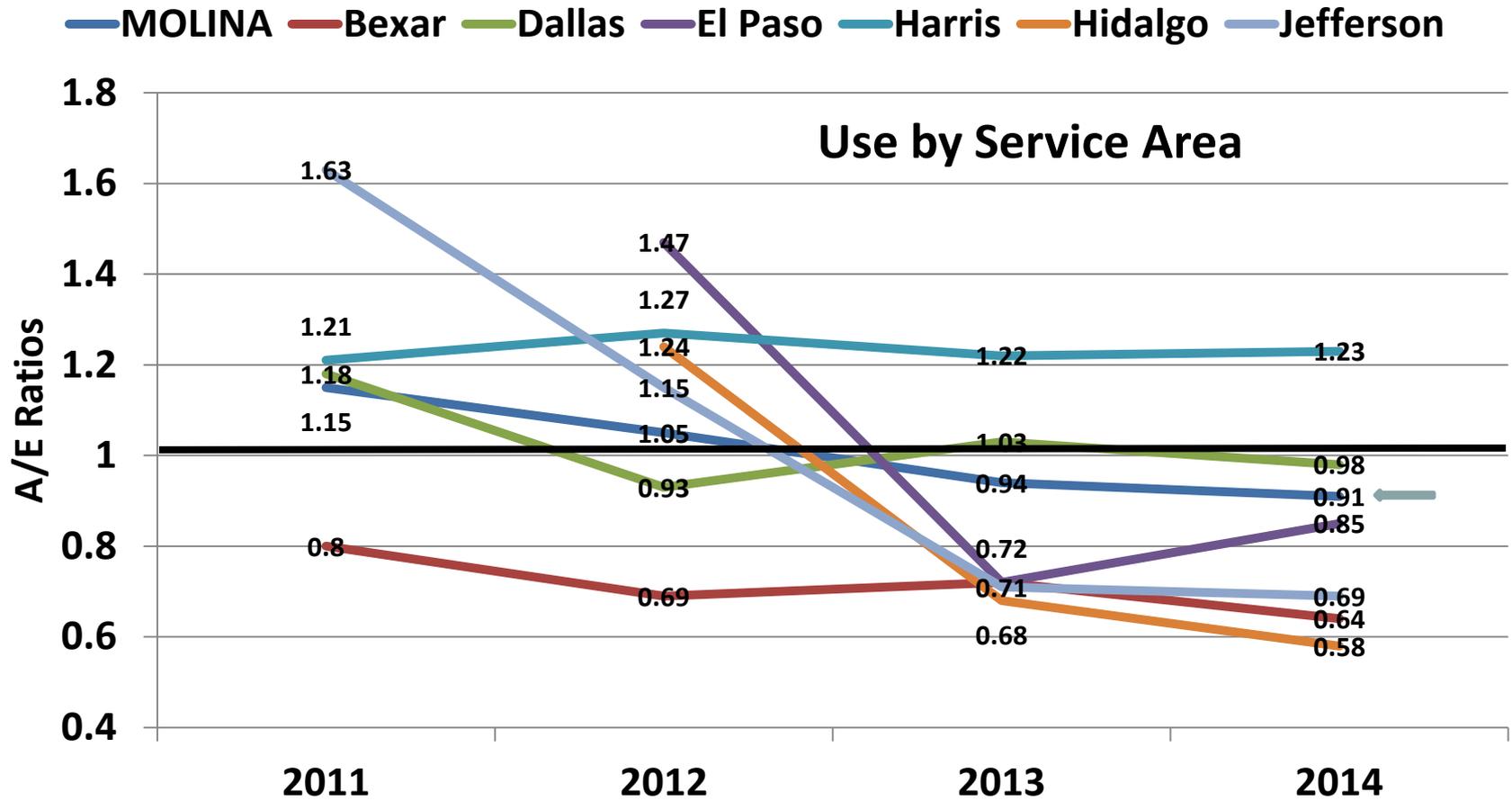


STAR+PLUS Cost per PPE



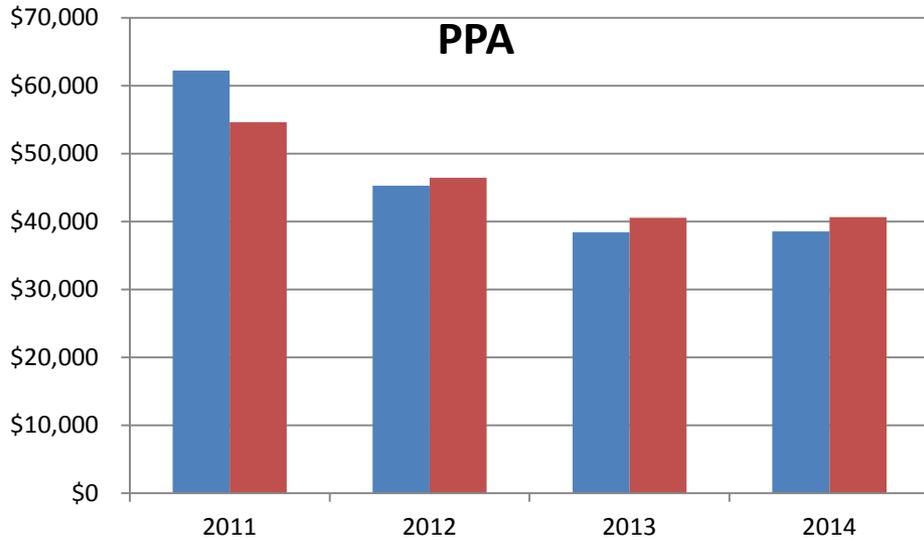


PPA A/E Ratios

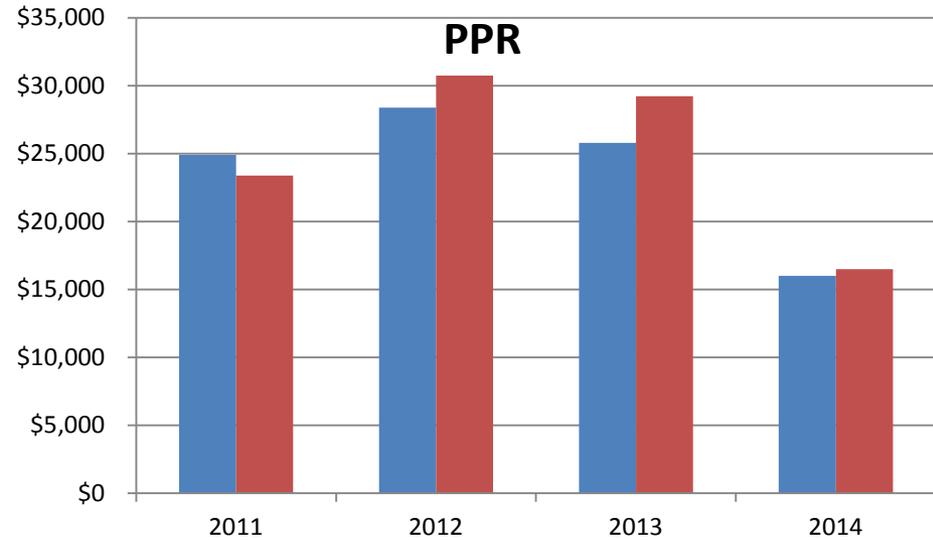


PPE Cost per 1,000 MM

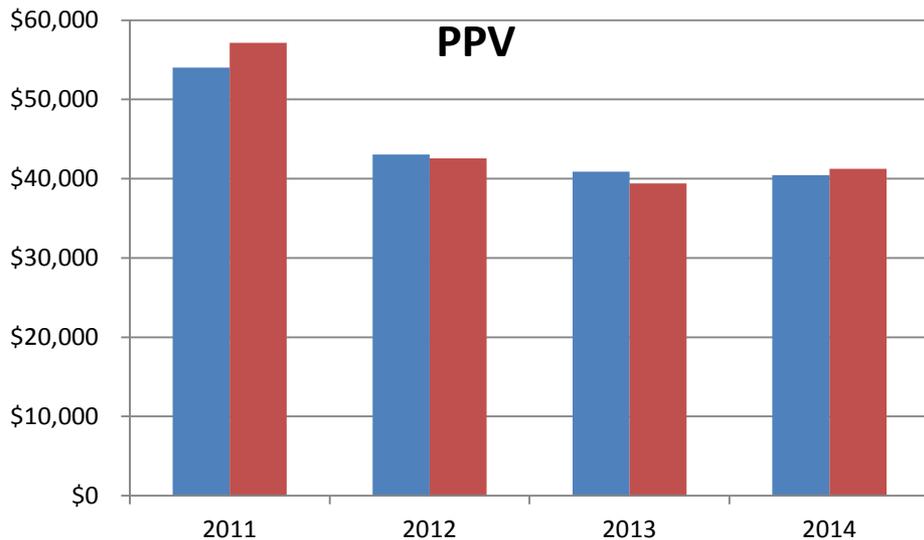
PPA



PPR

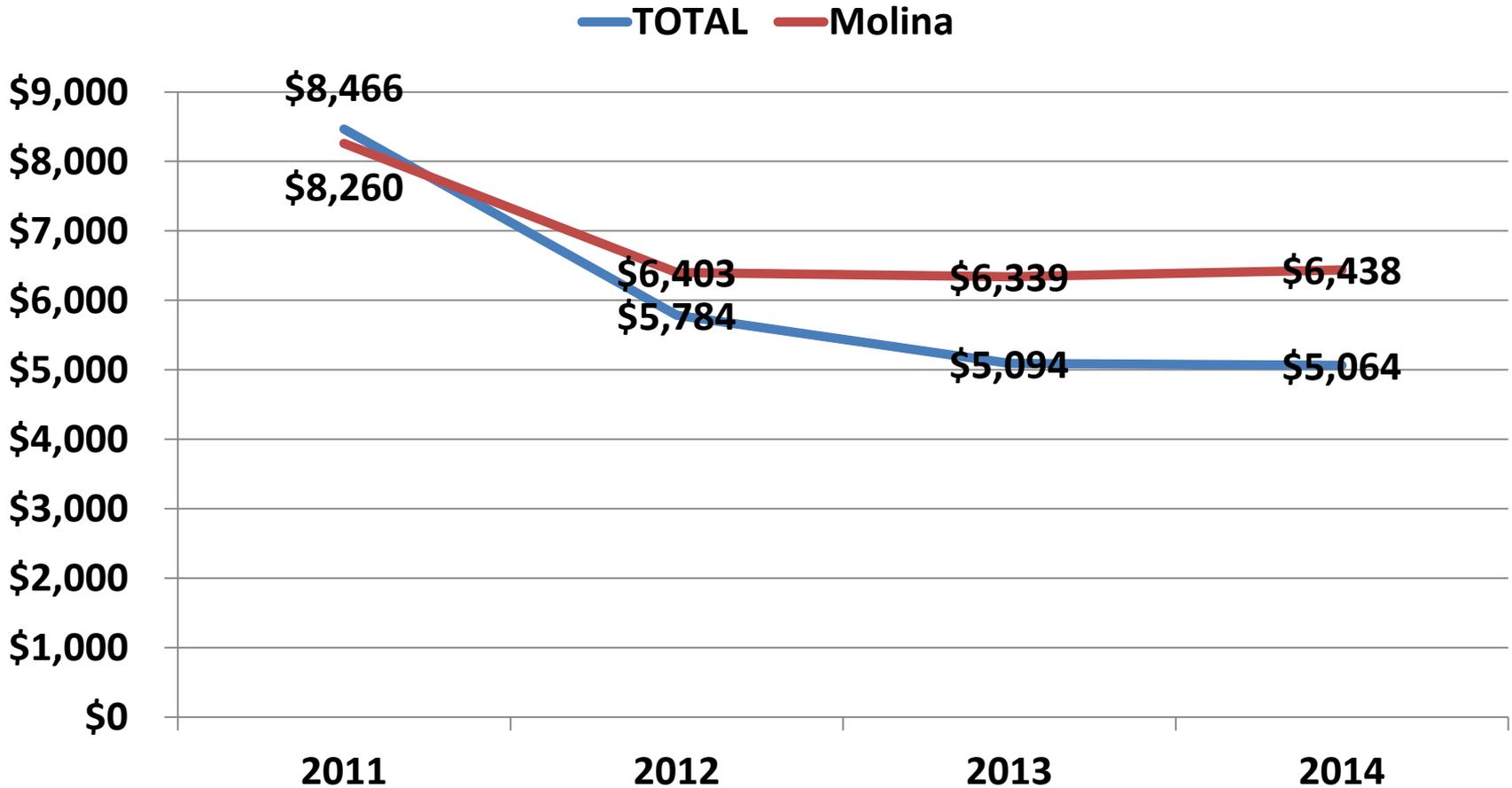


PPV

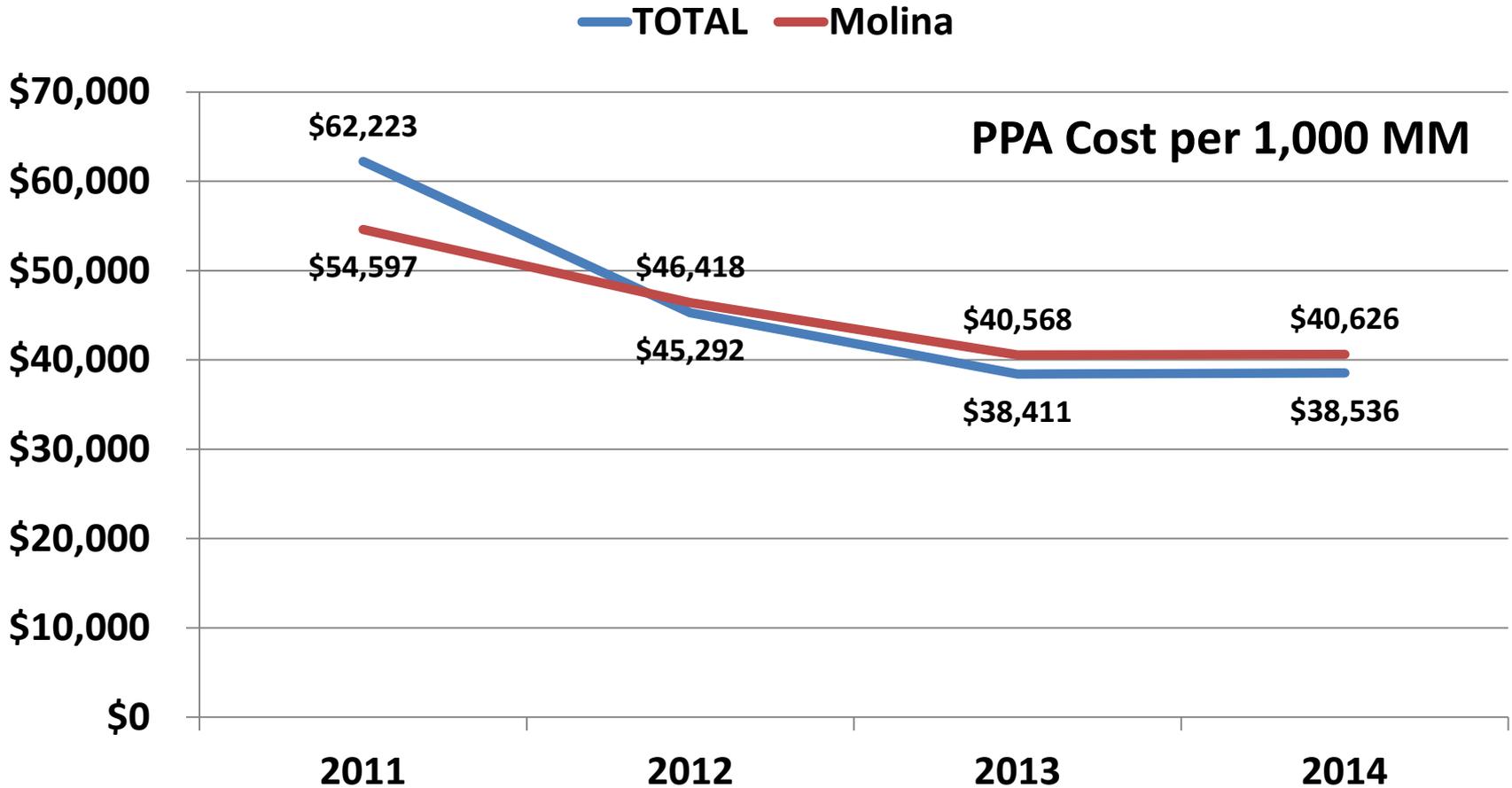


■ STAR+PLUS
■ MOLINA

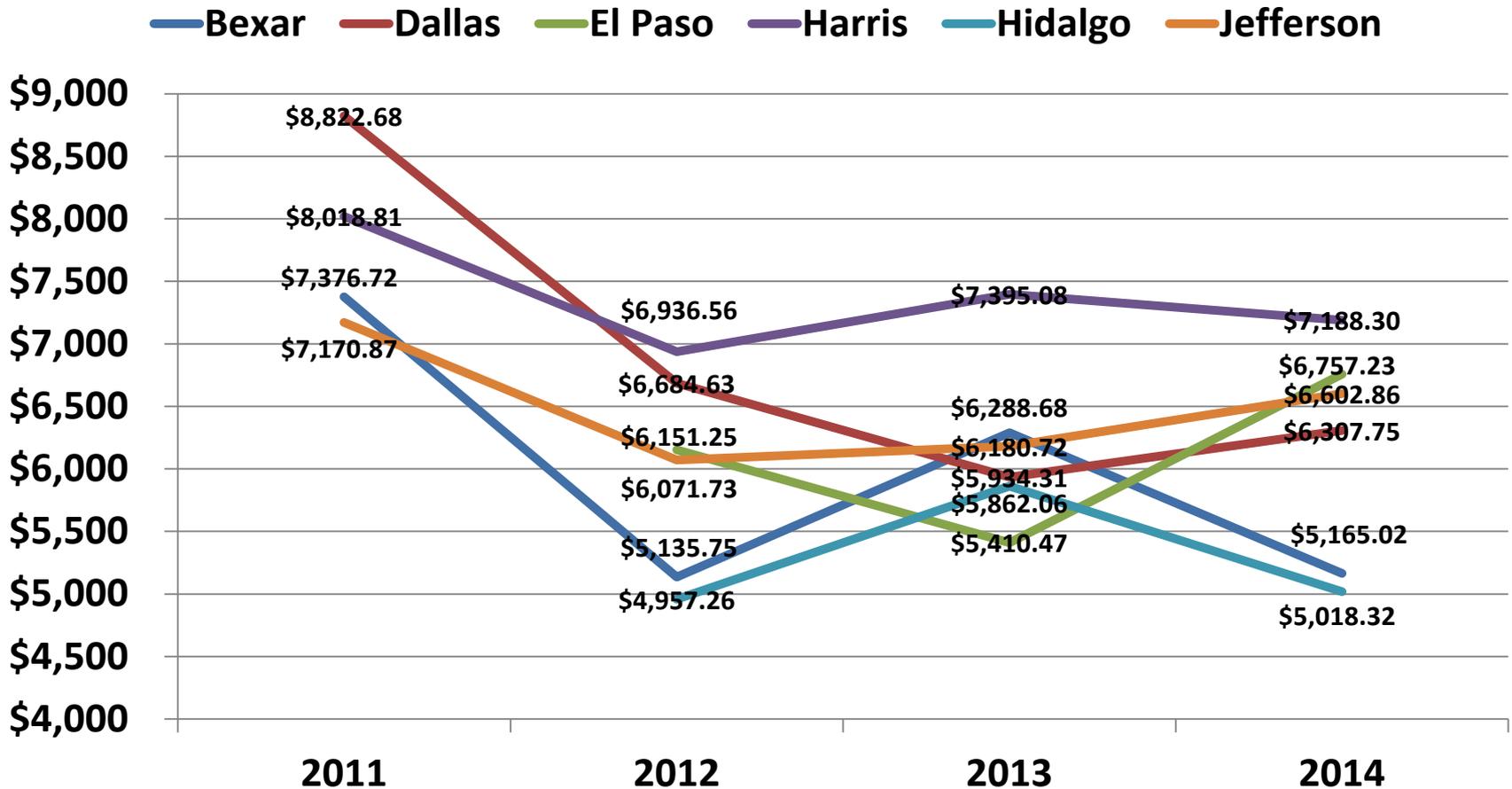
Cost per PPA



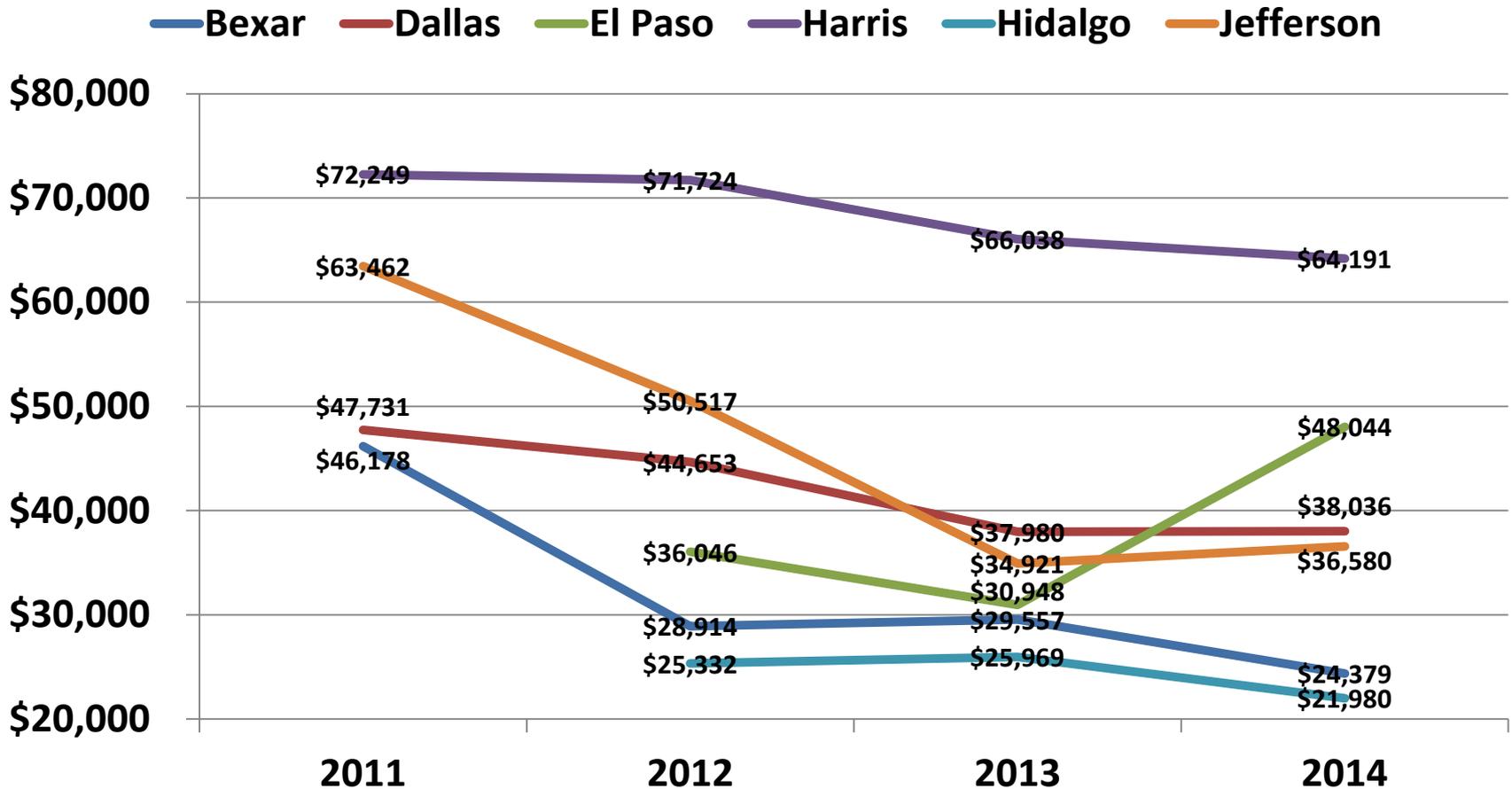
PPA Cost



Cost per PPA by Service Area



Cost per 1,000 Member Months



PPA Conditions

| PPA Reason (APR DRG) [89%] | Number | Percent |
|--|--------|---------|
| Cellulitis & Other Bacterial Skin Infections | 108 | 16.02% |
| Other Pneumonia | 96 | 14.24% |
| Asthma | 65 | 9.64% |
| Kidney & Urinary Tract Infections | 62 | 9.20% |
| Infections Of Upper Respiratory Tract | 53 | 7.86% |
| Non-bacterial Gastroenteritis, Nausea & Vomiting | 51 | 7.57% |
| Bipolar Disorders | 48 | 7.12% |
| Major Depressive Disorders & Other/Unspecified Psychoses | 28 | 4.15% |
| Seizure | 25 | 3.71% |
| Diabetes | 24 | 3.56% |
| Hypovolemia & Related Electrolyte Disorders | 23 | 3.41% |
| Fever | 17 | 2.52% |

Discussion

PPA: 20% decrease in use and cost

Risk of PPEs is higher especially in Harris

Variation in utilization vs. Plan

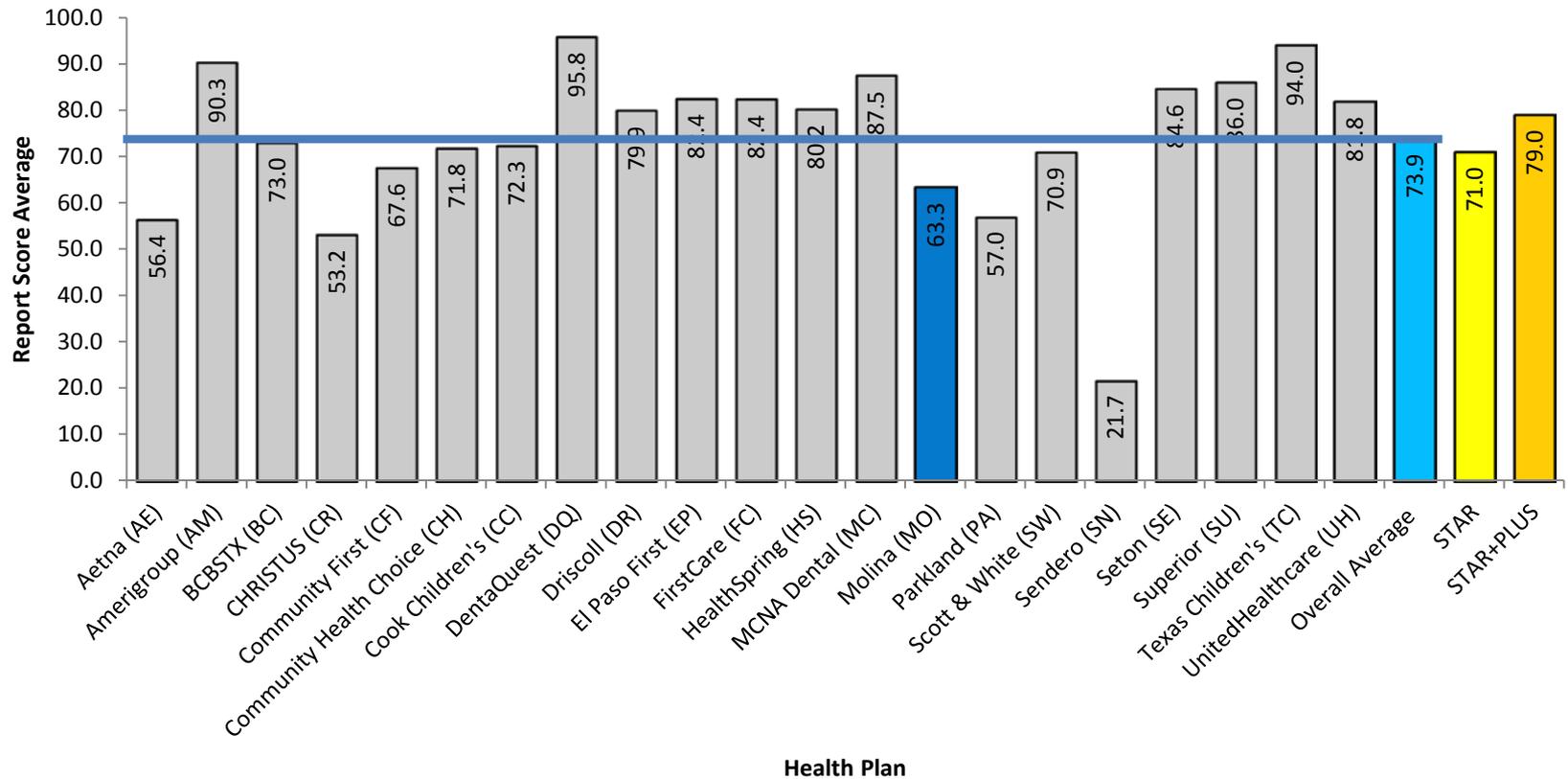
- Lower: Bexar
- Higher: Harris

Variation in cost vs. Plan

- Higher: Harris (per PPA); Bexar (per MM)
- Lower: Bexar (per PPA); Dallas (per MM)
- *Inconclusive 2014 – only ½ year of data

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 | Total Count | Average Score | Minimum Score | Maximum Score |
| STAR | AWC | 53.0 | 13 | 71.3 | 19.4 | 100.0 |
| STAR | Postpartum care | 61.3 | 15 | 70.3 | 23.6 | 100.0 |
| STAR | Asthma care | 69.6 | 4 | 74.8 | 69.6 | 90.3 |
| STAR+ PLUS | Diabetes care | 61.3 | 5 | 68.3 | 61.1 | 80.8 |
| STAR+ PLUS | Asthma care | 69.6 | 4 | 74.8 | 69.6 | 90.3 |
| STAR+ PLUS | Cholesterol Management | 82.1 | 2 | 82.7 | 82.1 | 83.3 |

Partnership Opportunity

Medicaid Waiver

- Bexar – RHP 6
- Dallas* – RHP 9
- El Paso* – RHP 15
- Harris* – RHP 3
- Hidalgo* – RHP 5
- Jefferson* – RHP 2

* STAR & STAR+PLUS

All Service Areas covered by STAR+PLUS