



## **Quality Report 2021**

AmeriHealth Caritas VIP Care Plus (Medicare-Medicaid Plan) has a Quality Assessment and Performance Improvement (QAPI) program to monitor the quality of services our members receive. In partnership with our network providers, we aim to make sure health care and services our members receive are:

- High quality
- Safe
- Appropriate
- Efficient
- Effective

Our mission is to help people get care, stay well, and build healthy communities by creating programs to serve our members who have special health care needs. AmeriHealth Caritas VIP Care Plus remains committed to a seamless member experience with access to high quality, coordinated and culturally competent clinical care and services across the care continuum, to decrease the burden of disease and improve health outcomes.

We review our QAPI program every year to evaluate how we are doing. This review includes analysis of whether the quality of health care and services for our members has improved because of the QAPI program activities and interventions. It provides the foundation to identify QAPI program improvements and goals for the following year.

Elements of the QAPI program include evaluating the care and services provided to our members, which is completed through monitoring and reporting the rates of Medicare measures from the Healthcare Effectiveness Data and Information Set (HEDIS®). The results help us to know if enrollees have received preventive and other care needed. In addition, we complete the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey annually, to assess the enrollees' health care experiences. Results of key HEDIS® and CAHPS® measures are included below.

To learn more or request a copy of our QAPI program, please call 1-888-667-0318; TDD/TTY 711, 8 a.m. to 8 p.m., 7 days a week.

- HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
- CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

HEDIS Measure	MY2021 Results	MY2020 Results
<b>Behavioral Health</b>		
Antidepressant Medication Management: Effective Acute Phase Treatment	79.17% Goal: 65%	73.61%
Antidepressant Medication Management: Effective Continuation Phase Treatment	59.72% Goal: 69%	59.72%
Follow-up (30 Days) After Hospitalization for Mental Illness	31.71% Goal: 56%	39.13%
Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment Initiation Total	40.41% Goal: 42%	42.33%
Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment Engagement Total	4.11% Goal: 8%	9.82%
<b>Chronic Condition Management</b>		
Diabetes Care - HbA1c Control (<=9.0)	61.56% Goal: 75%	57.66%
Diabetes Care - Eye Exam	52.55% Goal: 71%	53.28%
Diabetes Care – Kidney Health Evaluation	31.78% Goal: 55%	33.61%
Controlling High Blood Pressure	60.83% Goal: 71%	51.82%
Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroid	55.10% Goal: 79%	65.38%
Pharmacotherapy Management of COPD Exacerbation - Bronchodilator	91.84% Goal: 89%	96.15%
Statin Therapy Adherence for Patients with Cardiovascular Disease	85.05% Goal: 88%	75.95%
Statin Therapy Adherence for Patients with Diabetes	72.17% Goal: 86%	75.79%
<b>Prevention and Screening</b>		
Annual Flu Vaccine (results from CAHPS® survey)	62.60% Goal: 69%	NA*
Breast Cancer Screening	46.82% Goal: 70%	50.86%
Colorectal Cancer Screening	49.15% Goal: 62%	50.85%
<b>Transitions of Care</b>		
Medication Reconciliation Post-Discharge	64.48% Goal: 62%	45.50%
Plan All-Cause Readmissions - Observed/Expected Ratio	1.4 Goal: <=1.0	1.35
<i>MY: Measurement Year</i>		
<i>CAHPS® survey not required in MY2020 due to COVID-19 PHE; Annual Flu Vaccine rate from MY2019 CAHPS survey was 59.8%</i>		

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