State Fiscal Year July 1, 2023–June 30, 2024

External Quality Review Technical Report

for

UnitedHealthcare Community

February 2025

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Acknowledgments and Copyrights

1. Executive Summary

Introduction

The Balanced Budget Act of 1997 (BBA), Public Law 105-33, requires states that contract with managed care organizations (MCOs), prepaid ambulatory health plans (PAHPs), and prepaid inpatient health plans (PIHPs) (collectively referred to as "managed care entities [MCEs]" in this report) for administering Medicaid and Children's Health Insurance Program (CHIP) programs to contract with a qualified external quality review organization (EQRO) to provide an independent external quality review (EQR) of the quality, timeliness, and accessibility of services provided by the contracted MCEs. Revisions to the regulations originally articulated in the BBA were released in the May 2016 Medicaid and CHIP Managed Care Regulations,[1-1] with further revisions released in November 2020.[1-2] The final rule is provided in Title 42 of the Code of Federal Regulations (42 CFR) Part 438 and cross-referenced in the CHIP regulations at 42 CFR Part 457. To comply with 42 CFR §438.358, the Louisiana Department of Health (LDH) has contracted with Health Services Advisory Group, Inc. (HSAG), a qualified EQRO.

The Louisiana Medicaid Managed Care Program

The day-to-day operations of the Louisiana Medicaid managed care program are the responsibility of the Bureau of Health Services Financing within LDH, with oversight of specialized behavioral health services, 1115 Substance Use Demonstration Waiver, and the Coordinated System of Care Waiver provided by the Office of Behavioral Health (OBH). In addition, the Bureau of Health Services Financing receives support from other LDH "program offices"—Office of Public Health (OPH), Office of Aging and Adult Services (OAAS), and Office for Citizens with Developmental Disabilities (OCDD). Louisiana Medicaid managed care provides services to over 1.8 million Louisianans, which is approximately 39 percent of the State's population.

The current MCE contracts are full-risk capitated Louisiana Medicaid managed care contracts. Under the authority of a 1915(b) waiver from the Centers for Medicare & Medicaid Services (CMS), LDH contracts with six Healthy Louisiana MCOs to provide physical and behavioral health care and two dental PAHPs to provide dental services for Louisiana's Medicaid and CHIP members. Additionally, under the authority of a 1915(b)/1915(c) waiver from CMS, OBH contracts with a single behavioral

[1-1] Centers for Medicare & Medicaid Services. Medicaid and Children's Health Insurance Program (CHIP) Programs; Medicaid Managed Care, CHIP Delivered in Managed Care, and Revisions Related to Third Party Liability, May 6, 2016. Available at: https://www.federalregister.gov/documents/2016/05/06/2016-09581/medicaid-and-childrens-health-insurance-program-chip-programs-medicaid-managed-care-chip-delivered. Accessed on: Dec 16, 2024.

[1-2] Centers for Medicare & Medicaid Services. Medicaid Program; Medicaid and Children's Health Insurance Program (CHIP) Managed Care, November 13, 2020. Available at: https://www.federalregister.gov/documents/2020/11/13/2020-24758/medicaid-program-medicaid-and-childrens-health-insurance-program-chip-managed-care. Accessed on: Dec 16, 2024.

health PIHP, Coordinated System of Care (CSoC), to help children with behavioral health challenges who are at risk for out-of-home placement. The MCEs contracted during state fiscal year (SFY) 2024 (July 1, 2023–June 30, 2024) are displayed in Table 1-1. Of note, no MCEs are exempt from EQR.

Table 1-1—Louisiana's Medicaid MCEs

MCE Name	Plan Type	Services Provided	Service Region	Acronym or Abbreviated Reference
Aetna Better Health	MCO	Behavioral and physical health	Statewide	ABH
AmeriHealth Caritas Louisiana	MCO	Behavioral and physical health	Statewide	ACLA
Healthy Blue	MCO	Behavioral and physical health	Statewide	HBL
Humana Healthy Horizons	MCO	Behavioral and physical health	Statewide	HUM
Louisiana Healthcare Connections	MCO	Behavioral and physical health	Statewide	LHCC
UnitedHealthcare Community	MCO	Behavioral and physical health	Statewide	UHC
DentaQuest USA Insurance Company (DentaQuest)	PAHP	Dental	Statewide	DQ
Managed Care North America	PAHP	Dental	Statewide	MCNA
Magellan of Louisiana	PIHP	Behavioral health services for children and youth with significant behavioral health challenges	Statewide	Magellan

Scope of External Quality Review

As set forth in 42 CFR §438.358, HSAG conducted all EQR-related activities in compliance with the CMS EQR Protocols released in February 2023.[1-3] For the SFY 2024 assessment, HSAG used findings from the mandatory and optional EQR activities to derive conclusions and make recommendations about the quality, timeliness, and accessibility of healthcare services provided by each MCE. Table 1-2 depicts the EQR activities conducted for each plan type.

Table 1-2—EQR Activities Conducted for Each Plan Type

EQR Activities	Description	CMS EQR Protocol	MCO	PAHP	PIHP
Performance Improvement Project (PIP) Validation	This activity verifies whether a PIP conducted by an MCE used sound methodology in its design, implementation, analysis, and reporting, and whether the PIP demonstrated significant improvement in performance.	Protocol 1. Validation of Performance Improvement Projects	✓	✓	✓
Performance Evaluation and Improvement	This activity assesses whether the performance measures calculated by an MCE are accurate based on the measure specifications and State reporting requirements.	Protocol 2. Validation of Performance Measures	✓	✓	✓
Compliance Reviews (CRs)	This activity determines the extent to which a Medicaid and CHIP MCE is in compliance with federal standards and associated state-specific requirements, when applicable.	Protocol 3. Review of Compliance With Medicaid and CHIP Managed Care Regulations	✓	✓	✓
Network Adequacy and Availability Validation (NAV)	The audit activity assesses the accuracy of the state-defined network adequacy indicators reported by the MCEs; evaluates the collection of provider data, reliability and validity of network adequacy data, methods used to assess network adequacy, and systems and processes used; and determines the overall phases of design, data collection, analysis, and interpretation of the network	Protocol 4. Validation of Network Adequacy	✓	✓	✓

[1-3] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *External Quality Review (EQR) Protocols, February 2023*. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 16, 2024.

EQR Activities	Description	CMS EQR Protocol	MCO	PAHP	PIHP
	adequacy indicators, as set forth by the State. Additionally, this activity evaluates the accuracy of provider directory information submitted by the MCOs and determines appointment availability information by conducting telephone surveys among a sample of providers.				
Consumer Surveys: CAHPS-A and CAHPS-C	This activity reports the results of each MCO's CAHPS survey to HSAG for inclusion in this report.	Protocol 6. Administration or Validation of Quality of Care Surveys	✓		
Behavioral Health Member Satisfaction Survey	This activity assesses adult members with a behavioral or mental health diagnosis and child members with a mental health diagnosis who have received behavioral health services and are enrolled in an MCO.	Protocol 6. Administration or Validation of Quality of Care Surveys	✓		
Health Disparities Focus Study	This activity uses data collected from the five MCOs to identify health disparities based on race, ethnicity, and geography, where applicable, at the statewide and MCO levels.	Protocol 9. Conducting Focus Studies of Health Care Quality	✓		
Case Management Performance Evaluation (CMPE)	This activity evaluates case management services to determine the number of individuals, the types of conditions, and the impact that case management services have on members receiving those services.	Protocol 9. Conducting Focus Studies of Health Care Quality	✓		
Quality Rating System (QRS)	This activity evaluates and applies a rating to measure the quality of care and performance of the MCOs to provide information to help eligible members choose an MCO.	Protocol 10. Assist With Quality Rating of Medicaid and CHIP MCOs, PIHPs, and PAHPs	✓		

Report Purpose

To comply with federal healthcare regulations at 42 CFR Part 438, LDH contracts with HSAG to annually provide to CMS an assessment of the performance of the State's Medicaid and CHIP MCEs, as required at 42 CFR §438.364. This annual EQR technical report includes results of all EQR-related activities that the EQRO conducted with Louisiana Medicaid MCEs throughout SFY 2024. This EQR technical report is intended to help the Louisiana Medicaid managed care program:

- Identify areas for quality improvement (QI).
- Ensure alignment among an MCE's Quality Assessment and Performance Improvement (QAPI) requirements, the State's quality strategy, and the annual EQR activities.
- Purchase high-value care.
- Achieve a higher performance healthcare delivery system for Medicaid and CHIP beneficiaries.
- Improve the State's ability to oversee and manage the MCEs with which it contracts for services.
- Help the MCEs improve their performance with respect to the quality, timeliness, and accessibility of care.

Definitions

HSAG used the following definitions to evaluate and draw conclusions about the performance of each Louisiana Medicaid MCE in each of the domains of quality, timeliness, and access.

Quality	Timeliness	Access
as it pertains to the EQR, means the degree to which an MCO, PIHP, PAHP, or primary care case management (PCCM) entity (described in §438.310[c][2]) increases the likelihood of desired health outcomes of its enrollees through its structural and operational characteristics; the provision of services that are consistent with current professional, evidence-based knowledge; and interventions for performance improvement.[1]	as it pertains to EQR, is described by NCQA to meet the following criteria: "The organization makes utilization decisions in a timely manner to accommodate the clinical urgency of a situation."[2] It further discusses the intent of this standard to minimize any disruption in the provision of healthcare. HSAG extends this definition to include other managed care provisions that impact services to members and that require a timely response from the MCO (e.g., processing expedited member appeals and providing timely follow-up care).	as it pertains to EQR, means the timely use of services to achieve optimal outcomes, as evidenced by managed care plans successfully demonstrating and reporting on outcome information for the availability and timeliness elements defined under §438.68 (network adequacy standards) and §438.206 (availability of services). Under §438.206, availability of services means that each state must ensure that all services covered under the state plan are available and accessible to enrollees of MCOs, PIHPs, and PAHPs in a timely manner.[1]

[1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. Federal Register Vol. 81 No. 18/Friday, May 6, 2016, Rules and Regulations, p. 27882. 42 CFR §438.320 Definitions; Medicaid Program; External Quality Review, Final Rule.
[2] National Committee for Quality Assurance. *2013 Standards and Guidelines for MBHOs and MCOs.*

Methodologies

Requirement 42 CFR §438.364(a)(1) describes the manner in which (1) the data from all activities conducted in accordance with 42 CFR §438.358 were aggregated and analyzed, and (2) conclusions were drawn as to the quality, timeliness, and accessibility of care furnished by each MCO.

Aggregating and Analyzing Statewide Data

HSAG follows a four-step process to aggregate and analyze data collected from all EQR activities and draw conclusions about the quality, timeliness, and accessibility of care furnished by each MCO, as well as the program overall. To produce Healthy Louisiana's MCO aggregate SFY 2024 EQR technical report, HSAG performed the following steps to analyze the data obtained and draw statewide conclusions about the quality, timeliness, and accessibility of care and services provided by the MCOs:

Step 1: HSAG analyzed the quantitative results obtained from each EQR activity for each MCO to identify strengths and opportunities for improvement in each domain of quality, timeliness, and access to services furnished by the MCO for the EQR activity.

Step 2: From the information collected, HSAG identified common themes and the salient patterns that emerged across EQR activities for each domain and drew conclusions about overall quality, timeliness, and access to care and services furnished by the MCO.

Step 3: From the information collected, HSAG identified common themes and the salient patterns that emerged across all EQR activities related to strengths and opportunities for improvement in one or more of the domains of quality, timeliness, and access to care and services furnished by the MCO.

Step 4: HSAG identified any patterns and commonalities that exist across the program to draw conclusions about the quality, timeliness, and accessibility of care for the program.

Louisiana's Medicaid Managed Care Quality Strategy

In accordance with 42 CFR §438.340, LDH implemented a written quality strategy for assessing and improving the quality of healthcare and services furnished by the (MCEs to Louisiana Medicaid members under the Louisiana Medicaid managed care program. Louisiana's Medicaid Managed Care Quality Strategy (quality strategy) dated September 2023 is guided by the Triple Aim of the National Quality Strategy.

LDH's mission is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for citizens of the state of Louisiana. The Medicaid managed care program in Louisiana is responsible for providing high-quality, innovative, and cost-effective healthcare to Medicaid members.

Goals and Objectives

The quality strategy identified goals and objectives that focus on process as well as achieving outcomes. The goals and supporting objectives are measurable and take into consideration the health status of all populations served by the Louisiana Medicaid managed care program.

The quality strategy identifies the following three aims and eight associated goals:

Better Care: Make healthcare more person-centered, coordinated, and accessible so it occurs at the "Right care, right time, right place."

Goal 1: Ensure access to care to meet enrollee needs

Goal 2: Improve coordination and transitions of care

Goal 3: Facilitate patient-centered, whole-person care

Healthier People, Healthier Communities: Improve the health of Louisianans through better prevention and treatment and proven interventions that address physical, behavioral, and social needs.

Goal 4: Promote wellness and prevention

Goal 5: Improve chronic disease management and control

Goal 6: Partner with communities to improve population health and address health disparities

Smarter Spending: Demonstrate good stewardship of public resources by ensuring high-value, efficient care.

Goal 7: Pay for value and incentivize innovation

Goal 8: Minimize wasteful spending

Quality Strategy Evaluation[1-4]

Strengths

Overall, the quality strategy serves to effectively measure and improve the quality of Louisiana's Medicaid managed care services. LDH's initiatives tie to the quality strategy aims, goals, and objectives. The quality strategy also promotes identification and implementation of initiatives to monitor, assess, and improve access to care, quality of care, and timeliness of service delivery for Louisiana Medicaid

[1-4] Health Services Advisory Group, Inc. Louisiana Department of Health. Medicaid Managed Care Quality Strategy Evaluation, Review Period: March 20, 2022–March 19, 2023, July 2023. Louisiana Department of Health. Available at: https://ldh.la.gov/assets/docs/MQI/Strategy/MQIStrategyEvaluation.pdf. Accessed on: Dec 16, 2024.

members. LDH plans to incorporate goals from the National Quality Strategy in the quality strategy in the future. LDH oversees the MCEs in coordination with the quality strategy to promote accountability and transparency for improving health outcomes. LDH has an MCO contract requirement that the MCO should be committed to QI. Each MCO is required to be NCQA accredited and to conduct HEDIS performance measure reporting. LDH plans to also include the requirement for a commitment to QI in the PAHP contract.

Recommendations

- To improve programwide performance in support of LDH's quality strategy goals, HSAG recommends LDH identify a measure to align with the following objectives:
  - Ensure appropriate hospice onboarding and transitioning from palliative care to hospice.
  - Promote early initiation of palliative care to improve quality of life.
  - Promote health development and wellness in children and adolescents.
  - Advance specific interventions to address social determinants of health.
  - Advance value-based payment arrangements and innovation.
  - Ensure members who are improving or stabilized in hospice are considered for discharge.
- To target improvement in Goal 3, "Facilitate patient-centered, whole-person care," HSAG recommends LDH include performance measures for the PAHPs and PIHP in the quality strategy.
- To target improvement in Goal 3, "Facilitate patient-centered, whole-person care," HSAG recommends LDH continue to implement a PIP collaboration process for the PAHPs to collaborate on current and future PIPs.
- To improve programwide performance in support of LDH's quality strategy goals, HSAG recommends that LDH continue to work with the MCEs during PIP and Medicaid Advisory Committee (MAC) meetings to discuss best practices for performance measures. During these discussions, LDH could focus on specific performance measures in the quality strategy that have not met improvement objectives and target objectives.
- To improve MCO performance in Goal 6, "Partner with communities to improve population health and address health disparities," HSAG recommends that LDH dedicate time in established meetings with the MCOs to discuss their health equity plans and the progress being made through quality interventions to reduce health disparities.
- To improve programwide performance in support of LDH's quality strategy goals, HSAG recommends that LDH update performance measures in the quality strategy to align with the requirements in the Performance Measure Submission Guide for the MCOs.
- To target improvement in Goal 1, "Ensure access to care to meet enrollee needs," HSAG recommends LDH assess MCO failure to provide non-emergency medical transportation (NEMT) and have the MCOs implement interventions to improve provision of NEMT and ensure it is timely and accessible.
- To improve programwide performance in support of LDH's quality strategy goals, HSAG recommends LDH assess areas of noncompliance that resulted in an MCO receiving a notice of

monetary penalty. This assessment should identify root causes for noncompliance and then work to identify appropriate interventions to eliminate noncompliance and improve performance.

- HSAG recommends that LDH report rates for the following measures:
  - Enrollment by Product Line
  - Language Diversity of Membership
  - Race/Ethnicity Diversity of Membership

Actions on External Quality Review Recommendations

The EQRO identified the following recommendations for the quality strategy during SFY 2022–2023. These recommendations included how LDH could target goals and objectives in the quality strategy to better support improvement in the quality, timeliness, and accessibility of healthcare services furnished to Medicaid managed care members. Table 1-3 includes the recommendations that the EQRO made to LDH to support program improvement and progress in meeting the goals of the quality strategy. The State's responses regarding implemented improvement activities were edited for grammatical and stylistic changes only.

Table 1-3—SFY 2022–2023 EQRO Recommendations and LDH Actions

SFY 2022–2023 EQRO Recommendations	LDH Actions
HSAG recommended LDH consider a change in metric benchmarks so the MCEs can strive toward a consistent performance level. HSAG recommended LDH remove the target objectives and improvement objectives and establish benchmarks for all MCEs that align with nationally recognized quality measures (e.g., NCQA Quality Compass,[1-5] CMS Adult and Child Core Sets) or the State's performance published in the CMS Annual State Measure Trends Snapshot, Chart Packs for the Child Core Set and Adult Core Set, or the State Profile pages on Medicaid.gov.	LDH declined to change the target objectives and improvement objectives.
HSAG recommended LDH consider using the measurement year (MY) 2023 reported rates in the 2024 quality strategy evaluation, which could include MY 2021 through MY 2023 results in order to include the most current data for evaluation.	LDH agreed to use the MY 2023 reported rates in the 2024 quality strategy evaluation.
HSAG recommended LDH remove the duplicate objective, promote healthy development and wellness in children and adolescents.	LDH updated the quality strategy to remove this duplicate objective.
HSAG recommended LDH consider adding the objectives, improve overall health and promote reproductive health objectives, to the quality strategy.	LDH updated the quality strategy to include these two objectives.
HSAG recommended LDH continue to collaborate with the MCOs to support adequate QI capacity, skills, and resources to support current	LDH will continue to meet and collaborate with the MCOs related to

[1-5] Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

SFY 2022–2023 EQRO Recommendations	LDH Actions
and future PIPs. HSAG recommended LDH continue to meet regularly with the MCOs and share best practices for identifying QI goals, objectives, and interventions. Furthermore, LDH could consider incorporating a similar mechanism for the PAHPs to collaborate on current and future PIPs. HSAG also recommended LDH consider hosting a forum in which the MCEs could discuss programwide solutions to overcome barriers. These QI activities provide opportunities to improve population health by implementing best practices and addressing barriers and challenges.	PIPs. LDH agreed with the EQRO's recommendation to incorporate a similar PIP collaboration process for the PAHPs, and the process is currently being developed. Lastly, LDH considers the monthly PIP meetings to be an avenue for discussing programwide solutions to overcome barriers.
HSAG recommended LDH identify expectations for improvement targets over a three-year period. Current target improvements compare to the previous measurement year and do not consider the baseline measurement year.	LDH declined to change the improvement targets' time period.
HSAG recommended the MCEs consider whether there are disparities within their populations that contributed to lower performance in a particular race or ethnicity, age group, ZIP Code, etc. HSAG recommended the MCEs target QI interventions to reduce the identified disparities.	The MCOs document this process in their annual health equity plans.
HSAG recommended LDH consider working with the MCEs to share performance measure best practices and identify interdependencies across measures.	LDH currently works with the MCEs collaboratively during monthly and quarterly PIP meetings as well as quarterly MAC meetings. The MAC consists of MCE chief medical officers (CMOs). Best practices are discussed frequently. In addition, LDH meets with the MCO chief executive officers (CEOs) and other support staff during quarterly business reviews to discuss recommendations and best practices.
HSAG recommended LDH consider a contract statement for all MCEs that the MCEs' quality initiatives must be designed to help achieve the goals outlined in the quality strategy. Currently only the MCOs have this contract requirement.	LDH plans to add a similar statement to the dental contract. Quality is being revamped and expanded for dental. LA Medicaid will also work with OBH to incorporate in the CSOC contracts.
HSAG recommended LDH consider removing Aim statements from the quality strategy. CMS defines "quality strategy goals" as SMART (specific, measurable, attainable, relevant, and time-bound), high-level managed care performance aims that provide direction for the State. CMS defines "quality strategy (SMART) objectives" as measurable steps toward meeting the State's goals that typically include quality measures.	LDH plans to move to incorporate the CMS National Quality Strategy to encompass the four National Quality Strategy priority areas.

Overview of External Quality Review Findings

This annual EQR technical report includes results of all EQR-related activities for UnitedHealthcare Community (UHC) conducted with Louisiana Medicaid managed care throughout SFY 2024.

Validation of Performance Improvement Projects

With the start of HSAG's EQRO contract with LDH in March 2023, HSAG initiated PIP validation training and technical assistance activities to assist LDH, UHC, and other MCOs in transitioning to HSAG's PIP validation process and methodology. UHC actively worked on PIPs throughout SFY 2024, and PIP validation activities were initiated. LDH required UHC to conduct PIPs on the following state-mandated topics during SFY 2024:

- *Behavioral Health Transitions of Care*
- *Ensuring Access to the COVID-19 [coronavirus disease 2019] Vaccine Among Healthy Louisiana Enrollees*
- *Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years*
- *Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees*
- *Screening for HIV [human immunodeficiency virus] Infection*
- *Addressing Congenital Syphilis Through Improved Syphilis Screening for Healthy Louisiana Pregnant Enrollees*

At the time this report was drafted, HSAG's first validation cycle of UHC's *Addressing Congenital Syphilis Through Improved Syphilis Screening for Healthy Louisiana Pregnant Enrollees* PIP was in progress and is scheduled to be completed in SFY 2025; therefore, final validation findings, including assessment of indicator results, interventions, strengths and opportunities, and recommendations for this PIP will be reported in next year's annual EQR technical report.

Validation of Performance Measures

HSAG's validation of UHC's performance measures confirmed compliance with the standards of 42 CFR §438.330(a)(1). The results of the validation activity determined that UHC was compliant with the standards of 42 CFR §438.330(c)(2).

Information Systems Capabilities Assessment

Based on a review of the final audit reports (FARs) issued by UHC's certified HEDIS compliance auditor, HSAG found that UHC fully met the standard for all four of the applicable NCQA HEDIS information systems (IS) standards.

HEDIS—Quality, Timeliness, and Access

HSAG's analysis was based on comparison of HEDIS measures/measure indicators to the MY 2023 NCQA national 50th percentile, which served as the benchmark. A total of 47 measures, comprising 290 measure indicators, were selected for analysis. Of the 290 measure indicators, 12 were not reported in Quality Compass and were therefore excluded from comparisons to NCQA national 50th percentile benchmarks.

Of the 278 HEDIS measures/measure indicators with an associated benchmark, UHC had 117 indicators that performed greater than the NCQA national 50th percentile benchmark, 67 indicators that performed lower than the NCQA national 50th percentile benchmark, and 94 indicators that were not compared to the NCQA national 50th percentile benchmark because the reported rates were *Not Applicable (NA)* (i.e., small denominator), *NB* (i.e., no benefit), or *NR* (i.e., not required). Detailed results are shown in Section 3—Validation of Performance Measures.

Assessment of Compliance With Medicaid Managed Care Regulations

HSAG reviewed the corrective action plans (CAPs) that UHC prepared to remediate any deficiencies identified during the 2023 CR. HSAG and LDH evaluated the sufficiency of the CAPs. UHC achieved compliance in two of two elements from the 2023 CAPs. UHC demonstrated that it successfully remediated both elements, indicating the necessary initiatives were implemented and demonstrated compliance with the requirements under review.

HSAG will conduct a comprehensive CR during 2025 to determine the extent to which the MCOs are in compliance with federal standards during the review period CY 2024.

Validation of Network Adequacy

Provider Directory Validation

HSAG's provider directory validation (PDV) indicated that, overall, the provider information maintained and provided by UHC was inaccurate, which impacted access to care due to the inability of members to find a provider that delivered the requested services. Table 1-4 provides a summary of the findings from the study.

Table 1-4—Summary of PDV Findings

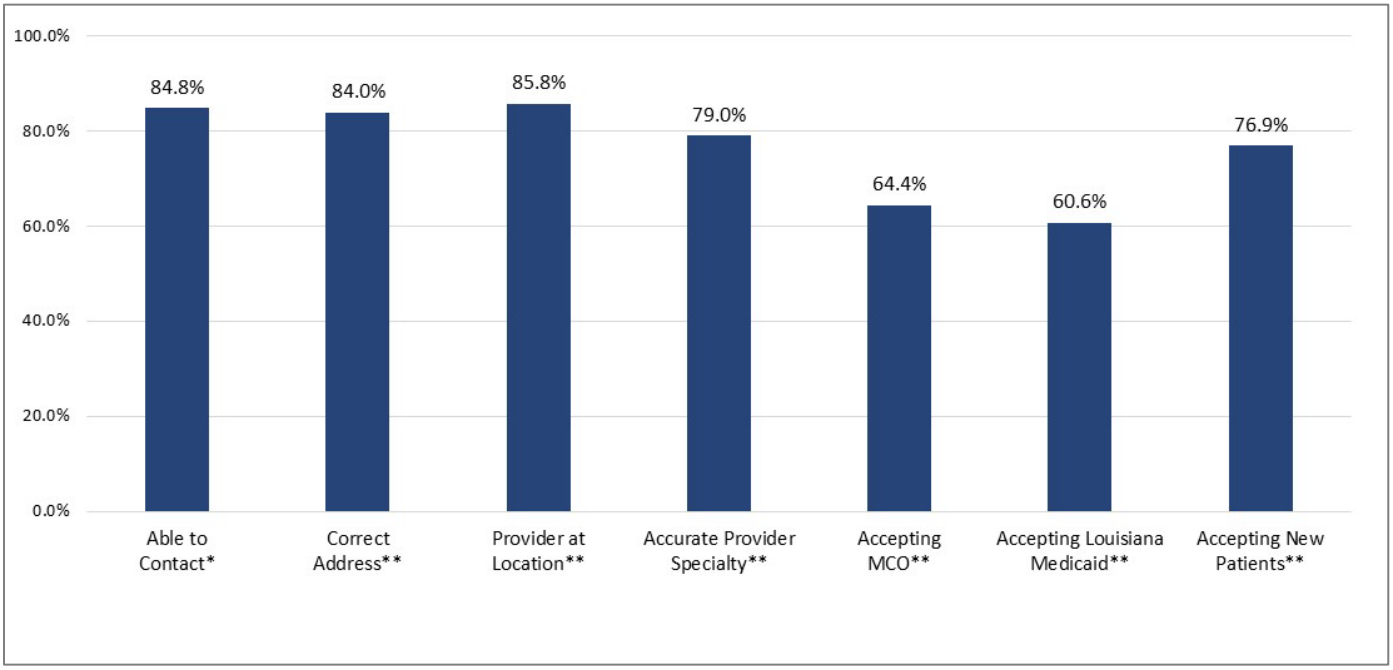
Concerns	Findings
Acceptance of Louisiana Medicaid was low.	Overall, 60.6 percent of providers accepted Louisiana Medicaid.
Acceptance of the MCO was low.	Overall, 64.4 percent of providers accepted the requested MCO.

Concerns	Findings
Overall acceptance of new patients was low.	Overall, 76.9 percent of providers accepted new patients; however, only providers listed as accepting new patients in the online provider directory were selected for the PDV reviews.
Provider's specialty in the provider directory was incorrect.	Overall, 79.0 percent of providers confirmed the specialty listed in the online provider directory was accurate.
Address information was incorrect.	Overall, 84.0 percent of respondents reported that UHC's provider directory reflected the correct address.
Affiliation with the sampled provider was low.	Overall, 85.8 percent of the locations confirmed affiliation with the sampled provider.

While the overall PDV response rate was relatively high at 84.8 percent, once contacted, the offices reported varying degrees of match rates for the online provider directory information. Accuracy of Louisiana Medicaid acceptance, UHC acceptance, and new patient acceptance exhibited the lowest match rates, with all indicators exhibiting a match rate below 86.0 percent.

Figure 1-1 presents the summary results for all sampled UHC providers.

Figure 1-1—Summary Results for All Sampled UHC Providers



*The denominator includes all sampled providers.
**The denominator includes cases reached.

UHC's weighted PDV compliance scores by specialty type ranged from 22.3 percent (behavioral health) to 60.0 percent (pediatrics).

Provider Access Survey

HSAG's provider access survey indicated that, overall, the provider information maintained and provided by the plans was poor. Table 1-5 provides a summary of the findings from the study.

Table 1-5—Summary of Provider Access Survey Findings

Concerns	Findings
Affiliation with the sampled provider was low.	Overall, 32.4 percent of the locations confirmed affiliation with the sampled provider.
Acceptance of new patients was low.	Overall, 38.2 percent of providers accepted new patients; however, only providers listed as accepting new patients in the provider data were selected for the survey sample.
Acceptance of Louisiana Medicaid was low.	Overall, 40.4 percent of providers accepted Louisiana Medicaid.
Acceptance of the MCO was low.	Overall, 48.5 percent of providers accepted the requested MCO.
Provider's specialty in the provider data was inaccurate.	Overall, 60.3 percent of providers confirmed the specialty listed in the provider data was accurate.
Address information was inaccurate.	Overall, 85.3 percent of locations confirmed the address listed in the provider data was accurate.

Table 1-6 presents the provider access survey call outcomes.

Table 1-6—Provider Access Survey Call Outcomes

Specialty	Able to Contact[1]	Correct Address[2]	Offering Services[2]	Accepting MCO[2]	Accepting Medicaid[2]	Accepting New Patients[2]	Confirmed Provider[2]
Total	**70.8%**	**85.3%**	**60.3%**	**48.5%**	**40.4%**	**38.2%**	**32.4%**
Primary Care	66.7%	85.0%	32.5%	22.5%	17.5%	12.5%	10.0%
Pediatrics	92.5%	83.8%	81.1%	70.3%	70.3%	67.6%	59.5%
Obstetricians/ Gynecologists (OB/GYNs)	65.0%	84.6%	46.2%	30.8%	23.1%	23.1%	15.4%
Endocrinologists	77.8%	85.7%	71.4%	57.1%	50.0%	50.0%	42.9%
Dermatologists	57.1%	100%	87.5%	37.5%	25.0%	25.0%	25.0%
Neurologists	50.0%	70.0%	40.0%	40.0%	40.0%	40.0%	20.0%
Orthopedic Surgeons	70.0%	92.9%	85.7%	85.7%	42.9%	42.9%	42.9%

[1] The denominator includes all sampled providers.
[2] The denominator includes cases reached.

UHC's weighted provider access survey compliance scores by specialty type ranged from 19.0 percent (dermatologists) to 61.7 percent (pediatrics). UHC's after-hours weighted provider access survey compliance scores by specialty type ranged from 0.0 percent (orthopedic surgeons) to 80.0 percent (neurologists).

NAV Audit

HSAG identified no network adequacy indicators in scope of review received a *No Confidence* or *Low Confidence* validation rating determination.

Table 1-7 contains the provider types, at the statewide level, by urbanicity, for which UHC achieved the 100 percent threshold for 100 percent of members to have access.

Table 1-7—UHC Distance Requirements Met by 100 Percent of Members With Access by Provider Type and Urbanicity

Provider Type	Urbanicity
Adult Primary Care Provider (PCP) (Family/General Practice; Internal Medicine and Physician Extenders Rural)	Rural
Pediatrics (Family/General Practice; Internal Medicine and Physician Extenders)	Rural
Rural Health Clinics (RHCs)	Rural
Acute Inpatient Hospitals	Rural
Laboratory	Rural
Pharmacy	Rural
Cardiology	Urban
	Rural
Hematology/Oncology	Rural
Nephrology	Rural
Neurology (Adult)	Rural
Ophthalmology	Rural
Orthopedics (Adult)	Rural
Physicians and Licensed Mental Health Professionals (LMHPs) who specialize in pregnancy-related and postpartum depression or related mental health disorders	Rural
Physicians and LMHPs who specialize in pregnancy-related and postpartum substance use disorders	Rural
Psychiatric Residential Treatment Facilities (PRTFs), PRTF (Level 3.7 Withdrawal Management [WM]) and Other Specialization (Pediatric Under Age 21)	Urban
Inpatient Psychiatric Hospital (Free Standing Psychiatric Hospital; Distinct Part Psychiatric Unit)	Rural

HSAG assessed UHC's results for statewide provider-to-member ratios by provider type and determined that UHC's statewide results met or exceeded LDH-established requirements.

HSAG assessed UHC's results for behavioral health providers to determine the accessibility and availability of appointments and determined that UHC met two LDH-established performance goals for three reported appointment access standards as displayed in Table 1-8.

Table 1-8—UHC Appointment Access Standards Compliance Rate for Behavioral Health

Type of Visit	Access/Timeliness Standard	Performance Goal	Compliance Rate
Emergency Care	24 hours, 7 days/week within 1 hour of request	90%	96.0%
Urgent Non-Emergency Behavioral Health Care	48 hours (2 calendar days)	90%	81.0%
Non-Urgent Routine Behavioral Health Care	14 calendar days	70%	77.0%

Consumer Surveys: CAHPS-A and CAHPS-C

HSAG compared UHC's 2024 achievement scores to its corresponding 2023 achievement scores and the 2024 NCQA national averages to determine whether there were statistically significant differences. Overall, UHC's 2024 adult scores were statistically significantly higher than the 2024 NCQA national averages for three measures: *Rating of All Health Care*, *Rating of Personal Doctor*, and *How Well Doctors Communicate*. UHC's 2024 general child achievement score for *Rating of Health Plan* was statistically significantly higher than the 2024 NCQA national average.

Behavioral Health Member Satisfaction Survey

HSAG compared UHC's 2024 scores to the 2024 Healthy Louisiana statewide average (SWA) and 2023 scores to determine whether there were statistically significant differences. Overall, UHC's 2024 adult score was statistically significantly higher in 2024 than 2023 for *How Well People Communicate*.

Health Disparities Focus Study

While the 2023 Annual Health Disparities Focus Study included MCO-specific findings, the overall results and conclusions of this study are not MCO-specific. Therefore, please refer to the annual MCO aggregate technical report for high-level statewide findings from the 2023 Annual Health Disparities Focus Study.

Case Management Performance Evaluation

During SFY 2024, HSAG conducted two CMPE reviews. HSAG evaluated the MCOs' compliance with the case management provisions of their contracts with LDH, including the rates of engagement in case management; the specific services offered to enrollees receiving case management; and the effectiveness of case management in terms of increasing the quality of care, increasing the receipt of necessary services, and reducing the receipt of potentially unnecessary services such as acute care.

The reviews identified successes and opportunities for improvement, which were used by LDH to inform guidance and develop CAPs to address performance. The following strengths were identified for UHC:

- The results of both reviews demonstrated that no findings resulted in concerns regarding an enrollee's health, safety, or welfare.
- The results of both reviews demonstrated that the health plan was successful in completing activities during initial engagement with the enrollee, including initial assessments and care plans, and multidisciplinary care team (MCT) development.

UHC demonstrated opportunity for improvement with elements related to ongoing scheduled case management activities. Specific findings and recommended actions were provided to UHC through HSAG's CAP process. UHC successfully completed remediation actions to address the CAP findings, and the CAP was closed in October 2024.

Quality Rating System

Figure 1-2 displays the 2024 Health Plan Report Card, which presents the 2024 rating results for each MCO. The 2024 Health Plan Report Card shows that, for the Overall Rating, UHC received 3.5 stars. UHC received 5.0 stars for the Consumer Satisfaction composite, including 5.0 stars for both the Satisfaction with Plan Physicians and Satisfaction with Plan Services subcomposites. Further, UHC also received 5.0 stars for the Equity subcomposite and 4.5 stars for the Diabetes subcomposite. However, UHC received 2.0 stars for both the Behavioral Health—Medication Adherence and Reduce Low Value Care subcomposites, as well as 1.5 stars for both the Respiratory and Behavioral Health—Care Coordination subcomposites, demonstrating opportunities for improvement for UHC in these areas.

Figure 1-2—2024 Health Plan Report Card

Issued 08/2024

Healthy Louisiana

2024 HEALTH PLAN REPORT CARD

The ratings below compare the performance of Louisiana's Medicaid health plans. This report card shows the results of care in the areas of Consumer Satisfaction, Prevention and Equity, and Treatment, and can aid you and your family when deciding on a health plan.

PERFORMANCE KEY	Lowest	Low	Average	High	Highest	Insufficient Data
	★	★★	★★★	★★★★	★★★★★	—

	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
Overall Rating*	★★★½	★★★½	★★★½	**New	★★★½	★★★½
CONSUMER SATISFACTION						
Overall Consumer Satisfaction	★★★½	★★★½	★★★★	**New	★★★★	★★★★★
Getting care: How easily and quickly did members get appointments, preventive care, tests, and treatments?	★★★★½	★★½	★★★½	**New	★★★½	—
Satisfaction with plan physicians: How happy are members with their primary care doctors?	★★★½	★★★½	★★★★½	**New	★★★★★	★★★★★
Satisfaction with plan services: How happy are members with their health plan and their overall care?	★★½	★★★½	★★★★½	**New	★★★★	★★★★★
PREVENTION AND EQUITY						
Overall Prevention and Equity	★★½	★★★	★★★	**New	★★½	★★★
Children/adolescent well-care: Do children and adolescents receive vaccines and weight assessments?	★★	★★½	★★½	**New	★★	★★½
Women's reproductive health: Do women receive care before and after their babies are born?	★★½	★★	★★★	**New	★★½	★★★½

Continued on next page...

Figure 1-2—2024 Health Plan Report Card (cont.)

	Aetna Better Health	AmeriHealth Caritas Louisiana	Healthy Blue	Humana Healthy Horizons	Louisiana Healthcare Connections	UnitedHealthcare Community Plan
Cancer screening: Do female members receive cervical cancer screenings?	★★	★★★	★★	**New	★★★	★★★
Equity: Do health plans collect race and ethnicity information from their members?	★★★★★	★★★★★	★★★★★	**New	NC	★★★★★
Other preventive services: Do members receive important preventive services?	★★★½	★★★★	★★★★	**New	★★★½	★★★
TREATMENT						
Overall Treatment	★★★	★★★	★★★	**New	★★★	★★★
Respiratory: Do people with respiratory issues get the services/treatments they need?	★★★½	★★★	★★★½	**New	★★★	★½
Diabetes: Do people with diabetes get the services/ treatments they need?	★★★½	★★★½	★★★★	**New	★★★★	★★★★½
Heart disease: Do people with heart disease get the services/ treatments they need?	★★★½	★★★	★★½	**New	★★★½	★★★
Behavioral health—care coordination: Do people with behavioral health issues get the follow-up care they need?	★½	★	★½	**New	★	★½
Behavioral health—medication adherence: Do people with behavioral health issues stay on prescribed medications?	★★★½	★★½	★★½	**New	★★★½	★★
Behavioral health—access, monitoring, and safety: Do people on behavioral health medications receive the services/ monitoring they need?	★★★★	★★★½	★★★★	**New	★★★	★★★★
Risk-adjusted utilization: Do members who are discharged from the hospital have unplanned readmissions within 30 days?	★★★	★★★	★★★	**New	★★★	★★★
Reduce low value care: Do members with low back pain receive unnecessary imaging tests?	★★	★★	★★	**New	★★	★★

*This rating includes all measures in the report card as well as an Accreditation bonus for those MCOs that are NCQA Accredited.

**Due to Humana Healthy Horizons being a new plan in 2023, data are not available yet. Humana Healthy Horizons will be included in future health plan report cards.

Insufficient Data indicates that the plan was missing the majority of data for the composite.

NC indicates that the plan received a rating of 0 for the measure in this composite.

This report card is reflective of data collected between January 2023 and December 2023.

The categories and measures included in this report card are based on the 2024 National Committee for Quality Assurance (NCQA) Health Plan Ratings and LDH required measures lists. When feasible, categories and measures were kept consistent with the prior year's health plan report card, but some measures and categories were removed due to data availability. Any analysis, interpretation, and conclusions based on the data is solely that of the author. Anyone desiring to use or reproduce the materials must obtain approval from LDH.

2. Validation of Performance Improvement Projects

Results

SFY 2024 (review period) was the second year that HSAG was contracted as the EQRO for LDH. LDH required the MCOs, including UHC, to carry out PIPs to address five state-mandated topics that were validated during SFY 2024. LDH also required the MCOs to initiate a new PIP topic, *Addressing Congenital Syphilis Through Improved Syphilis Screening for Healthy Louisiana Pregnant Enrollees*, in January 2024 to be validated during SFY 2025. Table 2-1 summarizes the PIP topics carried out by UHC in SFY 2024.

Table 2-1—SFY 2024 MCO PIP Topics and Targeted Age Groups

PIP Topic	Targeted Age Group
Behavioral Health Transitions of Care	• 6 years and older • 13 years and older
Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees	• 5–11 years • 12–15 years • 16 years and older
Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years	• 6 months–18 months • 19 months–2 years • 3–5 years
Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees	• 21–64 years
Screening for HIV Infection	• 13 years and older • 15–65 years
*Addressing Congenital Syphilis Through Improved Syphilis Screening for Healthy Louisiana Pregnant Enrollees**	• *Not applicable*

*PIP to be validated during SFY 2025.

For each PIP topic, UHC collaborated on improvement strategies, meeting at least monthly with LDH and other MCOs, throughout the year. UHC also submitted updates on improvement strategies and interim indicator results for each PIP topic quarterly that were reviewed by HSAG and LDH. HSAG provided feedback and technical assistance on PIPs to LDH and UHC at group and one-on-one meetings throughout the contract year.

Table 2-2 summarizes key PIP validation milestones that occurred from July 2023 through June 2024, the end of SFY 2024.

Table 2-2—SFY 2024 MCO PIP Activities

PIP Activities and Milestones	Dates
Monthly collaborative PIP meeting with LDH, the MCOs, and HSAG	July 2023–June 2024
The MCOs submitted Quarter 2 2023 PIP updates	July 2023
HSAG provided initial PIP proposal validation findings to the MCOs	September 2023
The MCOs submitted Quarter 3 2023 PIP updates	October 2023
The MCOs submitted draft PIP reports, to HSAG for validation	January 2024
The MCOs submitted Quarter 1 2024 PIP updates	April 2024
HSAG provided draft PIP report validation findings to the MCOs	February 2024
The MCOs submitted final PIP reports to HSAG for validation	March 2024
HSAG provided final PIP validation reports to the MCOs	April 2024

In SFY 2025, UHC will submit draft PIP reports for initial validation in January 2025 and the final PIP reports for final validation in March 2025. HSAG will complete the second annual validation cycle in April 2025.

Validation Results and Confidence Ratings

Table 2-3 summarizes UHC's final PIP validation results and confidence ratings delivered by HSAG in April 2024.

Table 2-3—SFY 2024 PIP Validation Results for UHC

PIP Topic	Validation Rating 1			Validation Rating 2		
	Overall Confidence of Adherence to Acceptable Methodology for All Phases of the PIP			Overall Confidence That the PIP Achieved Significant Improvement		
	Percentage Score of Evaluation Elements *Met*[1]	Percentage Score of Critical Elements *Met*[2]	Confidence Level[3]	Percentage Score of Evaluation Elements *Met*[1]	Percentage Score of Critical Elements *Met*[2]	Confidence Level[3]
Behavioral Health Transitions of Care	100%	100%	*High Confidence*	33%	100%	*No Confidence*
Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees	100%	100%	*High Confidence*	33%	100%	*Moderate Confidence*

PIP Topic	Validation Rating 1			Validation Rating 2		
	Overall Confidence of Adherence to Acceptable Methodology for All Phases of the PIP			Overall Confidence That the PIP Achieved Significant Improvement		
	Percentage Score of Evaluation Elements *Met*[1]	Percentage Score of Critical Elements *Met*[2]	Confidence Level[3]	Percentage Score of Evaluation Elements *Met*[1]	Percentage Score of Critical Elements *Met*[2]	Confidence Level[3]
Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years	100%	100%	*High Confidence*	33%	100%	*Low Confidence*
Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees	100%	100%	*High Confidence*	*Not Assessed*		
Screening for HIV Infection	100%	100%	*High Confidence*	*Not Assessed*		

[1] **Percentage Score of Evaluation Elements *Met***—The percentage score is calculated by dividing the total elements *Met* (critical and non-critical) by the sum of the total elements of all categories (*Met*, *Partially Met*, and *Not Met)*.

[2] **Percentage Score of Critical Elements *Met***—The percentage score of critical elements *Met* is calculated by dividing the total critical elements *Met* by the sum of the critical elements *Met*, *Partially Met*, and *Not Met*.

[3] **Confidence Level**—Based on the scores assigned for individual evaluation elements and the confidence level definitions provided in the PIP Validation Tool.

Performance Indicator Results

Table 2-4 displays data for UHC's *Behavioral Health Transitions of Care* PIP.

Table 2-4—Performance Indicator Results for the *Behavioral Health Transitions of Care* PIP

Performance Indicator	Baseline (01/01/2022 to 12/31/2022)		Remeasurement 1 (01/01/2023 to 12/31/2023)		Remeasurement 2 (01/01/2024 to 12/31/2024)		Sustained Improvement
Follow-Up After Hospitalization for Mental Illness (FUH)—Total, 7 Days	N: 1,595 D: 7,632	20.90%	N: 1,432 D: 7,065	20.27%			*Not Assessed*
Follow-Up After Hospitalization for Mental Illness (FUH)—Total, 30 Days	N: 2,931 D: 7,632	38.40%	N: 2,619 D: 7,065	37.07%			*Not Assessed*
Follow-Up After Emergency Department Visit for Mental Illness (FUM)—Total, 7 Days	N: 351 D: 1,469	23.89%	N: 268 D: 1,322	20.27%			*Not Assessed*
Follow-Up After Emergency Department Visit for Mental Illness (FUM)—Total, 30 Days	N: 541 D: 1,469	36.83%	N: 429 D: 1,322	32.45%			*Not Assessed*
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)—Total, 7 Days	N: 495 D: 3,021	16.39%	N: 308 D: 2,198	14.01%			*Not Assessed*
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)—Total, 30 Days	N: 785 D: 3,021	25.98%	N: 482 D: 2,198	21.93%			*Not Assessed*

N–Numerator D–Denominator
Gray shaded cells represent future data that will be updated for Remeasurement 2.
▲ Designates a statistically significant improvement over baseline results ($p < 0.05$).
Note: Performance indicator results for each measurement period are based on data reported by the MCO for the PIP validation reporting deadline, which is January 31 of the following calendar year. Performance indicator rates reported for PIP validation may differ from final rates calculated by the MCO for other purposes.

Table 2-5 displays data for UHC's *Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees* PIP.

Table 2-5—Performance Indicator Results for the *Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees* PIP

Performance Indicator	Baseline (01/01/2022 to 12/31/2022)		Remeasurement 1 (01/01/2023 to 12/31/2023)		Sustained Improvement
Receipt of COVID-19 vaccine, persons who received at least one vaccine dose	N: 158,887 D: 335,991	47.29%	N: 119,684 D: 252,981	47.31%	*Not Assessed*
Receipt of COVID-19 vaccine, persons who received a complete vaccine course	N: 137,938 D: 335,991	41.05%	N: 104,396 D: 252,981	41.27%	*Not Assessed*
Receipt of at least one dose of COVID-19 vaccine among White enrollees	N: 45,155 D: 122,415	36.89%	N: 33,425 D: 90,389	36.98%	*Not Assessed*
Receipt of at least one dose of COVID-19 vaccine among Black enrollees	N: 79,360 D: 145,822	54.42%	N: 59,696 D: 108,441	55.05% ▲	*Not Assessed*
Receipt of at least one dose of COVID-19 vaccine among Hispanic/Latino enrollees	N: 11,429 D: 26,498	43.13%	N: 11,963 D: 27,638	43.28%	*Not Assessed*
Receipt of at least one dose of COVID-19 vaccine among enrollees of other, missing, or unknown race/ethnicity	N: 22,943 D: 41,256	55.61%	N: 14,600 D: 26,512	55.07%	*Not Assessed*
Receipt of a complete COVID-19 vaccine course among White enrollees	N: 39,032 D: 122,415	31.88%	N: 29,122 D: 90,389	32.22%	*Not Assessed*
Receipt of a complete COVID-19 vaccine course among Black enrollees	N: 68,438 D: 145,822	46.93%	N: 51,809 D: 108,441	47.78% ▲	*Not Assessed*
Receipt of a complete COVID-19 vaccine course among Hispanic/Latino enrollees	N: 9,726 D: 26,498	36.70%	N: 10,211 D: 27,638	36.95%	*Not Assessed*
Receipt of a complete COVID-19 vaccine course among enrollees of other, missing, or unknown race/ethnicity	N: 20,742 D: 41,256	50.28%	N: 13,254 D: 26,513	49.99%	*Not Assessed*

Performance Indicator	Baseline (01/01/2022 to 12/31/2022)		Remeasurement 1 (01/01/2023 to 12/31/2023)		Sustained Improvement
Receipt of at least one COVID-19 vaccine, ages 12–15 years	N: 15,882 D: 50,655	31.35%	N: 11,152 D: 41,553	26.84%	*Not Assessed*
Receipt of complete COVID-19 vaccine series, ages 12–15 years	N: 13,230 D: 50,655	26.12%	N: 9,192 D: 41,553	22.12%	*Not Assessed*
Receipt of at least one COVID-19 vaccine, ages 5–11 years	N: 12,161 D: 85,529	14.22%	N: 8,401 D: 69,611	12.07%	*Not Assessed*
Receipt of complete COVID-19 vaccine series, ages 5–11 years	N: 9,290 D: 85,529	10.86%	N: 6,455 D: 69,611	9.27%	*Not Assessed*

N–Numerator D–Denominator
Green shaded cells represent any improvement over baseline results.
▲ Designates a statistically significant improvement over baseline results ($p < 0.05$).
Note: Performance indicator results for each measurement period are based on data reported by the MCO for the PIP validation reporting deadline, which is January 31 of the following calendar year. Performance indicator rates reported for PIP validation may differ from final rates calculated by the MCO for other purposes.

Table 2-6 displays data for UHC's *Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years* PIP.

Table 2-6—Performance Indicator Results for the *Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years* PIP

Performance Indicator	Baseline (01/01/2022 to 12/31/2022)		Remeasurement 1 (01/01/2023 to 12/31/2023)		Remeasurement 2 (01/01/2024 to 12/31/2024)		Sustained Improvement
Fluoride varnish application by primary care provider (PCP) for children aged 6–18 months	N: 647 D: 16,029	4.04%	N: 517 D: 12,368	4.18%			*Not Assessed*
Fluoride varnish application by PCP for children aged 19 months–2 years	N: 1,306 D: 22,170	5.89%	N: 1,174 D: 21,191	5.54%			*Not Assessed*
Fluoride varnish application by PCP for children aged 3–5 years	N: 1,367 D: 52,878	2.59%	N: 1,338 D: 49,387	2.71%			*Not Assessed*

Performance Indicator	Baseline (01/01/2022 to 12/31/2022)		Remeasurement 1 (01/01/2023 to 12/31/2023)		Remeasurement 2 (01/01/2024 to 12/31/2024)		Sustained Improvement
Fluoride varnish application by PCP for all children aged 6 months–5 years	N: 3,320 D: 91,077	3.65%	N: 3,029 D: 82,946	3.65%			*Not Assessed*

N–Numerator D–Denominator
Green shaded cells represent any improvement over baseline results.
▲ Designates a statistically significant improvement over baseline results ($p < 0.05$).
Note: Performance indicator results for each measurement period are based on data reported by the MCO for the PIP validation reporting deadline, which is January 31 of the following calendar year. Performance indicator rates reported for PIP validation may differ from final rates calculated by the MCO for other purposes.

Table 2-7 displays data for UHC's *Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees* PIP.

Table 2-7—Performance Indicator Results for the *Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees* PIP

Performance Indicator	Baseline (01/01/2023 to 12/31/2023)		Remeasurement 1 (01/01/2024 to 12/31/2024)		Remeasurement 2 (01/01/2025 to 12/31/2025)		Sustained Improvement
The percentage of women aged 21–64 years who were screened for cervical cancer	N: 28,000 D: 137,209	20.40%					*Not Assessed*

N–Numerator D–Denominator
Gray shaded cells represent future data that will be updated for Remeasurement 1 and Remeasurement 2.
Note: Performance indicator results for each measurement period are based on data reported by the MCO for the PIP validation reporting deadline, which is January 31 of the following calendar year. Performance indicator rates reported for PIP validation may differ from final rates calculated by the MCO for other purposes.

Table 2-8 displays data for UHC's *Screening for HIV Infection* PIP.

Table 2-8—Performance Indicator Results for the *Screening for HIV Infection* PIP

Performance Indicator	Baseline (01/01/2023 to 12/31/2023)		Remeasurement 1 (01/01/2024 to 12/31/2024)		Remeasurement 2 (01/01/2025 to 12/31/2025)		Sustained Improvement
Persons screened for HIV during the measurement year among pregnant persons or persons with encounters for labor and delivery	N: 9,161 D: 14,124	64.86%					*Not Assessed*

Performance Indicator	Baseline (01/01/2023 to 12/31/2023)		Remeasurement 1 (01/01/2024 to 12/31/2024)		Remeasurement 2 (01/01/2025 to 12/31/2025)		Sustained Improvement
Persons screened for HIV during the measurement year among persons with past or present (injection) drug use	N: 6,463 D: 18,657	34.64%					*Not Assessed*
Persons screened for HIV during the measurement year among persons with risk factors related to sexual mode of transmission	N: 14,067 D: 23,190	60.66%					*Not Assessed*
Persons ever screened for HIV among all others aged 15 to 65 years without a diagnosis of HIV infection	N: 89,701 D: 90,472	99.15%					*Not Assessed*

N–Numerator D–Denominator
Gray shaded cells represent future data that will be updated for Remeasurement 1 and Remeasurement 2.
Note: Performance indicator results for each measurement period are based on data reported by the MCO for the PIP validation reporting deadline, which is January 31 of the following calendar year. Performance indicator rates reported for PIP validation may differ from final rates calculated by the MCO for other purposes.

Interventions

Table 2-9 summarizes UHC's final CY 2023 barriers and interventions.

Table 2-9—Barriers and Interventions Reported by PIP Topic

PIP Topic	Barriers	Interventions
Behavioral Health Transitions of Care	• Lack of timely notification for hospital discharge • Difficult to engage enrollees in follow-up treatment	• Enhanced hospital-to-MCO workflow for notification of hospital and emergency department (ED) admissions, discharges, and transfers (ADTs) through analyzing ADT feeds. • Linked enrollees to aftercare with BH providers prior to discharge from hospital or ED. • Contracted with provider, Eleanor Health, to provide proactive outreach and assistance in securing follow-up appointments and other case management needs for enrollees with substance use disorders.

PIP Topic	Barriers	Interventions
Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees	• Lack of access to COVID-19 vaccine • Challenges with reaching a large volume of eligible members via case management outreach alone • Enrollees may not remember to obtain second dose of two-dose vaccine series	• Developed and implemented COVID-19 vaccination outreach to enrollees not engaged in case management. • Live telephonic outreach with second vaccine dose reminder and scheduling assistance.
Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years	• Lack of PCP training in varnish application	• Provider education on the availability and use of care gap reports to identify enrollees due for fluoride varnish application. • Targeted outreach calls for enrollee groups with fluoride varnish application disparities (enrollees residing in Region 1, Native American/Indian enrollees, Alaskan Native enrollees, Native Hawaiian or Pacific Islander enrollees, and enrollees in foster care).
Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees	• Lack of enrollee awareness of guidelines for cervical cancer screening	• Educational outreach to enrollees in case management to provide education on cervical cancer screening and Medicaid transportation benefits. • Distribution of provider education materials and toolkit on cervical cancer screening.
Screening for HIV Infection	• Lack of enrollee and provider knowledge on guidelines for HIV screening and on resources for obtaining screening	• Provided enhanced case management outreach for HIV screening education for all eligible pregnant enrollees in case management. • Provided enhanced CM outreach for HIV screening education to all eligible enrollees 15–65 years of age in case management.

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- The MCO developed and carried out a methodologically sound design for all five PIPs that facilitated valid and reliable measurement of objective indicator performance over time. **[Quality]**
- The MCO conducted and reported accurate analyses and interpretation of performance indicator results for all five PIPs. **[Quality]**
- The MCO carried out interventions for all five PIPs that had the potential to address identified barriers and improve performance indicator results. **[Quality]**
- The MCO collected, analyzed, and reported intervention-specific effectiveness data to monitor the progress and impact of interventions throughout the most recent measurement period for all five PIPs. **[Quality]**
- For one of the three PIPs assessed for achieving significant improvement (*Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees*), the MCO's reported performance indicator results demonstrated some improvement from baseline to the most recent remeasurement across all indicators. **[Quality, Timeliness, and Access]**

For UHC, the following opportunities for improvement were identified:

- For one PIP, *Behavioral Health Transitions of Care,* the MCO's reported performance indicator results did not demonstrate any improvement from baseline to the most recent remeasurement. **[Quality, Timeliness, and Access]**
- For one PIP, *Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years*, some of the MCO's reported performance indicator results did not demonstrate any improvement from baseline to the most recent remeasurement. **[Quality, Timeliness, and Access]**

For UHC, the following recommendations were identified:

- To facilitate significant outcomes improvement for all PIPs, the MCO should review intervention evaluation results to determine if each intervention is having the desired impact and how interventions can be revised to increase effectiveness. The MCO should also revisit MCO-specific barrier analyses for each PIP to evaluate whether additional barriers need to be addressed by new or revised interventions to drive outcomes improvement. **[Quality, Timeliness, and Access]**

Methodology

Objectives

The purpose of conducting PIPs is to achieve—through ongoing measurements and intervention—significant, sustained improvement in clinical or nonclinical areas. This structured method of assessing and improving MCO processes was designed to have favorable effects on health outcomes and member satisfaction.

The primary objective of PIP validation is to determine each MCO's compliance with requirements set forth in 42 CFR §438.240(b)(1), including:

- Measurement of performance using objective quality indicators.
- Implementation of systematic interventions to achieve improvement in performance.
- Evaluation of the effectiveness of the interventions.
- Planning and initiation of activities for increasing or sustaining improvement.

The goal of HSAG's PIP validation is to ensure that LDH and key stakeholders can have confidence that any reported improvement is related and can be reasonably linked to the QI strategies and activities the MCO conducted during the PIP. HSAG's scoring methodology evaluated whether the MCO executed a methodologically sound PIP.

Technical Methods of Data Collection

HSAG, as the State's EQRO, validated the PIPs through an independent review process. In its PIP evaluation and validation, HSAG used the CMS EQR *Protocol 1. Validation of Performance Improvement Projects: A Mandatory EQR-Related Activity*, February 2023 (CMS EQR Protocol 1).[2-1]

HSAG's evaluation of each PIP includes two key components of the QI process:

1. HSAG evaluates the technical structure of the PIP to ensure that the MCO designs, conducts, and reports the PIP in a methodologically sound manner, meeting all State and federal requirements. HSAG's review determines whether the PIP design (e.g., PIP Aim statement, population, sampling techniques, performance indicator, and data collection methodology) is based on sound methodological principles and could reliably measure outcomes. Successful execution of this component ensures that reported PIP results are accurate and capable of measuring sustained improvement.

[2-1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 1. Validation of Performance Improvement Projects: A Mandatory EQR-Related Activity*, February 2023. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 16, 2024.

2. HSAG evaluates the implementation of the PIP. Once designed, a PIP's effectiveness in improving outcomes depends on the systematic data collection process, analysis of data, and the identification of barriers and subsequent development of relevant interventions. Through this component, HSAG evaluates how well the MCO improves indicator results through implementation of effective processes (i.e., barrier analyses, interventions, and evaluation of results).

Description of Data Obtained

HSAG's methodology for PIP validation provided a consistent, structured process and a mechanism for providing the MCOs with specific feedback and recommendations. The MCOs used a standardized PIP Submission Form to document information on the PIP design, completed PIP activities, and performance indicator results. HSAG evaluated the documentation provided in the PIP Submission Form to conduct the annual validation.

How Data Were Aggregated and Analyzed

Using the PIP Validation Tool and standardized scoring, HSAG scored each PIP on a series of evaluation elements and scored each evaluation element within a given activity as *Met*, *Partially Met*, *Not Met*, *Not Applicable (NA)*, or *Not Assessed*. HSAG designated some of the evaluation elements pivotal to the PIP process as "critical elements." For a PIP to produce valid and reliable results, all critical elements needed to achieve a *Met* score. HSAG assigned each PIP an overall percentage score for all evaluation elements (including critical elements), calculated by dividing the total number of elements scored as *Met* by the sum of elements scored as *Met*, *Partially Met*, and *Not Met*. HSAG also calculated a critical element percentage score by dividing the total number of critical elements scored as *Met* by the sum of the critical elements scored as *Met*, *Partially Met*, and *Not Met*.

In alignment with the CMS EQR Protocol 1, HSAG assigned two PIP validation ratings, summarizing overall PIP performance. One validation rating reflected HSAG's confidence that the MCO adhered to acceptable methodology for all phases of design and data collection and conducted accurate data analysis and interpretation of PIP results. HSAG based this validation rating on the scores for applicable evaluation elements in steps 1 through 8 of the PIP Validation Tool. The second validation rating was only assigned for PIPs that have progressed to the Outcomes stage (Step 9) and reflected HSAG's confidence that the PIP's performance indicator results demonstrated evidence of significant improvement. The second validation rating is based on scores from Step 9 in the PIP Validation Tool. For each applicable validation rating, HSAG reported the percentage of applicable evaluation elements that received a *Met* score and the corresponding confidence level: *High Confidence*, *Moderate Confidence*, *Low Confidence*, or *No Confidence*. The confidence level definitions for each validation rating are as follows:

1. **Overall Confidence of Adherence to Acceptable Methodology for All Phases of the PIP (Steps 1 Through 8)**
   - *High Confidence*: High confidence in reported PIP results. All critical evaluation elements were *Met*, and 90 percent to 100 percent of all evaluation elements were *Met* across all steps.
   - *Moderate Confidence*: Moderate confidence in reported PIP results. All critical evaluation elements were *Met*, and 80 percent to 89 percent of all evaluation elements were *Met* across all steps.
   - *Low Confidence*: Low confidence in reported PIP results. Across all steps, 65 percent to 79 percent of all evaluation elements were *Met*; or one or more critical evaluation elements were *Partially Met*.
   - *No Confidence*: No confidence in reported PIP results. Across all steps, less than 65 percent of all evaluation elements were *Met*; or one or more critical evaluation elements were *Not Met*.
2. **Overall Confidence That the PIP Achieved Significant Improvement (Step 9)**
   - *High Confidence*: All performance indicators demonstrated *statistically significant* improvement over the baseline.
   - *Moderate Confidence*: One of the three scenarios below occurred:
     - All performance indicators demonstrated improvement over the baseline, **and** some but not all performance indicators demonstrated *statistically significant* improvement over the baseline.
     - All performance indicators demonstrated improvement over the baseline, **and** none of the performance indicators demonstrated *statistically significant* improvement over the baseline.
     - Some but not all performance indicators demonstrated improvement over baseline, **and** some but not all performance indicators demonstrated *statistically significant* improvement over baseline.
   - *Low Confidence*: The remeasurement methodology was not the same as the baseline methodology for at least one performance indicator **or** some but not all performance indicators demonstrated improvement over the baseline and none of the performance indicators demonstrated *statistically significant* improvement over the baseline.
   - *No Confidence*: The remeasurement methodology was not the same as the baseline methodology for all performance indicators or none of the performance indicators demonstrated improvement over the baseline.

HSAG analyzed the quantitative results obtained from the above PIP validation activities to identify strengths and opportunities for improvement in each domain of quality, timeliness, and accessibility of services furnished by each MCO. HSAG then identified common themes and the salient patterns that emerged across the MCOs related to PIP validation or performance on the PIPs conducted.

How Conclusions Were Drawn

PIPs that accurately addressed the CMS EQR Protocol 1 requirements were determined to have high validity and reliability. Validity refers to the extent to which the data collected for a PIP measured its intent. Reliability refers to the extent to which an individual could reproduce the project results. For each completed PIP, HSAG assessed threats to the validity and reliability of PIP findings and determined whether a PIP was credible.

To draw conclusions about the quality, timeliness, and accessibility of care and services provided by the MCOs, HSAG assigned each PIP topic to one or more of these three domains. While the focus of an MCO's PIP may have been to improve performance related to healthcare quality, timeliness, or accessibility, PIP validation activities were designed to evaluate the validity and quality of the MCO's process for conducting valid PIPs. Therefore, HSAG assigned all PIPs to the quality domain. In addition, all PIP topics were assigned to other domains as appropriate. This assignment to domains is shown in Table 2-10.

Table 2-10—Assignment of PIPs to the Quality, Timeliness, and Access Domains

PIP Topic	Quality	Timeliness	Access
Behavioral Health Transitions of Care	✓	✓	✓
Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years	✓	✓	✓
Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Enrollees	✓		✓
Improving Cervical Cancer Screening Rates Among Healthy Louisiana Enrollees	✓	✓	✓
Screening for HIV Infection	✓	✓	✓
Addressing Congenital Syphilis Through Improved Syphilis Screening for Healthy Louisiana Pregnant Enrollees	✓	✓	✓

3. Validation of Performance Measures

Results

Information Systems Standards Review

The MCO's independent certified HEDIS compliance auditor determined that the rates reported by the MCO were calculated in accordance with NCQA's defined specifications and there were no data collection or reporting issues identified.

Based on a review of the FARs issued by UHC's independent certified HEDIS compliance auditor, HSAG found that UHC fully met the standard for all four of the applicable NCQA IS standards. UHC's compliance with each of the IS standards is outlined in Table 3-1.

Table 3-1—UHC Compliance With IS Standards—MY 2022 and MY 2023 Comparison

IS Standard	MY 2022	MY 2023
IS R—Data Management and Reporting (formerly IS 6.0, IS 7.0)	Met	Met
IS C—Clinical and Care Delivery Data (formerly IS 5.0)	Met	Met
IS M—Medical Record Review Processes (formerly IS 4.0)	Met	Met
IS A—Administrative Data (formerly IS 1.0, IS 2.0, IS 3.0)	Met	Met

Performance Measures

In SFY 2024 (review period), LDH required each contracted MCO to collect and report on 47 HEDIS measures, which includes 290 total measure indicators for HEDIS MY 2023 specified in the provider agreement. The measurement set includes 11 incentive measures. Table 3-2 displays the 290 measure indicators required by LDH. **Red** cells indicate that the measure fell below the NCQA national 50th percentile, **green** cells indicate that the measure was at or above the NCQA national 50th percentile. Table 3-2 through Table 3-5 display a summary of UHC's HEDIS measure performance.

Table 3-2—UHC HEDIS Effectiveness of Care Performance Measures—MY 2022 and MY 2023 Comparison

HEDIS Measure	MY 2022	MY 2023	SWA
Follow-Up After Hospitalization for Mental Illness			
Within 7 Days of Discharge	20.90%	20.73%	**20.67%**
Within 30 Days of Discharge[1]	38.41%	39.16%	**39.62%**
Follow-Up After Emergency Department Visit for Mental Illness			
Within 7 Days of Discharge	23.89%	22.84%	**22.26%**
Within 30 Days of Discharge[1]	36.83%	37.68%	**36.83%**

HEDIS Measure	MY 2022	MY 2023	SWA
Follow-Up After Emergency Department Visit for Substance Use[B]			
Within 7 Days of Discharge	16.39%	14.40%	**13.46%**
Within 30 Days of Discharge[I]	25.98%	22.92%	**21.75%**
Plan All-Cause Readmissions*			
Observed Readmissions (Numerator/Denominator)	11.14%	10.37%	**10.13%**
Expected Readmissions Rate	9.65%	10.00%	**9.77%**
Observed-to-Expected (O/E) Ratio (Observed Readmissions/Expected Readmissions)	1.1540	1.0376	**1.0368**
Depression Screening and Follow-Up for Adolescents and Adults			
Depression Screening (Total)	0.58%	0.85%	**1.06%**
Follow-Up on Positive Screen (Total)	72.73%	74.14%	**62.50%**
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	82.08%	83.96%	**84.36%**
Diabetes Monitoring for People With Diabetes and Schizophrenia	68.64%	72.74%	**72.29%**
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia	81.71%	82.43%	**81.53%**
Metabolic Monitoring for Children and Adolescents on Antipsychotics			
Blood Glucose Testing	55.99%	55.96%	**54.92%**
Cholesterol Testing	30.63%	30.19%	**28.09%**
Blood Glucose and Cholesterol Testing	29.76%	29.38%	**27.21%**
Lead Screening in Children	65.45%	64.24%	**66.40%**
Childhood Immunization Status			
Diphtheria, Tetanus, and Acellular Pertussis (DTaP)	67.88%	72.75%	**71.31%**
Polio Vaccine, Inactivated (IPV)	85.64%	86.37%	**87.17%**
Measles, Mumps, and Rubella (MMR)	84.43%	85.16%	**86.06%**
Haemophilus Influenzae Type B (HiB)	85.40%	85.40%	**85.66%**
Hepatitis B	87.59%	86.86%	**89.20%**
Varicella-Zoster Virus (VZV)	83.94%	85.40%	**86.30%**
Pneumococcal Conjugate	69.83%	71.53%	**70.65%**
Hepatitis A	80.78%	82.73%	**83.82%**
Rotavirus	66.91%	63.99%	**63.96%**
Influenza	23.60%	21.17%	**21.26%**
Combination 3[I]	62.04%	65.94%	**64.96%**
Combination 7	54.01%	53.77%	**53.34%**
Combination 10	18.00%	15.33%	**16.16%**

HEDIS Measure	MY 2022	MY 2023	SWA
Immunizations for Adolescents			
Meningococcal	84.67%	87.59%	**85.85%**
Tetanus, Diphtheria, and Pertussis/Tetanus and Diphtheria (Tdap/Td)	85.89%	88.08%	**86.29%**
Human Papillomavirus (HPV)	41.12%	45.26%	**41.77%**
Combination 1	84.67%	87.35%	**85.64%**
Combination 2[I]	40.39%	45.01%	**41.53%**
Colorectal Cancer Screening[I]	34.48%	43.82%	**43.44%**
Flu Vaccinations for Adults Ages 18 to 64	37.77%	—	—
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents			
Body Mass Index (BMI) Percentile Documentation	83.21%	83.21%	**80.09%**
Counseling for Nutrition	68.86%	58.39%	**64.97%**
Counseling for Physical Activity	60.10%	50.85%	**57.89%**
HIV Viral Load Suppression[B, I]	77.60%	82.05%	**82.26%**
Low-Risk Cesarean Delivery (Cesarean Rate for Low-Risk First Birth Women)[*,I]	26.47%	26.41%	**26.35%**
Chlamydia Screening in Women			
Total	64.02%	65.49%	**65.84%**
Breast Cancer Screening	57.11%	—	—
Controlling High Blood Pressure[I]	61.31%	61.80%	**60.47%**
Statin Therapy for Patients With Cardiovascular Disease			
Received Statin Therapy—Total	80.50%	82.82%	**82.74%**
Statin Adherence 80%—Total	63.81%	61.52%	**66.40%**
Hemoglobin A1c (HbA1c) Control for Patients With Diabetes			
Poor HbA1c Control (>9.0%)[*,I]	34.55%	23.60%	**29.55%**
HbA1c Control (<8.0%)	57.91%	70.07%	**63.65%**
Eye Exam for Patients With Diabetes	55.72%	54.74%	**55.06%**
Blood Pressure Control for Patients With Diabetes (<140/90 mm Hg)	67.15%	70.07%	**65.25%**
Pharmacotherapy for Opioid Use Disorder	21.84%	21.85%	**29.53%**
Initiation and Engagement of Substance Use Disorder (SUD) Treatment			
Initiation of SUD Treatment	58.78%	60.16%	**57.95%**
Engagement of SUD Treatment	25.97%	28.17%	**24.37%**
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	67.86%	65.02%	**63.06%**

HEDIS Measure	MY 2022	MY 2023	SWA
Adherence to Antipsychotic Medications for Individuals With Schizophrenia	48.69%	51.27%	**55.72%**
Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication			
Initiation Phase	44.13%	46.24%	**45.52%**
Continuation and Maintenance Phase	58.40%	58.55%	**54.23%**
Antidepressant Medication Management			
Effective Acute Phase Treatment	53.91%	55.90%	**57.61%**
Effective Continuation Phase Treatment	35.51%	36.41%	**39.77%**
Appropriate Treatment for Children With Upper Respiratory Infection	79.48%	80.14%	**80.50%**
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	49.60%	48.99%	**51.81%**
Use of Imaging Studies for Low Back Pain[B]	70.81%	69.60%	**69.31%**
Non-Recommended Cervical Screening in Adolescent Females[*]	2.37%	2.51%	**1.85%**
Cervical Cancer Screening[I]	61.07%	56.45%	**53.47%**
Asthma Medication Ratio			
5–11 Years	—	68.99%	**76.33%**
12–18 Years	—	59.53%	**69.59%**
19–50 Years	—	56.98%	**68.05%**
51–64 Years	—	55.61%	**67.00%**
Total	—	60.16%	**70.18%**
Topical Fluoride for Children			
1–2 Years	—	2.24%	**4.76%**
3–4 Years	—	0.93%	**6.32%**
Total	—	1.56%	**5.56%**
Oral Evaluation, Dental Services			
0–2 Years	—	NA	**NA**
3–5 Years	—	NA	**NA**
6–14 Years	—	NA	**NA**
15–20 Years	—	NA	**NA**
Total	—	NA	**NA**

[*] Indicates a lower rate is desirable.
[B] Indicates a break in trending between the most recent year and the prior year.
[I] Incentive Measure.
Green: ≥ NCQA national 50th percentile benchmark, Red: < NCQA national 50th percentile benchmark.
For HEDIS measures: *NA* indicates that the denominator was too small (i.e., less than 30) to report a valid rate, *NR* indicates that the MCO did not report the measure, and *NQ* indicates that the MCO was not required to report the measure.
— is presented for measures that were not reported by the MCOs in MY 2022 and indicates that MY 2022 rates are not available for those measures.

Table 3-3—UHC HEDIS Access to/Availability of Care Performance Measures—MY 2022 and MY 2023 Comparison

HEDIS Measure	MY 2022	MY 2023	SWA
Adults' Access to Preventive/Ambulatory Health Services			
20–44 Years	73.82%	75.53%	**71.25%**
45–64 Years	82.51%	84.90%	**80.87%**
65 Years and Older	75.65%	74.54%	**79.46%**
Total	76.47%	78.57%	**74.25%**
Prenatal and Postpartum Care			
Timeliness of Prenatal Care	82.97%	87.59%	**82.12%**
Postpartum Care	77.37%	77.37%	**77.27%**

Green: ≥ NCQA national 50th percentile benchmark, Red: < NCQA national 50th percentile benchmark.

Table 3-4—UHC HEDIS Use of Services and Health Plan Descriptive Information Performance Measures—MY 2022 and MY 2023 Comparison

HEDIS Measure	MY 2022	MY 2023	SWA
Well-Child Visits in the First 30 Months of Life			
First 15 Months	62.07%	66.33%	**64.44%**
15 Months–30 Months	66.66%	69.64%	**70.10%**
Child and Adolescent Well-Care Visits			
3–11 Years	56.29%	58.94%	**57.47%**
12–17 Years	52.84%	56.04%	**54.10%**
18–21 Years	28.28%	30.21%	**29.30%**
Total	49.99%	52.93%	**51.39%**
Ambulatory Care			
Outpatient Visits/1,000 Member Months (MM)	5,284.83	5,420.48	**4,958.45**
*Emergency Department Visits/1,000 MM**	753.17	758.06	**735.72**
Inpatient Utilization—General Hospital/Acute Care			
Maternity—Days/1,000 Member Years—10–19 Years	—	NQ	**28.03**
Maternity—Days/1,000 Member Years—20–44 Years	—	NQ	**149.64**
Maternity—Days/1,000 Member Years—45–64 Year	—	NQ	**1.85**
Maternity—Days/1,000 Member Years—Total	—	NQ	**82.50**
Maternity—Discharges/1,000 Member Years—10–19 Years	—	NQ	**9.72**
Maternity—Discharges/1,000 Member Years—20–44 Years	—	NQ	**54.81**
Maternity—Discharges/1,000 Member Years—45–64 Years	—	NQ	**0.56**
Maternity—Discharges/1,000 Member Years—Total	—	NQ	**30.03**

HEDIS Measure	MY 2022	MY 2023	SWA
Maternity—Average Length of Stay—10–19 Years	—	NQ	2.88
Maternity—Average Length of Stay—20–44 Years	—	NQ	2.73
Maternity—Average Length of Stay—45–64 Years	—	NQ	3.29
Maternity—Average Length of Stay—Total	—	NQ	2.75
Surgery—Days/1,000 Member Years—Less than 1 Year	—	NQ	463.70
Surgery—Days/1,000 Member Years—1–9 Years	—	NQ	33.47
Surgery—Days/1,000 Member Years—10–19 Years	—	NQ	32.49
Surgery—Days/1,000 Member Years—20–44 Years	—	NQ	106.78
Surgery—Days/1,000 Member Years—45–64 Years	—	NQ	356.86
Surgery—Days/1,000 Member Years—65–74 Years	—	NQ	393.71
Surgery—Days/1,000 Member Years—75–84 Years	—	NQ	944.71
Surgery—Days/1,000 Member Years—86 Years and Older	—	NQ	584.92
Surgery—Days/1,000 Member Years—Total	—	NQ	123.56
Surgery—Discharges/1,000 Member Years—Less than 1 Year	—	NQ	19.95
Surgery - Discharges/1,000 Member Years—1–9 Years	—	NQ	3.54
Surgery - Discharges/1,000 Member Years—10–19 Years	—	NQ	4.35
Surgery - Discharges/1,000 Member Years—20–44 Years	—	NQ	14.26
Surgery - Discharges/1,000 Member Years—45–64 Years	—	NQ	42.97
Surgery - Discharges/1,000 Member Years—65–74 Years	—	NQ	42.16
Surgery - Discharges/1,000 Member Years—75–84 Years	—	NQ	87.74
Surgery - Discharges/1,000 Member Years—85 Years and Older	—	NQ	51.79
Surgery - Discharges/1,000 Member Years—Total	—	NQ	14.43
Surgery—Average Length of Stay—Less than 1 Year	—	NQ	23.24
Surgery—Average Length of Stay—1–9 Years	—	NQ	9.44
Surgery—Average Length of Stay—10–19 Years	—	NQ	7.46
Surgery—Average Length of Stay—20–44 Years	—	NQ	7.49
Surgery—Average Length of Stay—45–64 Years	—	NQ	8.31
Surgery—Average Length of Stay—65–74 Years	—	NQ	9.34
Surgery—Average Length of Stay—75–84 Years	—	NQ	10.77
Surgery—Average Length of Stay—85 Years and Older	—	NQ	11.29
Surgery—Average Length of Stay—Total	—	NQ	8.56
Medicine—Days/1,000 Member Years—Less than 1 Year	—	NQ	414.29

HEDIS Measure	MY 2022	MY 2023	SWA
Medicine—Days/1,000 Member Years—1–9 Years	—	NQ	40.91
Medicine—Days/1,000 Member Years—10–19 Years	—	NQ	27.72
Medicine—Days/1,000 Member Years—20–44 Years	—	NQ	108.57
Medicine—Days/1,000 Member Years—45–64 Years	—	NQ	393.48
Medicine—Days/1,000 Member Years—65–74 Years	—	NQ	550.81
Medicine—Days/1,000 Member Years—75–84 Years	—	NQ	921.88
Medicine—Days/1,000 Member Years—85 Years and Older	—	NQ	1,617.67
Medicine—Days/1,000 Member Years—Total	—	NQ	129.96
Medicine—Discharges/1,000 Member Years—Less than 1 Year	—	NQ	75.93
Medicine—Discharges/1,000 Member Years—1–9 Years	—	NQ	11.75
Medicine—Discharges/1,000 Member Years—10–19 Years	—	NQ	7.45
Medicine—Discharges/1,000 Member Years—20–44 Years	—	NQ	23.27
Medicine—Discharges/1,000 Member Years—45–64 Years	—	NQ	73.88
Medicine—Discharges/1,000 Member Years—65–74 Years	—	NQ	99.37
Medicine—Discharges/1,000 Member Years—75–84 Years	—	NQ	158.65
Medicine—Discharges/1,000 Member Years—85 Years and Older	—	NQ	164.51
Medicine—Discharges/1,000 Member Years—Total	—	NQ	26.76
Medicine—Average Length of Stay—Less than 1 Year	—	NQ	5.46
Medicine—Average Length of Stay—1–9 Years	—	NQ	3.48
Medicine—Average Length of Stay—10–19 Years	—	NQ	3.72
Medicine—Average Length of Stay—20–44 Years	—	NQ	4.67
Medicine—Average Length of Stay—45–64 Years	—	NQ	5.33
Medicine—Average Length of Stay—65–74 Years	—	NQ	5.54
Medicine—Average Length of Stay—75–84 Years	—	NQ	5.81
Medicine—Average Length of Stay—85 Years and Older	—	NQ	9.83
Medicine—Average Length of Stay—Total	—	NQ	4.86
Total Inpatient—Days/1,000 Member Years—Less than 1 Year	—	NQ	877.99
Total Inpatient—Days/1,000 Member Years—1–9 Years	—	NQ	74.37
Total Inpatient—Days/1,000 Member Years—10–19 Years	—	NQ	88.24
Total Inpatient—Days/1,000 Member Years—20–44 Years	—	NQ	364.98
Total Inpatient—Days/1,000 Member Years—45–64 Years	—	NQ	752.20
Total Inpatient—Days/1,000 Member Years—65–74 Years	—	NQ	944.52

HEDIS Measure	MY 2022	MY 2023	SWA
Total Inpatient—Days/1,000 Member Years—75–84 Years	—	NQ	**1,866.59**
Total Inpatient—Days/1,000 Member Years—85 Years and Older	—	NQ	**2,202.59**
Total Inpatient—Days/1,000 Member Years—Total	—	NQ	**315.49**
Total Inpatient—Discharges/1,000 Member Years—Less than 1 Year	—	NQ	**95.88**
Total Inpatient—Discharges/1,000 Member Years—1–9 Years	—	NQ	**15.29**
Total Inpatient—Discharges/1,000 Member Years—10–19 Years	—	NQ	**21.53**
Total Inpatient—Discharges/1,000 Member Years—20–44 Years	—	NQ	**92.34**
Total Inpatient—Discharges/1,000 Member Years—45–64 Years	—	NQ	**117.41**
Total Inpatient—Discharges/1,000 Member Years—65–74 Years	—	NQ	**141.53**
Total Inpatient—Discharges/1,000 Member Years—75–84 Years	—	NQ	**246.39**
Total Inpatient—Discharges/1,000 Member Years—85 Years and Older	—	NQ	**216.30**
Total Inpatient—Discharges/1,000 Member Years—Total	—	NQ	**63.75**
Total Inpatient—Average Length of Stay—Less than 1 Year	—	NQ	**9.16**
Total Inpatient—Average Length of Stay—1–9 Years	—	NQ	**4.10**
Total Inpatient—Average Length of Stay—10–19 Years	—	NQ	**4.86**
Total Inpatient—Average Length of Stay—20–44 Years	—	NQ	**3.95**
Total Inpatient—Average Length of Stay—45–64 Years	—	NQ	**6.41**
Total Inpatient—Average Length of Stay—65–74 Years	—	NQ	**6.67**
Total Inpatient—Average Length of Stay—75–84 Years	—	NQ	**7.58**
Total Inpatient—Average Length of Stay—85 Years and Older	—	NQ	**10.18**
Total Inpatient—Average Length of Stay—Total	—	NQ	**4.95**
Enrollment by Product Line			
Less than 1 year	—	8,498	**39,430**
1–4 Years	—	35,729	**154,688**
5–9 Years	—	48,063	**194,614**
10–14 Years	—	48,805	**187,448**
15–17 Years	—	29,427	**113,890**

HEDIS Measure	MY 2022	MY 2023	SWA
18–19 Years	—	16,987	**67,190**
20–24 Years	—	32,834	**144,726**
25–29 Years	—	24,721	**119,861**
30–34 Years	—	25,021	**117,909**
35–39 Years	—	22,937	**102,144**
40–44 Years	—	21,081	**90,116**
45–49 Years	—	16,300	**68,991**
50–54 Years	—	14,740	**61,320**
55–59 Years	—	14,428	**60,505**
60–64 Years	—	13,567	**57,221**
65–69 Years	—	507	**3,396**
70–74 Years	—	174	**1,046**
75–79 Years	—	90	**592**
80–84 Years	—	55	**421**
85–89 Years	—	NA	**224**
90 Years and Older	—	NA	**173**
Unknown	—	NA	**NA**
Total	—	374,001	**1,585,904**
Language Diversity of Membership			
Spoken Language Preferred for Health Care—Health Plan	—	0.00%	**23.84%**
Spoken Language Preferred for Health Care—CMS/State	—	100.00%	**76.01%**
Spoken Language Preferred for Health Care—Other Third-Party	—	0.00%	**0.15%**
Preferred Language for Written Materials—Health Plan	—	0.00%	**23.78%**
Preferred Language for Written Materials—CMS/State	—	0.00%	**52.79%**
Preferred Language for Written Materials—Other Third-Party	—	100.00%	**23.43%**
Other Language Needs—Health Plan	—	0.00%	**19.20%**
Other Language Needs—CMS/State	—	0.00%	**47.96%**
Other Language Needs—Other Third-Party	—	100.00%	**32.83%**
Spoken Language Preferred for Health Care—Percent English	—	98.24%	**89.10%**
Spoken Language Preferred for Health Care—Percent Non-English	—	1.76%	**1.78%**
Spoken Language Preferred for Health Care—Percent Declined	—	0.00%	**0.00%**

HEDIS Measure	MY 2022	MY 2023	SWA
Spoken Language Preferred for Health Care—Percent Unknown	—	0.00%	**9.12%**
Language Preferred for Written Materials—Percent English	—	0.00%	**66.23%**
Language Preferred for Written Materials—Percent Non-English	—	0.00%	**1.37%**
Language Preferred for Written Materials—Percent Declined	—	0.00%	**0.00%**
Language Preferred for Written Materials—Percent Unknown	—	100.00%	**32.40%**
Other Language Needs—Percent English	—	0.00%	**47.18%**
Other Language Needs—Percent Non-English	—	0.00%	**0.80%**
Other Language Needs—Percent Declined	—	0.00%	**0.00%**
Other Language Needs—Percent Unknown	—	100.00%	**52.02%**
Race/Ethnicity Diversity of Membership			
Race—Health Plan	—	0.00%	**22.17%**
Race—CMS/State	—	72.12%	**56.65%**
Race—Other Direct	—	0.00%	**0.43%**
Race—Direct Total	—	72.12%	**79.25%**
Race—Indirect Total	—	0.00%	**0.61%**
Race—Unknown Total	—	27.88%	**20.14%**
Ethnicity—Health Plan	—	0.00%	**22.63%**
Ethnicity—CMS/State	—	97.02%	**35.49%**
Ethnicity—Other Direct	—	0.00%	**2.20%**
Ethnicity—Direct Total	—	97.02%	**60.32%**
Ethnicity—Indirect Total	—	0.00%	**8.74%**
Ethnicity—Unknown Total	—	2.98%	**30.93%**
Race: White—Ethnicity: Hispanic or Latino	—	0.00%	**0.81%**
Race: White—Ethnicity: Not Hispanic or Latino	—	37.91%	**28.15%**
Race: White—Ethnicity: Asked but No Answer	—	0.00%	**0.02%**
Race: White—Ethnicity: Unknown	—	0.00%	**7.88%**
Race: White—Ethnicity: Total	—	37.91%	**36.87%**
Race: Black or African American—Ethnicity: Hispanic or Latino	—	0.00%	**0.67%**
Race: Black or African American—Ethnicity: Not Hispanic or Latino	—	29.32%	**25.38%**
Race: Black or African American—Ethnicity: Asked but No Answer	—	0.00%	**0.03%**

HEDIS Measure	MY 2022	MY 2023	SWA
Race: Black or African American—Ethnicity: Unknown	—	0.00%	**11.17%**
Race: Black or African American—Ethnicity: Total	—	29.32%	**37.26%**
Race: American Indian or Alaska Native—Ethnicity: Hispanic or Latino	—	0.00%	**0.03%**
Race: American Indian or Alaska Native—Ethnicity: Not Hispanic or Latino	—	0.80%	**0.48%**
Race: American Indian or Alaska Native—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: American Indian or Alaska Native—Ethnicity: Unknown	—	0.00%	**0.21%**
Race: American Indian or Alaska Native—Ethnicity: Total	—	0.80%	**0.72%**
Race: Asian—Ethnicity: Hispanic or Latino	—	0.00%	**0.04%**
Race: Asian—Ethnicity: Not Hispanic or Latino	—	1.10%	**1.58%**
Race: Asian—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: Asian—Ethnicity: Unknown	—	0.00%	**1.02%**
Race: Asian—Ethnicity: Total	—	1.10%	**2.64%**
Race: Native Hawaiian or Other Pacific Islander—Ethnicity: Hispanic or Latino	—	0.00%	**0.00%**
Race: Native Hawaiian or Other Pacific Islander—Ethnicity: Not Hispanic or Latino	—	0.01%	**0.01%**
Race: Native Hawaiian or Other Pacific Islander—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: Native Hawaiian or Other Pacific Islander—Ethnicity: Unknown	—	0.00%	**0.01%**
Race: Native Hawaiian or Other Pacific Islander—Ethnicity: Total	—	0.01%	**0.02%**
Race: Some Other Race—Ethnicity: Hispanic or Latino	—	0.00%	**0.15%**
Race: Some Other Race—Ethnicity: Not Hispanic or Latino	—	0.00%	**0.68%**
Race: Some Other Race—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: Some Other Race—Ethnicity: Unknown	—	2.98%	**1.19%**
Race: Some Other Race—Ethnicity: Total	—	2.98%	**2.02%**
Race: Two or More Races—Ethnicity: Hispanic or Latino	—	0.00%	**0.14%**
Race: Two or More Races—Ethnicity: Not Hispanic or Latino	—	0.00%	**0.02%**
Race: Two or More Races—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: Two or More Races—Ethnicity: Unknown	—	0.00%	**0.16%**
Race: Two or More Races—Ethnicity: Total	—	0.00%	**0.33%**

HEDIS Measure	MY 2022	MY 2023	SWA
Race: Unknown—Ethnicity: Hispanic or Latino	—	0.87%	**0.83%**
Race: Unknown—Ethnicity: Not Hispanic or Latino	—	27.01%	**7.38%**
Race: Unknown—Ethnicity: Asked but No Answer	—	0.00%	**2.65%**
Race: Unknown—Ethnicity: Unknown	—	0.00%	**9.27%**
Race: Unknown—Ethnicity: Total	—	27.88%	**20.14%**
Race: Total—Ethnicity: Hispanic or Latino	—	0.87%	**2.67%**
Race: Total—Ethnicity: Not Hispanic or Latino	—	96.15%	**63.68%**
Race: Total—Ethnicity: Asked but No Answer	—	0.00%	**2.71%**
Race: Total—Ethnicity: Unknown	—	2.98%	**30.93%**
Race: Total—Ethnicity: Total	—	100.00%	**100.00%**
Race: Asked but No Answer—Ethnicity: Hispanic or Latino	—	0.00%	**0.00%**
Race: Asked but No Answer—Ethnicity: Not Hispanic or Latino	—	0.00%	**0.00%**
Race: Asked but No Answer—Ethnicity: Asked but No Answer	—	0.00%	**0.00%**
Race: Asked but No Answer—Ethnicity: Unknown	—	0.00%	**0.00%**
Race: Asked but No Answer—Ethnicity: Total	—	0.00%	**0.00%**

* **Indicates a lower** rate is desirable.
Green: ≥ NCQA national 50th percentile benchmark, Red: < NCQA national 50th percentile benchmark.
For HEDIS measures: *NA* indicates that the denominator was too small (i.e., less than 30) to report a valid rate, *NR* indicates that the MCO did not report the measure, and *NQ* indicates that the MCO was not required to report the measure.
— is presented for measures that were not reported by the MCOs in MY 2022 and indicates that MY 2022 rates are not available for those measures.

Table 3-5—UHC HEDIS Performance Measure Summary—MY 2022 and MY 2023 Comparison

Measure Status	MY 2022	MY 2023*
≥ NCQA National 50th Percentile Benchmark	39	117
< NCQA National 50th Percentile Benchmark	39	67
NCQA National Benchmark Unavailable	11	12
Total	89	196

*The "Total" row presents the count of all HEDIS measure indicators that could be reported by MCOs for MY 2023, excluding indicators with a rate of *NA* (i.e., denominator too small for a valid rate), *NB* (i.e., MCO did not provide the health benefit), *NR* (i.e., MCO did not report on the indicator), or *NQ* (i.e., MCO was not required to report the indicator). The "≥ NCQA National 50th Percentile Benchmark," "< NCQA National 50th Percentile Benchmark," and "NCQA National Benchmark Unavailable" rows present the count of indicators with reportable rates, for each MCO, that met the comparison criteria. For MY 2023, measure indicators with a rate of *NA* (i.e., denominator too small for a valid rate), *NR* (i.e., MCO did not report on the indicator), or *NQ* (i.e., MCO was not required to report the indicator) are excluded from the comparison rows because their results are not comparable to NCQA benchmarks.

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- UHC's rate on the *Depression Screening and Follow-Up for Adolescents and Adults—Follow-Up on Positive Screen (Total)* measure indicator was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure adolescent and adult Medicaid members received timely follow-up care after a positive depression screen. **[Quality]**
- UHC's rate on the *Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications* measure was above the NCQA national 50th percentile benchmark for MY 2023. Additionally, UHC's rate on the *Diabetes Monitoring for People With Diabetes and Schizophrenia* measure was above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC was effective in ensuring that adult members on antipsychotics were screened for diabetes and had their diabetes monitored, resulting in positive health outcomes for this population. **[Quality]**
- UHC's rate on the *Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC was effective in ensuring that adult members with cardiovascular disease and schizophrenia had their cholesterol monitored to promote positive health outcomes. **[Quality]**
- UHC's rate on the *Lead Screening in Children* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC was effective in ensuring that children under 2 years of age were adequately receiving lead blood testing to ensure they maintained limited exposure to lead. **[Quality]**
- UHC's rates on the following *Childhood Immunization Status* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023: *DTaP*, *IPV*, *MMR*, *HiB*, *Hepatitis B*, *VZV*, *Pneumococcal Conjugate*, *Hepatitis A*, and *Combination 3*. These results suggest that UHC was effective in ensuring that children 2 years of age were receiving immunizations to help protect them against a potential life-threatening disease. **[Quality and Access]**
- UHC's rates on the following *Immunizations for Adolescents* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023: *Meningococcal*, *Tdap/Td*, *HPV*, *Combination 1*, and *Combination 2*. These results suggest that UHC was effective in ensuring that that adolescent members were receiving immunizations to help protect them against meningococcal disease, tetanus, diphtheria, pertussis, and HPV. **[Quality]**
- UHC's rate on the *Colorectal Cancer Screening* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC was effective in ensuring that members 45 to 75 years of age had appropriate screening for colorectal cancer. **[Quality]**
- UHC's rate on the *Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile Documentation* measure indicator was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure that child and adolescent members were having their weight and BMI monitored to reduce the risk for obesity and prevent adverse health outcomes. **[Quality]**

- UHC's rate on the *Chlamydia Screening in Women—Total* measure indicator was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to facilitate annual follow-ups with and screening of sexually active members. **[Quality]**
- UHC's rate on the *Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total* measure indicator was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure that members with clinical atherosclerotic cardiovascular disease (ASCVD) received statin therapy to manage their condition, reducing the risk of adverse outcomes. **[Quality]**
- UHC's rates on the *HbA1c Control for Patients With Diabetes—Poor HbA1c Control (>9.0%)* and *HbA1c Control (<8.0%)* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC effectively coordinated with providers to help members control their blood sugar levels, reducing the risk of complications. **[Quality]**
- UHC's rate on the *Eye Exam for Patients With Diabetes* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure that adult members with diabetes received a retinal eye exam to screen for diabetic retinal disease. **[Quality]**
- UHC's rate on the *Blood Pressure Control for Patients With Diabetes (<140/90 mm Hg)* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC was effective in coordinating with providers to help adult members with diabetes adequately control their blood pressure. **[Quality]**
- UHC's rates on the *Initiation and Engagement of SUD Treatment—Initiation of SUD Treatment* and *Engagement of SUD Treatment* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC effectively coordinated with providers to initiate treatment for members with a new SUD episode and engaged these members in subsequent SUD services or medications within 34 days of their visit to initiate SUD treatment. **[Quality, Timeliness, and Access]**
- UHC's rate on the *Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics* measure was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure the use of psychosocial care as first-line treatment for children and adolescents recently started on antipsychotic medications. **[Quality]**
- UHC's rates on the *Follow-Up Care for Children Prescribed ADHD Medication—Initiation Phase* and *Continuation and Maintenance Phase* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC effectively coordinated with providers to ensure that children prescribed ADHD medication participated in continuous follow-up visits with a practitioner with prescribing authority to properly manage their prescription. **[Quality, Timeliness, and Access]**
- UHC's rates on the following *Adults' Access to Preventive/Ambulatory Health Services* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023: *20–44 Years*, *45–64 Years*, and *Total*. These results suggest that UHC effectively coordinated with PCPs to ensure

that adult members are engaging in preventive or ambulatory visits to manage their health and avoid adverse outcomes. **[Quality and Access]**

- UHC's rates on the *Well-Child Visits in the First 30 Months of Life—First 15 Months* and *15 Months–30 Months* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC effectively coordinated with PCPs to ensure that children were seen within the first 30 months of life to assess and influence members' early development. **[Quality and Access]**
- UHC's rates on the *Child and Adolescent Well-Care Visits—12–17 Years*, *18–21 Years*, and *Total* measure indicators were above the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC effectively coordinated with providers to ensure that adolescent members received appropriate well-care visits to provide screening and counseling. **[Quality and Access]**
- UHC's rate on the *Prenatal and Postpartum Care—Timeliness of Prenatal Care* measure indicator was above the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC effectively coordinated with providers to ensure that members receive timely and adequate prenatal care, in alignment with guidance provided by the American Academy of Pediatrics (AAP) and the American College of Obstetricians and Gynecologists. **[Quality, Timeliness, and Access]**

For UHC, the following opportunities for improvement were identified:

- UHC's rates on the *Follow-Up After Hospitalization for Mental Illness—Within 7 Days of Discharge* and *Within 30 Days of Discharge* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC has room for improvement in its coordination with providers to ensure that members hospitalized for mental health issues receive adequate follow-up care after hospital discharge to reduce the risk of re-hospitalization. **[Quality, Timeliness, and Access]**
- UHC's rates on the *Follow-Up After Emergency Department Visit for Mental Illness—Within 7 Days of Discharge* and *Within 30 Days of Discharge* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023. Additionally, UHC's rates on the *Follow-Up After Emergency Department Visit for Substance Use—Within 7 Days of Discharge* and *Within 30 Days of Discharge* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC has room for improvement with properly managing the care of patients discharged after an ED visit for mental illness and for substance use, as they are vulnerable after release. **[Quality, Timeliness, and Access]**
- UHC's rate on the *Plan All-Cause Readmissions—O/E Ratio* measure indicator was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement with facilitating appropriate post-discharge planning and care coordination. **[Quality]**
- UHC's rate on the *Depression Screening and Follow-Up for Adolescents and Adults—Depression Screening (Total)* measure indicator was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure adolescent and adult Medicaid members were properly screened for depression, enabling timely follow-up care. **[Quality]**

- UHC's rates on the following *Metabolic Monitoring for Children and Adolescents on Antipsychotics* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023: *Blood Glucose Testing*, *Cholesterol Testing*, and *Blood Glucose and Cholesterol Testing*. These results suggest that UHC has room for improvement in its coordination with providers to effectively monitor blood glucose and cholesterol in child and adolescent members on antipsychotics. **[Quality]**
- UHC's rates on the following *Childhood Immunization Status* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023: *Rotavirus*, *Influenza*, *Combination 7*, and *Combination 10*. These results suggest that UHC has room for improvement in coordinating with providers to ensure children under 2 years of age are receiving all appropriate vaccinations to protect them against potential life-threatening diseases. **[Quality and Access]**
- UHC's rates on the following *Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023: *Counseling for Nutrition* and *Counseling for Physical Activity*. These results suggest that UHC has room for improvement in coordinating with providers to ensure that child and adolescent members are receiving appropriate counseling to reduce the risk for obesity and prevent adverse health outcomes. **[Quality]**
- UHC's rate on the *Controlling High Blood Pressure* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to help members manage their blood pressure, reducing their risk for heart disease and stroke. **[Quality]**
- UHC's rate on the *Statin Therapy for Patients With Cardiovascular Disease—Statin Adherence 80%—Total* measure indicator was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure that members with ASCVD adhere to statin therapy to effectively manage their condition. **[Quality]**
- UHC's rate on the *Pharmacotherapy for Opioid Use Disorder* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to engage members with opioid use disorder (OUD) in continuous treatment with pharmacotherapy, increasing the chance for positive outcomes. **[Quality]**
- UHC's rate on the *Adherence to Antipsychotic Medications for Individuals With Schizophrenia* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure that members with schizophrenia or schizoaffective disorder are dispensed and remain on an antipsychotic medication for at least 80 percent of their treatment period. **[Quality]**
- UHC's rates on the *Antidepressant Medication Management—Effective Acute Phase Treatment* and *Effective Continuation Phase Treatment* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023. These results suggest that UHC has room for improvement in coordinating with providers to treat adult members diagnosed with major depression with antidepressant medication and help members remain on antidepressant medication for at least 84 days (Acute Phase) and through 180 days (Continuation Phase). **[Quality]**

- UHC's rate on the *Appropriate Treatment for Children With Upper Respiratory Infection* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement with ensuring that a diagnosis of upper respiratory infection (URI) does not result in an antibiotic dispensing event for members. **[Quality]**
- UHC's rate on the *Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement with ensuring that providers effectively prevent or minimize the prescribing of antibiotics for members with a diagnosis of bronchitis or bronchiolitis. **[Quality]**
- UHC's rate on the *Use of Imaging Studies for Low Back Pain* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement with ensuring that providers properly order imaging studies. **[Quality]**
- UHC's rate on the *Non-Recommended Cervical Screening in Adolescent Females* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement with ensuring that providers avoid unnecessary cervical cancer screenings for adolescent females. **[Quality]**
- UHC's rate on the *Cervical Cancer Screening* measure was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure that women ages 21 to 64 years receive appropriate, early detection cancer screening. **[Quality]**
- UHC's rates on the following *Asthma Medication Ratio* measure indicators were below the NCQA national 50th percentile benchmark for MY 2023: *5–11 Years*, *12–18 Years*, *19–50 Years*, *51–64 Years*, and *Total*. These results suggest that UHC has room for improvement in coordinating with providers to help members with persistent asthma manage this treatable condition. **[Quality]**
- UHC's rate on the *Child and Adolescent Well-Care Visits—3–11 Years* measure indicator was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure that children receive appropriate well-care visits to provide screening and counseling. **[Quality and Access]**
- UHC's rate on the *Prenatal and Postpartum Care—Postpartum Care* measure indicator was below the NCQA national 50th percentile benchmark for MY 2023. This result suggests that UHC has room for improvement in coordinating with providers to ensure that members receive timely and adequate postpartum care, in alignment with guidance provided by the AAP and the American College of Obstetricians and Gynecologists. **[Quality, Timeliness, and Access]**

For UHC, the following recommendations were identified:

- To improve performance on the *Follow-Up After Hospitalization for Mental Illness—Within 7 Days of Discharge* and *Within 30 Days of Discharge*, *Follow-Up After Emergency Department Visit for Mental Illness—Within 7 Days of Discharge* and *Within 30 Days of Discharge*, and *Follow-Up After Emergency Department Visit for Substance Use—Within 7 Days of Discharge* and *Within 30 Days of Discharge* measure indicators, HSAG recommends that UHC work with providers to identify barriers to timely follow-up care and trial solutions to improve coordination of care following discharge among providers and between providers and UHC. UHC could also consider data analysis

and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as providing patient and provider education or improving upon coordination of care following discharge. **[Quality, Timeliness, and Access]**

- To improve performance on the *Plan All-Cause Readmissions—O/E Ratio* measure, HSAG recommends that UHC work with providers to improve post-discharge planning and care coordination. **[Quality]**
- To improve performance on the *Depression Screening and Follow-Up for Adolescents and Adults—Depression Screening (Total)* measure indicator, HSAG recommends that UHC work with providers to identify and address barriers to depression screening for members. UHC could consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions to improve screening for depression and enable timely follow-up care. **[Quality]**
- To improve performance on the *Metabolic Monitoring for Children and Adolescents on Antipsychotics* measure indicators, HSAG recommends that UHC work with providers to identify root causes and trial interventions to ensure that children and adolescents with ongoing antipsychotic medication use have appropriate metabolic testing completed annually to appropriately manage their conditions. **[Quality]**
- To improve performance on the *Childhood Immunization Status* measure indicators, HSAG recommends that UHC focus its efforts on increasing immunizations for children. UHC should also consider conducting a root cause analysis and implementing appropriate interventions to improve performance that are evidence-based and address barriers such as parent dissatisfaction, provider capacity, or appointment accessibility. Additionally, UHC should consider inclusion of parent/guardian and provider participation when evaluating root causes of measure performance. **[Quality and Access]**
- To improve performance on the *Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents* measure indicators, HSAG recommends that UHC work with PCPs to identify and address barriers to primary care visits for children and adolescents in need of weight assessment and education on healthy habits. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as patient and provider education, outreach campaigns, and sending reminders. **[Quality]**
- To improve performance on the *Controlling High Blood Pressure* measure, HSAG recommends that UHC work with providers to identify and address barriers to effective blood pressure management in members. UHC could also consider expanding on existing strategies that focus on disease and chronic condition management, which may include providing at-home devices, such as blood pressure monitoring devices, to hypertensive members; evaluating and expanding current and/or new member outreach and engagement initiatives; and offering provider education and engagement opportunities such as webinars and newsletters on hypertension management best practices. Additionally, UHC could consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions. **[Quality]**

- To improve performance on the *Statin Therapy for Patients With Cardiovascular Disease—Statin Adherence 80%—Total* measure indicator, HSAG recommends UHC work with providers to identify and address barriers to statin therapy adherence among members with ASCVD. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as provider and member education on the importance of medication adherence. **[Quality]**
- To improve performance on the *Pharmacotherapy for Opioid Use Disorder* measure, HSAG recommends that UHC engage with providers to encourage the use of pharmacotherapy to treat members with OUD. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as provider education on the importance of pharmacotherapy to treat OUD. **[Quality]**
- To improve performance on the *Adherence to Antipsychotic Medications for Individuals With Schizophrenia* measure, HSAG recommends UHC work with providers to identify and address barriers to the dispensing of antipsychotic medications to members with schizophrenia or schizoaffective disorder, and barriers to adherence to antipsychotic medications. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as provider education on the importance of medication adherence. **[Quality]**
- To improve performance on the *Antidepressant Medication Management—Effective Acute Phase Treatment* and *Effective Continuation Phase Treatment* measure indicators, HSAG recommends that UHC work with providers to identify and address barriers to prescribing antidepressant medication to adult members with major depression and helping members remain on antidepressant medication for the appropriate amount of time. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as patient education and offering telehealth services. **[Quality]**
- To improve performance on the *Appropriate Treatment for Children With Upper Respiratory Infection* measure, HSAG recommends that UHC work with providers to trial solutions to reduce antibiotic dispensing to treat URI. UHC could also work with providers to review noncompliant claims to ensure there were no additional diagnoses during the appointment that justified the prescription of an antibiotic. **[Quality]**
- To improve performance on the *Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis* measure, HSAG recommends that UHC work with providers to trial solutions to reduce or prevent the prescribing of antibiotics for members with a diagnosis of bronchitis or bronchiolitis. UHC could also work with providers to review noncompliant claims to ensure there were no additional diagnoses during the appointment that justified the prescription of an antibiotic. **[Quality]**
- To improve performance on the *Use of Imaging Studies for Low Back Pain* measure, HSAG recommends that UHC focus its efforts on decreasing unnecessary imaging for low back pain. HSAG also recommends that UHC work with providers to trial solutions to reduce the inappropriate ordering of imaging studies. Appropriate interventions to improve performance may include addressing provider behaviors, provider incentives, and addressing member expectation with education. **[Quality]**

- To improve performance on the *Non-Recommended Cervical Screening in Adolescent Females* measure, HSAG recommends that UHC work with providers to trial solutions to reduce or avoid unnecessary cervical cancer screenings for adolescent females. **[Quality]**
- To improve performance on the *Cervical Cancer Screening* measure, HSAG recommends that UHC work with providers to identify and address barriers to cervical cancer screening for women ages 21 to 64 years old. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as offering screenings at more locations or expanding clinic and screening hours. **[Quality]**
- To improve performance on the *Asthma Medication Ratio* measure indicators, HSAG recommends that UHC work with providers to identify and address barriers to asthma management for members with persistent asthma. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions to improve asthma management, such as provide education on the importance of well-managed asthma, controller medications, and data collection on medication prescriptions. **[Quality]**
- To improve performance on the *Child and Adolescent Well-Care Visits—3–11 Years* measure indicator, HSAG recommends that UHC work with providers to identify and address barriers to well-care visits for children. UHC could also consider data analysis and stratification across key demographics such as race, ethnicity, age, and ZIP Code to identify disparities and implement targeted interventions, such as outreach campaigns and sending reminders. **[Quality and Access]**
- To improve performance on the *Prenatal and Postpartum Care—Postpartum Care* measure indicator, HSAG recommends that UHC work with providers to identify and address barriers to timely and adequate postpartum care. HSAG recommends that UHC consider implementing interventions such as offering provider education and engagement opportunities, including educational webinars and newsletters on postpartum health services, and piloting a member incentives program designed to encourage engagement in timely postpartum care services. **[Quality, Timeliness, and Access]**

Methodology

Objectives

In accordance with 42 CFR §438.330(c), states must require MCOs to submit performance measurement data as part of their QAPI programs. The validation of performance measures is one of the mandatory EQR activities that the state Medicaid agencies are required to perform according to the Medicaid managed care regulations.

The primary objectives of the performance measure validation (PMV) process were to:

1. Evaluate the accuracy of performance measure data collected by the MCO.
2. Determine the extent to which the specific performance measures calculated by the MCO (or on behalf of the MCO) followed the specifications established for each performance measure.
3. Identify overall strengths and areas for improvement in the performance measure calculation process.

Technical Methods of Data Collection

The CMS EQR *Protocol 2. Validation of Performance Measures: A Mandatory EQR-Related Activity,* February 2023,[3-1] specifies that, in lieu of conducting a full on-site Information Systems Capabilities Assessment (ISCA), the EQRO may review an assessment of the MCO's IS conducted by another party. If an MCO is accredited by NCQA, the MCO will have received a full IS assessment as part of its annual HEDIS Compliance Audit by an NCQA HEDIS Compliance Audit licensed organization (LO). In this case, HSAG would request and review the MCO's NCQA HEDIS Record of Administration, Data Management, and Processes (Roadmap), FAR, and the data submission tool in lieu of conducting an on-site assessment.

The validation process is described separately for the HEDIS and non-HEDIS measures that the MCOs report.

HEDIS Measure Validation

The MCOs that report HEDIS measures to NCQA must undergo an audit of their data conducted by an NCQA HEDIS Compliance Audit LO. For these HEDIS measures, HSAG reviews the rates submitted on the NCQA reporting tool (Interactive Data Submission System [IDSS]), which is audited prior to submission, and the FAR, which is completed by the LO and describes the process used to produce the

[3-1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 2. Validation of Performance Measures: A Mandatory EQR-Related Activity*, February 2023. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 16, 2024.

measure rates and any problems that the MCOs experienced in the HEDIS process. Included in the FAR are the measures deemed *Not Reportable* due to biases in the calculation process.

HSAG used the results of the audit to report the results of each measure reported to LDH. Using information provided in the FAR and, if necessary, additional documentation (i.e., NCQA HEDIS Roadmap), HSAG prepared a report indicating the measure results for each of the MCOs that are required to report to LDH. Measures deemed *Not Reportable* were flagged. SWAs were computed, and NCQA Quality Compass benchmarks were provided as well. Results for the prior two years were provided for trending, when appropriate. Any issues in reporting any measure (e.g., medical record abstraction issues) were noted and, if LDH requested any other statistical analyses, the results were included in the report.

Non-HEDIS Measure Validation

For state-specific measures and standardized non-HEDIS measures (e.g., the Prevention Quality Indicators), University of Louisiana Monroe (ULM), contracted by LDH, conducted the audit. Measures that did not pass validation were deemed *Not Reportable*, and the reasons for this designation (e.g., unresolved source code issues) were noted. If LDH requested any other statistical analyses, the results were included in the report. ULM conducted the validation for non-HEDIS measures, and HSAG provided assistance when needed.

Description of Data Obtained

HSAG used the FAR and the MCO rates provided on the IDSS file as the primary data sources. The FAR included information on the MCOs' IS capabilities, findings for each measure, supplemental data validation results, medical record review validation results, results of any corrected programming logic (including corrections to numerators, denominators, or sampling used for final measure calculation), and opportunities for improvement. The FAR included final determinations of validity made by the auditor for each performance measure. The IDSS file detailed all rates that were submitted to NCQA and whether the auditor deemed them to be reportable. The IDSS file is "locked" by the auditor so that no changes can be made to the results.

How Data Were Aggregated and Analyzed

In accordance with the MY 2023 NCQA HEDIS Compliance Audit: Standards, Policies, and Procedures, Volume 5, the LOs evaluated compliance with NCQA's IS standards. NCQA's IS standards detail the minimum requirements of an MCO's IS, as well as criteria that must be met for any manual processes used to report HEDIS information. For each HEDIS measure, the MCO was evaluated on how its rate compared to the NCQA Quality Compass MY 2023 national 50th percentile Medicaid HMO benchmark.

How Conclusions Were Drawn

To draw conclusions about the quality, timeliness, and accessibility of care and services that each MCO provided to members, HSAG evaluated the results for each performance measure and the MY 2023 performance levels based on comparison to the NCQA national 50th percentile benchmark percentile to identify strengths and opportunities for improvement and determine whether each strength and opportunity for improvement impacted one or more of the domains of quality, timeliness, or access. Additionally, for each opportunity for improvement, HSAG made recommendations to support improvement in the quality, timeliness, and accessibility of care and services furnished to the MCO's Medicaid members.

To draw conclusions about the quality, timeliness, and accessibility of care provided by the Medicaid MCOs, HSAG assigned each of the components reviewed for PMV to one or more of three domains of care. This assignment to domains of care is depicted in Table 3-6. The measures marked *NA* are related to utilization of services.

Table 3-6—Assignment of Performance Measures to the Quality, Timeliness, and Access Domains

Performance Measure	Quality	Timeliness	Access
Childhood Immunization Status—DTaP, *IPV*, *MMR*, *HiB*, *Hepatitis B*, *VZV*, *Pneumococcal Conjugate, Hepatitis A*, *Rotavirus*, *Influenza*, *Combination 3*, *Combination 7*, and *Combination 10*	✓		✓
Immunizations for Adolescents—Meningococcal, *Tdap/Td*, *HPV*, *Combination 1*, and *Combination 2*	✓		
Colorectal Cancer Screening	✓		
Cervical Cancer Screening	✓		
Follow-Up After Hospitalization for Mental Illness—Within 7 Days of Discharge and *Within 30 Days of Discharge*	✓	✓	✓
Follow-Up After Emergency Department Visit for Mental Illness—Within 7 Days of Discharge and *Within 30 Days of Discharge*	✓	✓	✓
Follow-Up After Emergency Department Visit for Substance Use—Within 7 Days of Discharge and *Within 30 Days of Discharge*	✓	✓	✓
HbA1c Control for Patients With Diabetes—Poor HbA1c Control (>9.0%) and *HbA1c Control (<8.0%)*	✓		
Controlling High Blood Pressure	✓		
HIV Viral Load Suppression	✓		
Low-Risk Cesarean Delivery (Cesarean Rate for Low-Risk First Birth Women)	✓		
Child and Adolescent Well-Care Visits—3–11 Years, *12–17 Years*, *18–21 Years*, and *Total*	✓		✓
Well-Child Visits in the First 30 Months of Life—First 15 Months and *15 Months–30 Months*	✓		✓

Performance Measure	Quality	Timeliness	Access
Adults' Access to Preventive/Ambulatory Health Services—20–44 Years, *45–64 Years*, *65 Years and Older*, and *Total*	✓		✓
Ambulatory Care—Outpatient Visits/1,000 MM and *Emergency Department Visits/1,000 MM*	NA	NA	NA
Plan All-Cause Readmissions—Observed Readmissions, *Expected Readmissions*, and *O/E Ratio*	✓		
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	✓		
Diabetes Monitoring for People With Diabetes and Schizophrenia	✓		
Cardiovascular Monitoring for People With Cardiovascular Disease and Schizophrenia	✓		
Metabolic Monitoring for Children and Adolescents on Antipsychotics—Blood Glucose Testing, *Cholesterol Testing*, and *Blood Glucose and Cholesterol Testing*	✓		
Prenatal and Postpartum Care—Timeliness of Prenatal Care and *Postpartum Care*	✓	✓	✓
Lead Screening in Children	✓		
Flu Vaccinations for Adults Ages 18 to 64	✓		
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents—BMI Percentile Documentation, *Counseling for Nutrition*, and *Counseling for Physical Activity*	✓		
Chlamydia Screening in Women—Total	✓		
Breast Cancer Screening	✓		
Statin Therapy for Patients With Cardiovascular Disease—Received Statin Therapy—Total and *Statin Adherence 80%—Total*	✓		
Blood Pressure Control for Patients With Diabetes	✓		
Eye Exam for Patients With Diabetes	✓		
Pharmacotherapy for Opioid Use Disorder	✓		
Initiation and Engagement of SUD Treatment—Initiation of SUD and *Engagement of SUD*	✓	✓	✓
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	✓		
Adherence to Antipsychotic Medications for Individuals With Schizophrenia	✓		
Follow-Up Care for Children Prescribed ADHD Medication—Initiation Phase and *Continuation and Maintenance Phase*	✓	✓	✓
Antidepressant Medication Management—Effective Acute Phase Treatment and *Effective Continuation Phase Treatment*	✓		

Performance Measure	Quality	Timeliness	Access
Appropriate Treatment for Children With Upper Respiratory Infection	✓		
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	✓		
Non-Recommended Cervical Screening in Adolescent Females	✓		
Depression Screening and Follow-Up for Adolescents and Adults	✓		
Self-Reported Overall Health (Adult)—Adult—Very Good and *Adult—Excellent*	✓		
Asthma Medication Ratio—5–11 Years, *12–18 Years*, *19–50 Years*, *51–64 Years*, and *Total*	✓		
Topical Fluoride for Children—1–2 Years, *3–4* Years, and *Total*	✓		
Oral Evaluation, *Dental Services—0–2 Years*, *3–5 Years*, *6–14 Years*, *15–20 Years*, and *Total*	✓		
Use of Imaging Studies for Low Back Pain	✓		
Inpatient Utilization—General Hospital/Acute Care—Maternity, *Surgery*, *Medicine*, and *Total Inpatient*	NA	NA	NA
Enrollment by Product Line	NA	NA	NA
Language Diversity of Membership	NA	NA	NA
Race/Ethnicity Diversity of Membership	NA	NA	NA

4. Assessment of Compliance With Medicaid Managed Care Regulations

Results

Federal regulations require the MCOs to undergo a CR at least once every three years to determine compliance with federal standards. Table 4-1 delineates the CR standards that were reviewed during the current three-year CR cycle, along with scores for UHC.

Table 4-1—Summary of CR Scores for the Three-Year Review Period: CY 2021–CY 2023[1,2]

Standard Name	Year One (CY 2021)	Year Two (CY 2022)	Year Three (CY 2023)
Enrollment and Disenrollment[2]		**85.7%[2]**	
Member Rights and Confidentiality	99.5%		
Member Information			
Coverage and Authorization of Services	100%		
Emergency and Post-Stabilization Services			
Availability of Services	98.8%		
Assurances of Adequate Capacity and Services	100%		
Coordination and Continuity of Care	90.7%		
Provider Selection	97.8%		
Subcontractual Relationships and Delegation	100%		
Practice Guidelines	100%		
Health Information Systems	100%		
Quality Assessment and Performance Improvement Program	100%		
Grievance and Appeal Systems	100%		
Program Integrity	100%		

[1] Gray shading indicates the standard was not reviewed in the calendar year.

[2] Bold text indicates scores that were determined by HSAG. All other scores were determined by LDH's former EQRO. HSAG's scoring methodology included three levels: *Met*, *Not Met*, and *Not Applicable*.

Follow-Up on Previous Compliance Review Findings

Following the year two CR, HSAG worked with LDH to issue CAPs for elements in Standard I—Enrollment and Disenrollment that were not compliant. The MCOs were required to submit the CAP for approval. Upon approval from LDH and HSAG, the MCOs were required to implement the CAP and submit evidence of implementation. HSAG worked with LDH to review, approve, and monitor CAPs during SFY 2023.

UHC achieved compliance in two of two elements from the 2023 CAPs demonstrating positive improvements in implementing CAPs from 2023.

HSAG will conduct a comprehensive CR during 2025 to determine the extent to which the MCOs are in compliance with federal standards.

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- UHC successfully remediated both elements, indicating that initiatives were implemented and demonstrated compliance with the requirements under review. **[Quality, Timeliness, and Access]**

For UHC, the following opportunities for improvement were identified:

- HSAG did not identify any opportunities for improvement.

For UHC, the following required actions and recommendations were identified:

- HSAG did not identify any required actions or recommendations.

Methodology

Standards

Table 4-2 delineates the CR activities as well as the standards that were reviewed during the first two years of the three-year CR cycle. In year three (CY 2023), HSAG conducted a follow-up review of each MCO's CAPs from the previous CRs. HSAG will conduct a comprehensive CR during CY 2025 to determine the extent to which the MCOs are in compliance with federal standards during the review period CY 2024.

Table 4-2—Summary of CR Standards

Standard	Year One (CY 2021)			Year Two (CY 2022)			Year Three (CY 2023)		
	MCO	PAHP	PIHP	MCO	PAHP	PIHP	MCO	PAHP	PIHP
Standard I—Enrollment and Disenrollment				✓	✓	✓			
Standard II—Member Rights and Confidentiality	✓	✓	✓						
Standard III—Member Information	✓	✓	✓						
Standard IV—Emergency and Poststabilization Services	✓	NA				✓			
Standard V—Adequate Capacity and Availability of Services	✓	✓	✓						
Standard VI—Coordination and Continuity of Care	✓	✓	✓						
Standard VII—Coverage and Authorization of Services	✓	✓	✓						
Standard VIII—Provider Selection	✓	✓	✓						
Standard IX—Subcontractual Relationships and Delegation	✓		✓		✓				
Standard X—Practice Guidelines	✓	✓	✓						
Standard XI—Health Information Systems	✓	✓	✓						
Standard XII—Quality Assessment and Performance Improvement Program	✓	✓	✓						
Standard XIII—Grievance and Appeal Systems	✓	✓	✓						
Standard XIV—Program Integrity	✓	✓	✓						
CAP Review							✓	✓	✓

NA=not applicable for the PAHPs

HSAG divided the federal regulations into 14 standards consisting of related regulations and contract requirements. Table 4-3 describes the standards and associated regulations and requirements reviewed for each standard.

Table 4-3—Summary of CR Standards and Associated Regulations

Standard	Federal Requirements Included[1]	Standard	Federal Requirements Included
Standard I—Enrollment and Disenrollment	42 CFR §438.3(d) 42 CFR §438.56	Standard VIII—Provider Selection	42 CFR §438.12 42 CFR §438.102 42 CFR §438.106 42 CFR §438.214 42 CFR §438.602(b) 42 CFR §438.608 42 CFR §438.610
Standard II—Member Rights and Confidentiality	42 CFR §438.100 42 CFR §438.224 42 CFR §422.128	Standard IX—Subcontractual Relationships and Delegation	42 CFR §438.230
Standard III—Member Information	42 CFR §438.10	Standard X—Practice Guidelines	42 CFR §438.236
Standard IV—Emergency and Poststabilization Services	42 CFR §438.114	Standard XI—Health Information Systems	42 CFR §438.242
Standard V—Adequate Capacity and Availability of Services	42 CFR §438.206 42 CFR §438.207	Standard XII—Quality Assessment and Performance Improvement	42 CFR §438.330
Standard VI—Coordination and Continuity of Care	42 CFR §438.208	Standard XIII—Grievance and Appeal Systems	42 CFR §438.228 42 CFR §438.400– 42 CFR §438.424
Standard VII—Coverage and Authorization of Services	42 CFR §438.210 42 CFR §438.404	Standard XIV—Program Integrity	42 CFR §438.608

[1] The CR standards comprise a review of all requirements, known as "elements," under the associated federal citation, including all requirements that are cross-referenced within each federal standard, as applicable (e.g., Standard XIII—Grievance and Appeal Systems includes a review of §438.228 and all requirements under 42 CFR Subpart F).

Objectives

Private accreditation organizations, state licensing agencies, and state Medicaid agencies all recognize that having standards is only the first step in promoting safe and effective healthcare. Making sure that the standards are followed is the second step. The objective of each virtual review was to provide meaningful information to LDH and the MCOs regarding:

- The MCOs' compliance with federal managed care regulations and contract requirements in the standard areas reviewed.
- Strengths, opportunities for improvement, recommendations, or required actions to bring the MCOs into compliance with federal managed care regulations and contract requirements with the standard areas reviewed.
- The quality, timeliness, and access to care furnished by the MCOs, as addressed within the specific areas reviewed.
- Possible additional interventions recommended to improve the quality of the MCOs' care provided and services offered related to the areas reviewed.

Technical Methods of Data Collection

To assess the MCOs' compliance with regulations, HSAG conducted the five activities described in the CMS EQR *Protocol 3. Review of Compliance With Medicaid and CHIP Managed Care Regulations: A Mandatory EQR-Related Activity,* February 2023.[4-1] Table 4-4 describes the five protocol activities and the specific tasks that HSAG performed to complete each activity.

Table 4-4—Protocol Activities Performed for Assessment of Compliance With Regulations

For this protocol activity,	HSAG completed the following activities:
Activity 1:	**Establish Compliance Thresholds**
	Conducted before the review to assess compliance with federal managed care regulations and LDH contract requirements: • HSAG and LDH collaborated to determine the timing and scope of the reviews, as well as scoring strategies. • HSAG developed and submitted CR tools, report templates, and agendas, and sent review dates to LDH for review and approval. • HSAG forwarded the CR tools and agendas to the MCOs. • HSAG scheduled the virtual reviews to facilitate preparation for the reviews.
Activity 2:	**Perform Preliminary Review**
	• HSAG conducted an MCO pre-virtual review preparation session to describe HSAG's processes and allow the MCOs the opportunity to ask questions about the review process and MCO expectations. • HSAG confirmed a primary MCO contact person for the review and assigned HSAG reviewers to participate. • During the MCO pre-virtual review preparation session, HSAG notified the MCOs of the request for desk review documents. HSAG delivered a desk review form, the CR

[4-1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 3. Review of Compliance With Medicaid and CHIP Managed Care Regulations: A Mandatory EQR-Related Activity*, February 2023. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 16, 2024.

For this protocol activity,	HSAG completed the following activities:
	tool, CAP implementation review tool, and a webinar review agenda via HSAG's Secure Access File Exchange (SAFE) site. The desk review request included instructions for organizing and preparing the documents to be submitted. The MCO provided documentation for the desk review, as requested. • Examples of documents submitted for the desk review and CR consisted of the completed desk review form, the CR tool with the MCO's section completed, policies and procedures, staff training materials, reports, minutes of key committee meetings, and member and provider informational materials. • The HSAG review team reviewed all documentation submitted prior to the scheduled webinar and prepared a request for further documentation and an interview guide to use during the webinar.
Activity 3:	**Conduct MCO Virtual Review**
	• HSAG conducted an opening conference, with introductions and a review of the agenda and logistics for HSAG's virtual review activities. • During the review, HSAG met with groups of the MCO's key staff members to obtain a complete picture of the MCO's compliance with Medicaid and CHIP managed care regulations and contract requirements, explore any issues not fully addressed in the documents, and increase overall understanding of the MCO's performance. • HSAG requested, collected, and reviewed additional documents, as needed. • HSAG conducted a closing conference during which HSAG reviewers summarized preliminary findings, as appropriate.
Activity 4:	**Compile and Analyze Findings**
	• HSAG used the 2023 LDH-approved CR Report Template to compile the findings and incorporate information from the CR activities. • HSAG analyzed the findings and calculated final scores based on LDH-approved scoring strategies. • HSAG determined opportunities for improvement, recommendations, and required actions based on the review findings.
Activity 5:	**Report Results to LDH**
	• HSAG populated and submitted the draft reports to LDH and the MCOs for review and comments. • HSAG incorporated the feedback, as applicable, and finalized the reports. • HSAG included a pre-populated CAP template in the final report for all requirements determined to be out of compliance with managed care regulations (i.e., received a score of *Not Met*). • HSAG distributed the final reports to the MCOs and LDH.

Description of Data Obtained

The following are examples of documents reviewed and sources of the data obtained:

- Committee meeting agendas, minutes, and reports
- Written policies and procedures
- Management/monitoring reports and audits
- Narrative and/or data reports across a broad range of performance and content areas
- Records for delegation
- Member and provider materials

How Data Were Aggregated and Analyzed

HSAG aggregated and analyzed the data resulting from the desk review, virtual interviews conducted with key MCO personnel, and any additional documents submitted as a result of the interviews. The data that HSAG aggregated and analyzed included the following:

- Documented findings describing the MCO's performance in complying with each standard requirement.
- Scores assigned to the MCO's performance for each requirement.
- The total percentage-of-compliance score calculated for each standard.
- The overall percentage-of-compliance score calculated across the standards.
- Documentation of the actions required to bring performance into compliance with the requirements for which HSAG assigned scores of *Not Met*.
- Recommendations for program enhancements.

Based on the results of the data aggregation and analysis, HSAG prepared and forwarded draft reports to LDH and to each MCO's staff members for their review and comment prior to issuing final reports.

HSAG analyzed the quantitative results obtained from the above compliance activity to identify strengths and opportunities for improvement in each domain of quality, timeliness, and access to care furnished by each MCO. HSAG then identified common themes and the salient patterns that emerged across MCOs related to the compliance activity conducted.

How Conclusions Were Drawn

To draw conclusions about the quality, timeliness, and access to care provided by the MCOs, HSAG assigned each of the components reviewed for assessment of compliance with regulations to one or more of those domains of care. Each standard may involve assessment of more than one domain of care due to the combination of individual requirements within each standard. HSAG then analyzed, to draw

conclusions and make recommendations, the individual requirements within each standard that assessed the quality, timeliness, or access to care and services provided by the MCOs. Table 4-5 depicts assignment of the standards to the domains of care.

Table 4-5—Assignment of CR Standards to the Quality, Timeliness, and Access Domains

CR Standard	Quality	Timeliness	Access
Standard I—Enrollment and Disenrollment	✓		✓
Standard II—Member Rights and Confidentiality			✓
Standard III—Member Information			✓
Standard IV—Emergency and Poststabilization Services		✓	✓
Standard V—Adequate Capacity and Availability of Services		✓	✓
Standard VI—Coordination and Continuity of Care	✓	✓	✓
Standard VII—Coverage and Authorization of Services		✓	✓
Standard VIII—Provider Selection	✓	✓	✓
Standard IX—Subcontractual Relationships and Delegation	✓		
Standard X—Practice Guidelines	✓		
Standard XI—Health Information Systems	✓		✓
Standard XII—Quality Assessment and Performance Improvement Program	✓		
Standard XIII—Grievance and Appeal Systems	✓	✓	✓
Standard XIV—Program Integrity	✓	✓	✓

Results

Provider Directory Accuracy

HSAG conducted PDV reviews from July 2023 through November 2023 (review period). This section presents the results from the CY 2023 PDV for all sampled UHC providers by specialty type across all four quarters.

Table 5-1 illustrates the response rate and indicator match rates for UHC by specialty type.

Table 5-1—Response Rate and Indicator Match Rates for UHC by Specialty Type

Specialty Type	Response Rate		Correct Address		Provider at Location		Confirmed Specialty		Accepted MCO		Accepted Louisiana Medicaid		Accepted New Patients	
	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)
Total	**424**	**84.8%**	**356**	**84.0%**	**364**	**85.8%**	**335**	**79.0%**	**273**	**64.4%**	**257**	**60.6%**	**326**	**76.9%**
Internal Medicine/ Family Medicine	88	88.0%	73	83.0%	83	94.3%	75	85.2%	53	60.2%	51	58.0%	71	80.7%
Pediatrics	88	88.0%	81	92.0%	79	89.8%	76	86.4%	71	80.7%	66	75.0%	75	85.2%
OB/GYN	86	86.0%	65	75.6%	66	76.7%	57	66.3%	49	57.0%	50	58.1%	58	67.4%
Specialists (any)	90	90.0%	77	85.6%	81	90.0%	80	88.9%	65	72.2%	61	67.8%	77	85.6%
Behavioral Health (any)	72	72.0%	60	83.3%	55	76.4%	47	65.3%	35	48.6%	29	40.3%	45	62.5%

Table 5-2 presents UHC's PDV weighted compliance scores by specialty type. Please see the NAV methodology for the weighted compliance score calculation criteria.

Table 5-2—PDV Weighted Compliance Scores by Specialty Type

Specialty Type	Total	Compliant[1]	Weighted Compliance Score
Total	**500**	**189**	**43.0%**
Internal Medicine/Family Medicine	100	38	43.7%
Pediatrics	100	56	60.0%

Specialty Type	Total	Compliant[1]	Weighted Compliance Score
OB/GYN	100	26	34.7%
Specialists (any)	100	50	54.3%
Behavioral Health (any)	100	19	22.3%

[1] Compliant providers include providers for which all indicators match between the online provider directory and the information obtained during the survey call to the sampled location.

Table 5-3 presents UHC's reasons for noncompliance.

Table 5-3—Reasons for Noncompliance

Reason	Count	Rate (%)
Noncompliant providers	**311**	**62.2%**
Total reasons for noncompliance[1]	**372**	**NA**
Provider does not participate with MCO or Louisiana Medicaid	112	22.4%
Provider is not at site	50	10.0%
Provider not accepting new patients	38	7.6%
Wrong telephone number	2	0.4%
No response/busy signal/disconnected telephone number (after three calls)	73	14.6%
Representative does not know	0	0.0%
Incorrect address reported	60	12.0%
Address (suite number) needs to be updated	8	1.6%
Wrong specialty reported	29	5.8%

[1] The total reasons for noncompliance may not equal the number of noncompliant providers because providers may have multiple reasons for noncompliance.
NA = a rate was not calculated for this element.

Provider Access Surveys

HSAG conducted provider access surveys in September 2023 and November to December 2023 (review period). This section presents the results from the CY 2023 provider access surveys for all sampled providers by MCO and specialty type.

Table 5-4 illustrates the response rate and indicator match rates for UHC by specialty type.

Table 5-4—Response Rate and Indicator Match Rates for UHC by Specialty Type

Specialty Type	Response Rate		Correct Address		Offered Requested Services		Accepted MCO		Accepted Louisiana Medicaid		Accepted New Patients		Provider at Location	
	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)	Count	Rate (%)
Total	**136**	**70.8%**	**116**	**85.3%**	**82**	**60.3%**	**66**	**48.5%**	**55**	**40.4%**	**52**	**38.2%**	**44**	**32.4%**
Primary Care	40	66.7%	34	85.0%	13	32.5%	9	22.5%	7	17.5%	5	12.5%	4	10.0%
Pediatrics	37	92.5%	31	83.8%	30	81.1%	26	70.3%	26	70.3%	25	67.6%	22	59.5%
OB/GYNs	13	65.0%	11	84.6%	6	46.2%	4	30.8%	3	23.1%	3	23.1%	2	15.4%
Endocrinologists	14	77.8%	12	85.7%	10	71.4%	8	57.1%	7	50.0%	7	50.0%	6	42.9%
Dermatologists	8	57.1%	8	100%	7	87.5%	3	37.5%	2	25.0%	2	25.0%	2	25.0%
Neurologists	10	50.0%	7	70.0%	4	40.0%	4	40.0%	4	40.0%	4	40.0%	2	20.0%
Orthopedic Surgeons	14	70.0%	13	92.9%	12	85.7%	12	85.7%	6	42.9%	6	42.9%	6	42.9%

Table 5-5 illustrates the average new patient wait times and appointments meeting compliance standards for UHC by appointment type.

Table 5-5—Average New Patient Wait Times and Appointments Meeting Compliance Standards for UHC by Appointment Type

Appointment Type	Wait Time (in Days)	Percentage of Appointments Meeting Compliance Standard
Routine Primary Care Visit	9	100%
Routine Pediatric Visit	3	100%
Non-Urgent Sick Primary Care Visit	NA	NA
Non-Urgent Sick Pediatric Visit	3	80.0%
OB/GYN Visit	NA	NA
Endocrinologist Visit	NA	NA

Appointment Type	Wait Time (in Days)	Percentage of Appointments Meeting Compliance Standard
Dermatologist Visit	14	100%
Neurologist Visit	NA	NA
Orthopedic Surgeon Visit	NA	NA

NA indicates that cases responding to the survey did not offer a new patient appointment date.

Table 5-6 presents UHC's provider access survey weighted compliance scores by specialty type. Please see the network adequacy validation (NAV) methodology for the weighted compliance score calculation criteria.

Table 5-6—Provider Access Survey Weighted Compliance Scores by Specialty Type

Specialty Type	Total	Compliant[1]	Weighted Compliance Score
Total	**192**	**43**	**38.0%**
Primary Care	60	4	33.3%
Pediatrics	40	22	61.7%
OB/GYNs	20	2	30.0%
Endocrinologists	18	5	42.6%
Dermatologists	14	2	19.0%
Neurologists	20	2	25.0%
Orthopedic Surgeons	20	6	35.0%

[1] Compliant providers include providers for which all indicators match between the online provider directory and the information obtained during the survey call to the sampled location.

Table 5-7 presents UHC's provider access survey reasons for noncompliance.

Table 5-7—Provider Access Survey Reasons for Noncompliance

Reason	Count	Rate (%)
Noncompliant providers	**149**	**77.6%**
Total reasons for noncompliance[1]	**149**	**NA**
Provider does not participate with MCO or Louisiana Medicaid	27	14.1%
Provider is not at site	8	4.2%
Provider not accepting new patients	3	1.6%
Wrong telephone number	9	4.7%

Reason	Count	Rate (%)
No response/busy signal/disconnected telephone number (after three calls)	47	24.5%
Incorrect address reported	20	10.4%
Address (suite number) needs to be updated	1	0.5%
Wrong specialty reported	34	17.7%

[1] The total reasons for noncompliance may not equal the number of noncompliant providers because providers may have multiple reasons for noncompliance.
NA = a rate was not calculated for this element.

Table 5-8 presents UHC's provider access survey after-hours weighted compliance scores by specialty type.

Table 5-8—Provider Access Survey After-Hours Weighted Compliance Scores by Specialty Type

Specialty Type	Total	Compliant[1]	Weighted Compliance Score
Total	**47**	**17**	**39.0%**
Primary Care	15	2	17.8%
Pediatrics	10	5	53.3%
OB/GYNs	5	1	26.7%
Endocrinologists	4	3	75.0%
Dermatologists	3	2	66.7%
Neurologists	5	4	80.0%
Orthopedic Surgeons	5	0	0.0%

[1] Compliant providers include providers for which all indicators match between the online provider directory and the information obtained during the survey call to the sampled location.

NAV Audit

This section presents the results from the CY 2023 (review period) NAV audit.

Based on the results of the ISCA combined with the virtual review and detailed validation of each indicator, HSAG determined that UHC achieved a *High Confidence* validation rating for all indicators, with the exception of indicators resulting in an *Unable to Validate* designation, which refers to HSAG's overall confidence that UHC used an acceptable methodology for all phases of design, data collection, analysis, and interpretation of the network adequacy indicator.

Table 5-9 contains the percentage of members UHC reported with access at the statewide level, by provider type and by urbanicity. LDH established a 100 percent threshold for MCOs when determining

requirements met with distance standards. Results that achieved the 100 percent threshold are shaded green. Items marked "NA" indicate provider types for which results were unavailable due to misalignment between instructions within the LDH-provided reporting template, which did not include a requirement to provide results for the applicable indicator.

Table 5-9—UHC Distance Requirements Met by Percentage of Members With Access by Provider Type and Urbanicity

Provider Type	Urbanicity	Percentage of Members With Access
Adult PCP (Family/General Practice; Internal Medicine and Physician Extenders*)	Urban	98.46%
	Rural	100%
Pediatrics (Family/General Practice; Internal Medicine and Physician Extenders*)	Urban	98.94%
	Rural	100%
Federally Qualified Health Centers (FQHCs)	Urban	89.04%
	Rural	99.95%
RHCs	Urban	46.64%
	Rural	100%
Acute Inpatient Hospitals	Urban	89.85%
	Rural	100%
Laboratory	Urban	99.42%
	Rural	100%
Radiology	Urban	99.42%
	Rural	99.88%
Pharmacy	Urban	97.70%
	Rural	100%
Hemodialysis Centers	Urban	89.32%
	Rural	98.79%
Home Health	Urban	NA
	Rural	NA
OB/GYNs (access only for adult female members)	Urban	93.90%
	Rural	96.48%
Allergy/Immunology	Urban	99.60%
	Rural	96.61%
Cardiology	Urban	100%
	Rural	100%

Provider Type	Urbanicity	Percentage of Members With Access
Dermatology	Urban	97.56%
	Rural	93.80%
Endocrinology and Metabolism (Adult)	Urban	99.93%
	Rural	98.66%
Endocrinology and Metabolism (Pediatric)	Urban	NA
	Rural	NA
Gastroenterology	Urban	99.94%
	Rural	99.91%
Hematology/Oncology	Urban	99.94%
	Rural	100%
Nephrology	Urban	99.94%
	Rural	100%
Neurology (Adult)	Urban	99.94%
	Rural	100%
Neurology (Pediatric)	Urban	NA
	Rural	NA
Ophthalmology	Urban	99.95%
	Rural	100%
Orthopedics (Adult)	Urban	99.94%
	Rural	100%
Orthopedics (Pediatric)	Urban	NA
	Rural	NA
Otorhinolaryngology/Otolaryngology	Urban	99.98%
	Rural	99.53%
Urology	Urban	99.94%
	Rural	99.21%
Other Specialty Care	Urban	NA
	Rural	NA
Psychiatrists	Urban	96.50%
	Rural	99.60%
Physicians and LMHPs who specialize in pregnancy-related and postpartum depression or related mental health disorders	Urban	99.90%
	Rural	100%

Provider Type	Urbanicity	Percentage of Members With Access
Physicians and LMHPs who specialize in pregnancy-related and postpartum substance use disorders	Urban	99.9%
	Rural	100%
Behavioral Health Specialist (Other Specialty Care: Advanced Practice Registered Nurse [APRN-BH] specialty, Licensed Psychologist or Licensed Clinical Social Worker [LCSW])	Urban	99.1%
	Rural	99.9%
PRTFs, PRTF (Level 3.7WM) and Other Specialization (Pediatric Under Age 21)	Urban	100%
	Rural	NA
American Society of Addiction Medicine (ASAM) Level 1	Urban	92.9%
	Rural	97.3%
ASAM Level 2.1	Urban	89.0%
	Rural	77.2%
ASAM Level 2 WM	Urban	67.0%
	Rural	21.8%
ASAM Level 3.1 (Adult over age 21)	Urban	72.7%
	Rural	36.2%
ASAM Level 3.1 (Pediatric under age 21)	Urban	92.5%
	Rural	NA
ASAM Level 3.2 WM (Adult over age 21)	Urban	74.4%
	Rural	59.9%
ASAM Level 3.2 WM (Pediatric under age 21)	Urban	70.1%
	Rural	NA
ASAM Level 3.3 (Adult over age 21)	Urban	67.7%
	Rural	37.9%
ASAM Level 3.5 (Adult over age 21)	Urban	91.3%
	Rural	71.9%
ASAM Level 3.5 (Pediatric under age 21)	Urban	99.5%
	Rural	NA
ASAM Level 3.7 (Adult over age 21)	Urban	99.9%
	Rural	98.0%
ASAM Level 3.7 WM	Urban	99.9%
	Rural	98.0%

Provider Type	Urbanicity	Percentage of Members With Access
Inpatient Psychiatric Hospital (Free Standing Psychiatric Hospital; Distinct Part Psychiatric Unit)	Urban	99.9%
	Rural	100%
Mental Health Rehabilitation Agency (Community Psychiatric Support and Treatment; Psychosocial Rehabilitation; and Crisis Intervention—Mental Health Rehabilitation Agency [Legacy MHR], Behavioral Health Rehab Provider Agency [Non-Legacy MHR]; Mental Health Clinics)	Urban	95.9%
	Rural	99.1%

* Physician Extenders: Nurse practitioners, certified nurse mid-wives, and physician assistants linked to a physician group who provide primary care services to adults.

HSAG assessed UHC's results for combined adult PCP and combined pediatrics provider-to-member ratios at the statewide level. The statewide level consists of nine LDH regions, which indicated UHC's statewide results exceeded LDH-established requirements. Table 5-10 displays the statewide combined adult PCP and combined pediatrics provider-to-member ratios.

Table 5-10—UHC Statewide Combined Adult PCP and Combined Pediatrics Provider-to-Member Ratios

Provider Type	Indicator
Adult PCPs—Physicians Full-Time Employees (FTEs)	Adult PCPs—Physicians (FTEs) (1:1,000 members)
Family/General Practice (that agree to full PCP responsibility)	
Internal Medicine (that agree to full PCP responsibility)	
FQHCs	
RHCs	
Adult PCP Physician Extenders (Equivalent to 0.5 PCP FTE)	Adult PCP Physician Extenders (FTEs) (1:1,000 members equivalent to 0.5 PCP FTE)
Nurse practitioners (that agree to full PCP responsibility)	
Certified nurse mid-wives (that agree to full PCP responsibility)	
Physician assistants linked to a physician group (that agree to full PCP responsibility)	
Pediatric PCPs—Physicians (FTEs)	Pediatric PCPs—Physicians (FTEs) (1:1,000 members)
Family/General Practice (that agree to full PCP responsibility)	

Provider Type	Indicator
Internal Medicine (that agree to full PCP responsibility)	
FQHCs	
RHCs	
Pediatric PCP Physician Extenders (Equivalent to 0.5 PCP FTE)	Pediatric PCP Physician Extenders (FTEs) (1:1,000 members equivalent to 0.5 PCP FTE)
Nurse practitioners (that agree to full PCP responsibility)	
Certified nurse mid-wives (that agree to full PCP responsibility)	
Physician assistants linked to a physician group (that agree to full PCP responsibility)	
Statewide Combined Ratio	
Combined Adult PCP FTEs (1:1,000 adult members)	1.37%
Combined Pediatrics (1:1,000 adult members)	1.87%

HSAG assessed UHC's results for statewide provider-to-member ratios by specialty provider types and determined that UHC's statewide results met or exceeded LDH-established requirements. Table 5-11 displays the statewide provider-to-member ratios by provider type and indicator.

Table 5-11—UHC Statewide Provider-to-Member Ratio by Specialty Provider Type

Specialty Care	Indicator	Statewide Ratio
OB/GYN	1:10,000 (0.01%)	0.14%
Allergy/Immunology	1:100,000 (0.001%)	0.01%
Cardiology	1:20,000 (0.005%)	0.10%
Dermatology	1:40,000 (0.003%)	0.03%
Endocrinology and Metabolism	1:25,000 (0.004%)	0.01%
Gastroenterology	1:30,000 (0.003%)	0.04%
Hematology/Oncology	1:80,000 (0.001%)	0.05%
Nephrology	1:50,000 (0.002%)	0.04%
Neurology	1:35,000 (0.003%)	0.05%
Ophthalmology	1:20,000 (0.005%)	0.06%

Specialty Care	Indicator	Statewide Ratio
Orthopedics	1:15,000 (0.007%)	0.08%
Otorhinolaryngology/Otolaryngology	1:30,000 (0.003%)	0.05%
Urology	1:30,000 (0.003%)	0.04%

HSAG assessed UHC's results for behavioral health providers to determine the accessibility and availability of appointment access standards and determined that UHC met two of the three reported access standards established by LDH. UHC was not compliant with meeting the 90 percent performance goal for the urgent non-emergency behavioral health care visit type. Table 5-12 displays the performance measure, threshold, LDH-established performance goal, and achieved compliance rate.

Table 5-12—UHC Appointment Access Standards Compliance Rate for Behavioral Health

Type of Visit	Access/Timeliness Standard	Performance Goal	Compliance Rate
Emergency Care	24 hours, 7 days/week within 1 hour of request	90%	96%
Urgent Non-Emergency Behavioral Health Care	48 hours (2 calendar days)	90%	81%
Non-Urgent Routine Behavioral Health Care	14 calendar days	70%	77%

During the NAV review period, HSAG determined the access/timeliness standards in Table 5-13 were not included in the LDH-required reporting templates, resulting in an *Unable to Validate* validation rating for each associated indicator.

Table 5-13—UHC Access and Timeliness Standards Unable to Validate

Type of Visit/Admission/Appointment	Access/Timeliness Standard
Urgent Non-Emergency Care	24 hours, 7 days/week within 24 hour of request
Non-Urgent Sick Primary Care	72 hours
Non-Urgent Routine Primary Care	6 weeks
After Hours, by Phone	Answer by live person or call back from a designated medical practitioner within 30 minutes
OB/GYN Care for Pregnant Women	
1st Trimester	14 days
2nd Trimester	7 days
3rd Trimester	3 days
High-Risk Pregnancy, Any Trimester	3 days
Family Planning Appointments	1 week

Type of Visit/Admission/Appointment	Access/Timeliness Standard
Specialist Appointments	1 month
Scheduled Appointments	Less than a 45-minute wait in office
Psychiatric Inpatient Hospital (Emergency Involuntary)	4 hours
Psychiatric Inpatient Hospital (Involuntary)	24 hours
Psychiatric Inpatient Hospital (Voluntary)	24 hours
ASAM Levels 3.3, 3.5, and 3.7	10 business days
Residential WM	24 hours when medically necessary
PRTF	20 calendar days

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- UHC established a robust process to keep provider data up to date and accurate through its quarterly attestation reminders to providers and data accuracy review by its quality assurance and audit team, credentialing process, and monthly monitoring of the multiple sanction/exclusion lists. **[Quality, Timeliness, and Access]**
- No strengths were identified in the PDV activity, as all indicators had match rates below 90 percent.
- Of the cases that offered an appointment date in the provider access survey, 100 percent of routine primary care, routine pediatric, and dermatologist cases offered an appointment within the compliance standard. **[Timeliness and Access]**

For UHC, the following opportunities for improvement were identified:

- No specific opportunities were identified related to the data collection and management processes UHC had in place to inform network adequacy standard and indicator calculations. **[Quality, Timeliness, and Access]**
- Acceptance of Louisiana Medicaid was inaccurate with 60.6 percent of providers in the PDV and 40.4 percent of locations in the provider access survey accepting Louisiana Medicaid. **[Quality and Access]**
- Acceptance of UHC was inaccurate with 64.4 percent of providers in the PDV and 48.5 percent of locations in the provider access survey accepting UHC. **[Quality and Access]**
- Overall, only 79.0 percent of providers in the PDV and 60.3 percent of locations in the provider access survey confirmed the specialty was accurate. **[Quality and Access]**

- Overall, acceptance of new patients was relatively low with 76.9 percent of providers in the PDV and 38.2 percent of locations in the provider access survey accepting new patients. **[Quality and Access]**
- Provider affiliation varied by survey type with 85.8 percent of PDV locations and 32.4 percent of provider access survey locations confirming the sampled provider was at the location. **[Quality and Access]**
- Of the cases that offered an appointment, 80.0 percent of non-urgent sick pediatric visits were within the wait time compliance standards. Additionally, non-urgent sick primary care, OB/GYN, endocrinologist, neurologist, and orthopedic surgeon cases did not offer any new patient appointment dates. **[Timeliness and Access]**
- Compliance scores varied by survey type with an overall compliance score of 43.0 percent for the PDV, 38.0 percent for the provider access survey, and 39.0 percent for the after-hours provider access survey. **[Quality and Access]**
- Compliance scores also varied by provider type with behavioral health having the lowest compliance score at 22.3 percent and pediatrics having the highest compliance score at 60.0 percent for the PDV. For the provider access survey, dermatologists exhibited the lowest compliance score at 19.0 percent and pediatrics exhibited the highest compliance score at 61.7 percent. While orthopedic surgeons exhibited the lowest compliance score at 0.0 percent, neurologists exhibited the highest compliance score at 80.0 percent for the after-hours provider access survey. **[Quality and Access]**

For UHC, the following recommendations were identified:

- LDH should provide UHC with the case-level PDV and provider access survey data files (i.e., flat files) and a defined timeline by which UHC will address provider data deficiencies identified during the PDV reviews and/or provider access survey (e.g., provider specialty, MCO acceptance, and Louisiana Medicaid acceptance). **[Quality and Access]**
- In addition to updating provider information, UHC should conduct a root cause analysis to identify the nature of the data mismatches for PDV and provider access survey study indicators that scored below 90 percent. **[Quality and Access]**
- UHC should consider conducting a review of the offices' eligibility verification requirements to ensure these barriers do not unduly burden members' ability to access care. **[Timeliness and Access]**

Methodology

Objectives

The purpose of NAV activities is to evaluate the sufficiency of the provider network as reported by the MCO, ensure the sufficiency of the network to provide adequate access to all services covered under the contract for all members, and provide recommendations to address network deficiencies.
In accordance with 42 CFR §438.350(a), states that contract with MCOs, PIHPs, and PAHPs, collectively referred to as "MCEs," are required to have a qualified EQRO perform an annual EQR that includes validation of network adequacy to ensure provider networks are sufficient to provide timely and accessible care to Medicaid and CHIP beneficiaries across the continuum of services.

The objectives of the validation of network adequacy are to:

- Assess the accuracy of the LDH-defined network adequacy indicators reported by the MCOs.
- Evaluate the collection of provider data, reliability and validity of network adequacy data, methods used to assess network adequacy, and systems and processes used.
- Determine an indicator-level validation rating, which refers to the overall confidence that an acceptable methodology was used for all phases of design, data collection, analysis, and interpretation of the network adequacy indicators, as set forth by LDH.

Technical Methods of Data Collection

In February 2023, CMS released updates to the CMS EQR protocols, including the newly developed NAV protocol. As established in the 2016 final rule, states must begin conducting the NAV activity at 42 CFR §438.358(b)(1)(iv) no later than one year from the issuance of the CMS EQR *Protocol 4. Validation of Network Adequacy: A Mandatory EQR-Related Activity*, February 2023 (CMS EQR Protocol 4).[5-1] Therefore, in February 2024, HSAG began conducting NAV activities in accordance with the CMS EQR Protocol 4 and will report results in the EQR technical report due April 30, 2025.

Provider Directory Validation

HSAG conducted PDV reviews from July 2023 through November 2023. To conduct the NAV analysis, HSAG utilized the MCOs' online provider directories to locate and extract provider data elements. Trained interviewers collected survey responses using a standardized script to validate survey indicators pertaining to provider data accuracy, such as telephone number, address, provider specialty, provider

[5-1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 4. Validation of Network Adequacy: A Mandatory EQR-Related Activity*, February 2023. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 17, 2024.

affiliation with the requested MCO, provider's acceptance of Medicaid, and accuracy of new patient acceptance.

Provider Access Survey

HSAG conducted provider access surveys in September 2023 and November to December 2023. To conduct the NAV analysis, each MCO used the data request document prepared by HSAG to identify providers potentially eligible for survey inclusion, and to submit provider data files used to populate its online provider directory to HSAG. At a minimum, the data elements requested for each provider included: provider name, Medicaid identification (ID), National Provider Identification (NPI) number, provider specialty, physical (practice) address, telephone number, provider taxonomy code, and whether the provider accepted new patients.

Upon receipt of the data files, HSAG assessed the data to ensure alignment with the requested data file format, data field contents, and logical consistency between data elements. HSAG also assessed the distribution of provider specialty data values present in each MCO's data to determine which data values attributed to each provider domain.

NAV Audit

HSAG collected network adequacy data from the MCOs via a secure file transfer protocol (SFTP) site and via virtual NAV audits. HSAG used the collected data to conduct the validation of network adequacy in accordance with the CMS EQR Protocol 4.

HSAG conducted a virtual review with the MCOs that included team members from the EQRO, MCO staff, and staff from vendors, if applicable. HSAG collected information using several methods, including interviews, system demonstrations, review of source data output files, primary source verification (PSV), observation of data processing, and review of final network adequacy indicator-level reports. The virtual review activities performed for each MCO included the following:

- Opening meeting
- Review of the Information Systems Capabilities Assessment Tool (ISCAT) and supporting documentation
- Evaluation of underlying systems and processes
- Overview of data collection, integration, methods, and control procedures
- Network adequacy source data PSV and results
- Closing conference

HSAG conducted interviews with key MCO staff members who were involved with the calculation and reporting of network adequacy indicators.

Description of Data Obtained

HSAG, with approval from LDH, conducted the following network adequacy monitoring tasks during CY 2023:

1. PDV, to validate the MCOs' online provider directories to ensure members have appropriate access to provider information. HSAG utilized the MCOs' online provider directories to locate and extract provider data elements required to conduct the survey component of the PDV activity.
2. Provider access survey, to determine the accuracy of the managed care network information supplied to Healthy Louisiana members using the MCOs' provider data files and to ensure that Louisiana provider networks are following the established LDH standard for office-hour appointments. HSAG utilized the MCOs' provider data files used to populate their online provider directories to conduct the survey component of the provider access survey activity.
3. HSAG prepared a document request packet that was submitted to each MCO outlining the activities conducted during the validation process. The document request packet included a request for documentation to support HSAG's ability to assess each MCO's IS and processes, network adequacy indicator methodology, and accuracy of network adequacy reporting at the indicator level. Documents requested included an ISCAT, a timetable for completion, and instructions for submission. HSAG worked with the MCOs to identify all data sources informing calculation and reporting at the network adequacy indicator level. HSAG obtained the following data and documentation from the MCOs to conduct the NAV audits:

- IS data from the ISCAT
- Network adequacy logic for calculation of network adequacy indicators
- Network adequacy data files
- Network adequacy monitoring data
- Supporting documentation, including policies and procedures, data dictionaries, system flow diagrams, system log files, and data collection process descriptions

How Data Were Aggregated and Analyzed

Provider Directory Validation

For each sampled case, HSAG compared the MCOs' provider directory values to the information obtained via the survey call for the following list of indicators. All items must match exactly, except for common United States Postal Service (USPS) standard abbreviations and naming conventions (e.g., E and East or 1st and First).

- Telephone number
- Address
- Office affiliation with the sampled provider
- Accuracy of provider specialty

- Provider affiliation with the requested MCO
- Provider's acceptance of Louisiana Medicaid
- Accuracy of new patient acceptance

HSAG used the following validation responses to assess each indicator:

- Yes, the information matched between the online provider directory and the survey call.
- No, the information did not match between the online provider directory and the survey call.

Using the results of the PDV, HSAG calculated a compliance score for each MCO. The criteria in Table 5-14 were used to calculate the weight of each noncompliance survey outcome.

Table 5-14—Noncompliance Reasons and Weighting

Noncompliance Reason	Weight
Provider does not participate with MCO or Louisiana Medicaid	3
Provider is not at site	3
Provider not accepting new patients	3
Wrong telephone number	3
No response/busy signal/disconnected telephone number (after three calls)	3
Representative does not know	3
Incorrect address reported	2
Address (suite number) needs to be updated	1
Wrong specialty reported	1
Refused to participate in survey	0

Table 5-15—Weighted Noncompliance Criteria

Weighted Noncompliance Scores	
Numerator	The numerator is the sum of all provider noncompliance scores for the MCO. Each provider record received a noncompliance score based upon the reasons for noncompliance in Table 5-14. If multiple noncompliance criteria are met, the noncompliance criterion with the largest weight was used.
Denominator	The denominator is the number of provider records multiplied by 3.

Weighted compliance score equation:

MCO's weighted compliance score = 1 – the weighted noncompliance score

Compliance: The MCOs were compliant if their weighted compliance score was ≥ 75.

Provider Access Survey

Using a survey script approved by LDH, HSAG validated the following information pertaining to provider data accuracy:

- Telephone number
- Address
- Accuracy of provider specialty
- Provider affiliation with the requested MCO
- Provider's acceptance of Louisiana Medicaid
- Accuracy of new patient acceptance
- Sampled provider at location
- Appointment availability

Using the results of the survey, HSAG calculated a compliance score for each MCO. The criteria in Table 5-16 were used to calculate the weight of each noncompliance survey outcome.

Table 5-16—Noncompliance Reasons and Weighting

Noncompliance Reason	Weight
Provider does not participate with MCO or Louisiana Medicaid	3
Provider is not at site	3
Provider not accepting new patients	3
Wrong telephone number	3
No response/busy signal/disconnected telephone number (after three calls)	3
Representative does not know	3
Incorrect address reported	2
Address (suite number) needs to be updated	1
Wrong specialty reported	1
Refused to participate in survey	0

Table 5-17—Weighted Noncompliance Criteria

Weighted Noncompliance Scores	
Numerator	The numerator is the sum of all provider noncompliance scores for the MCO. Each provider record received a noncompliance score based upon the reasons for noncompliance in Table 5-16. If multiple noncompliance criteria are met, the noncompliance criterion with the largest weight was used.
Denominator	The denominator is the number of provider records multiplied by 3.

Weighted compliance score equation:

MCO's weighted compliance score = 1 – the weighted noncompliance score

Compliance: The MCOs were compliant if their weighted compliance score was ≥ 75 percent.

NAV Audit

HSAG assessed each MCO's ability to collect reliable and valid network adequacy monitoring data, use sound methods to assess the adequacy of its managed care networks, and produce accurate results to support the MCO's and State's network adequacy monitoring efforts.

HSAG used the CMS EQR Protocol 4 indicator-specific worksheets to generate a validation rating that reflects HSAG's overall confidence that the MCO used an acceptable methodology for all phases of design, data collection, analysis, and interpretation of the network adequacy indicators.

How Conclusions Were Drawn

Provider Directory Validation/Provider Access Survey

HSAG determined that results of network adequacy activities could provide information about MCO performance related to the quality, timeliness, and access domains of care. HSAG used analysis of the network data obtained to draw conclusions about Healthy Louisiana member access to particular provider networks (e.g., primary, specialty, or behavioral health care) in specified geographic regions. The data also allowed HSAG to draw conclusions regarding the quality of the MCOs' ability to track and monitor their respective provider networks.

To draw conclusions about the quality, timeliness, and accessibility of care provided by the Medicaid MCOs, HSAG assigned each of the components reviewed for NAV activities to one or more of three domains of care. This assignment to domains of care is depicted in Table 5-18.

Table 5-18—Assignment of NAV Activities to the Quality, Timeliness, and Access Domains

NAV Activity	Quality	Timeliness	Access
PDV	✓		✓
Provider Access Survey	✓	✓	✓

NAV Audit

HSAG calculated each network adequacy indicator's validation score by identifying the number of *Met* and *Not Met* elements recorded in the HSAG CMS EQR Protocol 4 Worksheet 4.6, noted in Table 5-19.

Table 5-19—Validation Score Calculation

Worksheet 4.6 Summary
A. Total number of *Met* elements
B. Total number of *Not Met* elements
Validation Score = A / (A + B) x 100
Number of *Not Met* elements determined to have significant bias on the results.

Based on the results of the ISCA combined with the detailed validation of each indicator, HSAG assessed whether the network adequacy indicator results were valid, accurate, and reliable, and if the MCO's interpretation of data was accurate. HSAG determined validation ratings for each reported network adequacy indicator. The overall validation rating refers to HSAG's overall confidence that acceptable methodology was used for all phases of data collection, analysis, and interpretation of the network adequacy indicators. The CMS EQR Protocol 4 defines validation rating designations at the indicator level, which are defined in Table 5-20 and assigned by HSAG once HSAG has calculated the validation score for each indicator.

Table 5-20—Indicator-Level Validation Rating Categories

Validation Score	Validation Rating
90.0% or greater	*High Confidence*
50.0% to 89.9%	*Moderate Confidence*
10.0% to 49.9%	*Low Confidence*
Less than 10% and/or any *Not Met* element has significant bias on the results	*No Confidence*

Significant bias was determined based on the magnitude of errors detected and not solely based on the number of elements *Met* or *Not Met*. HSAG determined that a *Not Met* element had significant bias on the results by:

- Requesting that the MCO provide a root cause analysis of the finding.
- Working with the MCE to quantify the estimated impact of an error, omission, or other finding on the indicator calculation.
- Reviewing the root cause, proposed corrective action, timeline for corrections, and estimated impact, within HSAG's NAV Oversight Review Committee, to determine the degree of bias.
- Finalizing a bias determination within HSAG's NAV Oversight Review Committee based on the following threshold:

- The impact biased the reported network adequacy indicator result by more than 5 percentage points, the impact resulted in a change in network adequacy compliance (i.e., the indicator result changed from compliant to noncompliant or changed from noncompliant to compliant), or the impact was unable to be quantified and therefore was determined to have the potential for significant bias.

By assessing each MCO's performance and NAV reporting process, HSAG identified areas of strength and opportunities for improvement. Along with each area of opportunity, HSAG also provided a recommendation to help target improvement.

To draw conclusions about the quality, timeliness, and accessibility of care provided by the Medicaid MCOs, HSAG assigned each of the standards reviewed for NAV activities to one or more of three domains of care. This assignment to domains of care is depicted in Table 5-21.

Table 5-21—Assignment of NAV Audit Activities to the Quality, Timeliness, and Access Domains

NAV Standard	Quality	Timeliness	Access
Provider: Enrollee Ratio	✓	✓	✓
Distance	✓	✓	✓
Access and Timeliness Standards	✓	✓	✓

6. Consumer Surveys: CAHPS-A and CAHPS-C

Results

Table 6-1 presents UHC's 2022, 2023, and 2024 (review period) adult achievement scores.

Table 6-1—Adult Achievement Scores

Measure	2022	2023	2024
Rating of Health Plan	82.05%	82.05%	82.95%
Rating of All Health Care	79.85%	79.85%	85.84% ↑
Rating of Personal Doctor	88.68%	88.68%	90.00% ↑
Rating of Specialist Seen Most Often	NA	NA	NA
Getting Needed Care	87.02%	87.02%	NA
Getting Care Quickly	80.74%	80.74%	NA
How Well Doctors Communicate	93.98%	93.98%	96.02% ↑
Customer Service	NA	NA	NA

A minimum of 100 respondents is required for a measure to be reported as a CAHPS survey result. Measures that do not meet the minimum number of respondents are denoted as NA (Not Applicable).
↑ *Indicates the 2024 score is statistically significantly higher than the 2024 NCQA national average.*
↓ *Indicates the 2024 score is statistically significantly lower than the 2024 NCQA national average.*
▲ *Indicates the 2024 score is statistically significantly higher than the 2023 score.*
▼ *Indicates the 2024 score is statistically significantly lower than the 2023 score.*

Table 6-2 presents UHC's 2022, 2023, and 2024 (review period) general child achievement scores.

Table 6-2—General Child Achievement Scores

Measure	2022	2023	2024
Rating of Health Plan	89.86%	89.86%	91.02% ↑
Rating of All Health Care	94.33%	94.33%	91.74%
Rating of Personal Doctor	91.79%	91.79%	92.00%
Rating of Specialist Seen Most Often	NA	NA	NA
Getting Needed Care	92.56%	92.56%	NA
Getting Care Quickly	88.03%	88.03%	NA
How Well Doctors Communicate	97.49%	97.49%	94.07%
Customer Service	NA	NA	NA

A minimum of 100 respondents is required for a measure to be reported as a CAHPS survey result. Measures that do not meet the minimum number of respondents are denoted as NA (Not Applicable).
↑ *Indicates the 2024 score is statistically significantly higher than the 2024 NCQA national average.*
↓ *Indicates the 2024 score is statistically significantly lower than the 2024 NCQA national average.*
▲ *Indicates the 2024 score is statistically significantly higher than the 2023 score.*
▼ *Indicates the 2024 score is statistically significantly lower than the 2023 score.*

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- For the adult population, UHC's scores for *Rating of All Health Care*, *Rating of Personal Doctor*, and *How Well Doctors Communicate* were statistically significantly higher than the 2024 NCQA national averages. **[Quality]**
- For the general child population, UHC's score for *Rating of Health Plan* was statistically significantly higher than the 2024 NCQA national average. **[Quality]**

For UHC, the following opportunities for improvement were identified:

- For the adult and general child populations, UHC's scores were not statistically significantly lower in 2024 than 2023 nor statistically significantly lower than the 2024 NCQA national averages on any of the measures; therefore, no opportunities for improvement were identified.

For UHC, the following recommendation was identified:

- HSAG recommends that UHC focus on increasing response rates to the CAHPS survey for all populations so there are greater than 100 respondents for each measure by educating and engaging all employees to increase their knowledge of CAHPS, using customer service techniques, oversampling, and providing awareness to members and providers during the survey period. **[Quality, Timeliness, and Access]**

Methodology

Objectives

The CAHPS activity assesses adult members' and parents'/caretakers' of child members experiences with an MCO and the quality of care that they/their children receive. The goal of the CAHPS surveys is to provide feedback that is actionable and will aid in improving members' overall experiences.

Technical Methods of Data Collection and Analysis

The MCOs accomplished the technical method of data collection by administering the CAHPS 5.1H Adult Medicaid Health Plan Survey to the adult Medicaid population, and the CAHPS 5.1H Child Medicaid Health Plan Survey (with the Children with Chronic Conditions [CCC] measurement set) to the child Medicaid population. The MCOs employed various methods of data collection used for the CAHPS surveys, such as mixed-mode (i.e., mailed surveys followed by telephone interviews of non-respondents) and mixed-mode and Internet protocol methodology (i.e., mailed surveys with an Internet link included on the cover letter followed by telephone interviews of non-respondents). In addition, some MCOs had an option for members to complete the survey in Spanish and Chinese. Adult members and parents/caretakers of child members completed the surveys from February through May 2024, following NCQA's data collection protocol.

The CAHPS 5.1H Medicaid Health Plan Surveys included a set of standardized items (39 items for the CAHPS 5.1H Adult Medicaid Health Plan Survey and 76 items for the CAHPS 5.1H Child Medicaid Health Plan Survey with CCC measurement set) that assessed members' experiences with care. The survey categorized questions into eight measures of experience. These measures included four global ratings and four composite measures.[6-1] The global ratings reflected patients' overall experiences with their personal doctor, specialist, MCO, and all healthcare. The composite measures were derived from sets of questions to address different aspects of care (e.g., *Getting Needed Care* and *How Well Doctors Communicate*).

For each of the four global ratings, HSAG calculated the percentage of respondents who chose a positive experience rating (a response value of 8, 9, or 10 on a scale of 0 to 10). For each of the four composite measures, HSAG calculated the percentage of respondents who chose a positive response. CAHPS composite measure response choices were "Never," "Sometimes," "Usually," or "Always." A positive response for the composite measures was a response of "Usually" or "Always."

[6-1] For this report, the 2024 Child Medicaid CAHPS results presented are based on the CAHPS survey results of the general child population only (i.e., results for children selected as part of the general child CAHPS sample). Therefore, results for the CAHPS survey measures evaluated through the CCC measurement set of questions (i.e., five CCC composite scores and items) and CCC population are not presented in this report.

For this report, HSAG did not include results for a CAHPS measure if the NCQA minimum reporting threshold of 100 respondents was not met. Additionally, for this report, HSAG compared the adult and general child Medicaid populations' survey findings to the 2024 NCQA CAHPS adult and general child Medicaid national averages.[6-2]

Description of Data Obtained

The CAHPS survey asks adult members or parents/caretakers of child members to report on and to evaluate their/their child's experiences with healthcare. The survey covers topics important to members, such as the communication skills of providers and the accessibility of services. The MCOs contracted with a CAHPS vendor to administer the survey to adult members and parents/caretakers of child members. The CAHPS survey asks about members' experiences with their MCO during the last six months of the measurement period (i.e., July through December 2023).

The MCOs' CAHPS vendors administered the surveys from February to May 2024. The CAHPS survey response rate is the total number of completed surveys divided by all eligible members of the sample. A survey received a disposition code of "completed" if at least three of the designated five questions were completed.[6-3] Eligible members included the entire sample minus ineligible members. Ineligible members met at least one of the following criteria: they were deceased, did not meet the eligible population criteria, had a language barrier, or were mentally or physically incapacitated (adult Medicaid only). The survey also identified ineligible members during the process. The survey vendor recorded this information and provided it to HSAG in the data received.

How Data Were Aggregated and Analyzed

HSAG performed a trend analysis of the results in which the 2024 achievement scores were compared to their corresponding 2023 achievement scores to determine whether there were statistically significant differences. Statistically significant differences between the 2024 achievement scores and the 2023 achievement scores are noted with directional triangles. An MCO's score that performed statistically significantly higher in 2024 than 2023 is noted with a black upward triangle (▲). An MCO's score that performed statistically significantly lower in 2024 than 2023 is noted with a black downward triangle (▼). An MCO that did not perform statistically significantly higher or lower between years was not denoted with a triangle.

Additionally, HSAG compared MCO scores to the NCQA national averages to determine if there were any statistically significant differences. An MCO that performed statistically significantly higher than the 2024 NCQA national average was denoted with a green upward arrow (↑).[6-4] Conversely, an MCO

6-2 National data were obtained from NCQA's 2024 Quality Compass.

6-3 A survey was assigned a disposition code of "completed" if at least three of the following five questions were completed for adult Medicaid: questions 3, 10, 19, 23, and 28. A survey was assigned a disposition code of "completed" if at least three of the following five questions were completed for child Medicaid: questions 3, 25, 40, 44, and 49.

6-4 National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2023.* Washington, DC: NCQA, September 2023.

that performed statistically significantly lower than the 2024 NCQA national average was denoted with a red downward arrow (↓). An MCO that did not perform statistically significantly higher or lower than the 2024 NCQA national average was not denoted with an arrow.

How Conclusions Were Drawn

To draw conclusions about the quality, timeliness, and accessibility of care and services that each MCO provided to members, HSAG compared each MCO's 2024 survey results to the 2024 NCQA national averages to determine if there were any statistically significant differences. HSAG drew conclusions concerning quality of care, timeliness of care, and/or access to care by evaluating the questions included in each of the global ratings and composite measures presented in this report and relating the questions to the definitions of the three domains. This assignment to the domains is depicted in Table 6-3.

Table 6-3—Assignment of CAHPS Survey Measure Activities to the Quality, Timeliness, and Access Domains

CAHPS Survey Measure	Quality	Timeliness	Access
Rating of Health Plan	✓		
Rating of All Health Care	✓		
Rating of Personal Doctor	✓		
Rating of Specialist Seen Most Often	✓		
Getting Needed Care	✓		✓
Getting Care Quickly	✓	✓	
How Well Doctors Communicate	✓		
Customer Service	✓		

7. Behavioral Health Member Satisfaction Survey

Results

Table 7-1 presents the 2023 and 2024 (review period) adult achievement scores for UHC and the Healthy Louisiana SWA.

Table 7-1—Adult Achievement Scores for UHC

Measure	2023	2024	Healthy Louisiana SWA
Rating of Health Plan	60.16%	59.38%+	56.43%
How Well People Communicate	87.10%	93.55%▲	92.65%
Cultural Competency	75.00%+	77.78%+	82.85%+
Helped by Counseling or Treatment	65.63%	68.00%	69.38%
Treatment or Counseling Convenience	86.51%	88.89%+	88.46%
Getting Needed Treatment	73.60%	82.00%	81.83%
Help Finding Counseling or Treatment	54.17%+	45.00%+	52.90%
Customer Service	70.00%+	68.75%+	71.32%
Helped by Crisis Response Services	79.17%+	77.78%+	75.17%

Scores with fewer than 100 respondents are denoted with a cross (+). In cases of fewer than 100 respondents for a measure, caution should be exercised when interpreting results.

↑ *Indicates the 2024 score is statistically significantly higher than the 2024 Healthy Louisiana SWA.*

↓ *Indicates the 2024 score is statistically significantly lower than the 2024 Healthy Louisiana SWA.*

▲ *Indicates the 2024 score is statistically significantly higher than the 2023 score.*

▼ *Indicates the 2024 score is statistically significantly lower than the 2023 score.*

Table 7-2 presents the 2023 and 2024 (review period) child achievement scores for UHC and the Healthy Louisiana SWA.

Table 7-2—Child Achievement Scores for UHC

Measure	2023	2024	Healthy Louisiana SWA
Rating of Health Plan	64.66%	66.67%	65.18%
How Well People Communicate	92.59%	89.71%	90.74%
Cultural Competency	100%+	87.50%+	90.17%+
Helped by Counseling or Treatment	56.90%	56.69%	56.92%
Treatment or Counseling Convenience	89.66%	85.83%	86.12%
Getting Needed Treatment	77.39%	76.98%	77.13%
Help Finding Counseling or Treatment	35.00%+	46.67%+	46.93%+
Customer Service	58.82%+	57.14%+	59.54%+

Measure	2023	2024	Healthy Louisiana SWA
Getting Professional Help	89.74%	84.92%	85.72%
Help to Manage Condition	85.47%	81.25%	83.70%

Scores with fewer than 100 respondents are denoted with a cross (+). In cases of fewer than 100 respondents for a measure, caution should be exercised when interpreting results.
↑ *Indicates the 2024 score is statistically significantly higher than the 2024 Healthy Louisiana SWA.*
↓ *Indicates the 2024 score is statistically significantly lower than the 2024 Healthy Louisiana SWA.*
▲ *Indicates the 2024 score is statistically significantly higher than the 2023 score.*
▼ *Indicates the 2024 score is statistically significantly lower than the 2023 score.*

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- For the adult population, UHC's score was statistically significantly higher in 2024 than 2023 for *How Well People Communicate*. **[Quality]**
- For the child population, UHC's scores were not statistically significantly higher than the 2024 Healthy Louisiana SWA nor statistically significantly higher in 2024 than 2023 on any of the measures; therefore, no strengths were identified.

For UHC, the following opportunities for improvement were identified:

- For the adult and child populations, UHC's scores were not statistically significantly lower than the 2024 Healthy Louisiana SWA nor statistically significantly lower in 2024 than 2023 on any of the measures; therefore, no opportunities for improvement were identified.

For UHC, the following recommendations were identified:

- HSAG recommends that UHC monitor the measures to ensure significant decreases in scores over time do not occur. [**Quality, Timeliness, and Access]**

Methodology

Objectives

The primary objective of this activity is to gather direct feedback from Healthy Louisiana adult members and parents/caretakers of child members who received behavioral health services regarding their experiences and the quality of the services they received. The survey covers topics that are important to members, such as the communication skills of people they saw for counseling or treatment and the accessibility of behavioral health services. This feedback will aid in improving overall experiences of adults and parents/caretakers of child members who receive behavioral health services.

Technical Methods of Data Collection and Analysis

To conduct the activity, HSAG, with support from LDH, developed and administered a custom behavioral health member satisfaction survey to the Healthy Louisiana MCO members. The survey was administered to adult members and parents/caretakers of child members identified as having three or more specified outpatient behavioral health encounters during the measurement period. All adult members and parents/caretakers of sampled child members completed the survey from June to August 2024.

The adult and child behavioral health member satisfaction survey included one global measure question, one composite measure, and 11 individual item measures. The global measure (also referred to as global rating) reflects overall member experience with the MCO. The composite measure is a set of questions grouped together to address a specific aspect of care (i.e., *How Well People Communicate)*. The individual item measures are individual questions that look at different areas of care (e.g., *Cultural Competency* or *Helped by Counseling or Treatment*).

For the global rating, HSAG calculated the percentage of respondents who chose a positive experience rating (i.e., a response of 9 or 10 on a scale of 0 to 10). For the composite measure, HSAG calculated the percentage of respondents who chose a positive response. The composite measure response choices were "Never," "Sometimes," "Usually," or "Always." A positive response for the composite measure was a response of "Usually" or "Always." For the individual item measures, HSAG calculated the percentage of respondents who chose a positive response (i.e., "Usually/Always," "Yes," "A lot," or "Not a problem").

For this report, HSAG included results for a measure even when there were less than 100 respondents. Caution should be exercised when interpreting results for those measures with fewer than 100 respondents. HSAG used a cross (+) to denote scores with fewer than 100 respondents.

Description of Data Obtained

The behavioral health member satisfaction survey asked adult members or parents/caretakers of child members to report on and to evaluate their/their child's experiences with behavioral health services. HSAG requested sample frame data files from each MCO that included the following information related to each member of the eligible population: name, gender, date of birth, mailing address, telephone number, primary language, race, and ethnicity. HSAG utilized information received in the sample frame data files to conduct the behavioral health member satisfaction survey.

How Data Were Aggregated and Analyzed

HSAG performed a trend analysis of the results in which the 2024 achievement scores were compared to their corresponding 2023 achievement scores to determine whether there were statistically significant differences. Statistically significant differences between the 2024 achievement scores and the 2023 achievement scores are noted with directional triangles. An MCO's score that performed statistically significantly higher in 2024 than 2023 is noted with a black upward triangle (▲). An MCO's score that performed statistically significantly lower in 2024 than 2023 is noted with a black downward triangle (▼). An MCO that did not perform statistically significantly higher or lower between years was not denoted with a triangle.

Additionally, HSAG compared the MCO-specific results to the total MCO program average to determine if the results were significantly different. The total MCO program results were weighted based on the eligible population included in each MCO. An MCO that performed statistically significantly higher than the program average was denoted with an upward black arrow (↑). Conversely, an MCO that performed statistically significantly lower than the program average was denoted with a downward black arrow (↓). An MCO that did not perform statistically significantly different than the program average was not denoted with an arrow. Comparisons to national data could not be performed given the custom nature of the survey instruments administered.

How Conclusions Were Drawn

To draw conclusions about the quality, timeliness, and access to care and services provided by the MCOs, HSAG assigned the measures evaluated in the behavioral health member satisfaction survey to one or more of these three domains. This assignment to domains is shown in Table 7-3.

Table 7-3—Assignment of Behavioral Health Member Satisfaction Survey Measures to the Quality, Timeliness, and Access Domains

Behavioral Health Member Satisfaction Survey Measure	Quality	Timeliness	Access
Rating of Health Plan	✓		
How Well People Communicate	✓		
Cultural Competency	✓		

Behavioral Health Member Satisfaction Survey Measure	Quality	Timeliness	Access
Helped by Counseling or Treatment	✓		
Treatment or Counseling Convenience			✓
Getting Counseling or Treatment Quickly	✓	✓	
Getting Needed Treatment	✓		✓
Barriers to Counseling or Treatment	✓		✓
Help Finding Counseling or Treatment	✓		✓
Customer Service	✓		
Crisis Response Services Used			✓
Receipt of Crisis Response Services			✓
Helped by Crisis Response Services	✓		
Getting Professional Help	✓		✓
Help to Manage Condition	✓		

8. Health Disparities Focus Study

While the 2023 (review period) Annual Health Disparities Focus Study included MCO-specific findings, the overall results and conclusions of this study are not MCO-specific. Therefore, please refer to the annual MCO aggregate technical report for high-level statewide findings from the 2023 Annual Health Disparities Focus Study.

Methodology

The Louisiana Medicaid Managed Care Quality Strategy outlines that one of LDH's objectives is to advance health equity and address social determinants of health. In an effort to measure and address health disparities, LDH and HSAG partnered to perform the 2023 Annual Health Disparities Focus Study. For the 2023 Annual Health Disparities Focus Study, HSAG identified statewide and MCO-specific disparities based on race, ethnicity, and geography using calendar year (CY) 2022 data.

Technical Methods of Data Collection

HSAG used the MCO-provided *Race Ethnicity and Rural Urban Stratification* Microsoft Excel (Excel) spreadsheets to identify disparities based on race, ethnicity, and geography for select HEDIS and non-HEDIS indicators. HSAG used the MY 2022 HEDIS IDSS data files and MY 2022 CAHPS data files to identify disparities for select HEDIS and CAHPS indicators based on race and ethnicity.

Description of Data Obtained

Table 8-1 displays all measure indicators, data sources, and the applicable stratifications that were assessed for health disparities. HSAG assigned each indicator to one of the following domains based on the type of care or health status being measured: Member Experience With Health Plan and Providers, Getting Care, Chronic Conditions, Children's Health, Women's Health, and Behavioral Health.

Table 8-1—Measure Indicators, Data Sources, and Stratifications Organized by Domains

Measure Indicator	Data Source	Stratification
Member Experience With Health Plan and Providers		
Rating of Health Plan—Adult (RHP–Adult) and *Child* (RHP–Child)	CAHPS Data	Race and Ethnicity
Rating of All Health Care—Adult (RHC–Adult) and *Child* (RHC–Child)		
Customer Service—Adult (CS–Adult) and *Child* (CS–Child)		
How Well Doctors Communicate—Adult (HWD–Adult) and *Child* (HWD–Child)		

Measure Indicator	Data Source	Stratification
Rating of Personal Doctor—Adult (RPD–Adult) and *Child* (RPD–Child)		
Rating of Specialist Seen Most Often—Adult (RSP–Adult) and *Child* (RSP–Child)		
Medical Assistance With Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (MSC–Quit), *Discussing Cessation Medications* (MSC–Meds), and *Discussing Cessation Strategies* (MSC–Strategies)		
Getting Care		
Getting Needed Care—Adult (GNC–Adult) and *Child* (GNC–Child)	CAHPS Data	Race and Ethnicity
Getting Care Quickly—Adult (GCQ–Adult) and *Child* (GCQ–Child)		
Flu Vaccinations for Adults (FVA)		
Colorectal Cancer Screening (COL)	*Race Ethnicity and Rural Urban Stratification* Excel	Race, Ethnicity, and Geography
Chronic Conditions		
Controlling High Blood Pressure (CBP)^	HEDIS IDSS	Race and Ethnicity
HbA1c Control for Patients With Diabetes^—HbA1c Control (<8.0 Percent) (HBD–8) and *HbA1c Poor Control (>9.0 Percent)* (HBD–9)*	HEDIS IDSS	Race and Ethnicity
Human Immunodeficiency Virus (HIV) Viral Load Suppression (HVL)	*Race Ethnicity and Rural Urban Stratification* Excel	Race, Ethnicity, and Geography
Children's Health		
Child and Adolescent Well-Care Visits (WCV)	HEDIS IDSS	Race and Ethnicity
Childhood Immunization Status—Combination 3 (CIS–3)^	*Race Ethnicity and Rural Urban Stratification* Excel	Race, Ethnicity, and Geography
Immunizations for Adolescents—Combination 2 (IMA–2)^		
Well-Child Visits in the First 30 Months of Life—Well-Child Visits in the First 15 Months—Six or More Well-Child Visits (W30–6+)		
Well-Child Visits in the First 30 Months of Life—Well-Child Visits for Age 15 Months to 30 Months—Two or More Well-Child Visits (W30–2+)		
Low Birthweight Births (LBW)*		

Measure Indicator	Data Source	Stratification
Women's Health		
Cervical Cancer Screening (CCS)^	*Race Ethnicity and Rural Urban Stratification* Excel	Race, Ethnicity, and Geography
Contraceptive Care—Postpartum Care—Long-Acting Reversible Contraception (LARC)—3 Days—Ages 21–44 (CCP–LARC3–2144) and *90 Days—Ages 21–44* (CCP–LARC90–2144)		
Contraceptive Care—Postpartum Care—Most or Moderately Effective Contraception (MMEC)—3 Days—Ages 21–44 (CCP–MMEC3–2144) and *90 Days—Ages 21–44* (CCP–MMEC90–2144)		
Prenatal and Postpartum Care^*—Timeliness of Prenatal Care* (PPC–Prenatal) and *Postpartum Care* (PPC–Postpartum)	HEDIS IDSS	Race and Ethnicity
Behavioral Health		
Follow-Up After Hospitalization for Mental Illness—30-Day Follow-Up (FUH–30)	*Race Ethnicity and Rural Urban Stratification* Excel	Race, Ethnicity, and Geography
Follow-Up After ED Visit for Mental Illness—30-Day Follow-Up (FUM–30)		
Follow-Up After ED Visit for Substance Use—30-Day Follow-Up (FUA–30)		

^ indicates a measure indictor that can be calculated using the hybrid methodology.
** indicates that a lower rate is better for this measure indicator.*

How Data Were Aggregated and Analyzed

Statewide Rate Calculations

HSAG calculated stratified rates for all HEDIS, non-HEDIS, and CAHPS measure indicators listed in Table 8-1. For the HEDIS and non-HEDIS measure indicators reported through IDSS files (HEDIS only) and the *Race Ethnicity and Rural Urban Stratification* Excel spreadsheets (HEDIS and non-HEDIS), HSAG extracted the stratified MCO-reported numerators, denominators, and rates provided in the reporting templates.

Additionally, HSAG used the survey responses provided in the CAHPS data files to calculate the stratified MCO-specific CAHPS rates. Each member was assigned a race and ethnicity based on their survey responses. To calculate a rate for a CAHPS measure indicator, HSAG converted each individual question by assigning the positive responses (i.e., "9/10," "Usually/Always," and "Yes" where applicable) to a "1" for each individual question, as described in *HEDIS MY 2022 Volume 3: Specifications for Survey Measures*. All other non-missing responses were assigned a value of "0." HSAG then calculated the percentage of respondents with a positive response (i.e., a "1"). For composite measures (i.e., CS, GNC, GCQ, and HWD), HSAG calculated the positive rating by taking the average percentage of positive ratings for each question within the composite. An MCO-specific

stratified rate was calculated by determining the percentage of respondents who gave a positive response for each race and ethnicity. For the Effectiveness of Care CAHPS measure indicators (i.e., MSC and FVA), HSAG identified the denominator and numerator in alignment with the *HEDIS MY 2022 Volume 2: Technical Specifications for Health Plans*.

HSAG then calculated a statewide aggregate for each HEDIS, non-HEDIS, and CAHPS measure indicator by summing the numerators and denominators reported by each MCO. For measure indicator rates that were reported using the hybrid methodology (please see Table 8-1 for measure indicators with a hybrid option), rates were based on a sample selected from the measure indicator's eligible population. For the *Immunizations for Adolescents—Combination 2* (IMA–2) indicator one MCO reported the hybrid measure using the administrative option (i.e., the rate is not based on a sample of cases). Given that one MCO's eligible population was larger than 411, HSAG transformed the administrative denominator and numerator to replicate a sample of 411 members in order to limit the overrepresentation of the MCO's members toward the SWA. To do this, HSAG first calculated a transformed weight by taking 411 divided by the eligible population of the total rate. HSAG then multiplied each stratified numerator and denominator by the transformed weight to calculate the transformed numerator and denominator. This method allowed for each stratification in the transformed rate to maintain the same proportion of the total population as the original rate, while also having the same performance (i.e., the transformed rate is equal to the original rate). Table 8-2 provides an example of how the transformed rates were calculated.

Table 8-2—Transformed Rate Calculation

Race Category	Eligible Population (A)	Numerator (B)	Rate (C)	Transformed Weight (D) 411/A	Transformed Denominator (E) A*D	Transformed Numerator (F) B*D	Transformed Rate (G) F/E
Total	5,000	2,500	50.00%	0.0822	411.0000	205.5000	50.00%
White	1,700	800	47.06%		139.7400	65.7600	47.06%
Black or African American	2,100	1,200	57.14%		172.6200	98.6400	57.14%
American Indian or Alaska Native	25	13	52.00%		2.0550	1.0686	52.00%
Asian	30	16	53.33%		2.4660	1.3152	53.33%
Native Hawaiian or Other Pacific Islander	10	6	60.00%		0.8220	0.4932	60.00%
Other	800	401	50.13%		65.7600	32.9622	50.13%
Unknown	335	170	50.75%		27.5370	13.9740	50.75%

Identifying Health Disparities

For the measure indicators listed in Table 8-1, HSAG identified statewide and MCO-specific disparities based on race, ethnicity, and geography, where applicable (see Table 8-1 for which stratifications apply to each measure indicator). Table 8-3 and Table 8-4 display the race and ethnicity categories that were included in each of the MCO-provided *Race Ethnicity and Rural Urban Stratification* Excel spreadsheets, HEDIS IDSS, and CAHPS data files, along with individual racial and ethnic groups that comprise each category. Given the variation in race and ethnicity categories across data files, HSAG included the individual racial and ethnic groups from each data source in the "Groups Included" columns in Table 8-3 and Table 8-4; however, the race and ethnicity categories listed were used in the analysis, where applicable.

Table 8-3—Race Categories

Race Category	Groups Included
White*	White
Black or African American	Black or African American, Black or African-American
American Indian or Alaska Native	American Indian or Alaska Native, American Indian and Alaska Native
Asian	Asian
Native Hawaiian or Other Pacific Islander	Native Hawaiian and Other Pacific Islander, Native Hawaiian or Other Pacific Islander
Other	Other, Some Other Race, Two or More Races
Unknown^	Unknown, Asked but No Answer

** indicates reference group for the identification of racial disparities.*
^ indicates for the CAHPS measure indicators, "Unknown" includes members who did not provide a response.

Table 8-4—Ethnicity Categories

Ethnicity Category	Groups Included
Hispanic/Latino	Hispanic/Latino, Hispanic or Latino
Non-Hispanic/Latino*	Non-Hispanic/Latino, Not Hispanic/Latino, Not Hispanic or Latino
Unknown^	Unknown Ethnicity, Declined Ethnicity, Asked but No Answer

** indicates reference group for the identification of ethnic disparities.*
^ indicates for the CAHPS measure indicators, "Unknown" includes members who did not provide a response.

Table 8-5 displays the geography categories and the parishes included in each.

Table 8-5—Geography Categories and Parishes

Geography	Parishes
Urban*	Acadia, Ascension, Bossier, Caddo, Calcasieu, East Baton Rouge, Jefferson, Lafayette, Lafourche, Livingston, Orleans, Ouachita, Plaquemines, Rapides, St. Bernard, St. Charles, St. James, St. John, St. Landry, St. Martin, St. Tammany, Terrebonne, Webster, West Baton Rouge
Rural	Allen, Assumption, Avoyelles, Beauregard, Bienville, Caldwell, Cameron, Catahoula, Claiborne, Concordia, DeSoto, East Carroll, East Feliciana, Evangeline, Franklin, Grant, Iberia, Iberville, Jackson, Jefferson Davis, LaSalle, Lincoln, Madison, Morehouse, Natchitoches, Pointe Coupee, Red River, Richland, Sabine, St. Helena, St. Mary, Tangipahoa, Tensas, Union, Vermilion, Vernon, Washington, West Carroll, West Feliciana, Winn
Unknown	Unknown

** indicates reference group for the identification of disparities.*

A disparity was identified if the relative difference between the demographic group (the group of interest) and the reference group was more than 10 percent. For rates for which a higher rate indicates better performance, the relative difference was calculated using the following equation:

$$Relative\ Difference = \frac{(Group\ of\ Interest\ Performance Rate - Reference\ Group\ Performance Rate)}{Reference Group\ Performance Rate}$$

For example, for identifying racial disparities, if the rate of eligible members receiving well-child visits for the White group was 65.0 percent and the rate for the Black or African American group was 45.0 percent, the rate for the Black or African American group (the group of interest) was below the rate for the White group (the reference group) by more than a 30 percent relative difference, indicating a disparity. This is shown in the equation below:

$$-30.8\% = \frac{(45.0\% - 65.0\%)}{65.0\%}$$

For measure indicators for which a lower rate indicates better performance,[8-1] the relative difference was calculated using the following equation:

$$Relative\ Difference = \frac{(Reference\ Group\ Performance Rate - Group\ of\ Interest\ Performance Rate)}{Reference Group\ Performance Rate}$$

For example, for identifying racial disparities, if the low birthweight rate for the Black or African American group was 13.0 percent and the rate for the White group was 9.0 percent, the rate for the Black or African American group (the group of interest) was above the rate for the White group (the reference group) by more than a 40 percent relative difference, indicating a disparity. This is shown in the equation below:

$$-44.4\% = \frac{(9.0\% - 13.0\%)}{9.0\%}$$

Disparities were categorized by the following color system:

1. indicates the rate for the group of interest was better than the reference group (i.e., the relative difference was more than 10 percent).
2. indicates the rate for the group of interest was worse than the reference group (i.e., the relative difference was less than −10 percent).
3. White cells indicate that a disparity was not identified.

How Conclusions Were Drawn

To draw conclusions about identified statewide and MCO-specific health disparities, HSAG first compared disparities identified for Louisiana Medicaid to national disparities and compared rates to the 2023 NCQA Quality Compass®,[8-2] national Medicaid HMO percentiles or the CMS Federal Fiscal Year (FFY) 2022 Child and Adult Health Care Quality Measures data,[8-3] where applicable. HSAG then assessed if specific measure indicators, domains, or demographic groups had disparities consistently identified.

[8-1] Please refer to those measure indicators in Table 8-1 marked with an asterisk (*) for measure indicators for which a lower rate indicates better performance.
[8-2] Quality Compass® is a registered trademark of the NCQA.
[8-3] Data. Medicaid.gov. 2022 Child and Adult Health Care Quality Measures. Available at: https://data.medicaid.gov/dataset/dfd13757-d763-4f7a-9641-3f06ce21b4c6. Accessed on: Dec 17, 2024.

9. Case Management Performance Evaluation

Introduction

States may direct their EQROs to conduct focus studies for QI, administrative, legislative, or other purposes. Focus studies may examine clinical or nonclinical aspects of care provided by MCOs and assess quality of care at a specific point in time. LDH contracted with HSAG to conduct a focused CMPE to evaluate the MCO's compliance with the case management provisions of its contract with LDH and determine the effectiveness of case management activities.

Activities Conducted During SFY 2024

During SFY 2024, HSAG and LDH collaborated to determine the scope, methodology, data sources, and timing of the CMPE. HSAG conducted the focus study in accordance with the CMS EQR *Protocol 9. Conducting Focus Studies of Health Care Quality: An Optional EQR-Related Activity*, February 2023.[9-1]

During SFY 2024, HSAG completed two CMPE reviews. Each review focused on specific populations of enrollees with special health care needs (SHCN):

- CY 2023 review (conducted from October through December 2023 [review period]): Enrollees with a classification of SHCN-Medical ("SHCN-MED"), SHCN-Behavioral Health ("SHCN-BH"), or "SHCN-BOTH" (composed of both MED and BH cases).
- CY 2024 review (conducted from March through April 2024 [review period]): Enrollees with a classification of SHCN-Department of Justice at-risk ("SHCN-DOJ-AR").

[9-1] Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 9. Conducting Focus Studies of Health Care Quality: An Optional EQR-Related Activity*, February 2023. Available at: https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-eqr-protocols.pdf. Accessed on: Dec 17, 2024.

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- The results of both reviews demonstrated that no findings resulted in concerns regarding an enrollee's health, safety, or welfare. **[Quality]**
- The results of both reviews demonstrated that the health plan was successful in completing activities during initial engagement with the enrollee, including initial assessments and care plans, and MCT development. **[Quality, Timeliness, and Access]**

For UHC, the following opportunities for improvement were identified:

- Both reviews determined that the health plan demonstrated opportunity for improvement with elements related to ongoing scheduled case management activities. **[Timeliness]**

For UHC, the following recommendations were identified:

- The health plan would benefit from strengthening documentation of an enrollee's refusal of in-person contact for completion of reassessments or scheduled contacts. All case management staff members should be trained on the expectation to complete case management activities in alternate formats if an enrollee refuses face-to-face contact. The MCO might consider efforts to educate enrollees on expectations for contact during case management episodes. **[Quality and Timeliness]**
- The health plan should evaluate its unable to reach process to ensure alignment with LDH's expectations for outreach. **[Quality and Timeliness]**
- The health plan should evaluate its plan of care (POC) document to identify potential revisions to better reflect the enrollee's goals, needs, and risks, as well as the opportunity to better document enrollee refusal of goals and where to document that information. The health plan should consider re-education of case management staff to ensure understanding of person-centered care planning and the importance of documentation of updates to the POC. The MCO reported ongoing retraining of case management staff members on expectations of requirements. **[Quality and Timeliness]**
- The health plan should evaluate its MCT process to ensure MCT meetings are conducted at regular intervals, or that an enrollee's refusal of MCT meetings is documented. The health plan should consider efforts to educate enrollees on the importance of the MCT. **[Timeliness]**
- The health plan should evaluate its oversight processes to ensure that case managers and supervisory staff have tools to effectively manage activities that occur regularly. Case management system flags, queues, or reports that remind staff members of upcoming contact requirements should be considered; leadership audits may need to focus on these time-sensitive elements. The MCO reported recent development of an oversight and governance group which was in the process of evaluating case management processes and tools and a revised oversight audit tool. **[Quality and Timeliness]**

Methodology

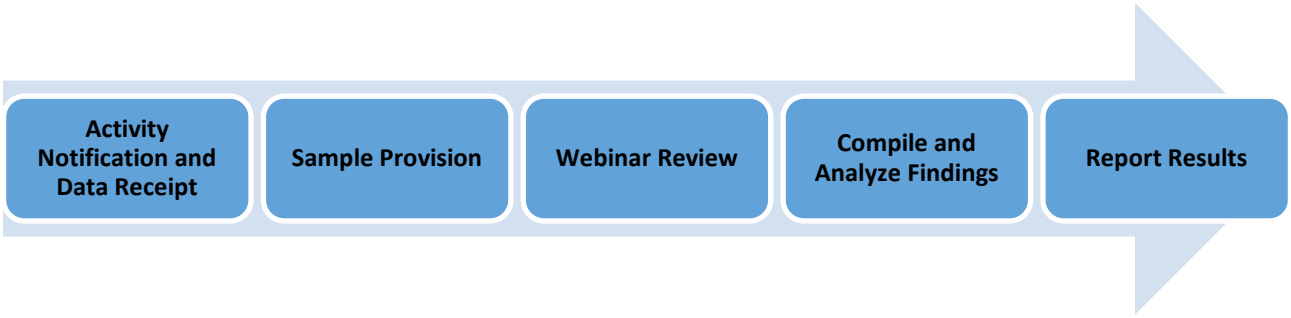
Objectives

LDH requires the Healthy Louisiana MCO reporting of data on case management services to determine the number of individuals, the types of conditions, and the impact that case management services have on enrollees receiving those services. LDH established case management requirements to ensure that the services provided to enrollees with SHCN are consistent with professionally recognized standards of care. To assess MCO compliance with case management elements, LDH requested that HSAG evaluate the MCOs' compliance with the case management provisions of their contracts with LDH, including the rates of engagement in case management; the specific services offered to enrollees receiving case management; and the effectiveness of case management in terms of increasing the quality of care, increasing the receipt of necessary services, and reducing the receipt of potentially unnecessary services such as acute care.

HSAG's CMPE review tool comprehensively addressed the services and supports that are necessary to meet enrollees' needs. The tool included elements for review of case management documentation and enrollee care plans to ensure that they are consistent with a person-centered approach to care planning and service delivery and that outcomes are being achieved or progress is being made toward their achievement. The CMPE review tool included MCO contract requirements, evaluation criteria of those requirements, and reviewer determinations of performance.

Review Process

HSAG's case management review process included five activities:



Activity 1: Activity Notification and Data Receipt

To initiate the case management review, HSAG conducted an activity notification webinar for the MCOs. During the webinar, HSAG provided information about the activity and expectations for MCO participation, including provision of data. HSAG requested the *LA PQ039 Case Management* report from each MCO.

Table 9-1—Activity 1: Activity Notification and Data Receipt

For this step,	HSAG will…
Step 1:	**Notify the MCOs of the review.**
	HSAG hosted a webinar to introduce the activity to the MCOs. The MCOs were provided a timeline, review tools, and a question and answer (Q&A) document post-webinar. HSAG provided assistance to all MCOs prior to the review, including clear instructions regarding the scope of the review, timeline and logistics of the webinar review, identification of expected review participants, and any other expectations or responsibilities.
Step 2:	**Receive data universes from the MCOs.**
	HSAG reviewed the data received from the MCOs for completeness.

Activity 2: Sample Provision

Upon receipt of each MCO's *LA PQ039 Case Management* report, HSAG reviewed the data to ensure completeness for sample selection. To be included in the sample, the enrollee must have met the following criteria:

For the CY 2023 review:

- Have a classification of "SHCN-MED," "SHCN-BH," or "SHCN-BOTH." HSAG identified these enrollees by the "reason identified for case management" field provided in the *LA PQ039 Case Management* report.
- Current case management span began on or before June 1, 2023. HSAG identified these enrollees by the "date entered case management" field provided in the *LA PQ039 Case Management* report.
- Enrollees with a case management span of at least three months. HSAG identified these enrollees by utilizing data from the "date entered case management" and "date exited case management" fields provided in the *LA PQ039 Case Management* report.

For the CY 2024 review:

- Have a classification of "SHCN-DOJ-AR." HSAG identified these enrollees by the "reason identified for case management" field provided in the *LA PQ039 Case Management* report.
- Identified by the MCOs as "accepted" in the "enrollment offer result" field provided in the *LA PQ039 Case Management* report.
- Current case management span began on or after October 1, 2023. HSAG identified these enrollees by the "date entered case management" field provided in the *LA PQ039 Case Management* report.
- Enrollees with a case management span of at least three months. HSAG identified these enrollees by utilizing data from the "date entered case management" and "date exited case management" fields provided in the *LA PQ039 Case Management* report.

If the criteria above did not allow for the sample size to be achieved, HSAG conducted a second stage approach to include enrollees meeting the following criteria:

- Have a classification of "SHCN-DOJ-AR." HSAG will identify these enrollees by the "reason identified for case management" field provided in the *LA PQ039 Case Management* report.
- Identified by the MCOs as "enrolled in case management" in the "assessment result" field provided in the *LA PQ039 Case Management* report.
- Current case management span began on or after October 1, 2023. HSAG will identify these enrollees by the "date entered case management" field provided in the *LA PQ039 Case Management* report.
- Enrollees with a case management span of less than 90 days as identified from the "date entered case management" and "date exited case management" fields provided in the *LA PQ039 Case Management* report.
- Have a completed assessment and plan of care. HSAG will identify these enrollees by the "date of assessment" and "date plan of care completed" fields provided in the *LA PQ039 Case Management* report.

Enrollees who were identified by the MCOs for case management but not enrolled were excluded from the sample.

In future review years, HSAG will collaborate with LDH to determine any changes to the sampling criteria, including exclusions such as enrollees who were selected for the review the year prior.

Based on the inclusion criteria, HSAG generated a random sample of enrollees for each MCO, which included a 10 percent oversample to account for exclusions or substitutions. HSAG provided each MCO with its sample 10 business days prior to the webinar review. The MCO was given five business days to provide HSAG with any requests for exclusions or substitutions. If the oversample was not large enough to obtain the necessary sample size, HSAG selected additional random samples to fulfill the sample size. The final sample of cases were confirmed with the MCO no later than three business days prior to the webinar review.

Table 9-2—Activity 2: Sample Provision

For this step,	HSAG will…
Step 1:	**Identify enrollees for inclusion in the sample.**
	HSAG utilized the data provided in each MCO's *LA PQ039 Case Management* report.
Step 2:	**Provide the sample to the MCOs.**
	HSAG provided the sample and oversample to each MCO 10 business days prior to the webinar review. The sample was provided via HSAG's SAFE site.
Step 3:	**Finalize the sample.**
	The MCOs provided HSAG with any requests for exclusions or substitutions to the sample within five business days of receipt of the sample file from HSAG. HSAG provided the final sample to each MCO no later than three business days prior to the webinar.

Activity 3: Webinar Review

HSAG collaborated with the MCOs to schedule and conduct webinar reviews with key MCO staff members to:

- Ensure understanding of terminology and documents used by the MCO to record case management activities.
- Review sampled cases to determine compliance with contractual requirements.

The webinar review consisted of several key activities:

- Entrance Conference: HSAG dedicated the first 15 minutes of each webinar to introduce the activity and the HSAG review team, and to provide key logistics of the review. HSAG reviewed documentation naming conventions with the MCO to ensure understanding of the information that will be displayed by the MCO and reviewed during the activity.
- Case Review: HSAG conducted a review of each sample file. The MCO's case management representative(s) navigated the MCO's case management system and responded to HSAG reviewers' questions. The review team determined evidence of compliance with each of the scored elements on the CMPE Review tool. Concurrent interrater reliability was conducted by the HSAG team lead to respond to questions from the review team in real time so that feedback could be provided to the MCO, and any discrepancies addressed, prior to the end of the review.
- Leadership Meeting (optional): HSAG scheduled a meeting with the MCO and LDH to discuss the progress of the review and provide preliminary findings. The meeting also allowed HSAG to confirm information that may be needed to complete the review of cases, and for the MCO to ensure understanding of LDH's expectations.
- Exit Conference: HSAG scheduled a 30-minute exit conference with the MCO and LDH. During the exit conference, HSAG provided a high-level summary of the cases reviewed, preliminary findings, and recommendations to address opportunities for improvement.

Table 9-3—Activity 3: Webinar Review

For this step,	HSAG will…
Step 1:	**Provide the MCOs with webinar dates.**
	HSAG provided the MCOs with their scheduled webinar dates. HSAG considered MCO requests for alternative dates or accommodations.
Step 2:	**Identify the number and types of reviewers needed.**
	HSAG assigned review team members who were content area experts with in-depth knowledge of case management requirements who also had extensive experience and proven competency conducting case reviews. To ensure interrater reliability, HSAG reviewers were trained on the review methodology to ensure that the determinations for each element of the review were made in the same manner.

For this step,	HSAG will…
Step 3:	**Conduct the webinar review.**
	During the webinar, HSAG set the tone, expectations, and objectives for the review. MCO staff members who participated in the webinar reviews navigated their documentation systems, answered questions, and assisted the HSAG review team in locating specific documentation. As a final step, HSAG met with MCO staff members and LDH to provide a high-level summary and next steps for receipt of findings.

Scoring Methodology

HSAG used the CMPE Review tool to record the results of the case reviews. HSAG used a two-point scoring methodology. Each requirement was scored as *Met* or *Not Met* according to the criteria identified below. HSAG used a designation of *NA* if the requirement was not applicable to a record; *NA* findings were not included in the two-point scoring methodology.

Met indicated full compliance defined as the following:

- All documentation listed under contract requirements was present in the case file.
- Cases reviewed met the scoring criteria assigned to each requirement.
- Cases reviewed had documentation that met "due diligence" criteria.

Not Met indicated noncompliance defined as either of the following:

- Cases reviewed did not meet the scoring criteria assigned to each requirement.
- Not all documentation was present.

Not Applicable (NA) indicated a requirement that was not scored for compliance based on the criteria listed for the specific element in the Review Tool and Evaluation Criteria document.

HSAG calculated the overall percentage-of-compliance score for each of the requirements. HSAG calculated the score for each requirement by adding the score from each case, indicating either a score of *Met* (value: 1 point) or *Not Met* (value: 0 points), and dividing the summed scores by the total number of applicable cases. Data analysis also included aggregate performance by domain.

Reporting of Abuse, Neglect, or Exploitation (ANE)

If, during the review process, a reviewer identified potential ANE of an enrollee, HSAG reported the concern to the MCO immediately upon identification and to LDH within 24 hours of identification. If the reviewer identified a potential health, safety, or welfare concern that did not rise to the level of an ANE, HSAG reported the concern to the MCO and LDH at the identification of the concern and no later than the end of the webinar review.

Activity 4: Compile and Analyze Findings

Following the webinar review, HSAG compiled and analyzed findings for each MCO. Findings included performance by domain and each scored element. Additional data gathering information may be compiled to inform analysis and results (e.g., program information such as the total number of enrollees in case management during the lookback period).

Domain and Element Performance

Findings were compiled into domains, which represent a set of elements related to a specific case management activity (e.g., assessment, care planning). Domain performance was calculated by aggregating the scores for each element in the domain and dividing by the total number of applicable cases. Domain performance scores provided a high-level result to inform analysis of opportunities for improvement.

Analysis of scored element performance allowed for targeted review of individual elements that may impact overall domain performance. Individual element performance scores were used to inform analysis of specific opportunities for improvement, especially when an element performed at a lower rate than other elements in the domain.

Analysis of findings included identification of opportunities for improvement.

Activity 5: Report Results

HSAG developed a draft and final report of results and findings for each MCO. The report described the scores assigned for each requirement, assessment of the MCO's compliance by domain, and recommendations for improvement. Following LDH's approval of the draft report, HSAG issued the final report to LDH and each MCO.

How Conclusions Were Drawn

Upon completion of the activity, HSAG provided results for each MCO in three performance domains: Assessment, Care Planning, and Enrollee Interaction and Coordination of Services. Each domain included scored elements, displayed in Table 9-4, which demonstrated each MCO's compliance with contractual requirements.

Table 9-4—Assignment of CMPE Measures to the Quality, Timeliness, and Access Domains

CMPE Measure	Quality	Timeliness	Access
The enrollee's initial health needs assessment was completed within 90 calendar days of enrollment.		✓	
The enrollee's initial comprehensive assessment was completed within 90 calendar days of identification of SHCN.		✓	

CMPE Measure	Quality	Timeliness	Access
A reassessment was completed in person quarterly with the enrollee.		✓	
A POC was developed within 30 calendar days of identification of risk stratification.		✓	
A POC was developed within 90 calendar days of identification of risk stratification. (2023 review only)		✓	
The MCO implemented a POC that was developed with the enrollee. (2024 review only)	✓		
The POC includes goals, choices, preferences, strengths, and cultural considerations identified in the assessment. (2024 review only)	✓		
The POC includes interventions to reduce all risks/barriers identified in the assessment. (2024 review only)	✓		
The POC incorporates the BH treatment plan, as applicable. (2024 review only)	✓		
The POC identifies the formal and informal supports responsible for assisting the enrollee. (2024 review only)	✓		
The MCO developed and implemented a person-centered care plan reflective of the most recent assessment and included all enrollee goals, needs, and risks as well as the formal and informal supports responsible for assisting the enrollee with the POC.	✓		
The POC was updated per the enrollee's tier schedule.		✓	
The POC was updated when the enrollee's circumstances or needs changed significantly, or at the request of the enrollee, their parent or legal guardian, or a member of the MCT.	✓		
The MCO developed an MCT, including the case manager, enrollee and/or authorized representative, and members based on the enrollee's specific care needs and goals.	✓		✓
The MCT was convened at regular intervals required for the enrollee's tier level.		✓	
The case manager made valid timely contact, or due diligence is documented in the enrollee's record.		✓	
For enrollees demonstrating needs requiring coordination of services, the case manager coordinated needed care/services, actively linking the enrollee to providers; medical services; and residential, social, community, and other support services.	✓		✓

10. Quality Rating System

Results

The 2024 (CY 2023 [review period]) QRS results for UHC are displayed in Table 10-1.

Table 10-1—2024 (CY 2023) QRS Results for UHC

Composites and Subcomposites	UHC
Overall Rating*	**3.5**
Consumer Satisfaction	**5.0**
Getting Care	Insufficient Data
Satisfaction with Plan Physicians	5.0
Satisfaction with Plan Services	5.0
Prevention and Equity	**3.0**
Children and Adolescent Well-Care	2.5
Women's Reproductive Health	3.5
Cancer Screening	3.0
Equity	5.0
Other Preventive Services	3.0
Treatment	**3.0**
Respiratory	1.5
Diabetes	4.5
Heart Disease	3.0
Behavioral Health—Care Coordination	1.5
Behavioral Health—Medication Adherence	2.0
Behavioral Health—Access, Monitoring, and Safety	4.0
Risk-Adjusted Utilization	3.0
Reduce Low Value Care	2.0

**This rating includes all measures in the 2024 Health Plan Report Card as well as an Accreditation bonus for those MCOs that are NCQA Accredited.*
Insufficient Data indicates that the plan was missing most data for the composite or subcomposite.

UHC received an Overall Rating of 3.5 points, with 5.0 points for the Consumer Satisfaction composite, 3.0 points for the Prevention and Equity composite, and 3.0 points for the Treatment composite.

MCO Strengths, Opportunities for Improvement, and Recommendations

For UHC, the following strengths were identified:

- For the Consumer Satisfaction composite, UHC received 5.0 points for the Satisfaction with Plan Physicians and Satisfaction with Plan Services subcomposites. These subcomposites are based on UHC member responses to CAHPS survey questions, demonstrating UHC members are satisfied with their health plan and providers. **[Quality]**
- For the Prevention composite, UHC received 5.0 points for the Equity subcomposite, demonstrating strength for UHC related to collecting race and ethnicity information from their members. **[Quality and Access]**
- For the Treatment composite, UHC received 4.5 points for the Diabetes subcomposite, demonstrating strength for UHC related to diabetic care. **[Quality]**

For UHC, the following opportunities for improvement were identified:

- For the Treatment composite, UHC received 2.0 points for the Behavioral Health—Medication Adherence and Reduce Low Value Care subcomposites, demonstrating opportunities for UHC to ensure adherence to prescribed medications for mental illness and substance use and to ensure members with low back pain do not receive unnecessary imaging tests. UHC received 1.5 points for the Respiratory subcomposite, demonstrating opportunities for UHC to ensure appropriate treatment of upper respiratory infections and acute bronchitis. UHC also received 1.5 points for the Behavioral Health—Care Coordination subcomposite, demonstrating opportunities for UHC to ensure timely follow-up after hospitalizations and ED visits for mental illness. **[Quality, Timeliness, and Access]**

For UHC, the following recommendation was identified:

- UHC should reference the recommendations made in Section 3—Validation of Performance Measures and Section 6—Consumer Surveys: CAHPS-A and CAHPS-C as the 2024 Health Plan Report Card reflects HEDIS and CAHPS results.

Methodology

Objectives

HSAG was tasked with developing a QRS to evaluate the performance of the five Healthy Louisiana Medicaid MCOs (i.e., ABH, ACLA, HBL, LHCC, and UHC) relative to national benchmarks and assign ratings to each MCO in key areas.[10-1] The 2024 Health Plan Report Card is targeted toward a consumer audience; therefore, it is user friendly, easy to read, and addresses areas of interest for consumers.

Technical Methods of Data Collection

HSAG received MY 2023 CAHPS member-level data files and HEDIS IDSS data files from LDH and the six MCOs. The *HEDIS MY 2023 Specifications for Survey Measures, Volume 3* was used to collect and report on the CAHPS measures. The *HEDIS MY 2023 Technical Specifications for Health Plans, Volume 2* was used to collect and report on the HEDIS measures.

Description of Data Obtained

HSAG received the final, auditor-locked HEDIS IDSS data files from each of the MCOs, as well as the CAHPS member-level data files and summary reports. HSAG also downloaded the 2023 (MY 2022) Quality Compass national Medicaid all lines of business (ALOB) benchmarks for this analysis.[10-2]

How Data Were Aggregated and Analyzed

Using the HEDIS and CAHPS measure results for each MCO, HSAG calculated MCO ratings in alignment with NCQA's 2024 Health Plan Ratings Methodology, where possible, for the following composites and subcomposites:[10-3]

- Overall
- Consumer Satisfaction
  - Getting Care
  - Satisfaction with Plan Physicians
  - Satisfaction with Plan Services

[10-1] Due to HUM being a new MCO in 2023, there were no data available for this year's QRS activity. It will be included in future Health Plan Report Card.

[10-2] 2023 (MY 2022) Quality Compass national Medicaid ALOB benchmarks were used since LDH requested a finalized report card by August 5, 2024, and 2024 (MY 2022) Quality Compass national Medicaid ALOB benchmarks were not available until September 27, 2024.

[10-3] National Committee for Quality Assurance. 2024 Health Plan Ratings Methodology. Available at: https://www.ncqa.org/wp-content/uploads/2024-HPR-Methodology_Updated-December-2023.pdf. Accessed on: Dec 17, 2024.

- Prevention and Equity
  - Children and Adolescent Well-Care
  - Women's Reproductive Health
  - Cancer Screening
  - Equity
  - Other Preventive Services
- Treatment
  - Respiratory
  - Diabetes
  - Heart Disease
  - Behavioral Health—Care Coordination
  - Behavioral Health—Medication Adherence
  - Behavioral Health—Access, Monitoring, and Safety
  - Risk-Adjusted Utilization
  - Reduce Low Value Care

For each measure included in the 2024 Health Plan Report Card, HSAG compared the raw, unweighted measure rates to the 2023 (MY 2022) Quality Compass national Medicaid ALOB percentiles and scored each measure as outlined in Table 10-2. For the *Plan All-Cause Readmissions* measure, HSAG followed NCQA's methodology for scoring risk-adjusted utilization measures.

Table 10-2—Measure Rate Scoring Descriptions

Score	MCO Measure Rate Performance Compared to National Benchmarks
5	The MCO's measure rate was at or above the national Medicaid ALOB 90th percentile.
4	The MCO's measure rate was at or between the national Medicaid ALOB 66.67th and 89.99th percentiles.
3	The MCO's measure rate was at or between the national Medicaid ALOB 33.33rd and 66.66th percentiles.
2	The MCO's measure rate was at or between the national Medicaid ALOB 10th and 33.32nd percentiles.
1	The MCO's measure rate was below the national Medicaid ALOB 10th percentile.

HSAG then multiplied the scores for each measure by the weights that align with NCQA's 2024 Health Plan Ratings. For each composite and subcomposite, HSAG calculated scores using the following equation:

$$Composite\ or\ Subcomposite\ Rating = \frac{\sum(Measure\ Rating * Measure\ Weight)}{\sum(Measure\ Weights)}$$

To calculate the Overall Rating, HSAG calculated a weighted average using the weighted measure-level scores previously calculated. HSAG also added 0.5 bonus points to scores for MCOs that were Accredited or had Provisional status, and 0.15 bonus points for MCOs that had Interim status. These bonus points were added to the Overall Rating before rounding to the nearest half-point.

For the Overall Rating and each composite/subcomposite rating, HSAG aligned with NCQA's rounding rules and awarded scores as outlined in Table 10-3.

Table 10-3—Scoring Rounding Rules

Rounded Score	5	4.5	4.0	3.5	3.0	2.5	2.0	1.5	1.0	0.5	0.0
Score Range	≥4.750	4.250–4.749	3.750–4.249	3.250–3.749	2.750–3.249	2.250–2.749	1.750–2.249	1.250–1.749	0.750–1.249	0.250–0.749	0.000–0.249

How Conclusions Were Drawn

For the 2024 Health Plan Report Card, HSAG displayed star ratings based on the final scores for each rating. Stars were partially shaded if the MCO received a half rating (e.g., a score of 3.5 was displayed as 3.5 stars).

11. MCO Strengths, Opportunities for Improvement, and Recommendations

HSAG used its analyses and evaluations of EQR activity findings from SFY 2024 to comprehensively assess UHC's performance in providing quality, timely, and accessible healthcare services to Louisiana's Medicaid and CHIP members. HSAG provides UHC's strengths, opportunities for improvement, and recommendations in Table 11-1 through Table 11-3.

Table 11-1—Strengths Related to Quality, Timeliness, and Access

Overall MCO Strengths	
Quality, Timeliness, and Access	• UHC demonstrated strength in compliance by achieving compliance in both elements from the 2023 CAPs. • For the NAV audit, UHC's statewide results for statewide provider-to-member ratios by provider type met or exceeded LDH-established requirements. • For the 2024 Health Plan Report Card, UHC received 5.0 stars for the Consumer Satisfaction composite, including 5.0 stars for both the Satisfaction with Plan Physicians and Satisfaction with Plan Services subcomposites. Further, UHC also received 5.0 stars for the Equity subcomposite and 4.5 stars for the Diabetes subcomposite, demonstrating strength in these areas. • UHC demonstrated strength by developing and carrying out methodologically sound designs and interventions for all five PIPs.
Quality	• UHC demonstrated strength through its CAHPS survey scores. UHC's 2024 adult scores were statistically significantly higher than the 2024 NCQA national averages for three measures: *Rating of All Health Care*, *Rating of Personal Doctor*, and *How Well Doctors Communicate*. UHC's 2024 general child score for *Rating of Health Plan* was also statistically significantly higher than the 2024 NCQA national average.

Table 11-2—Opportunities for Improvement Related to Quality, Timeliness, and Access

Overall MCO Opportunities for Improvement	
Quality and Access	• UHC demonstrated opportunities to improve the provider information that it maintains and provides.
Quality, Timeliness, and Access	• For the 2024 Health Plan Report Card, UHC received 2.0 stars for both the Behavioral Health—Medication Adherence and Reduce Low Value Care subcomposites, as well as 1.5 stars for both the Respiratory and Behavioral Health—Care Coordination subcomposites, demonstrating opportunities for improvement for UHC in these areas. • For one PIP, *Behavioral Health Transitions of Care,* UHC's reported performance indicator results did not demonstrate any improvement from baseline to the most recent remeasurement.

Overall MCO Opportunities for Improvement	
	• For one PIP, *Fluoride Varnish Application to Primary Teeth of Enrollees Aged 6 Months to 5 Years*, some of UHC's reported performance indicator results did not demonstrate any improvement from baseline to the most recent remeasurement.

Table 11-3—Recommendations

Overall MCO Recommendations	
Recommendation	**Associated Quality Strategy Goals to Target for Improvement**
To facilitate significant outcomes improvement for all PIPs, HSAG recommends that UHC review intervention evaluation results to determine whether each intervention is having the desired impact and how interventions can be revised to increase effectiveness. UHC should also revisit MCO-specific barrier analyses for each PIP to evaluate whether additional barriers need to be addressed through new or revised interventions to drive outcomes improvement.	Goal 1: Ensure access to care to meet enrollee needs Goal 2: Improve coordination and transitions of care Goal 3: Facilitate patient-centered, whole-person care Goal 4: Promote wellness and prevention Goal 6: Partner with communities to improve population health and address health disparities Goal 8: Minimize wasteful spending
HSAG recommends that UHC evaluate performance measures with rates below the NCQA national 50th percentile.	Goal 1: Ensure access to care to meet enrollee needs Goal 2: Improve coordination and transitions of care Goal 3: Facilitate patient-centered, whole-person care Goal 4: Promote wellness and prevention Goal 5: Improve chronic disease management and control Goal 6: Partner with communities to improve population health and address health disparities Goal 7: Pay for value and incentivize innovation Goal 8: Minimize wasteful spending
HSAG recommends that UHC focus on increasing response rates to the CAHPS survey for all populations so there are greater than 100 respondents for each measure.	Goal 1: Ensure access to care to meet enrollee needs Goal 2: Improve coordination and transitions of care Goal 3: Facilitate patient-centered, whole-person care

Overall MCO Recommendations	
HSAG recommends that LDH provide UHC with the case-level PDV and provider access survey data files (i.e., flat files) and a defined timeline by which UHC will address provider data deficiencies identified during the PDV reviews and/or provider access survey (e.g., provider specialty, MCO acceptance, and Louisiana Medicaid acceptance).	Goal 1: Ensure access to care to meet enrollee needs Goal 2: Improve coordination and transitions of care
HSAG recommends that UHC conduct a root cause analysis to identify the nature of the data mismatches for PDV and provider access survey study indicators that scored below 90 percent.	Goal 1: Ensure access to care to meet enrollee needs Goal 2: Improve coordination and transitions of care
HSAG recommends that UHC consider conducting a review of the offices' eligibility verification requirements to ensure these barriers do not unduly burden members' ability to access care.	Goal 1: Ensure access to care to meet enrollee needs

12. Follow-Up on Prior Year's Recommendations

Regulations at 42 CFR §438.364 require an assessment of the degree to which each MCO, PIHP, PAHP, or PCCM entity (described in 42 CFR §438.310[c][2]) has effectively addressed the recommendations for quality improvement made by the EQRO during the previous year's EQR. LDH required each MCO to document the follow-up actions per activity that the MCO completed in response to SFY 2022–2023 recommendations. Table 12-1 through Table 12-9 contain a summary of the follow-up actions that UHC completed in response to the EQRO's SFY 2023 recommendations. Furthermore, HSAG assessed UHC's approach to addressing the recommendations. Please note that the responses in this section were provided by the plans and have not been edited or validated by HSAG.

EQRO's Scoring Assessment

HSAG developed a methodology and rating system for the degree to which each health plan addressed the prior year's EQR recommendations. In accordance with CMS guidance, HSAG used a three-point rating system. The health plan's response to each EQRO recommendation was rated as *High*, *Medium,* or *Low* according to the criteria below.

High indicates *all* of the following:

- The plan implemented new initiatives or revised current initiatives that were applicable to the recommendation.
- Performance improvement directly attributable to the initiative was noted *or* if performance did not improve, the plan identified barriers that were specific to the initiative.
- The plan included a viable strategy for continued improvement or overcoming identified barriers.

A rating of *high* is indicated by the following graphic:

Medium indicates one or more of the following:

- The plan continued previous initiatives that were applicable to the recommendation.
- Performance improvement was noted that may or may not be directly attributable to the initiative.
- If performance did not improve, the plan identified barriers that may or may not be specific to the initiative.
- The plan included a viable strategy for continued improvement or overcoming barriers.

A rating of *medium* is indicated by the following graphic:

Low indicates one or more the following:

- The plan did not implement an initiative or the initiative was not applicable to the recommendation.
- No performance improvement was noted *and* the plan did not identify barriers that were specific to the initiative.
- The plan's strategy for continued improvement or overcoming identified barriers was not specific or viable.

A rating of *low* is indicated by the following graphic: 

Table 12-1—Follow-Up on Prior Year's Recommendations for PIPs

Recommendations
None identified.

Table 12-2—Follow-Up on Prior Year's Recommendations for Performance Measures

1. Prior Year Recommendations from the EQR Technical Report for Performance Measures:
UHC should conduct a root cause analysis for the Follow-Up After Hospitalization for Mental Illness, Follow-Up After Emergency Department Visit for Mental Illness, and Follow-Up After Emergency Department Visit for Substance Use measures and implement appropriate interventions to improve performance, such as providing patient and provider education and enhancing communication and collaboration with hospitals to improve effectiveness of transitions of care, discharge planning, and handoffs to community settings for members with behavioral health needs.
Response
Describe initiatives implemented based on recommendations: Mid-2024, UHC implemented a biweekly workgroup on the market level. • The workgroup consists of representatives from the Medical and Behavioral Health teams, including Executive Leadership, Behavioral Health Medical Director, Case Management and other member facing teams, Network and other provider facing teams, and Quality. • Feedback was utilized from members, providers, and staff from various departments to complete a root-cause analysis. • A drill down of claims data also helped in completing the analysis. • A fishbone diagram was used to organize areas of concern, and data tables were presented to the group to better determine where to focus efforts. The following initiatives to increase Follow Up After Hospitalization for Mental Illness (FUH) and Emergency Department Visits for Mental Illness (FUM) and Substance Use Disorders (FUA) rates were implemented in 2024: • Quality Analyst has been meeting with staff in the Utilization Management and Case Management teams to provide an overview of the FUH, FUM, and FUA HEDIS® metrics, discuss best practice for

1. Prior Year Recommendations from the EQR Technical Report for Performance Measures:

working with members and providers, and answer questions. This has been added to on-demand training historically available to staff.

- The Executive Director of Behavioral Health, Associate Director of Behavioral Health, Behavioral Health Medical Director, and Behavioral Health Quality Analyst have been meeting with outpatient behavioral health providers to discuss FUH, FUM, and FUA HEDIS® metrics, discuss their successes, discuss barriers, and update the providers on new UHC initiatives that may impact them and the members.
- An email was sent to all in-network inpatient facilities which included a one pager with a step-by-step guide and additional resources for scheduling FUH qualifying appointments.
- A $25 Member Incentive was implemented for all members meeting the 30-day FUH metric. The incentive was socialized to facilities and outpatient providers through an email, the previously mentioned one-pager, and during live meetings between Quality and Providers.
- More in-depth information on meeting FUH, FUA, and FUM metrics were discussed during quarterly meetings with ACOs.
- The Behavioral Health Provider Incentive which provides a financial incentive for each FUH, FUM, and FUA gap closed was expanded to additional providers.
- Longitudinal case management and peer support through a previously implemented program for high utilizing members was continued.
- Integrated Behavioral Health Homes, established in 2023, have completed their ramp ups.
- Financial incentives for PCPs assisting in closing the FUH and FUM gaps were continued.
- A partnership was formed with one of UHC's outpatient behavioral health groups. The group and UHC established a consultation line for use by providers of other specialties. Additionally, the group has introduced themselves to the most heavily utilized inpatient behavioral health programs in the state and is available for 7-day follow up appointments.
- Claims processing issues with ACT services, FQHCs, and RHCs were identified which resulted in many compliant follow ups not being counted for the FUH metric. A chart chase is ongoing to have claims updated accurately
- A pilot for Emergency Department follow up was established in 2023 which involves Wellness Coordinators telephonically outreaching all members identified through the Health Information Exchange as having an Emergency Department visit with a Mental Health or Substance Use Disorder diagnosis. Follow up appointment verification is completed, any barriers to attendance of the appointment are explored and mitigated, and appointment assistance is provided as needed
- Case Management positions were added to the Utilization Management team. These Case Managers will be working on building relationships with in-network facilities and assisting with discharge planners with scheduling FUH appointments and identifying other resources as needed.

Identify any noted performance improvement as a result of initiatives implemented (if applicable):
Current HEDIS® rates for FUH, FUA, and FUM are showing an increase over this time last year. The current rates are:

Measure	MY2024 Rate as of 11/2024	MY2023 Rate as of 11/2023	Percent Increase
FUA-7 day	15.42%	14.58%	0.84%
FUA-30 day	23.99%	22.44%	1.55%
FUH-7 day	19.68%	19.35%	0.33%
FUH-30 day	36.01%	35.88%	0.13%
FUM-7 day	23.66%	20.33%	3.33%
FUM-30 day	36.53%	32.08%	4.45%

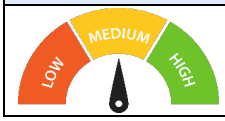
1. Prior Year Recommendations from the EQR Technical Report for Performance Measures:

Identify any barriers to implementing initiatives:
• Ability to reach members for inpatient or emergency room for follow through with case management and other UHC programs may be challenging due to:
  ○ Incorrect member contact information
  ○ Members are unresponsive for phone calls, voice mail, and home visits
• The current billing and claims processes for FQHCs, RHCs, and ACT providers continue to result in some claims not counting towards FUH measures
• Some PCPs continue to be unaware that FUH requires follow up by a behavioral health provider
• Concerns with facility discharge plans continue to be seen for FUH, FUA, and FUM
  ○ Members may be referred to a PCP for FUH
  ○ Members may be referred to walk in clinics vs. an actual appointment
  ○ Discharge paperwork is sometimes not sent to outpatient providers by facilities
  ○ Emergency departments dot not have the availability to schedule follow up appointments
• Members have reported challenges with attending appointment, such as
  ○ Childcare concerns
  ○ Transportation issues, including the short timeframe to schedule Medicaid transportation when attending a 7-day follow up
  ○ Work obligations
  ○ Disagreement with treatment recommendations
  ○ Unclear discharge instructions
• Outpatient providers have reported processes and issues in closing FUH, FUA, and FUM gaps
  ○ High rates of no shows are reported
  ○ Providers may not be aware when members are admitted to an inpatient facility or seen in an emergency room
  ○ There may be no appointments available in 30 days

Identify strategy for continued improvement or overcoming identified barriers: The previously noted interventions implemented in 2024 will be continued. Additionally, UHC is in the process of developing additional interventions for 2025. • A list of office based and virtual outpatient behavioral health providers who have confirmed that they have 7-day FUH, FUM, and FUA follow up appointment availability is being compiled and will be provided to inpatient behavioral health facilities and emergency departments • A Case Management flyer is being developed to leave behind with members which includes a description of the program and contact information • UHC is attempting to work with facilities who are not participating in the Health Information Exchange to enroll • UHC is working with LDH and ACT providers to identify a billing process which more accurately captures the date of follow up/date the FUH gap was closed • UHC is exploring alternate ways to communicate with members, including texting
HSAG Assessment


Recommendations
UHC should convene a focus group to conduct root cause analyses to determine barriers to members with upper respiratory infections and acute bronchitis receiving appropriate treatment. The focus group should include parent/guardian and provider participation as well as subject matter experts. The focus group should recommend evidenced-based interventions that address barriers. UHC should consider holistic and novel interventions that aim to increase preventive care rates rather than reiterating previous interventions focused on specific topics or short-term campaigns.
Response
Describe initiatives implemented based on recommendations: UnitedHealthcare has implemented targeted initiatives to address barriers to appropriate treatment for members with upper respiratory infections and acute bronchitis. These efforts include enhancing provider education through both in-person and virtual training sessions. Additionally, an internal quality measure tracker has been developed and implemented to monitor performance and ensure adherence to evidence-based guidelines.
Identify any noted performance improvement as a result of initiatives implemented (if applicable): While the RY2023 goal of 90.32% was not met for the Appropriate Treatment for Upper Respiratory Infection (URI) (3mos-17 yrs) this measure did show a year over year improvement from RY2022 (76.86) to RY2023 (83.09) with a noted percentage point increase of 6.20.

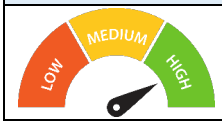
C&S Accreditation Measure	RY2021	RY2022	RY2023
Appropriate Treatment for Upper Respiratory Infection (URI) (3mos-17 yrs)	80.29	76.86	83.09

Identify any barriers to implementing initiatives: Two main barriers to improved rates are the continuation of members hesitancy to seek treatment due to perceived risk of COVID exposure and the redistribution/redetermination of members. Both barriers either affected the members ability or inclination to seek preventive care.
Identify strategy for continued improvement or overcoming identified barriers: To address members' hesitancy to seek care due to perceived COVID-19 risks, UnitedHealthcare has implement educational campaigns emphasizing the importance of timely preventative care. For addressing member redistribution or redetermination challenges, strategies include enhancing member outreach efforts to ensure continuity of care, such as proactive communication about eligibility requirements and reminders for redetermination deadlines.
HSAG Assessment

Recommendations
HSAG recommends that UHC focus its efforts on increasing timely prenatal and postpartum care for members. UHC should also consider conducting a root cause analysis for the Prenatal and Postpartum Care measure and implementing appropriate interventions to improve performance, such as outreach campaigns, patient and provider education, and member incentives.

Recommendations
Response
Describe initiatives implemented based on recommendations: To enhance prenatal and postpartum care, UnitedHealthcare has implemented targeted initiatives to address barriers and to increase performance throughout the year. • Key obstetric offices, statewide, receive an Obstetric toolkit containing HEDIS coding guidelines, Medicaid transportation resources, and referral instructions for Case Management. • UnitedHealthcare's maternal child case management program, Healthy First Steps (HFS) focuses its efforts on increasing timely prenatal and postpartum care through several initiatives: - HFS identifies and stratifies members early in pregnancy through claims-based algorithms, inpatient/ER data, member self-identification, internal staff referrals, and provider referrals. Members identified for case management (CM) are contacted by CM staff for initial outreach within 5 business days of referral. HFS CM staff consists of OB/GYN specialty nurses and community health workers (CHW) who provide education on the importance of timely prenatal and postpartum care. The CM staff also provide care coordination, address barriers to care, and connect members to resources. CM staff will assist members in scheduling their prenatal and postpartum visits, if they have not yet occurred. • BabyScripts is UnitedHealthcare's digital education and rewards application. - BabyScripts provides daily prenatal and postpartum educational content to members including information on prenatal and postpartum care. BabyScripts reward program provides member incentives up to $50 in Walmart Healthy Living e-Gift Cards ($20 for BabyScripts app enrollment, $15 for prenatal visit, and $15 for postpartum visit). • Wellhop is a virtual support group for pregnant and postpartum members which connects members with similar due dates in group video conversations led by midwives, nurses, doulas, and lactation consultants. • All pregnant members, regardless of risk or engagement with a provider or CM staff, receive a welcome letter with information about the HFS program and educational materials regarding what to expect during pregnancy including information on standards for prenatal care including the prenatal care periodicity schedule and what lab tests may be needed. The welcome letter also emphasizes the importance of routinely accessing prenatal care, adhering to care plan, and routinely communicating with provider(s) about pregnancy. Additionally, members are provided a postpartum informational letter after delivery.
Identify any noted performance improvement as a result of initiatives implemented (if applicable): The Timeliness of Prenatal Care measure has demonstrated consistent year-over-year improvement over the past three years. The final rates reported were 82.24% for MY2021, 82.97% for MY2022, and 87.59% for MY2023.

C&S Accreditation Measure	MY2021	MY2022	MY2023
Prenatal and Postpartum Care: Timeliness of Prenatal Care	82.24	82.97	87.59

Identify any barriers to implementing initiatives: UnitedHealthcare has identified barriers to implementing initiatives. These barriers include: • Member engagement- Members may not participate in case management or follow the agreed upon care plan.

Recommendations
• Invalid/Inaccurate Contact information- Members may not have the correct contact information on file or may experience periods of phone service interruption/disconnection or exhaustion of prepaid minutes. • Cultural and language Barriers- Members and CM staff may have difficulty communicating due to cultural and/or language barriers. • Resource limitations- CMs/CHWs may not be able to address all barriers due to limited resources.
Identify strategy for continued improvement or overcoming identified barriers: Strategies for continued improvement and barrier mitigation include: • Member Engagement- CMs/CHWs use motivational interviewing techniques and involve members in care planning including setting goals, interventions, and evaluating progress. The health plan is increasing the member incentive reward amounts for BabyScripts enrollment, prenatal visits, and postpartum visits for 2025. • Invalid/Inaccurate Contact information- The health plan confirms/updates contact information at each outreach. When CMs/CHWs find invalid; inaccurate contact information, they seek alternate contact information from providers as listed in claims and authorizations. • Cultural and language Barriers- The health plan employs Spanish speaking case management staff and has Language Line services available to all members. • Resource Limitations- CMs/CHWs connect members with healthcare providers and community-based providers to provide additional resources.
HSAG Assessment

Recommendations
Require the MCOs to conduct a root cause analysis for measures associated with members with schizophrenia and implement appropriate interventions to improve performance.
Response
Describe initiatives implemented based on recommendations: HEDIS® measures include Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA), Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC), Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD), and Diabetes for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medication (SSD). The following interventions have been implemented to impact these measures: • A Behavioral Health Quality workgroup consisting of all markets has been working to identify barriers surrounding all metrics associates with schizophrenia • Behavioral Health provider education was completed via email on the metabolic related measures and medication adherence for schizophrenia • An on-demand training on identification and management of behavioral health in the primary care setting was updated in 2024 and includes education on all schizophrenia measures • Behavioral health and PCP toolkits including schizophrenia measures were updated on UHC's Provider websites

Recommendations
• Metabolic measures are being tracked by Case Management teams and members are encouraged to attend yearly screening • Longitudinal case management and peer support through a previously implemented program for high utilizing members was continued. A significant number of high utilizing members have a schizophrenia diagnosis. Medication and metabolic testing adherence are encouraged. • Case management surrounding medication adherence is offered through Genoa.

Identify any noted performance improvement as a result of initiatives implemented (if applicable):
Rates for SMC, SMD, and SSD met the NCQA HEDIS® Quality Compass 50th Percentile in Measurement Year 2023. Current HEDIS® rates for SAA, SMC, SMD, and SSD have increased when compared to the same time last year. The current rates are:

Measure	MY2024 Rate as of 11/2024	MY2023 Rate as of 11/2023	Percent Increase
SAA	50.00%	17.09%	32.91%
SMC	77.14%	74.14%	3.00%
SMD	69.81%	65.12%	4.69%
SSD	80.46%	79.96%	0.50%

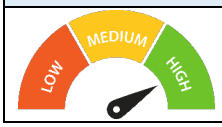
Identify any barriers to implementing initiatives:

- Ability to reach members for case management and other UHC programs may be challenging due to:
  - Incorrect member contact information
  - Members are unresponsive for phone calls, voice mail, and home visits
- Members have reported challenges with attending follow up appointments or obtaining medications, such as
  - Childcare concerns
  - Transportation issues, including the short timeframe to schedule Medicaid transportation when attending a 7-day follow up
  - Work obligations
  - Disagreement with treatment recommendations
- Outpatient providers may benefit from additional education on long-acting injectable utilization

Identify strategy for continued improvement or overcoming identified barriers:
Current interventions will be continued. Additional interventions are being considered including:

- Additional education on the use of long acting injectables as a first line treatment for psychotic disorders is being developed by the Behavioral Health Quality workgroup.
- Follow up with both behavioral health providers and PCPs to provide information on their current members with gaps in care

HSAG Assessment



Recommendations
Require the MCOs to conduct a root cause analysis to determine why members are not receiving appropriate treatment of respiratory conditions and implement appropriate interventions to improve performance.

Response

Describe initiatives implemented based on recommendations:
UnitedHealthcare has implemented targeted initiatives to address barriers to appropriate treatment for members with upper respiratory infections and acute bronchitis. These efforts include enhancing provider education through both in-person and virtual training sessions. Additionally, an internal quality measure tracker has been developed and implemented to monitor performance and ensure adherence to evidence-based guidelines.

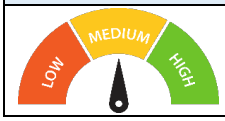
Identify any noted performance improvement as a result of initiatives implemented (if applicable):
While the RY2023 goal of 90.32% was not met for the Appropriate Treatment for Upper Respiratory Infection (URI) (3mos-17 yrs) this measure did show a year over year improvement from RY2022 (76.86) to RY2023 (83.09) with a noted percentage point increase of 6.20.

C&S Accreditation Measure	MY2021	MY2022	MY2023
Appropriate Treatment for Upper Respiratory Infection (URI) (3mos-17 yrs)	80.29	76.86	83.09

Identify any barriers to implementing initiatives:
Two main barriers to improved rates are the continuation of members' hesitancy to seek treatment due to perceived risk of COVID exposure and the redistribution/redetermination of members. Both barriers either affected members' ability or inclination to seek preventive care.

Identify strategy for continued improvement or overcoming identified barriers:
To address members' hesitancy to seek care due to perceived COVID-19 risks, UnitedHealthcare has implement educational campaigns emphasizing the importance of timely preventative care. For addressing member redistribution or redetermination challenges, strategies include enhancing member outreach efforts to ensure continuity of care, such as proactive communication about eligibility requirements and reminders for redetermination deadlines.

HSAG Assessment



Recommendations
Require the MCOs to focus efforts on decreasing unnecessary imaging and screenings. The MCOs should conduct a root cause analysis and implement appropriate interventions to decrease unnecessary imaging for low back pain and unnecessary screenings for cervical cancer among adolescent females.

Response

Describe initiatives implemented based on recommendations:
UnitedHealthcare has implemented targeted initiatives to address barriers to decrease unnecessary imaging for low back pain and unnecessary screenings for cervical cancer among adolescent females. These efforts include enhancing provider education through both in-person and virtual training sessions.

Recommendations

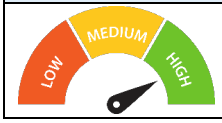
Identify any noted performance improvement as a result of initiatives implemented (if applicable):

C&S Accreditation Measure	MY2021	MY2022	MY2023
Use of Imaging Studies for Low Back Pain (inverted rate)	72.2	70.81	69.6

Identify any barriers to implementing initiatives:
Identified barriers to implementing initiatives include high utilization of ER and provider abrasion.

Identify strategy for continued improvement or overcoming identified barriers:
Member education regarding appropriate use of Emergency Department and Provider education on guidelines for cervical cancer screening.

HSAG Assessment



Recommendations

Require the MCOs to focus efforts on increasing timely follow-up care, following discharge, for members who access the hospital and ED for mental illness or substance abuse. The MCOs should conduct a root cause analysis and implement appropriate interventions to improve performance.

Response

Describe initiatives implemented based on recommendations:
Mid-2024, UHC implemented a biweekly workgroup on the market level.

- The workgroup consists of representatives from the Medical and Behavioral Health teams, including Executive Leadership, Behavioral Health Medical Director, Case Management and other member facing teams, Network and other provider facing teams, and Quality.
- Feedback was utilized from members, providers, and staff from various departments to complete a root-cause analysis.
- A drill down of claims data also helped in completing the analysis.
- A fishbone diagram was used to organize areas of concern, and data tables were presented to the group to better determine where to focus efforts.

The following initiatives to increase Follow Up After Hospitalization for Mental Illness (FUH) and Emergency Department Visits for Mental Illness (FUM) and Substance Use Disorders (FUA) rates were implemented in 2024:

- Quality Analyst has been meeting with staff in the Utilization Management and Case Management teams to provide an overview of the FUH, FUM, and FUA HEDIS® metrics, discuss best practice for working with members and providers, and answer questions. This has been added to on-demand trainings historically available to staff.
- The Executive Director of Behavioral Health, Associate Director of Behavioral Health, Behavioral Health Medical Director, and Behavioral Health Quality Analyst have been meeting with outpatient

Recommendations
behavioral health providers to discuss FUH, FUM, and FUA HEDIS® metrics, discuss their successes, discuss barriers, and update the providers on new UHC initiatives that may impact them and the members. • An email was sent to all in-network inpatient facilities which included a one pager with a step-by-step guide and additional resources for scheduling FUH qualifying appointments. • A $25 Member Incentive was implemented for all members meeting the 30-day FUH metric. The incentive was socialized to facilities and outpatient providers through an email, the previously mentioned one-pager, and during live meetings between Quality and Providers. • More in-depth information on meeting FUH, FUA, and FUM metrics were discussed during quarterly meetings with ACOs. • The Behavioral Health Provider Incentive which provides a financial incentive for each FUH, FUM, and FUA gap closed was expanded to additional providers. • Longitudinal case management and peer support through a previously implemented program for high utilizing members was continued. • Integrated Behavioral Health Homes, established in 2023, have completed their ramp ups. • Financial incentives for PCPs assisting in closing the FUH and FUM gaps were continued. • A partnership was formed with one of UHC's outpatient behavioral health groups. The group and UHC established a consultation line for use by providers of other specialties. Additionally, the group has introduced themselves to the most heavily utilized inpatient behavioral health programs in the state and is available for 7-day follow up appointments. • Claims processing issues with ACT services, FQHCs, and RHCs were identified which resulted in many compliant follow ups not being counted for the FUH metric. A chart chase is ongoing to have claims updated accurately • A pilot for Emergency Department follow up was established in 2023 which involves Wellness Coordinators telephonically outreaching all members identified through the Health Information Exchange as having an Emergency Department visit with a Mental Health or Substance Use Disorder diagnosis. Follow up appointment verification is completed, any barriers to attendance of the appointment are explored and mitigated, and appointment assistance is provided as needed • Case Management positions were added to the Utilization Management team. These Case Managers will be working on building relationships with in-network facilities and assist with their discharge planners with scheduling FUH appointments and identifying other resources as needed.

Identify any noted performance improvement as a result of initiatives implemented (if applicable):
Current HEDIS® rates for FUH, FUA, and FUM have increased when compared to this time last year. The current rates are:

Measure	MY2024 Rate as of 11/2024	MY2023 Rate as of 11/2023	Percent Increase
FUA-7 day	15.42%	14.58%	0.84%
FUA-30 day	23.99%	22.44%	1.55%
FUH-7 day	19.68%	19.35%	0.33%
FUH-30 day	36.01%	35.88%	0.13%
FUM-7 day	23.66%	20.33%	3.33%
FUM-30 day	36.53%	32.08%	4.45%

Identify any barriers to implementing initiatives:

- Ability to reach members for inpatient or emergency room follow through case management and other UHC programs may be challenging due to:

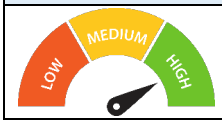
Recommendations
- Incorrect member contact information   - Members are unresponsive for phone calls, voice mail, and home visits   - The current billing and claims processes for FQHCs, RHCs, and ACT providers continue to result in some claims not counting towards FUH measures   - Some PCPs continue to be unaware that FUH requires follow up by a behavioral health provider   - Concerns with facility discharge plans continue to be seen for FUH, FUA, and FUM   - Members may be referred to a PCP for FUH   - Members may be referred to walk in clinics vs. an actual appointment   - Discharge paperwork is sometimes not sent to outpatient providers by facilities   - Emergency departments dot not have the availability to schedule follow up appointments   - Members have reported challenges with attending appointment, such as   - Childcare concerns   - Transportation issues, including the short timeframe to schedule Medicaid transportation when attending a 7-day follow up   - Work obligations   - Disagreement with treatment recommendations   - Unclear discharge instructions   - Outpatient providers have reported processes and issues in closing FUH, FUA, and FUM gaps   - High rates of no shows are reported   - Providers may not be aware when members are admitted to an inpatient facility or seen in an emergency room   - There may be no appointments available in 30 days
Identify strategy for continued improvement or overcoming identified barriers: The previously noted interventions implemented in 2024 will be continued. Additionally, UHC is in the process of developing additional interventions for 2025.   - A list of office based and virtual outpatient behavioral health providers who have confirmed that they have 7-day FUH, FUM, and FUA follow up appointment availability is being compiled and will be provided to inpatient behavioral health facilities and emergency departments   - A Case Management flyer is being developed to leave behind with members which includes a description of the program and contact information   - UHC is attempting to work with facilities who are not participating in the Health Information Exchange to enroll   - UHC is working with LDH and ACT providers to identify a billing process which more accurately captures the date of follow up/date the FUH gap was closed   - UHC is exploring alternate ways to communicate with members, including texting
HSAG Assessment


Table 12-3—Follow-Up on Prior Year's Recommendations for Compliance With Medicaid Managed Care Regulations

2. Prior Year Recommendations from the EQR Technical Report for Compliance Review:
Require the MCOs to review and update, as appropriate, policies, procedures, manuals, and handbooks to consistently include all member for cause and without cause reasons for disenrollment.
Response
Describe initiatives implemented based on recommendations: UHC has updated our existing member enrollment/disenrollment policy as well as our manual and handbook.
Identify any noted performance improvement as a result of initiatives implemented (if applicable): N/A
Identify any barriers to implementing initiatives: None
Identify strategy for continued improvement or overcoming identified barriers: N/A
HSAG Assessment


Table 12-4—Follow-Up on Prior Year's Recommendations for Network Adequacy

3. Prior Year Recommendations from the EQR Technical Report for Validation of Network Adequacy:
To improve access to care, UHC should adopt a programmatic approach to identify barriers to access across all aspects of Medicaid operations. A plan wide taskforce should include provider network staff members, utilization management staff members, and other members as determined by UHC. The taskforce should include key community stakeholders to identify barriers/facilitators to members accessing preventive and followup care. UHC should consider multi-tiered approaches such as: • Reviewing provider office procedures for ensuring appointment availability standards. • Conducting "secret shopper" provider office surveys. • Evaluating member use of telehealth services to determine best practices or opportunities to improve access that may be reproduceable.
Response
Describe initiatives implemented based on recommendations: UHC has various initiatives in place to increase provider data accuracy. These initiatives are carefully reviewed monthly and maintained or changed as evidenced by results. Our Provider Quality Assurance team performs an accuracy review each month. Defects are validated through the Total Quality Management (TQM) Audit Liaison roles as a support for the operations business partners and any appeals are managed through that team to assure accurate measurement systems and results. Additionally, **validated defects are 100% root caused and trended to determine key opportunities for improvements.**

3. Prior Year Recommendations from the EQR Technical Report for Validation of Network Adequacy:
Multiple intake channels were created with the intent of allowing practitioners an opportunity to validate, or attest, to the demographic data on file with UHC every 90 days. Providers may also be contacted via phone or email to validate demographic data. Attestation data is tracked across all channels within an internal database and is archived for physician and facility. • My Practice Profile (MPP) - a cloud-based digital platform released in 2016, allows individual practitioners and select groups the opportunity to review and attest (validate) to their practice demographic information for accuracy • CAQH ProView – partnership with CAQH to leverage their centralized web-based provider utility for the ingestion of both individual practitioner (Direct Assure - 2018) and group (ProView for Groups - 2020) data. UHC also exchanges internal demographic data to CAQH monthly, and variances are reviewed by providers with corresponding response files transmitted daily • Roster Processing – Processing tools are leveraged to standardize rosters, run comparative analytics from source to internal systems. Updates are completed via automation and manual processes for groups who manage their demographics via full annual roster submissions, monthly add / term / change files, and quarterly attestations • Inbound Demographic Change Line – providers have an ability to call and have demographics changed via telephonic request • Provider Verification Outreach (PVO) – Leveraged for providers who have not attested or who have had a business rule trigger a demographic verification request. Verifications may be initiated by an email process leveraging Adobe Acrobat Sign web form capabilities or telephonically via outbound call UHC does not solely rely on providers to share demographic changes, but seeks additional opportunities to improve directory accuracy: • Synaptic Health Alliance - UHC is a founder, leading a broader industry effort in leveraging blockchain technology to share demographics between health plans and providers to identify demographic variances, share attestation data obtained by other alliance members and to potentially reduce provider abrasion and increase directory quality • Google API - UHC leverages an externally published website to secure Google API information – which drives demographic comparisons for both facility and professional providers • Trust Evaluator - a capability built by UHC to compile and assess demographic information across multiple external resources, e.g., NPPES, CAQH, LexisNexis, roster, etc. This capability assesses an accuracy confidence factor, enabling possible data ingestion as "source of truth" information. A review of providers is also included by utilization of the Dynamic PLAID program (Practicing Location Accuracy Improvement Database) which leverages pre-processed claims in combination with other signals, e.g., an auto-dialer component, to derive accuracy scoring at an address level • UHC proactively uses external sources such as the Social Security Administration's Death Master file, OMB sanction list, CMS preclusion list, and the CMS Medicare Opt Out list UHC operational and technology teams work continuously to increase data updates via automated tools and processes for enhanced data capture via the below channels: • My Practice Profile – Increase automation of data ingestion for all transactions initiated by the provider. Implement proactive controls for address additions and verifications that will allow providers to review and validate demographic data for directory display (e.g., provider alerts/warnings, location affiliation dropdown, and detailed service location questions) • Develop and implement options to improve late and untimely voluntary terminations • Roster Automation – continue to increase transactional automation capabilities

3. Prior Year Recommendations from the EQR Technical Report for Validation of Network Adequacy:
• CAQH demographic maintenance – leverage transactional standardization and data ingestion automation capabilities UHC additionally continues to advocate nationally for industry-wide long-term solutions to reduce provider abrasion while collaborating with regulatory and industry partners to champion and promote data accuracy solutions. • Internal controls and provider verification actions as previously outlined directly impact updates to UHC core systems and subsequently to the outbound provider enrollment file(s) so that they reflect only those practitioners with whom UHC contracts.
Identify any noted performance improvement as a result of initiatives implemented (if applicable): N/A ongoing
Identify any barriers to implementing initiatives: N/A ongoing
Identify strategy for continued improvement or overcoming identified barriers: Continue above references strategies
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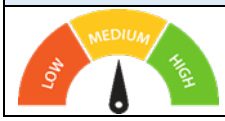
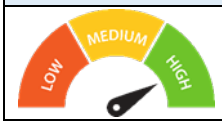

Recommendations
To increase accuracy of online provider directories: • Provide each MCO with the case-level PDV data files and a defined timeline by which each plan will address provider data deficiencies. • Require the MCOs to conduct a root cause analysis to identify the nature of the data mismatches for PDV study indicators that scored below 90 percent.
Response
Describe initiatives implemented based on recommendations: UHC has various initiatives in place to increase provider directory accuracy. These initiatives are carefully reviewed monthly and maintained or changed as evidenced by results. Our Provider Quality Assurance team performs an accuracy review each month. Defects are validated through the Total Quality Management (TQM) Audit Liaison roles as a support for the operations business partners and any appeals are managed through that team to assure accurate measurement systems and results. Additionally, **validated defects are 100% root caused and trended to determine key opportunities for improvements.** Additionally, multiple intake channels were created with the intent of allowing practitioners an opportunity to validate, or attest, to the demographic data on file with UHC every 90 days. Providers may also be contacted via phone or email to validate demographic data. Attestation data is tracked across all channels within an internal database and is archived for physician and facility. • My Practice Profile (MPP) - a cloud-based digital platform released in 2016, allows individual practitioners and select groups the opportunity to review and attest (validate) to their practice demographic information for accuracy

Recommendations
• CAQH ProView – partnership with CAQH to leverage their centralized web-based provider utility for the ingestion of both individual practitioner (Direct Assure - 2018) and group (ProView for Groups - 2020) data. UHC also exchanges internal demographic data to CAQH monthly, and variances are reviewed by providers with corresponding response files transmitted daily • Roster Processing – Processing tools are leveraged to standardize rosters, run comparative analytics from source to internal systems. Updates are completed via automation and manual processes for groups who manage their demographics via full annual roster submissions, monthly add / term / change files, and quarterly attestations • Inbound Demographic Change Line – providers have an ability to call and have demographics changed via telephonic request • Provider Verification Outreach (PVO) – Leveraged for providers who have not attested or who have had a business rule trigger a demographic verification request. Verifications may be initiated by an email process leveraging Adobe Acrobat Sign web form capabilities or telephonically via outbound call UHC does not solely rely on providers to share demographic changes, but seeks additional opportunities to improve directory accuracy: • Synaptic Health Alliance - UHC is a founder, leading a broader industry effort in leveraging blockchain technology to share demographics between health plans and providers to identify demographic variances, share attestation data obtained by other alliance members and to potentially reduce provider abrasion and increase directory quality • Google API - UHC leverages an externally published website to secure Google API information – which drives demographic comparisons for both facility and professional providers • Trust Evaluator - a capability built by UHC to compile and assess demographic information across multiple external resources, e.g., NPPES, CAQH, LexisNexis, roster, etc. This capability assesses an accuracy confidence factor, enabling possible data ingestion as "source of truth" information. A review of providers is also included by utilization of the Dynamic PLAID program (Practicing Location Accuracy Improvement Database) which leverages pre-processed claims in combination with other signals, e.g., an auto-dialer component, to derive accuracy scoring at an address level • UHC proactively uses external sources such as the Social Security Administration's Death Master file, OMB sanction list, CMS preclusion list, and the CMS Medicare Opt Out list UHC operational and technology teams work continuously to increase data updates via automated tools and processes for enhanced data capture via the below channels: • My Practice Profile – Increase automation of data ingestion for all transactions initiated by the provider. Implement proactive controls for address additions and verifications that will allow providers to review and validate demographic data for directory display (e.g., provider alerts/warnings, location affiliation dropdown, and detailed service location questions) • Develop and implement options to improve late and untimely voluntary terminations • Roster Automation – continue to increase transactional automation capabilities • CAQH demographic maintenance – leverage transactional standardization and data ingestion automation capabilities UHC additionally continues to advocate nationally for industry-wide long-term solutions to reduce provider abrasion while collaborating with regulatory and industry partners to champion and promote data accuracy solutions. • Internal controls and provider verification actions as previously outlined directly impact updates to UHC core systems and subsequently to the outbound provider enrollment file(s) so that they reflect only those practitioners with whom UHC contracts.

Recommendations
Identify any noted performance improvement as a result of initiatives implemented (if applicable): 761 provider addresses remediated or eliminated, impacting 570 NPIs of 1 large multi-specialty group, increasing the accuracy of both our paper and online directories.
Identify any barriers to implementing initiatives: Provider hesitancy to admit that an address was not regularly utilized by a physician, that appointments could not be made at that address.
Identify strategy for continued improvement or overcoming identified barriers: Reassurance to providers that not having that eliminating that address would not result in denied claims if that provider happened to see a member there.
HSAG Assessment


Recommendations
To improve compliance with GeoAccess standards: • Require the MCOs to contract with additional providers, if available. • Encourage strategies for expanding the provider network such as enhanced reimbursement or expanding licensing to add additional ASAM LOCs. • Require the MCOs to conduct an in-depth review of provider types for which GeoAccess standards were not met to determine cause for failure and evaluate the extent to which the MCO has requested exemptions from LDH for provider types for which providers may not be available or willing to contract. • Require the MCOs to evaluate whether offering additional telehealth services could increase compliance with GeoAccess standards.
Response
Describe initiatives implemented based on recommendations: We review any network gaps and potential providers to fill them on a regular basis. In many areas there are no willing or existing providers to fill the gap, and we use telehealth services to ensure our members have access to care.
Identify any noted performance improvement as a result of initiatives implemented (if applicable):
Identify any barriers to implementing initiatives: n/a
Identify strategy for continued improvement or overcoming identified barriers: Regular meetings set up with Network contractors to review their efforts to contract with providers to fill adequacy gaps and troubleshoot barriers, such as offering a premium on rates or other incentives. Reporting information back to LDH and requesting exemptions as applicable.
HSAG Assessment


Table 12-5—Follow-Up on Prior Year's Recommendations for CAHPS

Recommendations
None identified.

Table 12-6—Follow-Up on Prior Year's Recommendations for the Behavioral Health Member Satisfaction Survey

4. Prior Year Recommendations from the EQR Technical Report for the Behavioral Health Member Satisfaction Survey:
Require the MCOs to implement strategies to increase response rates to the behavioral health member satisfaction survey.
Response
Describe initiatives implemented based on recommendations: The 2024 behavioral health member satisfaction survey was sent in spring 2024. At that time, there were no initiatives implemented as a result of the prior year recommendation.
Identify any noted performance improvement as a result of initiatives implemented (if applicable): No response rate data has been reported for 2024.

Identify any barriers to implementing initiatives:
• The ability to reach members to inform them of the survey may be limited due to:
  ○ Incorrect member contact information
  ○ Members are unresponsive for phone calls, voice mail, and home visits
• As UHC does not issue the survey, there is little influence over then format of the mailing, survey layout, etc.
• Members may not review the survey due to the level of "junk mail" typically received.
• Members may not be willing or able to review the survey due to severity of behavioral health symptoms

Identify strategy for continued improvement or overcoming identified barriers: Increased UHC communication to members included in the survey sample regarding the existence of the survey and the importance of completing the survey is the primary intervention identified. This includes communication via: • Targeted on-hold messaging within Customer Service • Targeted messaging within Customer Service and Care Management when engaging with members • Text or email messaging campaigns alerting members to the survey • Adding information on the Member Survey to the Member Newsletter • Discussing the upcoming survey during the quarter's Member Activity Committee (MAC) meeting
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Table 12-7—Follow-Up on Prior Year's Recommendations for Health Disparities Focus Study

Recommendations
None identified.

Table 12-8—Follow-Up on Prior Year's Recommendations for Case Management Performance Evaluation

Recommendations
None identified.

Table 12-9—Follow-Up on Prior Year's Recommendations for Quality Rating System

Recommendations
None identified.

Appendix A. MCO Health Equity Plan Summary

For the annual EQR technical report, LDH asked HSAG to summarize information from UHC's Health Equity Plan (HEP) submission from July 2024.

Health Equity Plan

HSAG reviewed UHC's HEP[A-1] submitted July 2024. HSAG organized the discussions in this report as each MCO presented the topics in its own HEP. Therefore, comparison across the MCOs for the "Development and Implementation of Focus Areas," "Cultural Responsiveness and Implicit Bias Training," and "Stratify MCO Results on Attachment H Measures" sections of the HEP is not possible.

[A-1] Please note that the narrative within the "MCE Response" section was provided by the MCE and has not been altered by HSAG except for formatting.

Development and Implementation of Focus Areas

A1 Goal (1): Pre-natal	
Participants (briefly describe):	African American and Hispanic/Latino women ages 21-44.
Strategy:	Enrollee and Provider incentives and education. Recognizing the significant disparities faced by African American women ages 21-44, they remain our priority population. In 2024, we respectfully expanded our focus to also prioritize Hispanic or Latino women ages 21-44, acknowledging the unique challenges and disparities they encounter.
Activity:	P 19/778 of 861 Enrollee incentives are available for completion of the Health Needs Assessment (HNA) and prenatal visits. UHCLA monitors reporting to ensure that we are mailing out enrollee incentives for completed HNAs and Pre- and Post-natal visits to promote and reward wellness activities. Maternity-focused VBP Arrangements Implemented in 2018 (CP-PCPi), our Obstetrics (OB) gap closure program (APM 2c) rewards qualifying OB practices through quarterly incentive payments for closing gaps in care related to HEDIS® prenatal measures leading to improved birth outcomes. We reward providers for pregnancy notification within 15 days of their first prenatal visit. UHCLA monitors reporting on Maternal Health focused Value Based Payment (VBP) arrangements for providers. Based on claims through 2023, of the eligible enrollees for Timeliness of Prenatal Care, UHC had approximately 77% gaps closed and are currently assessing 2024 closures. In addition to the CP-PCPi program, UHCLA has Maternity-focused HEPi incentives for Group 3 (African American and Hispanic/Latino women), in our OB gap closure program. Based on claims through 2023, for this African American group, 74% have gap closures for Timeliness of Prenatal Care. In 2024, as of the claims date 7/20/2024, 68.51% of members were engaged in prenatal care, with a 2024 MY target engagement rate of 84.23%. While we are currently assessing 2024 closures, it continues at a steady state. To combat care inequities, approximately 250 providers across the state were presented with current PCOR data to identify gaps in care, alongside the 2024 UHC PATH guides. In addition, we will implement more strategies in the fourth quarter (Q4) of 2024, emphasizing collective impact through coordination of care, quality, and community engagement, to drive continued progress. While we continue to promote the March of Dimes Implicit Bias Training through our OB Toolkit with OB providers, we expanded options for providers to access equity and cultural competency trainings through the Trusted Provider Network (TPN) platform. The OB Provider toolkit contains best practices and resources relevant to this provider type. March of Dimes (MOD) Implicit Bias Training offering that UHC will fund for our providers who would like to participate in this training. In addition to the toolkit and MOD training, we are offering free CEs and an option for a lunch and learn for providers accessing these trainings on the TPN platform. To further promote equity in care, cultural diversity, and inclusive trainings and

	encourage a more favorable member-provider engagement experience, similar trainings are also available through our provider portal. We continue to educate providers across the state using current Patient-Centered Outcomes Research (PCOR) to close gaps in care. This includes distributing toolkits and providing up-to-date information regarding PPC to both providers and facilities. Our goal is to reach the 50th percentile on all measures. **Barriers:** As of this date, we have not had any providers accept the offer to complete the MOD training, but we continue to offer this to them as a means to increase awareness. Additional outreach will occur to the OB and other provider offices through December 2024 with possible onsite visits to review the OB Toolkit and promote equity trainings through MOD, TPN, and our UHC portal. Overall, this program is showing some positive impact, and specifically with one of the most important of outcomes: improved Full-Term Births." Quality incentives continue that are in place along with HEPI for pre/post for African American Moms.		
Measurable Objective:	Prenatal Care – timeliness of Prenatal Care Measures MY2016 = 85.54%; MY2017 = 82.24%; MY2018 = 85.16%; MY2019 = 88.32%; MY2020 = 79.56%; MY2021 = 82.24%; MY2022= 82.97% (Hybrid); MY2023= 87.59% Improve HEDIS® prenatal measures Reduce c-sections Reduce low birth weights Improve provider/enrollee engagement Review Member Gap In Care Report (PCOR) to (a) check for improvement in measures and (b) measure outcomes of those providers who completed the March of Dimes Implicit Bias Training verses those who did not. (At this time, no provider has completed the March of Dimes Implicit Bias Training.)	**Milestones to be Completed by June 2025**	Increase in Prenatal Care visits Improve HEDIS® prenatal measures Reduce c-sections Reduce low birth weights Improve provider/enrollee engagement **Target is 84.23%** As this program expands into CY2024, results will be reported in 2025. As of claims date **7/20/2024**, **68.51%** of members were engaged in prenatal care. We will continue to expand and refine our initiatives and strategies to address disparities, inequities, and other barriers that impact the prenatal care for women of color with results reported YOY through 2025.
A1 Goal (2): Post-Partum			

Participants (briefly describe):	African American and Hispanic/Latino women ages 21-44.
Strategy:	Enrollee and Provider incentives and education. Recognizing the significant disparities faced by African American women ages 21-44, they remain our priority population. In 2024, we respectfully expanded our focus to also prioritize Hispanic or Latino women ages 21-44, acknowledging the unique challenges and disparities they encounter.
Activity:	**p. 19/778 of 861** Enrollee incentives are available for completion of the Health Needs Assessment (HNA) and postpartum visits. UHCLA monitors reporting to ensure that we are mailing out enrollee incentives for completed HNAs and Pre- and Post-natal visits to promote and reward wellness activities. Maternity-focused VBP Arrangements continue and, our OB gap closure program (APM 2c) rewards qualifying OB practices through quarterly incentive payments for closing gaps in care related to HEDIS® postpartum measures. UHCLA monitors reporting on Maternal Health focused Value Based Payment (VBP), CP-PCPi arrangements for providers. Based on claims through 2023, it reflects that 64% have gap closures in their Postpartum Care. Data is currently being reviewed for 2024. In addition to the CP-PCPi program, UHCLA has Maternity-focused HEPi incentives for Group 3 (African American and Hispanic/Latino women), in our OB gap closure program. Based on claims through 8/7/2023 for African American women, data reflects that 61% have gap closures in their Postpartum Care. To combat care inequities, approximately 250 providers across the state were presented with current PCOR data to identify gaps in care, alongside the 2024 UHC PATH guides. In addition, we will implement more strategies in the fourth quarter (Q4) of 2024, emphasizing collective impact through coordination of care, quality, and community engagement, to drive continued progress. While we continue to promote the March of Dimes Implicit Bias Training through our OB Toolkit with OB providers, we expanded options for providers to access equity and cultural competency trainings through the Trusted Provider Network (TPN) platform. The OB Provider toolkit contains best practices and resources relevant to this provider type. March of Dimes (MOD) Implicit Bias Training offering that UHC will fund for our providers who would like to participate in this training. In addition to the toolkit and MOD training, we are offering free CEs and an option for a lunch and learn for providers accessing these trainings on the TPN platform. To further promote equity in care, cultural diversity, and inclusive trainings and encourage a more favorable member-provider engagement experience, similar trainings are also available through our provider portal. For 2024, **as of claims date 7/20/24, 68.51%**of members were engaged in Postpartum care thus revealing that we still have room to improve and refine our approach in increasing postpartum visit rates within 7-84 days after delivery. **Barriers:** As of this date, we have not had any providers accept the offer to complete the MOD training, but we continue to offer this to them as a means to increase awareness. Additional

	outreach will occur to the OB and other provider offices through December 2024 with possible onsite visits to review the OB Toolkit and promote equity trainings through MOD, TPN, and our UHC portal.		
Measurable Objective:	Timeliness of Post-Partum Care. Measures MY2016 = 64.84%; MY2017 = 64.48%; MY2018 = 71.53%; MY2019 = 78.59%; MY2020 = 79.32%; MY2021 = 76.64%; MY2022 = 77.37% (Hybrid); MY2023= 77.37% (Hybrid) Increase Post-Partum Care visits Percentage of women who had a live birth that had a postpartum visit on or between 7–84 days after delivery Review Member Gap In Care Report (PCOR) to (a) check for improvement in measures and (b) measure outcomes of those providers who completed the March of Dimes Implicit Bias Training verses those who did not. At this time, no provider has completed the March of Dimes Implicit Bias Training.	**Milestones to be Completed by June 2025**	Increase Post-Partum visits Improve HEDIS® post-partum measures **Target is 76.40%** As we move into Q4 of 2024, we will continue to educate our members as well as the providers to ensure the members receive needed prenatal and postpartum care. As UHC continue to expand and refine the program to address disparities, inequities, and needs into 2024, results will be reported in 2025.
A1 Goal (3): Women's Health: Breast Cancer Screening and Cervical Cancer Screening			
Participants (briefly describe):	The participants of this goal are based on screening age criteria specific to both breast cancer screenings and cervical cancer screenings. The criteria are based on current American Cancer Society and other relevant associations best practices, state eligibility requirements, and qualifying subject matter experts. Breast Cancer Screening Participants: Adult women – ages 50-74. There are no changes to the identified participants at this time as UHCLA has based this participant information on the guidelines established by the breast cancer screening (BCS) HEDIS® measure. However, UHCLA will continue to monitor for any changes to this guidance related to new recommendations released by the US Preventative Services Task Force for all women to receive BCS every other year starting at age 40. Cervical Cancer Screening Participants: Adult women- 21-64.		
Strategy:	**Overall Women's Health Initiative:** Our goal is to enhance women's health by increasing the rates of breast cancer and cervical cancer screenings. Through comprehensive education, outreach, and support initiatives, we aim to ensure that more women have access to these vital screenings. By fostering		

	partnerships with healthcare providers and leveraging community resources, we will work to remove barriers, promote early detection, and improve health outcomes for women. **Breast Cancer Screenings** Provider Incentive – Community Plan (CP-PCPi) as applicable. UHCLA monitors reporting on Women's Health focused Value Based Payment (VBP) arrangements for providers. Based on claims data through 2023, it shows that of the eligible enrollees for cp-pcpi, an average of 58% have gap closures in their Breast Cancer Screening measure. This decrease in percentage could be due to our continuous fluctuating membership due to redetermination and eligibility and membership moves. We are currently examining data for this measure, and it will be available after August 1, 2024. **Cervical Cancer Screenings:** Provider incentive (CP-PCPi) Provider and member outreach Provider education – including toolkit; sharing CDC education, provider portal Community events – educate the community on the importance of screenings Adding information to Joint Operating Committees (JOCs)
Activity:	Member and provider education, outreach, and support initiatives, we aim to ensure that more women have access to these vital screenings. Create toolkits and promote information to healthcare providers. Leveraging community resources. Medical Record Reviews - Consultation reports, Diagnostic reports Breast cancer screening or mastectomy codes can be accepted as supplemental data, reducing the need for some chart review UHCLA developed a GYN Toolkit that helps support providers with topics surrounding gynecology/Women's Health, HEDIS® measures, CPT codes, family planning, schedule of recommended services for Well-Woman Care, etc. Using gap in care reporting, UHCLA has begun a live agent telephonic outreach to those enrollees missing BCS and Cervical Cancer Screening (CCS) to educate and offer assistance with scheduling an appointment with their Primary Care Provider (PCP) or another healthcare provider and aid in navigating any barriers to care such as transportation, etc. In addition to participation with community events and provider, enrollee and employee education, plans are in place to continue member education/outreach through December 2023.

Measurable Objective:	**Breast Cancer Screenings:** Measures MY2016 = 53.58%; MY2017 = 54.34%; MY2018 = 53.83%; MY2019 = 54.57%; MY2020 = 55.02%; MY2021 = 53.25%; MY2022 = 57.11%; MY2023= 62.42% **Cervical Cancer Screenings:** Measures MY20222= 61.07%; MY2023= 56.45% Mammograms - all types and methods including screening, diagnostic, film, digital or digital breast tomosynthesis Routine cervical cancer screenings	**Milestones to be Completed by June 2025**	Improving women's health by increasing the number of breast cancer and cervical cancer screenings YOY through 2025. Increase the number of breast cancer screenings UHCLA continues to monitor and based on claims through **7/20/2024, 57.88%** of eligible enrollees have gap closure for breast cancer screenings. **Targets:** **BCS: 52.20%** **CCS: 57.11%** For 2024, as of claims date **7/20/2024, 49.26%** of eligible enrollees have gap closure for cervical cancer screenings. As this program expands into CY2024, these results will be reported in 2025.
A1 Goal (4): Colorectal Cancer Screening			
Participants (briefly describe):	All adults 45 years to 75. There are no changes to the identified participants at this time.		
Strategy:	**Provider incentive (CP-PCPi)** - UHCLA monitors reporting on Preventative Health focused Value Based Payment (VBP) arrangements for providers. Based on claims data through July 20, 2024, of the eligible enrollees an average of 40% have gap closures in their colorectal Cancer Screening for both CP-PCPi and HEPi. **Provider and Enrollee outreach.** UHCLA has been actively educating providers and enrollees throughout the state, about the importance of COL through efforts in all CM programing outreach, work with LDH's Process Improvement Project (PIP) and Taking Aim at Cancer (TACL). 250 providers across the state were presented with current PCOR data to identify gaps in care, alongside the 2024 UHC PATH guides. UHCLA developed a COL Toolkit for providers and staff with distribution. One of the most significant advancements in our health equity plan for the first half of 2024 is in colorectal cancer (CRC) screening. Notably, for Spanish-speaking members, the screening rates by region are as follows: Region 1 screened at 53.7%, Region 2 screened at 47.7%, Region		

	9 screened at 67%, Region 3 screened at 50%, Region 4 screened at 65%, Region 7 screened at 45%, Region 8 screened at 44%, Region 5 screened at 33%, and Region 6 screened at 40%. Overall, the implementation of critical cultural and strategic outreach measures with our Spanish-speaking members showed increased screenings, resulting in a 52.9% screening rate. This is in contrast to the statewide average for English speakers, which stands at 43.4%, demonstrating the effectiveness of our outreach to Spanish-speaking members as of the first quarter of 2024. Regarding gender, significant progress has also been made. Female members of UHC's Medicaid program have been screened at a rate of 46.4% (10,618 out of 22,879 female members), compared to males who are screened at a rate of 38.8% (5,209 out of 13,416 male members). However, there is a notable decline in screening rates for males in regions 8 (12%) and regions 4, 5, and 6 (around 10%). This highlights the need for increased outreach to males in these areas, and UHC is currently engaged in strategy sessions to address these disparities starting in the third quarter of 2023. In terms of race, African American members have been screened at a rate of 44.5% (6,473 out of 14,532 members), while white members are being screened at a rate of 42.8% (6,782 out of 15,856 members). We have successfully increased screening rates for African American members in the largest five parishes, with a 6% higher rate in East Baton Rouge and a 4% higher rate in Caddo and St. Tammany Parishes. This clearly demonstrates the effectiveness of our efforts in strategic collaboration and engagement with providers, members, and community partners in these areas. We have made significant progress in health equity for colorectal cancer screenings among our eligible enrollees. As of Q1 2024, only one parish in Louisiana has a screening rate of less than 30%, compared to four parishes in 2023. Additionally, in 2023, only one parish had a compliance rate over 50%, but in 2024, five parishes have met this threshold. Thus, we have successfully improved both the baseline and the benchmark for CRC screening rates statewide. **Adding information to Joint Operating Committees (JOCs)** **Barriers**: In addition to previously mentioned barriers related to changed collection guidelines and the redistribution of membership, we are encountering challenges with providers who are concerned about perceived reductions in reimbursement rates for colonoscopies under managed care plans. The emergence of new provider organizations offering this service has intensified the focus on reimbursement issues. To address this, UHC has introduced incentives for primary care physicians to encourage colorectal cancer screening and close existing gaps.
Activity:	Medical Record Reviews – Consultation reports, Diagnostic reports, Health history and physical, Lab reports, Pathology reports – For a colonoscopy, must indicate the type or screening or that the scope advanced beyond the splenic flexure. For a flexible sigmoidoscopy, must indicate the type or screening or that the scope advanced into the sigmoid colon. Community Health Workers (CHWs) with the Volunteers of America TACL collaborative continue to conduct outreach to educate and promote colorectal screenings. Additionally, our UHC case management team addresses gaps in care through their outreach and member education efforts. This strategy has effectively increased gap closure rates among eligible members.

	In 2024, our focus is on parishes with low colorectal cancer screening rates, especially in rural communities. Eligible individuals in these areas will have the opportunity to receive point-of-care screenings. We aim to launch this program by the third quarter of 2024.		
Measurable Objective:	Colonoscopy Flexible sigmoidoscopy CT colonography	**Milestones to be Completed by December 2024**	Increase the number of colorectal screenings **Target is 35.17%** As this program expands into CY2024, these results will be reported in 2025. For 2024, as of claims date **7/20/24, 40%** of members were engaged in Colorectal Cancer screenings. As this program expands into CY2024, final/official HEDIS MY2024 results will be reported in 2025.

Cultural Responsiveness and Implicit Bias Training

2. **Cultural Responsiveness and Implicit Bias Training.**[1] Please describe:

In 2024, our organization is emphasizing the importance of participating in employee resource groups (ERGs), the Diversity, Inclusion, and Racial Equity (DIRE) Committee, and being open to unique experiences, cultural connections, and allyship within community settings. Furthermore, we encourage individuals to engage in townhall opportunities, volunteer activities, and host presentations by community partners on cultural topics and lived experiences. We also provide providers and staff with access to cultural competency and implicit bias trainings, offering free continuing education credits (CEs/CEUs) to promote a more diverse, equitable, and inclusive healthcare system.

a. Staff and provider trainings conducted (e.g., training components, number and type of attendees, length of training and format) between January and June 2024

i. *Provider*

1. Across the Sexual Orientation and Gender Identity Spectrum: A Call to Action, OptumHealth Education, Currently on Demand
2. Caring for the LGBTQ+ Community: An Introduction, Currently on Demand
3. Driving Health Equity Through Technology & Service Innovation, Currently On Demand
4. Gender Diversity in Mental Health and Substance Use, Currently On Demand
5. Healing Racial Trauma Through Somatic Anti-Racism Practices, Currently On Demand
6. Impact of Climate Change on Behavioral Health, Currently On Demand

[1] See Section 2.2.2.7.2 The Contractor shall provide initial and ongoing staff training that includes an overview of contractual, state and federal requirements specific to individual job functions. The Contractor shall ensure that all staff members having contact with Enrollees or providers receive initial and ongoing training on health equity and social determinants of health, beyond Culturally and Linguistically Appropriate Services (CLAS) requirements and with regard to the appropriate identification and handling of quality of care concerns.

7. LGBTQ+ Mental Health, Currently on Demand
8. Providing Quality Care for Adults With Intellectual and Developmental Disabilities, Currently on Demand
9. Social Determinants of Health in Cancer Care, Currently On Demand
10. Justice is Part of the Job: Understanding the Social Forces that Affect Health in the New Orleans Region, Currently On Demand
11. First, Do No Harm: Understanding Bias in Healthcare, Currently On Demand
12. Change: From Learning About Equity to Building Equity, Currently On Demand
13. Justice is Part of the Job: Understanding the Social Forces that Affect Health in the Baton Rouge Region, Currently On Demand
14. Justice is Part of the Job: Understanding the Social Forces that Affect Health in North and Central Louisiana, Currently On Demand
15. Justice is Part of the Job: Understanding the Social Forces that Affect Health in the Bayou Parishes Region, Currently On Demand
16. Justice is Part of the Job: Understanding the Social Forces that Affect Health in the Southwest Parishes Region, Currently On Demand
17. Understanding Wellness and Trauma for Individuals with Intellectual and Developmental Disabilities, Currently On Demand

ii. *Staff*

1. Honoring the Legacy and Life of Dr. King Beyond A Day: A Guide for Inclusive "Life at Work," Presented by Felice Hill and Cedric Cloud on 1/19/24, 30 Attendees
2. The Black Experience: Virtual Cooking Class Featuring Chef Camerron Dangerfield, Presented by the UHG African American Employee Resource Group, on 2/5/24, 328 Attendees
3. Capturing and Cultivating Opportunities and Practices Toward Inclusion and Belonging: Black History Month- "Exploring the Black Experience," Presented by Aisha Briscoe and Felice Hill, 2/7/24, 30 Attendees
4. Behavioral Health- Cultural Conversations/Team Meeting: Black History Trivia and discussed notable contributions made by Black Americans on 2/16/24, 19 Attendees
5. Behavioral Health- Gumbo Committee Presentation: African American Mental Health and the importance of cultural competency featuring Cameka Shelby, LMHC, LPC on 2/19/24, 18 Attendees
6. National/International Women's History Month: Celebrating the Power and Resilience of Women, Presented by Tonya Smith on 3/14/24, 101 Attendees
7. Behavioral-Medical Integration: Mood and Endocrine Disorder, Presented by Dr. Caesar Gonzales on 3/28/24, 86 Attendees
8. Health Equity/Minority Health Month: United... The Source For Better Health- Addressing Health Disparities, Presented by Felice Hill on 4/11/24, 80 Attendees
9. "A Journey of Resiliency" Asian American Pacific Islander Month Black, Cyndi Nguyen on 5/9/24, 80 Attendees
10. Experience Employee Resource Group: Memorial Day Jam Session to honor fallen heroes on 5/22/24, Enterprise-wide participation

11. Behavioral Health- Cultural Conversations/Team Meeting: Memorial Day "Traveling Soldier" Discussion Around Fallen Heroes, Presented by Lauren Howie on 5/24/24, 12 Attendees
12. Empathy: Social Care Education- Critical concepts like health equity, social determinants of health, empathy, health disparities, cultural humility, motivational interviewing, and compassion, April-June 2024, 45 Attendees
13. Juneteenth National Independence Day, Presented by Oscar Brown on 6/13/24, 95 Attendees

b. Additional trainings expected to be conducted by December 2024

By December 2024, our organization aims to further enhance health equity and inclusivity through comprehensive training initiatives for staff and encouragement for providers. These training programs will focus on fostering a deeper understanding of health disparities, cultural competence, and sensitivity towards diverse patient populations. Staff members will receive targeted training sessions aimed at increasing awareness of social determinants of health and strategies for addressing health inequities within their respective roles. Additionally, we will encourage providers to participate in similar training opportunities to ensure that they are equipped with the necessary knowledge and skills to deliver culturally competent care. By prioritizing these initiatives, we are committed to creating a more inclusive healthcare environment that promotes equitable access to quality care for all individuals. Below is a list of on demand web-based trainings through our Optum education platform that our providers and UnitedHealthcare staff will be encouraged to access and complete free of charge, as well as receive up to 12.25 CEs:

i. Adverse Childhood Experience Education: Understanding ACEs
ii. Across the Sexual Orientation and Gender Identity Spectrum: A Call to Action
iii. Addressing Maternal Mortality
iv. Caring for the LGBTQ+ Community: An Introduction
v. Disparities in Social Determinants of Health (SDOH): What Can We Do?
vi. Driving Health Equity Through Technology & Service Innovation
vii. Healing Racial Trauma Through Somatic Anti-Racism Practices
viii. Health Disparities in Obesity
ix. Health Equity Foundations
x. Racial Trauma and Health Equity Across the Lifespan
xi. Sensor-Based Electronic Monitoring for Asthma: A Randomized Controlled Trial
xii. Social Inequities and Health and How to Effectively Address Them
xiii. Hispanic Heritage Month
xiv. Native American Heritage Month

In addition, our providers will continue to be able to access the TPN platform for continued access on demand training material for both health equity and intellectual and developmental disabilities.

i. Justice is Part of the Job: Understanding the Social Forces that Affect Health
ii. First, Do No Harm: Understanding Bias in Healthcare Understanding Bias in Healthcare
iii. Change: From Learning About Equity to Building Equity
iv. Understanding Wellness and Trauma for Individuals with Intellectual and Developmental Disabilities

v. Understanding Behavioral Health Conditions and Therapeutic Modifications for Individuals with IDD
vi. Assessment and Diagnosis of Behavioral Health Conditions for Individuals with IDD

c. Modifications the MCO has made or intends to make to training content, format, etc. based on participant feedback and lessons learned to date

In response to participant feedback and lessons learned from previous training initiatives, United has embarked on a process of modifying its training content, format, and delivery methods. Recognizing the challenges posed by limited provider participation in the first two quarters of 2024, UnitedHealthcare has collaborated with other MCOs through our LMMA Committee to streamline the process and incentivize providers to engage in health equity and implicit bias trainings. Through this collective effort, providers are offered the opportunity to access free continuing education credits and receive credit from participating MCOs by utilizing the Trusted Provider Network platform for training. In addition, providers are offered two options to access training either virtual on demand or an in-person lunch and learn training. To ensure providers are informed about this opportunity, the UnitedHealthcare is conducting in-person and virtual presentations during Joint Operating Committee meetings and record reviews. Despite initial interest and traction, logistical challenges such as scheduling coordination and the absence of state requirements mandating participation continue to present obstacles to widespread engagement.

d. Is the MCO on track to meet training goals set in the MCO's Health Equity Plan? If not, please describe why not.

UnitedHealthcare is on track to meet the goals established in the Health Equity Plan, although some adjustments to the timeline, strategies, and activities may become necessary over time.

Despite facing challenges such as limited provider participation and scheduling conflicts, UnitedHealthcare has collaboratively executed efforts with other organizations to encourage providers to engage in health equity and implicit bias trainings. By leveraging platforms like the TPN platform and offering incentives such as free continuing education credits, the MCO aims to alleviate provider burden, enhance participation rates, and promote better provider-member experiences. While progress has been made through in-person and virtual presentations during Joint Operations Committee (JOC) meetings and provider record reviews, further coordination and alignment with state requirements are essential to overcome existing obstacles.

Stratify MCO Results on Attachment H Measures

UHC submitted measure rates with stratification by race, ethnicity, and geography with the HEP submission.