Wisconsin Department of Health Services
2016 HMO Report Card

Report Card Overview

This Report Card provides an evaluation of the quality of health care that Wisconsin Medicaid members received from BadgerCare Plus and Medicaid SSI Health Maintenance Organizations (HMOs) in Calendar Year 2016. It includes health care quality ratings for <u>six major areas of care</u>:

1. **Staying Healthy**: reflects immunization for children, breast cancer screening for women;
2. **Living with Illness**: reflects controlling blood pressure, and testing and controlling HbA1c levels for diabetic patients;
3. **Mental Health Care**: reflects care for depression, alcohol and other drug dependence, tobacco counseling, and follow-up care provided after discharge from hospital for mental health;
4. **Pregnancy & Birth-related Care**: reflects timely care provided to women before and after birth;
5. **Emergency Department Visits:** reflects visits members made to the ER (*fewer visits are better*);
6. **Dental Care:** reflects dental care for children and adults provided through HMOs in south-eastern Wisconsin.

The Report Card also provides an **Overall Quality scores** out of maximum 5 points (more points for better performance) for each HMO, which is the average rating for all six major areas of care.

Star Rating System

Each HMO received 1 to 5 stars (more stars for better performance) in each major area of care, based on how well it performed on specific measures compared to national benchmarks. Wisconsin's state-wide averages for major area of care were also compared with national benchmarks. If national data were not available, HMOs were compared with other Wisconsin Medicaid HMOs.

# of Stars	Explanation
★★★★★ = Excellent	HMO was among the top 25 percent of all Medicaid HMOs in the nation; it performed **better than 75 percent (or, 3/4th)** of all Medicaid plans. Or, if national data were not available, the HMO performed at or above 110 percent of the state average.
★★★★ = Very Good	HMO was among the top 33 percent of all Medicaid HMOs in the nation; it performed **better than 67 percent (or, 2/3rd)** of all Medicaid plans. Or, if national data were not available, the HMO performed between 100 and 109 percent of the state average.
★★★ = Good	HMO was among the top 50 percent of all Medicaid HMOs in the nation; it performed **better than 50 percent (or, half)** of all Medicaid plans. Or, if national data were not available, the HMO performed between 90 and 99 percent of the state average.
★★ = Fair	HMO was below the national average; it performed **better than 33 percent (or, 1/3rd)** of all Medicaid plans in the nation. Or, if national data were not available, the HMO performed between 80 and 89 percent of the state average.
★ = Poor	HMO performed in the **lowest 1/3rd** of all Medicaid plans in the nation. Or, if national data were not available, the HMO performed at or below 79 percent of the state average.

BadgerCare Plus HMO Ratings

BadgerCare Plus HMO	Staying Healthy	Living with Illness	Mental Health	Pregnancy & Birth	Emergency Department	Dental Care [2]	Overall (out of 5)
Anthem Blue Cross Blue Shield	★★★★★	★★★	★★★★	★★	★★★	★★	3.1
Childrens Community Health Plan	★★★★★	★★★	★★★	★★	★★★★	★★★★	3.2
Dean Health Plan	★★★	★★★★★	★★★★	★★★★★	★★★★★	N/A	4.4
GHC - Eau Claire	★★★★	★★★	★★★★	★★★★	★★★★★	N/A	3.8
GHC - South Central	★★★★	★★★★	★★★	★★★★★	★★★★★	N/A	3.8
Independent Care Health Plan	★★★★	★★★	★★★	★	★★★	★	2.6
MercyCare Insurance Company	★★★	★★★★★	★★★★	★★★★	★★★	N/A	3.8
MHS Health Wisconsin	★★	★★	★★★★	★	★★★	★★	2.3
Molina Healthcare	★★★★	★★★	★★★	★★	★★★	★★★★	2.7
Network Health Plan	★★★★	★★★	★★★★	★★★	★★★★★	★	3.1
PhysiciansPlus Insurance	★★★★★	★★	★★★★★	★★	★★★★★	N/A	3.7
Quartz[1]	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	N/A	4.7
Security Health Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	N/A	4.5
Trilogy Health Insurance	★	★★	★★★	★	★★★	★	1.9
United Health Care Community Plan	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★	4.3
All Wisconsin Medicaid HMOs [3]	★★★★	★★★★	★★★★	★★★	★★★★★	★★	**3.5**

1=Quartz results reflect combined performance of Gundersen and Unity Health Plans, which merged in 2018.

2=for HMOs providing dental care in south-eastern Wisconsin. 3=Wisconsin state-wide average compared to applicable national benchmark.

Results for CompCare and Health Traditions Health Plan are not reported since they stopped serving Medicaid members as of 12/31/2017.

Medicaid SSI HMO Ratings

No national comparisons are available for Medicaid SSI HMOs;

HMOs earned stars based on their performance compared to Wisconsin state-wide averages.

Medicaid SSI HMO	Staying Healthy	Living with Illness	Mental Health	Emergency Department	Overall (out of 5)
Anthem	Insufficient data	★★	★★	★★	2.0
CareWisconsin	★★★	★★★★	★★	★★★	3.0
Group Health Cooperative - Eau Claire	★★★★★	★★	★★★	★★★★★	3.1
Independent Care Health Plan (iCare)	★★★★★	★★★★	★★★	★★	3.3
MHS Health Wisconsin	★★★	★★★	★★★	★★★	2.9
Molina Healthcare	★★★★★	★★★	★★	★★	2.8
Network Health Plan	★	★★★	★★	★★★★	2.7
United Health Care Community Plan	★★★★	★★★★	★★★★	★★	3.9

Results for CompCare and Health Traditions Health Plan are not reported since they stopped serving Medicaid members as of 12/31/2017.

Methodology

This document summarizes the methodology used for the Measurement Year (MY) 2016 HMO Report Card for BadgerCare Plus and SSI.

- Based on an extensive review of quality report cards from more than 20 states, CMS, NCQA and other organizations that report on health care quality, the DHS has decided to use a 5-star rating method (described in more detail later in this document).
- Data for the Report Card came from Wisconsin's HMO P4P program. The P4P measures were combined into "Areas of Care", as shown in the table below:

Area of Care	P4P Measure	BadgerCare Plus	Medicaid SSI
Staying Healthy / Preventive Care	Breast Cancer Screening (HEDIS – BCS)	Applicable	Applicable
	Childhood Immunization (HEDIS – CIS, Combo 2)	Applicable	N/A
Living With Illness / Chronic Condition Care	Diabetes – HbA1c testing (HEDIS – CDC)	Applicable	Applicable
	Diabetes – HbA1c control (HEDIS – CDC)[1]	Applicable	Applicable
	Controlling Blood Pressure (HEDIS – CBP)[2]	Applicable	Applicable
Mental Health Care	Anti-depressant Medication Management – Continuation (HEDIS – AMM)	Applicable	Applicable
	Alcohol and Other Drug Dependence – Engagement (HEDIS – IET)	Applicable	Applicable
	Follow-up after inpatient discharge for mental health (HEDIS – FUH-30)	Applicable	Applicable
	Tobacco counseling (Non-HEDIS measure)	Applicable	Applicable
Pregnancy & Birth-related Care	Prenatal care (HEDIS – PPC)	Applicable	N/A
	Postpartum care (HEDIS – PPC)	Applicable	N/A
Emergency Department	# of ED visits (HEDIS – AMB), with some adjustments	Applicable	Applicable
Dental Care	Annual Dental Visits for children (HEDIS – ADV), with some adjustments	Applicable	N/A
	Annual Dental Visits for adults (non-HEDIS)	Applicable	N/A

HMOs earned from 1 star (poor performance) to 5 stars (excellent performance) based on their performance compared to national / state benchmarks.

National benchmarks NCQA's Quality Compass - National Medicaid HEDIS percentiles using 2016 data (published in 2017) were used for HEDIS measures. This methodology allows comparisons of the state-wide averages with national benchmarks. **State benchmarks** were used for non-HEDIS measures, and were based on state-wide averages for non-HEDIS measures using 2016 data. The Report Card was divided into two sections:

- BadgerCare Plus HMOs (including dental care), and
- Medicaid SSI HMOs.

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[1] This was a Pay-for-Reporting (P4R) measure for MY2016
[2] This was a Pay-for-Reporting (P4R) measure for MY2016

Steps for Determining Stars

1. **Stars for each measure**: For each individual measure listed in the table above, each HMO received 1 to 5 stars (more stars for better performance) based on how well it performed compared to national benchmarks, as described in the table below. If national data were not available, HMOs were compared with the state-wide average for that measure for Wisconsin Medicaid HMOs. If an HMO did not have sufficient data for a measure, no stars were assigned for that measure to that HMO. HMOs whose performance on individual measures was very close (within 0.05% points) to the next higher cut-off limits received the higher number of stars.

   Please see the table **"Star Rating System"** on page 1 of this document.

   ED Visit (AMB) measure**:** Lower AMB scores are better so the stars were allocated as follows:

ED Visits (AMB)	
HMO score at or below the 25th NCQA percentile	5 stars
Above 25th but lower than 33rd percentile	4 stars
Above 33rd but lower than 50th percentile	3 stars
Above 50th but lower than 67th percentile	2 stars
Above 67th percentile	1 star

2. **Stars for each Area of Care**: An average number of stars for each Area of Care was calculated, excluding any measures for which the HMO did not have sufficient data. This average was rounded to the nearest whole number of stars for each HMO for each Area of Care:

Average number of stars for an Area of Care	Nearest whole number of stars
4.45 or more	5 stars
Between 3.45 and 4.44	4 stars
Between 2.45 and 3.44	3 stars
Between 1.45 and 2.44	2 stars
At or below 1.45	1 star

   Example: Assume an HMO received 4 stars for Breast Cancer Screening, and 5 stars for Childhood Immunization, both components of "Staying Healthy" Area of Care. The HMO received an average of (4+5)/2 = 4.50 stars for Staying Healthy. Based on the above table, 4.50 was rounded to 5 stars for that HMO for Staying Healthy on the Report Card.

3. **Score for Overall Quality**: For each HMO, an average number of stars earned across all individual measures was calculated to reflect the "Overall Score" for quality of care, excluding any measure for which an HMO did not have sufficient data. The stars for Areas of Care had already been rounded up to the nearest whole number of stars and were, therefore, not suitable for calculating the Overall Quality score. The Overall Quality score ranged from 1 to 5, reflecting the maximum number of stars an HMO could earn. This score was shown as a numerical value (e.g., 4.3 out of 5) on the Report Card in the last column.