



®

Hennepin Health
300 South Sixth Street, MC 604
Minneapolis, Minnesota 55487-0604

Hennepin Health HEDIS® MY 2021 PMAP Summary

This report provides the Hennepin Health HEDIS® rate analysis for identified measures for the Families & Children – Prepaid Medicaid Assistance Program (PMAP). The National Committee for Quality Assurance (NCQA) administers HEDIS®. It is a tool used in the United States to measure performance on health care dimensions of care and service. HEDIS® is a critical instrument for Hennepin Health to measure both the quality and quantity of care. Hennepin Health analyzes HEDIS® measurements results to strategically plan and implement QM initiatives, track utilization, and evaluate performance against other health plans. HEDIS® includes 92 measures across six domains as outlined below.

- Effectiveness of Care
- Access and Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Health Plan Descriptive Information
- Measures Reported Using Electronic Clinical Data Systems

HEDIS® includes measures such as:

- Children and Adolescents: Immunizations, Well- Child/Adolescent Visits
- Adult Preventive Care: Breast cancer screening, Cervical cancer screening
- Chronic Disease Management: Diabetes Care, Controlling Hypertension
- Behavioral Health

Data collected for HEDIS® Measurement Year (MY) 2021 is from the calendar year (CY) 2021. While Hennepin Health has experienced growth and stability in its product offerings, the children and adolescent population for both Hennepin Health PMAP children remains small. For most children and adolescent measures, Hennepin Health does not meet the minimal sampling requirements of 411.

The Department of Human Services PMAP contract requires Hennepin Health to report a limited number of HEDIS® performance measures, both hybrid and administratively. Administrative measures use claims and supplemental data sources to determine measure compliance, while hybrid measures combine administrative sources with the ability to also perform chart reviews to determine measure compliance. In addition, MDH requires Hennepin Health to provide results of additional HEDIS® measures. Minnesota Community Measurement (MNCM) also uses HEDIS® measures for their outcome data measurement.

Hennepin Health, in collaboration with eight Minnesota health plans, creates an annual Minnesota health plan average for each HEDIS® measure to allow for rate comparison between health plans. Minnesota strives to produce high HEDIS® rates, focusing upon the quality of care rather than the quantity of care. The Minnesota average is provided in this report for select HEDIS® measures where an average was created.

Hennepin Health HEDIS® MY 2021 PMAP Summary

Hennepin Health Measure Strengths HEDIS® MY 2021

HEDIS® measure strengths are Hennepin Health's HEDIS® rates that are above their respective Minnesota average. HEDIS® measure strengths are identified at the program level. HEDIS® MY 2021 is the sixth year the Hennepin Health PMAP programs can be compared to the Minnesota average.

The Hennepin Health PMAP program scored higher than the Minnesota average for the following measures:

- *Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents – BMI Percentile (WCC)*
- *Childhood Immunization Status (CIS) – Rotavirus*
- *Immunizations for Adolescents (IMA) - HPV & Combo 2*
- *Chlamydia Screening in Women (CHL)*
- *Comprehensive Diabetes Care (CDC) – A1c Test & Poor Control*
- *Use of Opioids at High Dosage (HDO)*
- *Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)– Initiation Phase*
- *Prenatal and Postpartum Care – (PPC)*

Hennepin Health Measure Opportunities HEDIS® MY 2021

Measure opportunities are measures where Hennepin Health's rates fell below the Minnesota average. HEDIS® reporting is by product, therefore measure opportunities are presented by product.

Hennepin Health PMAP has several opportunities related to HEDIS® measures in preventive care. The *Breast Cancer Screening* rate (40.2%) and the *Cervical Cancer Screening* rate (46.47%) continue to be lower than the respective Minnesota averages (53.15%, 57.87%). Hennepin Health created new rewards for health (\$50 incentive) to address these gaps in care for members in 2019 but has yet to witness a significant increase in rates from this intervention. Hennepin Health does recognize the lack of member awareness of rewards for health posing an issue. The plan to address this issue will be discussed in later sections.

Other measure opportunities for Hennepin Health are diabetic care (with a focus on eye exams and blood pressure), controlling hypertension and adult access to preventative care. Hennepin Health's well-child visits and immunization rates tend to be lower than the Minnesota Average, however with the smaller eligible populations, comparison to the Minnesota average for these measures may be unreliable.

Hennepin Health HEDIS® behavioral health measures continue to trail the Minnesota average and provide opportunity for improvement. One important thing to note is while the rates are below the Minnesota average, the denominators for these measures are small, therefore comparison may not be appropriate. Hennepin Health will continue to view behavioral health as an opportunity as many Hennepin Health members, in all Hennepin Health products, live with

Hennepin Health HEDIS® MY 2021 PMAP Summary

behavioral health illness. NCQA has also expressed concerns about the low performance of health plans nationwide on behavioral health quality measures.

The Impact of COVID-19 on MY 2021

The COVID-19 pandemic continues to have an impact on HEDIS®, from rates to chart reviews. Utilization has continued to increase in MY2021, with rates being more representative of post pandemic numbers. Challenges for clinics and health plans has been that many members are past due on care and access to care at clinics is an issue. Many efforts have been placed on educating members of the past due care and collaborating with them to complete the recommended care. Clinics have provided comment that many members when in clinic are interested in getting past due immunizations and screenings for themselves and family members. Telehealth continues to be a common way of how care is delivered, with is reflective in the increasing telehealth utilization rates.

Hennepin Health’s membership increase, and stability has continued in 2021. This is related to the extension of the COVID-19 peacetime emergency order, which has suspended the requirement for the completion of annual Medicaid renewal process, allowing Minnesota Health Care Program members to not lose coverage during the pandemic, unless the member makes the request or moves out of Minnesota.

Hennepin Health’s PMAP HEDIS® MY 2021 Rates

The following chart provide an analysis of change for Hennepin Health’s PMAP HEDIS® rates for calendar years 2020 through 2021. The absolute change captures the difference in rates between the two calendar years. The Minnesota average is provided for comparison. Hennepin Health – PMAP HEDIS® rates for 2020 and 2021 are displayed in Table 1.

Table 1. Hennepin Health - PMAP HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents				
a. BMI Percentile	17.81%	19.22%	↑ 1.41%	17.60%
b. Counseling for Nutrition	3.96%	3.13%	↓-0.83%	10.34%
c. Counseling for Physical Activity	0.62%	1.20%	↑ 0.58%	10.36%
Childhood Immunization Status **				
a. DTaP/DT	62.45%	63.69%	↑ 1.24%	65.11%
b. IPV	78.17%	79.76%	↑ 1.59%	83.13%
c. MMR	80.35%	75.00%	↓-5.35%	77.47%
d. HiB	75.55%	72.92%	↓-2.63%	75.10%
e. Hep B	82.10%	85.12%	↑ 3.02%	86.07%
f. VZV	79.91%	74.40%	↓-5.51%	79.20%

Hennepin Health HEDIS® MY 2021 PMAP Summary

Table 1. Hennepin Health - PMAP HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
g. Pneumococcal Conjugate	64.19%	61.61%	↓-2.58%	65.75%
h. Hep A	79.04%	70.54%	↓-8.50%	77.60%
i. Rotavirus	69.87%	65.18%	↓-4.69%	67.96%
j. Influenza	62.45%	56.55%	↓-5.90%	52.98%
COMBO 10	46.72%	38.99%	↓-7.73%	39.15%
Immunizations for Adolescents **				
a. Meningococcal	81.31%	67.53%	↓-13.78%	76.78%
b. Tdap*	81.78%	72.32%	↓-9.46%	79.24%
c. HPV	29.91%	34.32%	↑ 4.41%	32.01%
d. Combo 1 Meningococcal, Tdap*	78.97%	66.79%	↓-12.18%	75.36%
e. Combo 2 Meningococcal, Tdap, HPV	28.97%	31.37%	↑ 2.40%	30.67%
Breast Cancer Screening	41.04%	40.20%	↓-0.84%	53.15%
Cervical Cancer Screening	46.23%	46.47%	↑ 0.24%	57.87%
Chlamydia Screening in Women	65.54%	66.34%	↑ 0.80%	55.20%
Asthma Medication Ratio				
a. Ages 5-11	68.42%	57.14%	↓-11.28%	74.39%
b. Ages 12-18	57.89%	54.55%	↓-3.34%	67.40%
c. Ages 19-50	57.25%	54.41%	↓-2.84%	56.84%
e. Ages 51-64	55.13%	61.36%	↑ 6.23%	63.17%
c. Total	57.49%	56.42%	↓-1.07%	62.38%
Controlling High Blood Pressure	56.20%	59.61%	↑ 3.41%	64.62%
Persistence of Beta Blocker Treatment After Heart Attack	53.33%	91.67%	↑ 38.34%	85.24%
Comprehensive Diabetes Care				
a. HA1C test	80.05%	88.56%	↑ 8.51%	88.36%
b. HA1C Poor control (lower is better)	48.42%	38.20%	↓-10.22%	36.17%
c. HA1C Control <8*	38.44%	51.34%	↑ 12.90%	52.19%
f. Eye Exam*	47.20%	44.04%	↓-3.16%	58.17%
g. Blood Pressure <140/90*	58.15%	61.56%	↑ 3.41%	69.96%
Antidepressant Medication Management				
a. Acute phase (84 days)	50.96%	53.87%	↑ 2.91%	61.33%
b. Continuation phase (180 days)	37.57%	38.88%	↑ 1.31%	42.85%
Follow-up care for Children prescribed ADHD Medication				
a. Initiation Phase	46.67%	31.58%	↓-15.09%	36.92%
b. Continuation and Maintenance Phase	100.00%	33.33%	↓-66.67%	47.06%
Follow-up After Hospitalization for Mental Illness				
a. 7 day follow up	26.56%	24.07%	↓-2.49%	39.06%

Hennepin Health HEDIS® MY 2021 PMAP Summary

Table 1. Hennepin Health - PMAP HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
b. Follow-up after 30 days	50.16%	54.58%	↑ 4.42%	65.87%
Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence				
a. Follow-up after 7 days	15.06%	18.37%	↑ 3.31%	22.11%
b. Follow-up after 30 days	24.56%	27.42%	↑ 2.86%	32.63%
Follow-up After Emergency Department Visit for Mental Illness				
a. Follow-up after 7 days	30.47%	33.74%	↑ 3.27%	51.66%
b. Follow-up after 30 days	46.24%	48.17%	↑ 1.93%	64.44%
Use of Opioids at High Dosage (lower is better)	1.14%	1.23%	↓ - 0.09%	5.12%
Use of Opioids from Multiple Providers				
Multiple Prescribers (lower is better)	32.45%	30.71%	↓-1.74%	28.45%
Multiple Pharmacies (lower is better)	8.28%	5.25%	↓-3.03%	5.30%
Multiple Prescribers and Multiple Pharmacies (lower is better)	6.95%	4.46%	↓-2.49%	4.13%
Risk of Continued Opioid Use – 15 Day Total (lower is better)	4.02%	4.98%	↓ - 0.96%	3.36%
Risk of Continued Opioid Use – 31 Day Total (lower is better)	2.31%	2.52%	↓ - 0.21%	1.66%
Adults' Access to Preventive/Ambulatory Health Services				
a. Ages 20-44	64.54%	63.42%	↓-1.12%	78.30%
b. Ages 45-64	73.01%	72.45%	↓-0.56%	83.40%
c. Ages 65+	50.00%	41.67%	↓-8.33%	86.40%
d. Total	67.38%	66.16%	↓-1.22%	79.79%
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment				
a. Initiation of AOD Treatment	43.51%	43.33%	↓-0.18%	41.36%
b. Engagement of AOD Treatment	14.14%	15.20%	↑ 1.06%	16.77%
Prenatal and Postpartum Care **				
a. Prenatal Care	86.82%	85.31%	↓-1.51%	83.37%
b. Postpartum Care	76.35%	79.38%	↑ 3.03%	80.91%
Annual Dental Visit-Children (Ages 2-20)	30.67%	31.95%	↑ 1.28%	44.28%
Well-Child Visits in the First 15 Months	39.37%	44.37%	↑ 5.00%	49.38%
Well-Child Visits for Age 15 Months–30 Months	50.68%	49.50%	↓-1.18%	61.08%
Child and Adolescent Well-Care Visits	30.70%	44.25%	13.55%	46.72%
Identification of Alcohol and Other Drug Services				
a. Any services	21.23%	19.10%	↓-2.13%	NR
b. Inpatient	6.61%	6.05%	↓-0.56%	NR

Hennepin Health HEDIS® MY 2021 PMAP Summary

Table 1. Hennepin Health - PMAP HEDIS® Rates – CY 2020 and CY 2021				
HEDIS® Measure	CY 2020	CY 2021	Absolute Change	Minnesota Average
c. Intensive Outpatient/Partial Hospitalization	0.21%	0.20%	↓-0.01%	NR
d. Outpatient/Emergency Department	17.56%	15.51%	↓-2.05%	NR
e. Emergency Department	7.05%	6.24%	↓-0.81%	NR
f. Telehealth	7.00%	6.39%	↓-0.61%	NR
Mental Health Utilization				
a. Any services	23.54%	21.99%	↓-1.55%	NR
b. Inpatient	1.34%	1.21%	↓-0.13%	NR
c. Intensive Outpatient/ Partial Hospitalization	0.72%	0.59%	↓-0.13%	NR
c. Outpatient/Emergency Department	16.46%	13.70%	↓-2.76%	NR
e. Emergency Department	1.74%	1.65%	↓-0.09%	NR
f. Telehealth	15.38%	14.81%	↓-0.57%	NR
Enrollment by Product Line (Member Months)	287692	357627	↑ 69935	NR

↓ Rate is lower than previous year.

↑ Rate is higher than previous year.

** Did Not Meet Minimum Required Sample Size/small denominator

As displayed in the table above, improvements and opportunities for improvement were seen in several HEDIS® measures in MY 2021 compared to MY 2020. In addition, several HEDIS® measures were below the Minnesota average. MY 2021 HEDIS® rates have been shared with Clinical Quality Outcomes Committee (CQOC), Hennepin County Governing Board, and the Medical Administration and Network Management departments in fourth quarter 2022. Based on the discussion, Hennepin Health will provide additional rewards for childhood immunizations (Combo-10), adolescent immunizations, and colorectal cancer screening in 2023. Other strategies implemented include increasing the dollar amount for the eye exams for members living with diabetes and providing a \$25.00 incentive for each child visit for ages 0 – 14 months.

The CQOC established four clinical priority workgroups to advance the Accountable Health Model partners clinical and quality management priorities in 2022. These clinical priorities align with several HEDIS® measures.

Hennepin Health expanded its outreach to include preventative care gap closures. Members who are past due on preventative care services received a phone call from Hennepin County Health and Human Services, Hennepin Healthcare, NorthPoint Health and Wellness Center and Hennepin Health outreach staff, where members were helped with referrals and scheduling appointments. Barriers to care, such as transportation, were addressed in the outreach call. Reminders about annual preventive health exams were posted on the Hennepin Health website, social media, and promoted in brochures. Prenatal and New Mom packets were developed and sent to the members, as appropriate. Hennepin Health also continues its birthday card postcard distribution to

Hennepin Health HEDIS® MY 2021 PMAP Summary

remind parents, children, and teenagers of having an annual preventive and dental exam.

Hennepin Health continued to offer the rewards program to increase the HEDIS® rates for measures identified in Table 2. Hennepin Health has seen an increase in the number of reward vouchers submitted over the years. Please see the Healthy Lifestyles section for more information. The impact of these rewards on HEDIS® measure rates has been minimal, however.

Table 2. Hennepin Health's Rewards Program for Health by Measure and Product				
HEDIS® Measure	Incentive	PMAP	MNCare	SNBC
PPC Prenatal and Postpartum Care	First Pregnancy Visit within given time frames	X	X	X
	Nine Pregnancy Visits after initial pregnancy visit	X	X	X
	Postpartum Visit within given time frames	X	X	X
W30 Well-Child Visits in the First 30 Months of Life WCV Child and Adolescent Well-Care Visits AWC Adolescent Well-Care Visits CIS Childhood Immunization Status IMA Immunizations for Adolescents	Child and Teen Check-Up ages 0 -14 months (6 visits), 15 months, 18 months, 24 months, 30 months, and 3-20 years	X	X	
	Annual Child and Teen Check-Up ages 18-21			X
ADV Annual Dental Visit	Annual Dental Visit for children ages 1-21 and adults ages 22 and up	X	X	
	Annual Dental Visit for adolescence ages 18-20 and adults ages 22 and up			X
CDC Comprehensive Diabetes Care	Annual Blood Glucose (A1c) Test ages 18 and older	X	X	X
	Annual Eye Exam ages 18 and older	X	X	X
CCS Cervical Cancer Screening	Cervical Cancer Screening ages 21 through 64	X	X	X
BCS Breast Cancer Screening	Mammogram Screening ages 50 to 74	X	X	X

Hennepin Health HEDIS® MY 2021 PMAP Summary

Next Steps and Recommendations

Hennepin Health will continue to offer the rewards program for several HEDIS® measures as a means to improve scores. Changes to the rewards program as outlined above will be implemented. Outreach efforts in 2023 will continue to promote the rewards program and member awareness of their existence. Hennepin Health is also exploring contracting with an external organization to conduct outreach activities as a way to improve HEDIS® rates.

Hennepin Health will continue to focus on member education and preventive care gap closures. Hennepin Health's PMAP care coordination teams promote annual preventive health exams and connect members with primary care clinics and practitioners to receive seamless care. Reminders about annual preventive health exams are posted on the Hennepin Health website, social media, and promoted in brochures.

Next steps include sharing MY 2022 HEDIS® rates with the Hennepin County Board in fourth quarter 2023. Hennepin Health plans to actively work with its network providers to collaborate, in an effort to improve scores for the HEDIS® measures.



300 South Sixth Street, MC 604
Minneapolis, Minnesota 55487-0604

hennepinhealth.org