



Office of Health Innovation & Quality
MyCare Ohio
Quality Dashboard
2019

Governor Mike DeWine | Lt. Governor Jon Husted | Director Maureen Corcoran

[medicaid.ohio.gov](https://www.medicaid.ohio.gov)

Introduction

The Ohio Department of Medicaid (ODM), in partnership with the Centers for Medicare and Medicaid (CMS), launched the MyCare Ohio duals demonstration initiative in May 2014 to bring better health outcomes to individuals who have both Medicare and Medicaid benefits. MyCare Ohio operates in seven regions covering 29 Ohio counties, including the major metropolitan areas. The ODM Office of Health Innovation & Quality, releases an annual consumer dashboard summarizing MyCare Ohio Plan's (MCOP) performance in key areas of clinical quality and patient experience of care. The purpose of this annual consumer dashboard is to visually depict performance across all plans in all 29 counties (i.e. statewide performance) as well as compare individual plans' performance. An explanation of each of the consumer dashboard element is listed below.

Dashboard Elements

Clinical Quality: MCOP performance is evaluated using measures from the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS is a widely used set of managed care plan performance measures, developed and maintained by the National Committee for Quality Assurance (NCQA). HEDIS was designed to allow comparison of health plan performance to other plans and to national or regional benchmarks. The chart compares each MCOP's performance, as well as the aggregate MCOP (statewide) performance to national Medicaid benchmarks. The HEDIS measures included on this dashboard align with specific priorities, goals and focus areas of the ODM Quality Strategy.

Average % Change of HEDIS Measure from the Prior Year: The average annual change in the ODM statewide HEDIS measure rates.

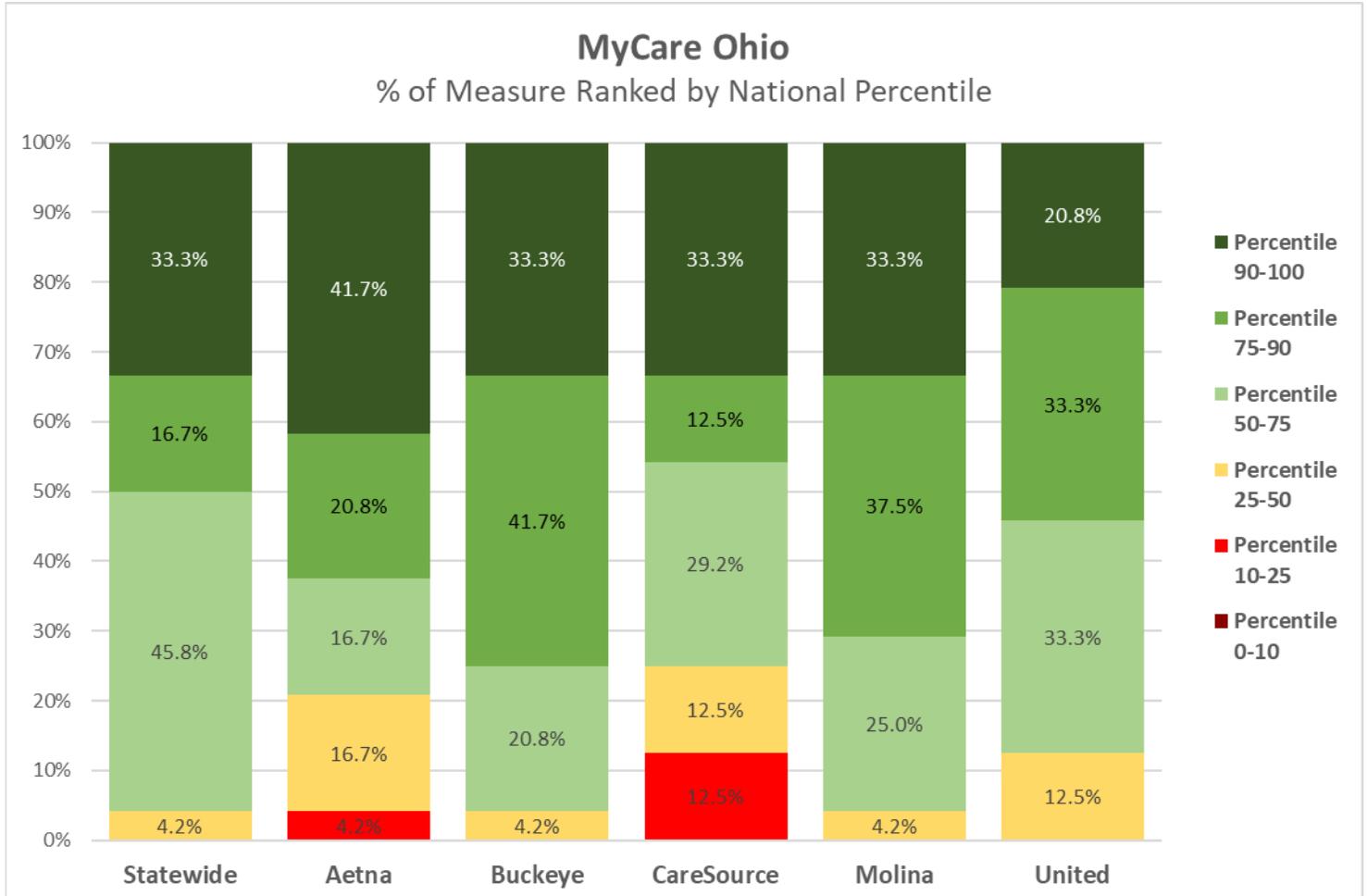
CAHPS: The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey asks MCOP members to report on their experiences with health care services in different settings. The surveys are a product of the Agency for Healthcare Research and Quality's CAHPS program, which is a public-private initiative to develop and maintain standardized surveys of patients' experiences with care.

Statewide Quality Withhold (QW): To ensure MyCare members receive high quality care and to incent quality improvement, on an annual basis both Medicare and Medicaid withhold a percentage of their respective components of the MyCare Ohio capitation rate. The withheld amounts will be repaid retrospectively subject to each MCOP's performance consistent with established quality requirements for certain core quality withhold measures, as specified by CMS. The QW measures include HEDIS, CAHPS, Medicare Part D (prescription drug benefit), and administrative performance measures.

Conclusion: Comparison to national HEDIS benchmarks indicates overall favorable MCOP performance with approximately 50% of the statewide measure rates meeting or exceeding the national 50th percentile, and 33.3% of rates meeting or exceeding the 90th percentile. Three of the five MCOPs' performance was consistent with the overall program, and two MCOPs have opportunities for improvement with a somewhat higher percentage of measures with rates below the 25th national percentile. Consumer experience of care, as assessed by the CAHPS survey, has been favorable with responses improving overall on all indicators through CY 2017. For the current year (CY 2018), performance on four of the five CAHPS measures has remained consistent from CY 2017, with a slight downward trend (0.6% decrease) from 2017 to 2018 for the 'Rating of Health Care Quality' measure. For the Quality Withhold program, the percent of withheld funds returned to the MCOPs has increased annually (indicating continued performance improvement on the QW measure set), with 96% of withheld funds returned in CY 2017 (the most recent annual QW determination).

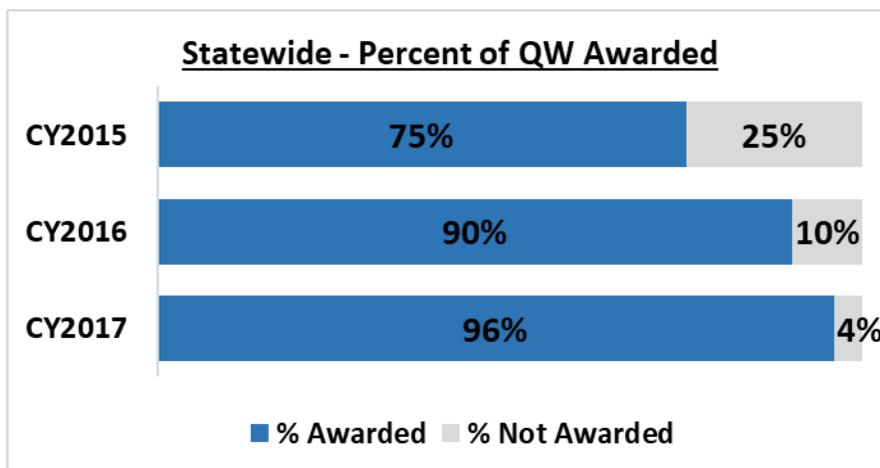
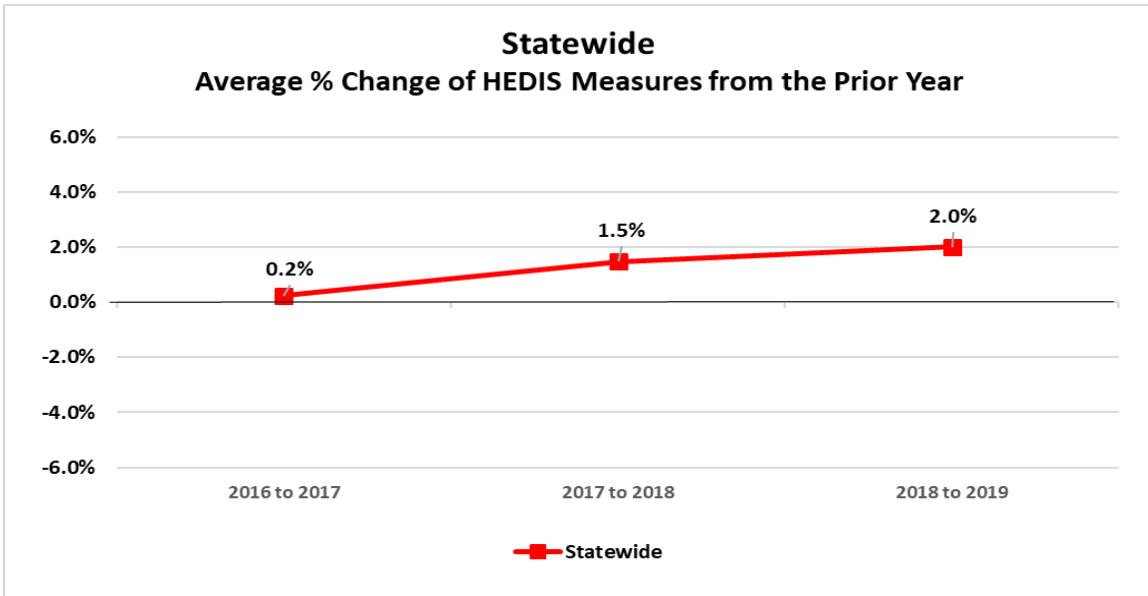
Clinical Quality 2019

CY 2018 Measurement Year



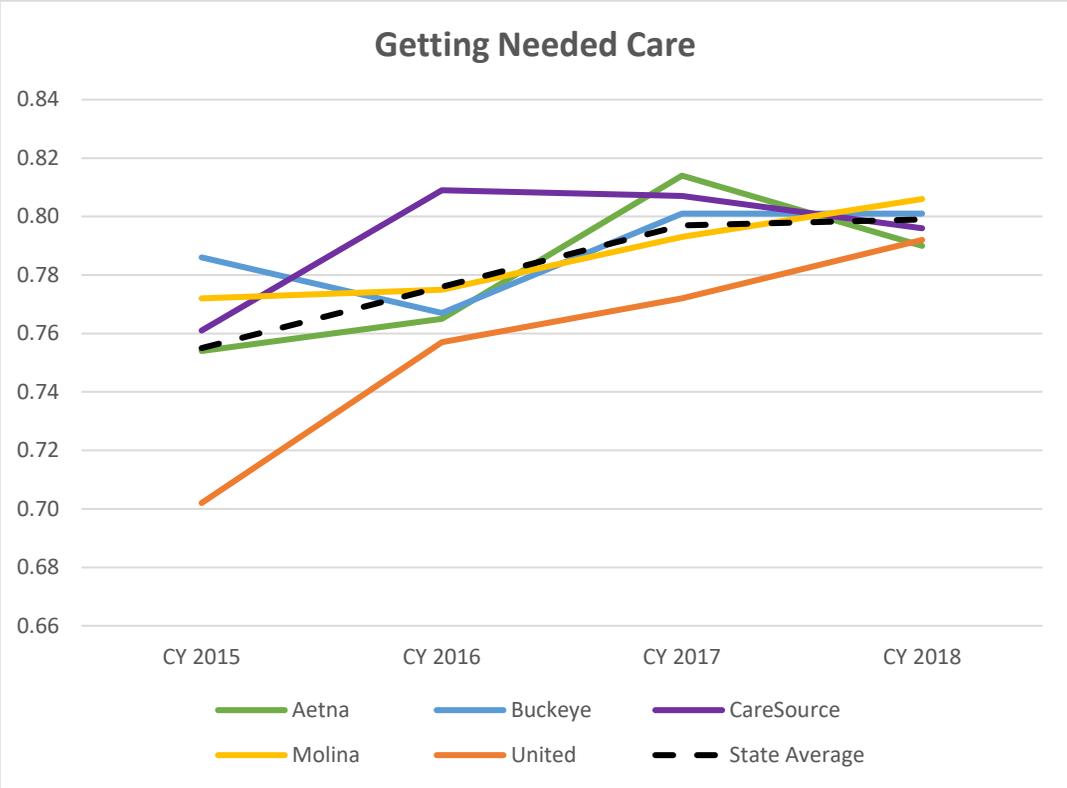
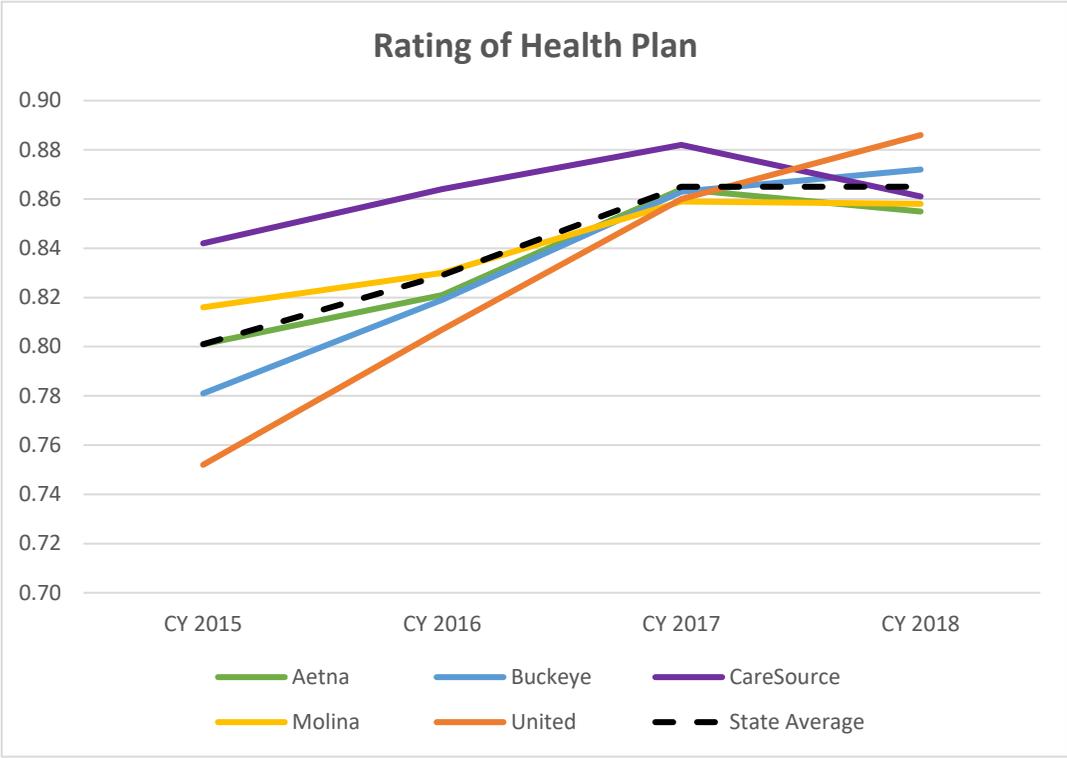
Interpreting the chart

For example: Statewide, 33.3% of HEDIS measures required by ODM had rates that met or exceeded the 90th National Medicaid Percentile



CAHPS

Patient Experience Survey



CAHPS

Patient Experience Survey

