

MassHealth 2020 Managed Care Plan Quality Performance

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Background

In 2020, MassHealth identified a slate of performance measures for public reporting in accordance with CFR 438.340 which requires that states publicly report quality measures and performance outcomes annually for its managed care plans. Measures were selected for Year 3 of public reporting based on MassHealth experience in reporting the measure, availability of standardized specifications and national benchmarks, and alignment with MassHealth and CMS Priorities. Most of the measures selected are reported by more than one MassHealth program, with six measures being reported by three or more MassHealth programs. With the exception of the SCO and One Care programs, measure rates reflect performance in Calendar Year 2019, with data collection occurring in Calendar Year 2020. Due to Covid-19, CMS instructed SCO and One Care programs to not collect new performance metrics for measurement year 2019. For the purposes of this report, MassHealth is reporting MY 2018 data.

Data Collection

MassHealth receives plan-level HEDIS data from each of its managed care plans. Plan-level rates are presented in tables for each MassHealth managed care program which operated in 2019. These include Managed Care Organizations (MCO), Senior Care Organizations (SCO), One Care, and the Primary Care Clinician (PCC) Plan. In addition to plan-level rates, the tables also present a MassHealth Weighted Mean (MHWM), which is a weighted average and reflects an overall performance rate for all the plans reporting data for that measure. MHWM rates are compared to national benchmarks, with arrows representing relative performance (for example, ↑ represents MHWM performance exceeds a benchmark).

Data are compared to national benchmarks.

- MCO, One Care, and the PCC Plan rates are compared to the national Medicaid 90th and 75th percentiles. The 90th percentile represents a level of performance that was met or exceeded by the top 10% of Medicaid plans that submitted HEDIS 2020 data to NCQA. MassHealth uses the Medicaid 90th percentile as the primary benchmark against which plan performance is compared. The Medicaid 75th percentile is used to reflect a minimum standard of performance. This percentile represents a level of performance met or exceeded by the top 25% of Medicaid plans that submitted HEDIS 2020 data to NCQA.
- SCO Plans are compared to both the national Medicaid and the national Medicare 90th and 75th percentiles (where available).

Benchmarks were sourced from the NCQA's 2020 Medicaid Quality Compass and the 2020 Medicare Quality Compass.

Table 1 - MassHealth Slate of Public Reporting Measures

Measure	Steward	NQF #	MCO	PCCP	SCO	One Care	BH PIHP
Care for Older Adults- Advanced Care Plan	NCQA	0326			x		
Antidepressant Medication Management	NCQA	0105			x	x	x
Asthma Medication Ratio	NCQA	1800	x	x	?	?	
Breast Cancer Screening	NCQA	2372				X	
Colorectal Cancer Screening	NCQA	0034			x	X	
Comprehensive Diabetes Care: Poor Control	NCQA	0059				x	
Controlling High Blood Pressure	NCQA	0018			x	x	
Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are using Antipsychotic Medications	NCQA	1932					x
Follow- Up After Emergency Department Visit for Mental Illness or Alcohol and Other Drug Abuse or Dependence	NCQA	2605	x	x		x	x
Follow-Up After Hospitalization for Mental Illness (7 days)	NCQA	0576	x	x	x	x	
Follow-up Care for Children Prescribed ADHD Medication	NCQA	0108					x
Initiation and Engagement of Alcohol, Opioid, or Other Drug Abuse or Dependence Treatment	NCQA	0004	x	x		x	X
Medication Reconciliation Post Discharge	NCQA	0097			X	x	
Metabolic Monitoring for Children and Adolescents on Antipsychotics	NCQA	2800	x	x			x
Osteoporosis Management in Women Who Had a Fracture	NCQA	0053			x		
Persistence of Beta Blocker Treatment After Heart Attack	NCQA	0071			x		
Pharmacotherapy Management of COPD Exacerbation	NCQA	0549			x		
Plan All-Cause Readmission	NCQA	1768			x	x	
Potentially Harmful Drug Disease Interactions in the Elderly	NCQA	2993			x		
Use of High-Risk Medications in the Elderly	NCQA	0022			x		
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	NCQA	0577			x	x	

Table 2 - MCO Performance Measures, 2020 (Measurement Period: Calendar Year 2019)

Measure Code	2019 Measures	BMCHP	THP	PCCP	MH Weighted Mean	Nat'l Mcaid 75th Percentile	Nat'l Mcaid 90th Percentile
AMR	Asthma Medication Ratio	48.7%	52.7%	62.0%	57.7%	↓	↓
FUM	Follow-up After Emergency Department Visit for Mental Illness (7 days)	69.5%	74.1%	82.6%	76.9%	↑	↑
FUH	Follow-up After Hospitalization for Mental Illness (7 days)	45.6%	38.9%	53.6%	46.7%	↑	↓
IET	Initiation and Engagement of Alcohol, Opioid, or Other Drug Abuse or Dependence Treatment						
	Initiation Total	54.9%	51.9%	45.2%	50.6%	↑	↓
	Engagement Total	23.7%	21.0%	16.2%	20.2%	↑	↓
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics-Total	20.6%	31.7%	43.4%	39.6%%	↓	↓

MCO plans are compared to the Medicaid 90th and 75th percentile benchmarks in the table above.

- The MHWMM rate for FUM was above the Medicaid 90th percentile.
- The MHWMM rates for FUH and IET (Initiation and Engagement) were below the 90th percentile, but above the 75th percentile.
- The MHWMM rates for AMR and APM were below both the 90th and 75th percentile.

Table 3 - SCO Performance Measures, 2020 (Measurement Period: Calendar Year 2018)¹

Measure Code	2019 Measures	BMCHP	CCA	FH	SWH	Tufts HP	UHC	MH Weighted Mean	Nat'l Medicare 75th Percentile	Nat'l Medicare 90th Percentile	Nat'l Medicaid 75th Percentile	Nat'l Medicaid 90th Percentile
AMM	Antidepressant Medication Management											
	Effective Acute Phase	N/A	72.7%	71.7%	72.5%	63.8%	68.6%	70.5%	↓	↓	↑	↑
	Effective Continuation Phase	N/A	58.4%	59.5%	59.1%	52.4%	57.3%	57.9%	↓	↓	↑	↑
COA	Care for Older Adults (Advance Care Plan Only)	88.5%	87.7%	69.4%	97.2%	97.0%	73.0%	83.9%	N/A	N/A	N/A	N/A
COL	Colorectal Cancer Screening	68.5%	80.4%	66.1%	84.2%	75.8%	82.5%	80.5%	↑	↓	N/A	N/A
CBP	Controlling High Blood Pressure	56.7%	81.0%	73.5%	75.9%	77.1%	70.3%	74.3%	↓	↓	↑	↑
FUH	Follow-up After Hospitalization for Mental Illness (7 days)	N/A	33.3%	46.0%	35.9%	45.7%	23.3%	36.7%	↑	↓	↓	↓
MRP	Medication Reconciliation Post-Discharge (in AP)	73.7%	70.8%	87.0%	69.3%	59.4%	53.5%	65.9%	↓	↓	N/A	N/A
OMW	Osteoporosis Management in Women Who Had a Fracture	N/A	43.2%	N/A	21.7%	N/A	42.6%	36.4%	↓	↓	N/A	N/A
PBH	Persistence of Beta-Blocker Treatment After Heart Attack	N/A	N/A	N/A	N/A	N/A	93.8%	93.8%	↑	↓	↑	↑
PCE	Pharmacotherapy Management of COPD Exacerbation											
	Systemic Corticosteroid	87.9%	73.7%	76.3%	80.1%	78.9%	79.9%	78.2%	↑	↓	↑	↑
	Bronchodilator	97.0%	94.2%	84.0%	89.0%	88.6%	91.2%	90.0%	↑	↑	↑	↑
DDE	*Potentially Harmful Drug Disease Interactions in the Elderly (Total)	N/A	45.8%	52.3%	44.9%	47.1%	44.8%	46.1%	↑	↑	N/A	N/A
DAE	*Use of High-Risk Medications in the Elderly											
	One Prescription	19.5%	19.6%	23.9%	20.4%	17.2%	22.7%	21.2%	↑	↑	N/A	N/A
	At Least Two Prescriptions	13.7%	15.6%	20.3%	15.0%	13.6%	16.3%	16.0%	↑	↑	N/A	N/A
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	N/A	28.6%	22.7%	24.5%	36.7%	29.6%	27.5%	↓	↓	↓	↓
PCR	Plan All-Cause Readmission – Part B (expected to observed ratio)*	1.1718	0.7050	0.5304	0.9599	0.7 113	0.5967	N/A	N/A	N/A	N/A	N/A

* A lower rate represents better performance.

1. Due to Covid-19, CMS instructed SCO programs to not collect new performance metrics for measurement year 2019. Plans were permitted to re-report MY 2018 data.

SCO plans are compared to the Medicare 90th and 75th percentiles benchmarks in the table above.

- The MHWM rates are above the national Medicare 90th and 75th percentiles for PCE – bronchodilator cohort. The MHWM rates are above the national Medicaid 90th and 75th percentile for AMM, CBP, PBH, and both cohorts of the PCE measure.
- The MHWM rates are below the Medicare 90th percentile, but above the 75th percentile for COL, FUH, PBH, and PCE – Corticosteroid cohort.
- The MHWM rates are below both the Medicare 90th percentile and the 75th percentile for AMM (Acute and Continuation), CBP, MRP, OMW, and SPR. The MHWM rates are below the Medicaid 90th and 75th percentile for FUH and SPR.
- For DDE and DAE (1 and 2 prescriptions), where a lower rate is better, the MHWM rates are above (worse than) both the national Medicare 75th and 90th percentiles.
- There are no benchmarks available for COA or PCR.

Table 4 - One Care Performance Measures, 2020 (Measurement Period: Calendar Year 2018)²

Measure Code	2019 Measures	CCA	Tufts HP	MH Weighted Mean	Nat'l Mcaid 75th Percentile	Nat'l Mcaid 90th Percentile
AMM	Antidepressant Medication Management					
	Effective Acute Phase	63.4%	85.4%	66.1%	↑	↔
	Effective Continuation Phase	51.4%	78.1%	54.6%	↑	↑
BCS	Breast Cancer Screening	73.6%	66.0%	72.4%	↑	↑
COL	Colorectal Cancer Screening	71.3%	58.7%	69.2%	N/A	N/A
CDC	*Comprehensive Diabetes Care: Poor Control	40.9%	27.6%	39.1%	↑	↑
CBP	Controlling High Blood Pressure	72.0%	74.2%	72.3%	↑	↔
FUM	Follow-up After Emergency Department Visit for Mental Illness (7 days)	76.9%	79.8%	77.2%	↑	↑
FUA	Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (7 days)	24.9%	17.5%	23.6%	↑	↑
FUH	Follow-up After Hospitalization for Mental Illness (7 days)	41.6%	51.6%	42.9%	↑	↓
IET	Initiation and Engagement of Alcohol, Opioid, or Other Drug Abuse or Dependence Treatment					
	Initiation Total	41.6%	42.6%	41.7%	↓	↓
	Engagement Total	12.0%	14.4%	12.3%	↓	↓
MRP	Medication Reconciliation Post-Discharge	55.7%	38.7%	53.2%	N/A	N/A
PBH	Persistence of Beta-Blocker Treatment After Heart Attack	93.0%	N/A	93.0%	↑	↑
SPR	Use of Spirometry Testing in the Assessment and Diagnosis of COPD	30.3%	38.6%	31.6%	↓	↓
PCR	Plan All-Cause Readmission (observed to expected ratio)*	0.8805	0.8994	N/A	N/A	N/A
* A lower rate represents better performance.						

1. Due to Covid-19, CMS instructed One Care programs to not collect new performance metrics for measurement year 2019. Plans were permitted to re-report MY 2018 data.

One Care plans are compared to the Medicaid 90th and 75th percentile benchmarks in the table above.

- The MHWM rates for AMM, BCS, CBP, FUM, FUA, and PBH are above the Medicaid 75th and above, or not different from, the 90th percentile.
- The MHWM rate for FUH are below the 90th percentile, but above the 75th percentile.
- The MHWM rates for IET (Initiation and Engagement cohorts) and SPR are below both the Medicaid 90th and 75th percentile.
- For CDC Poor Control, for which lower rates are better, the MHWM rates are above (worse performance than) both the Medicaid 90th and 75th percentile.
- There are no benchmarks available for COL, MRP, and PCR.

Table 5 – MassHealth Behavioral Health Measures, 2020 (Measurement Period: Calendar Year 2019)

Measure Code	2019 Measures	Rate	Nat'l Mcaid 75th Percentile	Nat'l Mcaid 90th Percentile
ADD	Follow-Up Care for Children Prescribed ADHD Medication			
	Initiation	58.7%	↑	↑
	Continuation	70.8%	↑	↑
AMM	Antidepressant Medication Management			
	Effective Acute Phase	61.7%	↑	↓
	Effective Continuation Phase	43.5%	↑	↓
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics	25.1%	↓	↓
FUM	Follow-Up After Emergency Department Visit for Mental Illness			
	Follow-up within 7 days	76.8%	↑	↑
	Follow-up within 30 days	82.2%	↑	↑
FUA	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence			
	Follow-up within 7 days	22.0%	↑	↓
	Follow-up within 30 days	30.7%	↑	↓
FUH	Follow-Up After Hospitalization for Mental Illness			
	Follow-up within 7 days	49.0%	↑	↓
	Follow-up within 30 days	70.0%	↑	↓
IET	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment			
	Initiation	44.7%	↓	↓
	Engagement	17.1%	↓	↓
SSD	Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are using Antipsychotic Medications	70.3%	↓	↓

Behavioral Health measures are compared to the Medicaid 90th and 75th percentiles in the table above.

- The MHWB rates are above the 90th and 75th percentile for ADD (Initiation and Continuation) and FUM (7 and 30 day).
- The MHWB rates are below the 90th percentile, but above the 75th percentile, for AMB (Acute and Continuation), FUA (7 and 30 day), and FUH (7 and 30 day).
- The MHWB rates are below the 90th and 75th percentile for APM, IET (Initiation and Engagement), and SSD.