



Molina Healthcare is committed to ensuring our members receive recommended preventive care based on age, health status and medical conditions they may have. Our goal is to help members take better care of themselves and their children with HEDIS® guidelines.

We also want to give our members the best service possible. That is why we use CAHPS®, a survey about Molina Healthcare and health care services that our members receive. This survey covers topics that are important to consumers and focuses on aspects of quality that consumers are best qualified to assess. Providers and organizations can use the survey results to improve quality of health care services.

These articles are intended to be tools to assist with HEDIS® and CAHPS® measures. Through further education, we hope to increase understanding, emphasize importance, and provide guidance on ways to positively influence member experiences.

Questions?

Provider Services – (855) 322-4079
 8 a.m. to 5 p.m., Monday to Friday
 (MyCare Ohio available until 6 p.m.)

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OHProviderRelations@MolinaHealthcare.com
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Monthly Health Messages

May – Mental Health Awareness
 June – Men's Health Awareness
 July – Childhood Obesity Awareness

Prenatal and Postpartum Care (PPC)

The percentage of deliveries of live births on or between Nov. 6 of the year prior to the measurement year and Nov. 5 of the measurement year. For these women, the measure assesses the following facets of prenatal and postpartum care.

HEDIS® Measure	2016 Rate	2017 Rate (not final)	Goal*
Timeliness of Prenatal Care	84.12%	77.72%	Level 5 85.20%
Timeliness of Postpartum Care	63.74%	50.60%	Level 5 62.8%

Strategies for Improvement

- PPC – Timeliness: \$50 provider incentive for compliant PRAF/H1000 submission
- PPC – Postpartum Care: \$50 provider incentive for compliant 0503F CPT II code submission, for postpartum visits date of service, for all bundled obstetric claims
- PPC – Timeliness and PPC-Postpartum Care: \$125 in member incentives through our Pregnancy Rewards program for getting all suggested perinatal care.

How Well Doctors Communicate

“How Well Doctors Communicate” is a composite of several questions that are a key driver of the members’ overall Health Care Rating. From 2015 to 2016, we saw a small decline in positive responses.

- *Doctors explained things in an understandable way?*
- *Doctors listened carefully to you?*
- *Doctors showed respect for what you had to say?*
- *Doctors spent enough time with you?*

On a composite three-point scale, the provider survey question results are as follows:

CAHPS® – Measure	2015 Result	2016 Result
Adult	89.7%	90.7%
General Child	93.0%	92.1%
Child with Chronic Conditions	93.5%	91.8%

By taking the steps to improve communication, you can help us improve member satisfaction. Good communication enhances relationships, increases patient satisfaction and ensures that patients understand their health care needs and participate actively in managing their care.

*National NCQA 75th percentile for Medicaid HMO plans. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Our Commitment to Support Quality Perinatal Care

Molina Healthcare is committed to ensuring our members receive the best quality perinatal care possible. Quality care starts with your office and it is our goal to make the patient/provider/payer process simple. We have developed a set of tools designed to foster collaboration, motivation and partnership. Everything works to compliment and foster quality health care across the board. Learn how you can do your part in the articles below.

Member Motivation Pregnancy Rewards

We have developed the Pregnancy Rewards Program to incentivize and motivate members to get their recommended perinatal visits. The following incentive structure will help to promote the importance of members setting and keeping their appointments.

\$50 Gift Card: First prenatal visit within the first trimester. For newly enrolled members, they must go to their first visit within 42 days of joining.

\$25 Gift Card: Complete one prenatal visit during your second trimester (13-24 weeks pregnant).

\$50 Gift Card: Go to your postpartum visit within 21-56 days after you deliver (does not include visit to remove staples from a C-section).

Early Identification PRAF Form

It is essential that Molina Healthcare is notified of each member's pregnancy as early as possible. Complete the Pregnancy Risk Assessment Form (PRAF), fax back in and bill the H1000 Code on every new pregnancy.

\$50 Provider Incentive: Quarterly bonus check paid on each PRAF billed with the H1000 Code with a date of service that falls within the first trimester.

Please check back for the most up-to-date form as it is subject to change at www.MolinaHealthcare.com/OhioProviders under the "Forms" tab.

Postpartum Visit Notification

If you currently bill for both delivery and postpartum using the following codes: 59400, 59410, 59515, 59614 and 59622.

We encourage you to submit CPT II Code 0503F to indicate the date of the postpartum visit. Without this code, we will not know the service took place and will not be able to provide members with their Pregnancy Rewards incentive for completing this visit.

You will receive a monthly list of members who are not compliant with this notification. Please read the letter in its entirety and take advantage of the information and opportunities available.

Changes to the Seven day FUH Follow Up After Hospitalization

The Seven-day Follow Up After Hospitalization (FUH) measure, the percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental health disorders and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner within seven days, has changed.

According to the NCQA, the HEDIS® 2018 measure indicates that the date of discharge no longer counts and cannot be included in the seven days. In HEDIS 2017, the timeframe for the seven-day

indicator is an eight-day period (the date of discharge plus the seven days after discharge). In HEDIS 2018, the discharge date will be removed so the numerator timeframe will be a seven-day period in order to be compliant with this measure.

Further information can be obtained at www.ncqa.org.

Lab in an Envelope Home Screening Program

In order to help ensure that Molina Healthcare's diabetic population is getting their necessary screenings, Molina Healthcare is partnering with LabCorp to provide home screenings and self-test kits to diabetic members who have not had an HbA1c test completed in the past two years.

The initial pilot program is scheduled to begin in June and will target 309 eligible members assigned to a select group of primary care physicians. Molina Healthcare will contact these members by phone to gauge their willingness to do the test at home. Those who agree to do the in-home screening will be mailed a test kit containing all the supplies they need to complete the test, including step by step instructions.

The kit also contains a postage paid, self-addressed envelope for the member to return the blood sample to LabCorp for processing and evaluation. Those providers who have assigned members participating will receive notification from Molina Healthcare that their patient is included in this home screening program. The provider will also be contacted by LabCorp to verify how they would like to receive the test results. LabCorp will send the HbA1c test results to both the assigned provider and Molina Healthcare.

Passport to Perks

Molina Healthcare is implementing this program to encourage members to get their preventive visits to increase HEDIS® rate results for children and adult access to preventive care. This program is effective for services received between Jan. 1 and Dec. 31, 2017.

Members – How it Works:

- Molina Healthcare's Quality Improvement department has identified members in the HEDIS® denominator for these measures for well visits. Some of these members were previously mailed letters and will be mailed an extension letter, while some of these members are new to the program.
- Eligible members are mailed a cover letter explaining the program and the service they need.
- Each member will receive a \$100 reward for completing the following recommended preventive services:
 - Adolescent Well-Care Visits (members aged 12-21 years)
 - Well-Care Visits for children 3-6 years
 - Children's Access to Preventive Care (members between the ages of 12-24 months and 7-11 years old)
 - Well-Child Visits in the First 15 Months of Life—only for members who need their fifth or sixth well-visit
 - Adult Access to Preventative/Ambulatory Health Care (Adult Extension Population only).

CAHPS® Survey Administration

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey administration will be coming to a close at the end of May 2017. Telephone follow-up calls are currently being made to ensure our members return their surveys.

Molina Healthcare values its members and wants them to receive the best care possible. You help to shape how members view Molina Healthcare. Every interaction with a member is a new opportunity to create a positive experience!