

Arkansas Health & Opportunity for Me Health and Economic Outcomes Accountability Oversight Advisory Panel



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**



Welcome

Advisory Panel members and others joining via Zoom.

Act 276 of 2021 requires DHS to [take and report attendance](#) of Advisory Panel members. If you are a member or designee, please enter your name in the chat.

Reminder: Arkansas PBS will be live streaming this meeting; watch livestream now or recording later [here](#).

Meeting Topics:

- Review the remaining 2024 health quality measures outcomes
- QHP target points and penalties
- QHP Strategic Plans



Ad Hoc ARHOME Meeting

- DHS is holding an ad hoc meeting of the ARHOME Health and Economic Outcomes Accountability Oversight Advisory Panel on **Wednesday, December 17 at 1:00 p.m.** to allow for public comment on the ARHOME waiver renewal application.
- The application and public notices are available for public review at <https://humanservices.arkansas.gov/do-business-with-dhs/proposed-rules/>
- The meeting will be held here at the DHS main office in Conference Room A/B on the first floor.
 - 700 Main Street, Little Rock, Arkansas
- A second public comment hearing will be held on Friday, January 2 at 1:00 p.m. at St. Bernard Medical Center's Community Room
 - 225 East Washington Ave. Jonesboro, Arkansas
- If you'd like to attend either meeting virtually, the details for attending online are at ar.gov/dhspublichearings.



Panel Participation Reminder

Advisory panel members are encouraged to participate and provide comments.

ARHOME is fortunate to have an advisory body made up of experts in a diverse set of fields and disciplines.

We want your feedback!

Jennifer.Dedman@dhs.Arkansas.gov

2024 Health Quality Measure Results



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ARHOME Accountability

- **Measures**, e.g., % of women who received a mammogram
- **Incentives**, e.g., QHPs offer \$\$ for beneficiaries who receive a mammogram
- **Targets**, e.g., QHPs must ensure at least 54% of women receive a mammogram
- **Penalties**, \$1-\$5 per member month assessed against QHPs that fail to sufficiently meet targets.

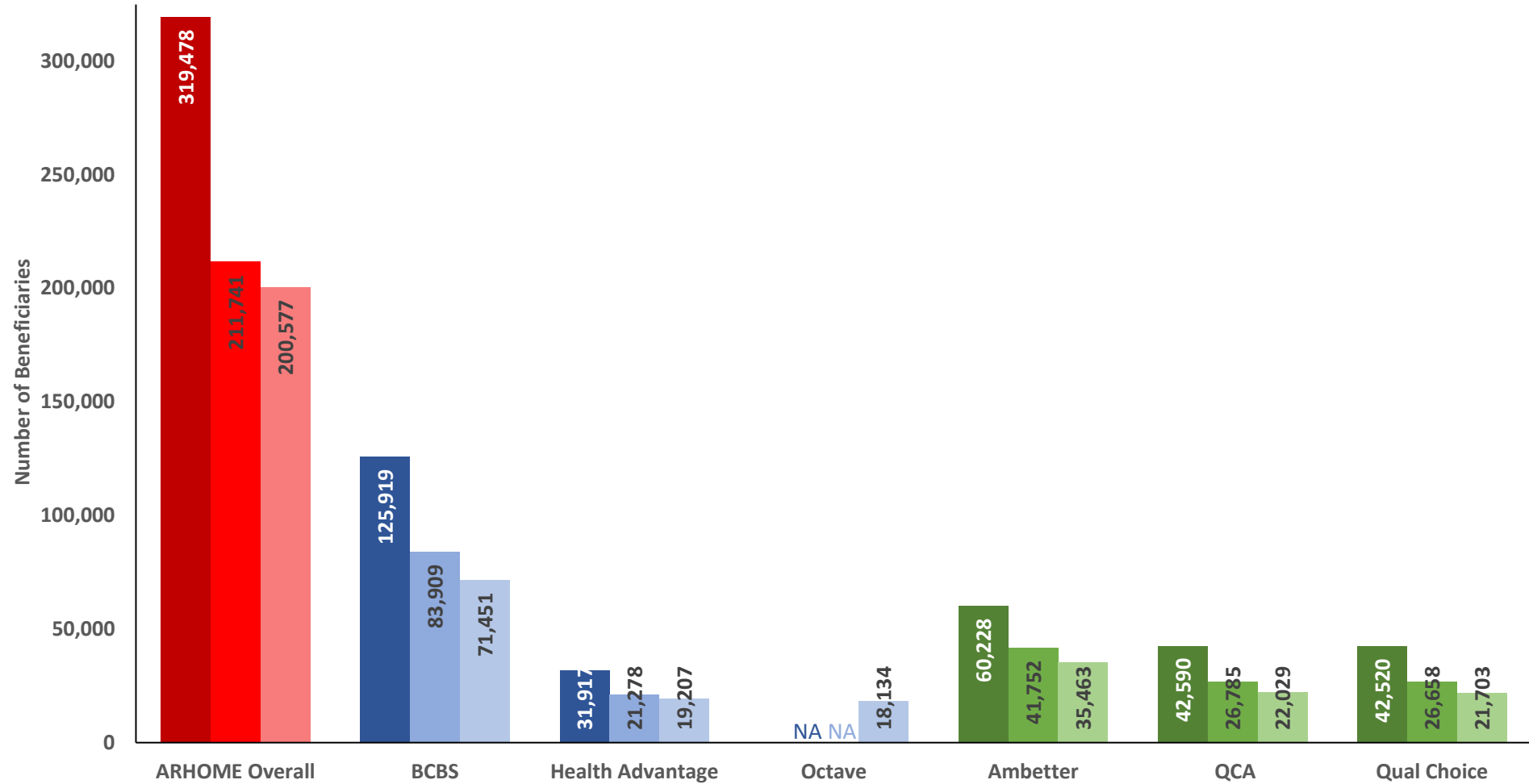


Health Improvement Initiative Requirements

- In 2024, QHPs were required to offer **two** health improvement incentives for each focus:
 - Pregnant women, particularly those with high-risk pregnancies
 - Individuals with mental illness
 - Individuals with substance use disorder
 - Individuals with two or more chronic conditions
 - Individuals living in rural areas
- QHPs must include activities to support the Health Improvement Initiative in their annual strategic plans.



Total Enrollees by QHP 2022-2024



Preventive Care



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2024 QHP Health

Improvement Incentives: Preventive Care

QHP	Incentive Activity	Beneficiaries Awarded (% of eligible)	Total Awarded
Blue Cross and Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> \$15 for wellness visit \$50 for cervical cancer screening \$50 for mammogram \$50 for chlamydia screening 	26,712 (25%)	\$400,680
		7,053 (12%)	\$352,650
		5,212 (24%)	\$260,600
		750 (21%)	\$37,500
Health Advantage		4,974 (16%)	\$74,610
		1,563 (10%)	\$78,150
		513 (14%)	\$25,650
Octave		499 (21%)	\$24,950
	3,592 (13%)	\$53,880	
	1,184 (9%)	\$59,200	
	345 (16%)	\$17,250	
		235 (14%)	\$11,750



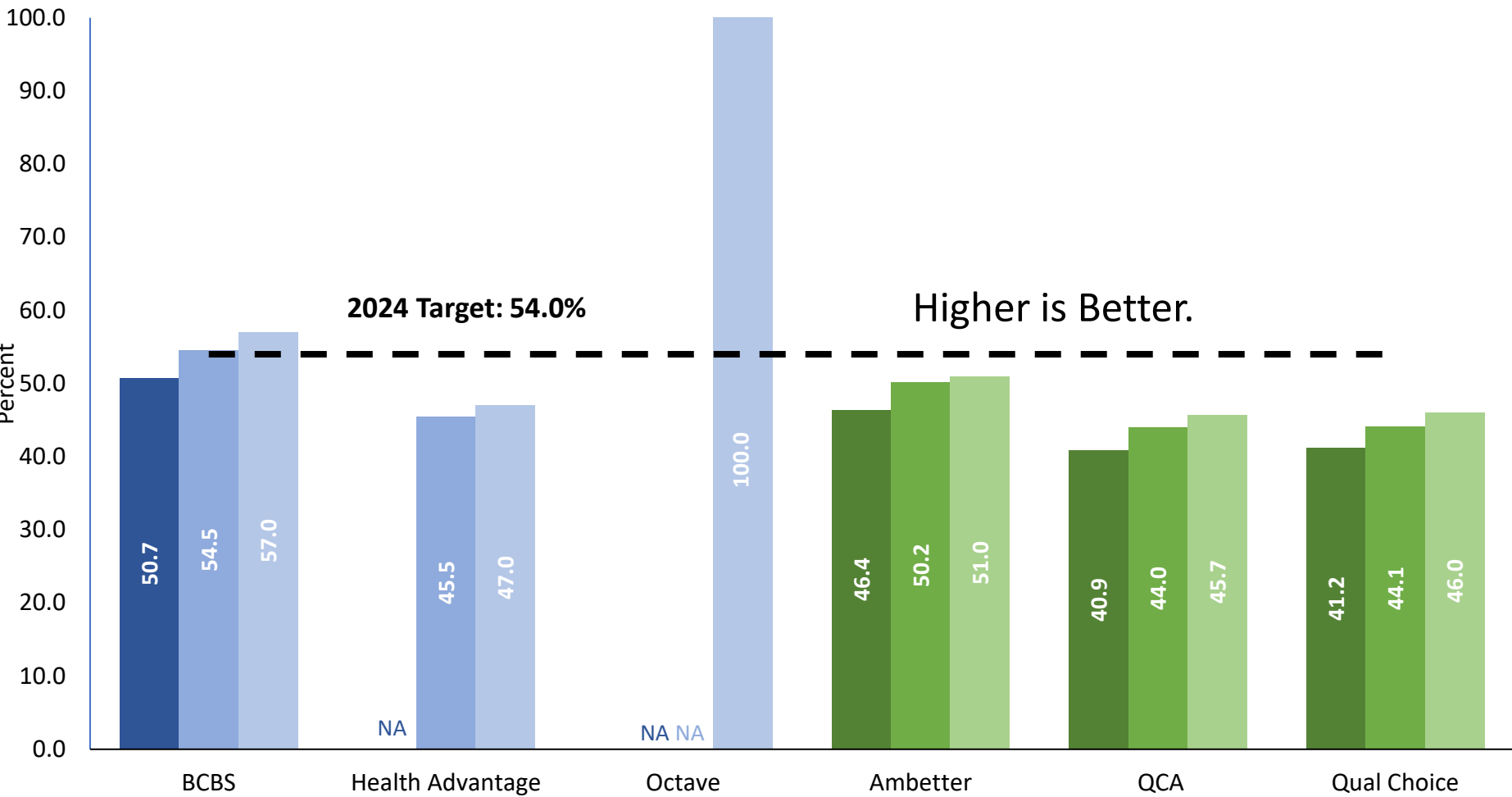
2024 QHP Health

Improvement Incentives: Preventive Care

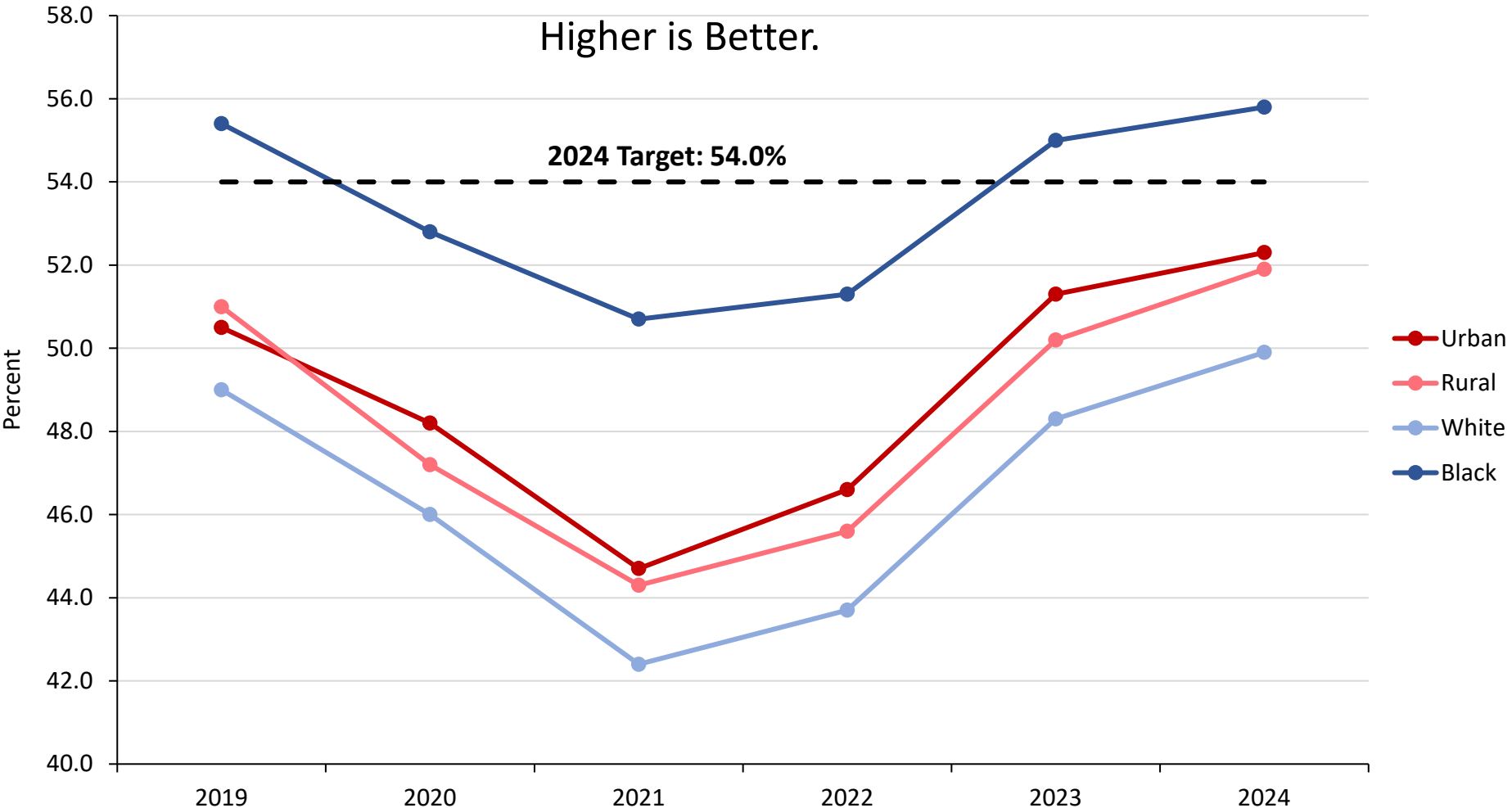
QHP	Incentive Activity	Beneficiaries Awarded (% of eligible)	Total Awarded
Ambetter	Award beneficiaries: Up to \$500 in rewards for completing healthy activities, Challenges or Power-Ups in the My Health Pays portal. Members can shop at the online store or convert points into money (10 points = \$1.00) to use towards healthcare related costs or monthly bills	6,969 (13%)	\$578,526
QualChoice Life		2,726 (8%)	\$222,287
QCA		2,749 (8%)	\$218,424



Breast Cancer Screening, 50-64 Years 2022-2024



Breast Cancer Screening, 50-64 Years



Chronic Conditions



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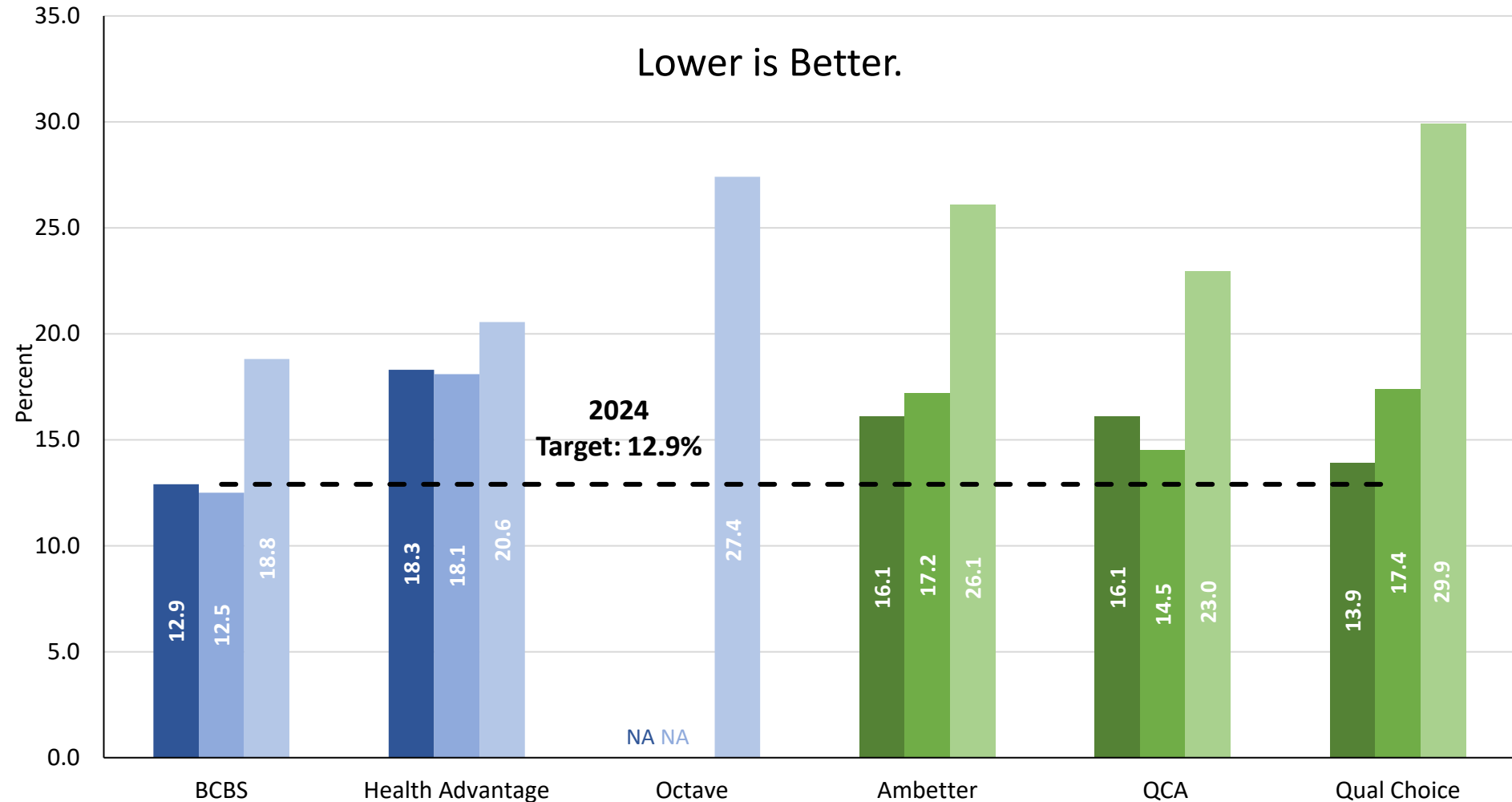
2024 QHP Health

Improvement Incentives: Chronic Conditions

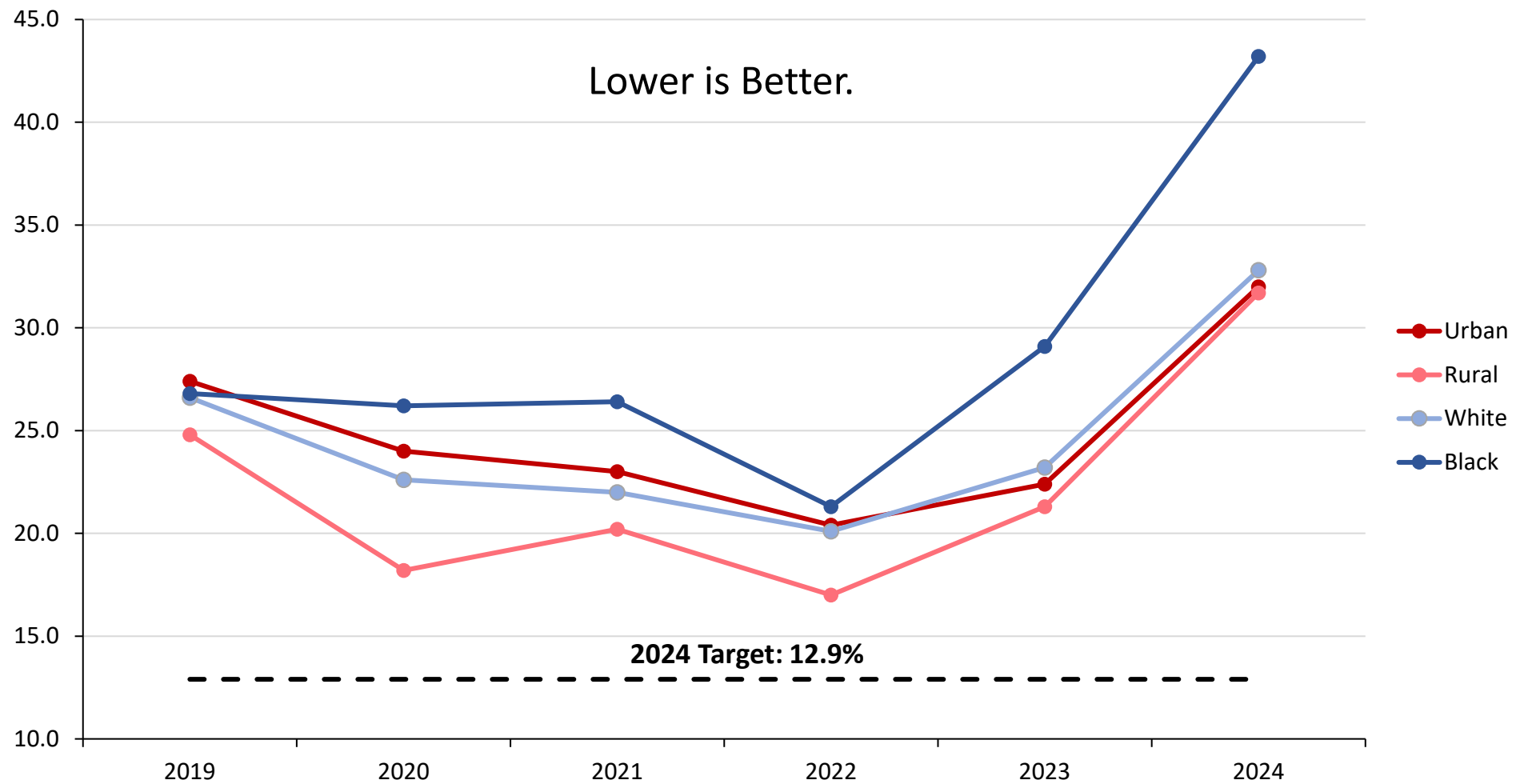
QHP	Incentive Activity	Beneficiaries Awarded (% of Eligible)	Total Incentive Awarded
Blue Cross and Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> \$40 for achieving a hemoglobin A1c test result of 7% or less \$50 for maintaining ratio of 0.5 or greater for controller to rescue inhaler use 	4,808 (38%)	\$192,320
Health Advantage		324 (64%)	\$16,200
Octave		746 (35%)	\$29,840
		13 (28%)	\$650
		374 (32%)	\$14,960
		2 (67%)	\$100
Ambetter	Award beneficiaries: Up to \$500 (10 points=\$1.00) in rewards for completing a wellness medical service or completing a Challenge (gamified series of goal-oriented behaviors) or Power-Up (bite-sized tiles of content and interactions) in the My Health Pays portal.	3,960 (7%)	\$15,970
QualChoice Life		1,519 (4%)	\$5,659
QCA		1,550 (5%)	\$5,614



Diabetes Short-Term Complications Admission Rate, 19-64 Years, 2022-2024



Diabetes Short-Term Complications Admission Rate, 19-64 Years



Behavioral Health Care and Substance Use Disorders



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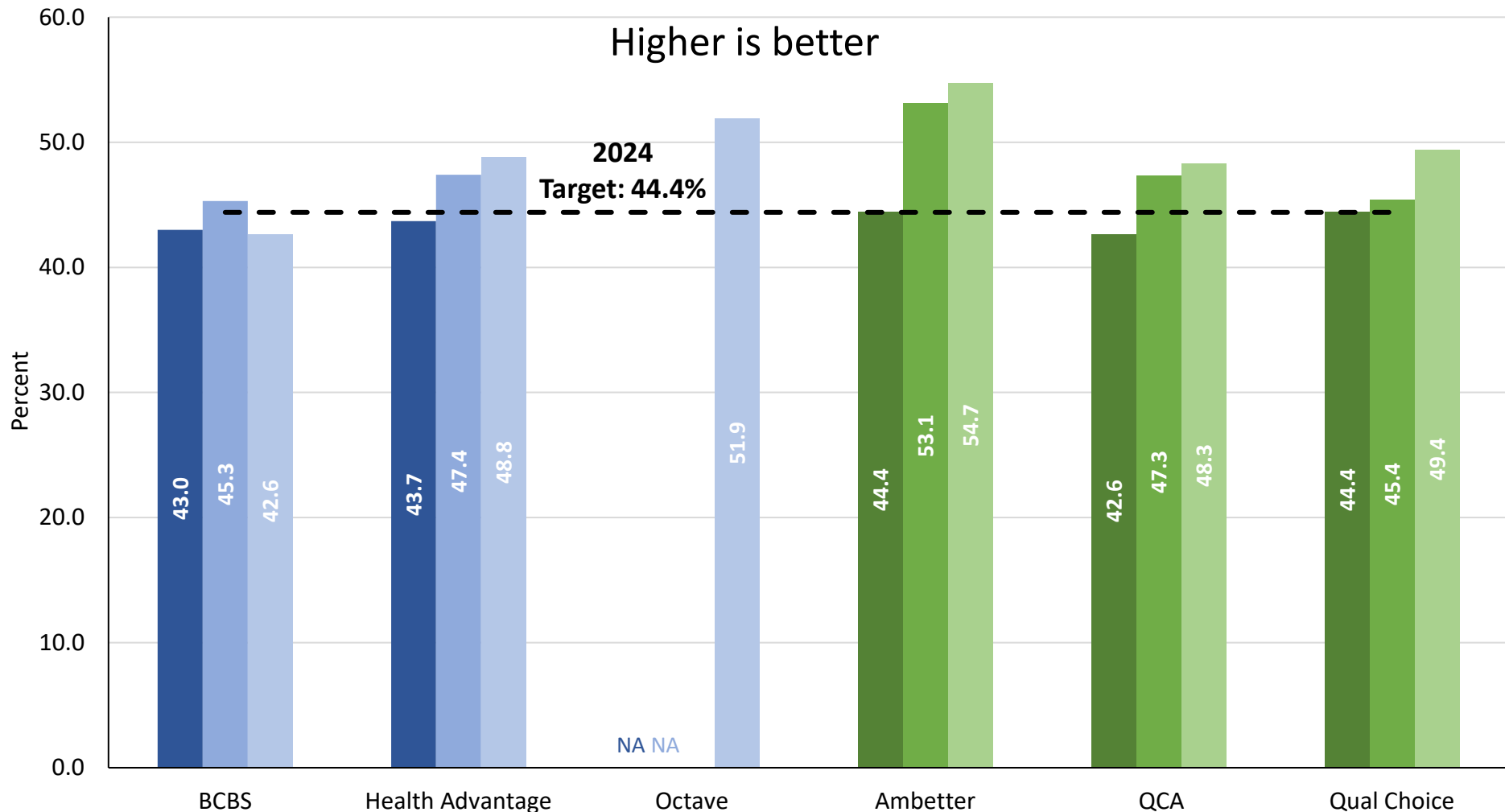
2024 QHP Health

Improvement Incentives: Substance Use Disorder

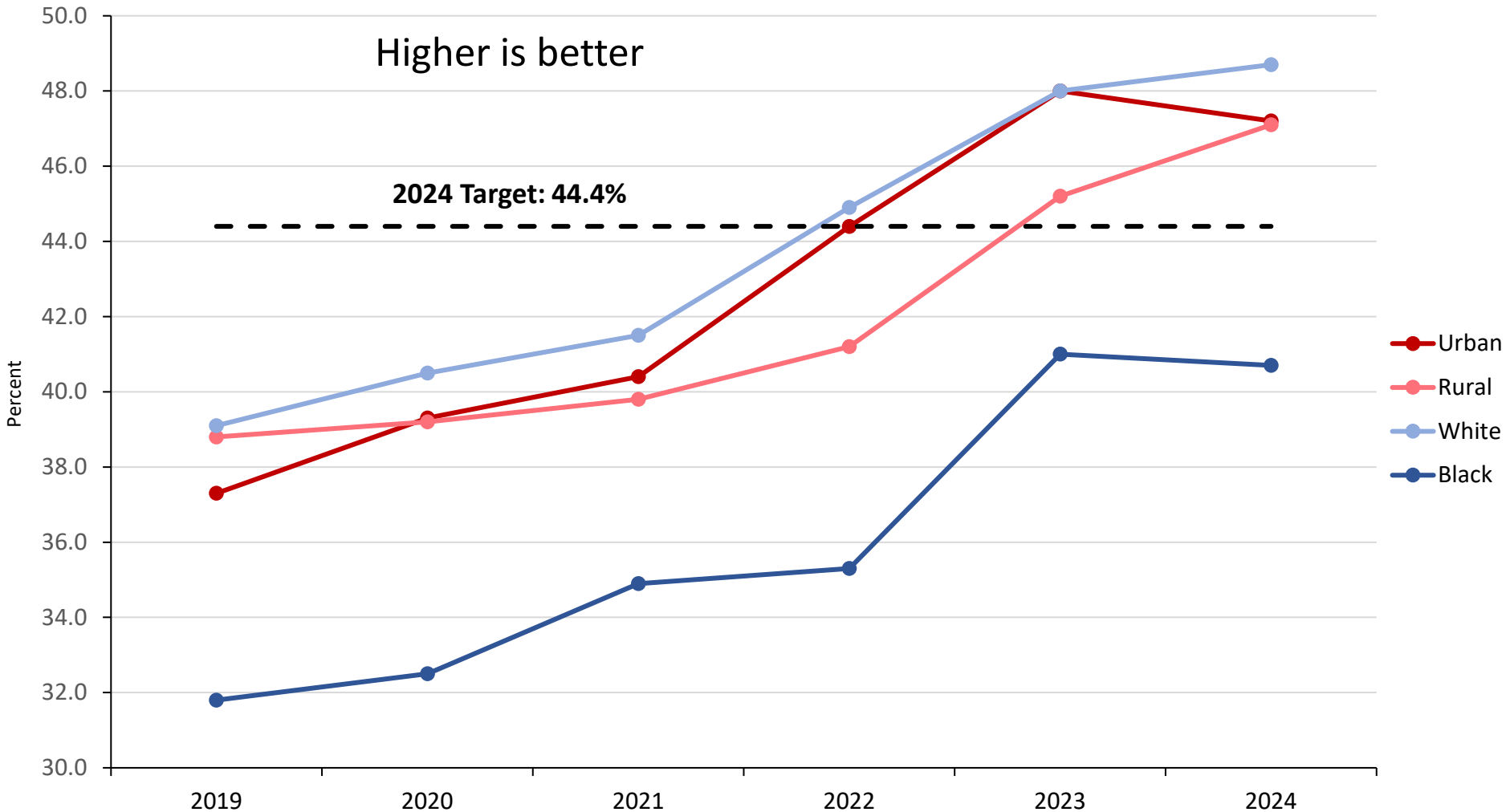
QHP	Incentive Activity	Beneficiaries Awarded (% of eligible)	Total Awarded
Blue Cross and Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> \$100 for completing follow-up visit within 30 days of ER visit for a substance use disorder. \$50 for completing follow up visit or receiving medication-assisted therapy within 14 days and attending 2 follow-up visits after a new diagnosis of substance use disorder 	114 (28%)	\$12,500
Health Advantage		1,002 (42%)	\$65,900
		27 (24%)	\$2,800
Octave		269 (49%)	\$17,350
		20 (22%)	\$2,000
		50 (64%)	\$3,100
Ambetter	No specific incentive, but allows participation in the Health Assistance Linkage and Outreach case management program.	6 (1%)	N/A
QualChoice Life		3 (1%)	N/A
QCA		2 (1%)	N/A



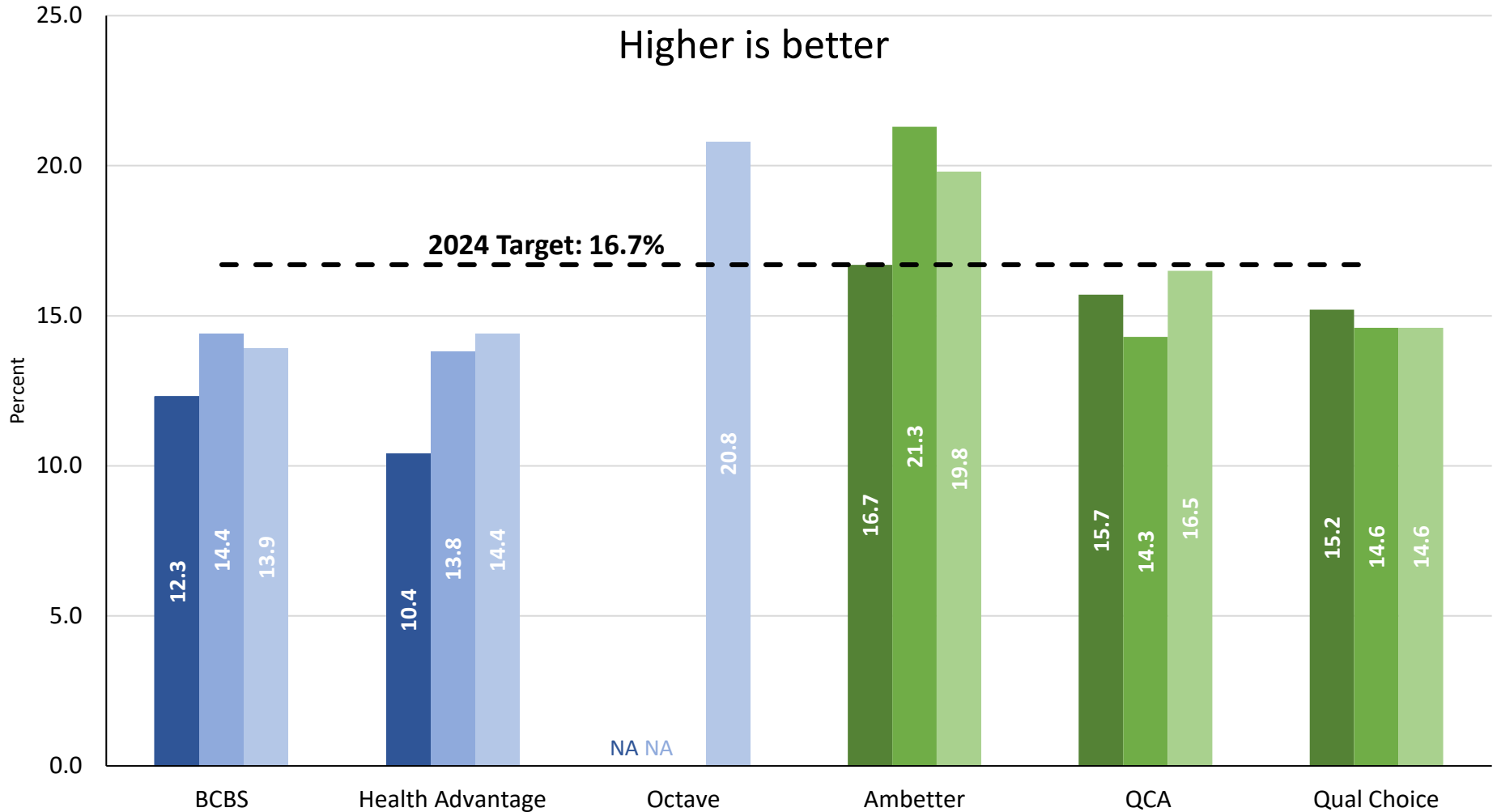
Initiation of SUD Treatment - Total Use Disorder, 19-64 Years, 2022-2024



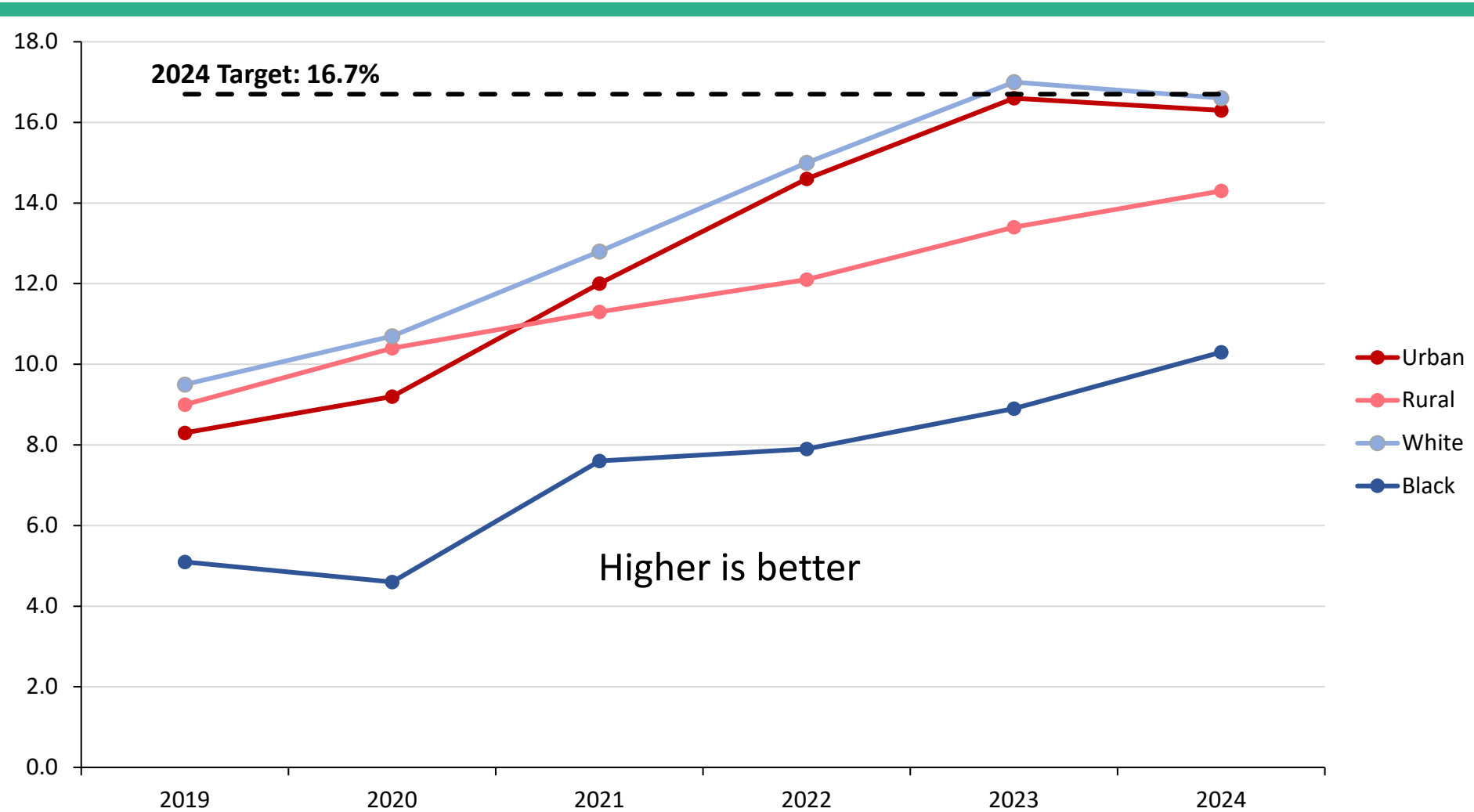
Initiation of SUD Treatment - Total Use Disorder, 19-64 Years



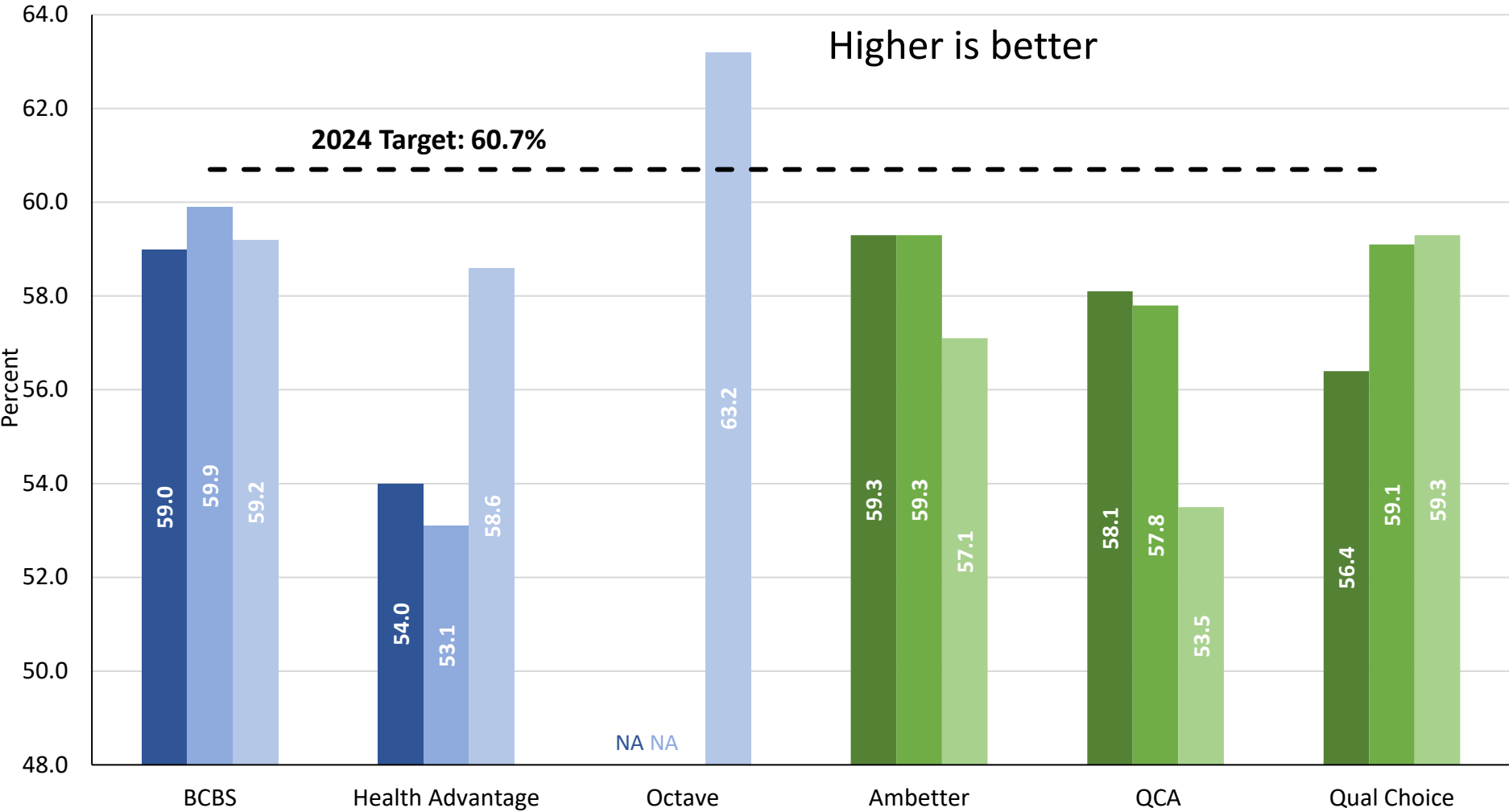
Engagement of SUD Treatment - Total Use Disorder, 19-64 Years, 2022-2024



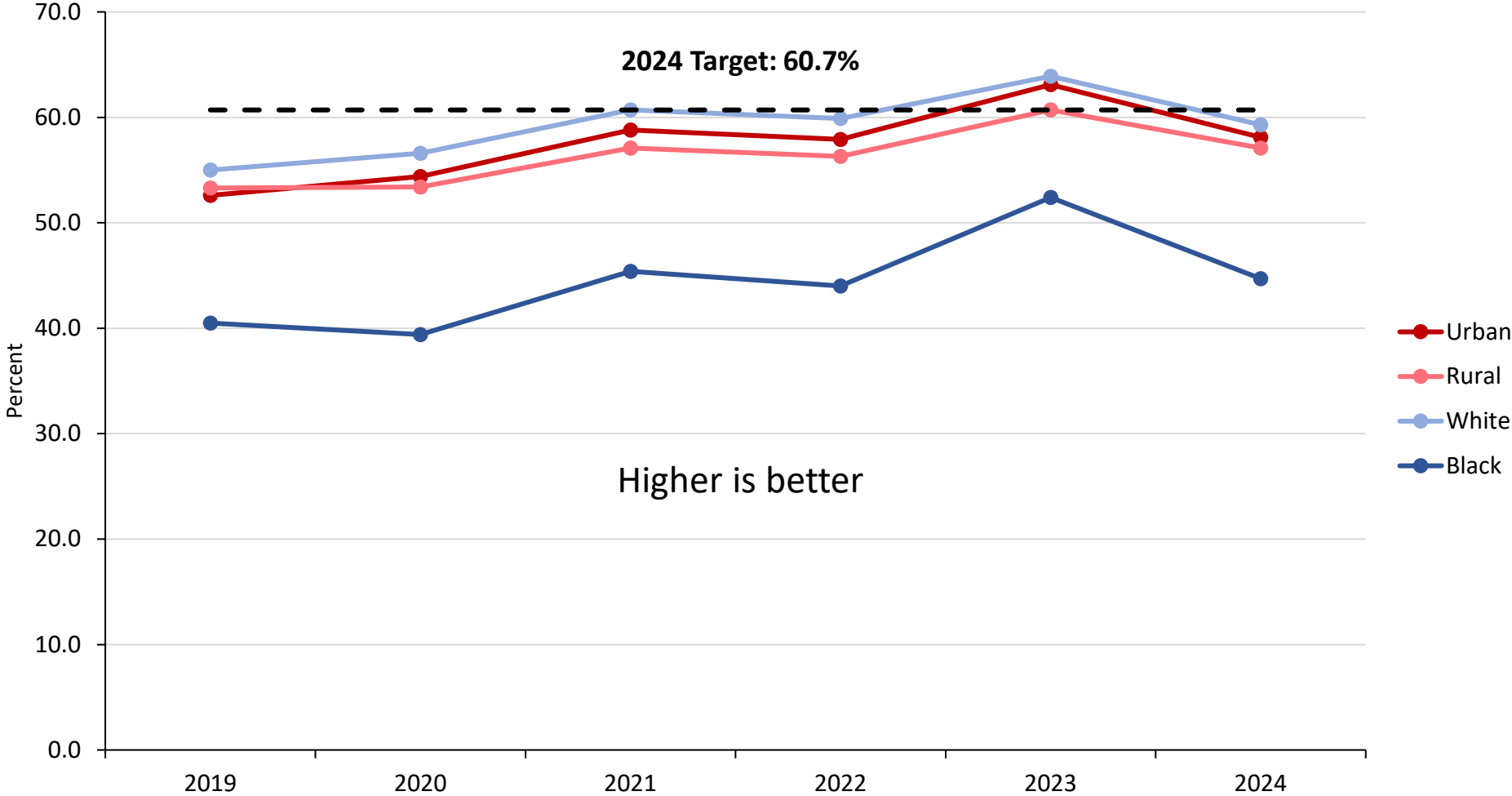
Engagement of SUD Treatment - Total Use Disorder, 19-64 Years



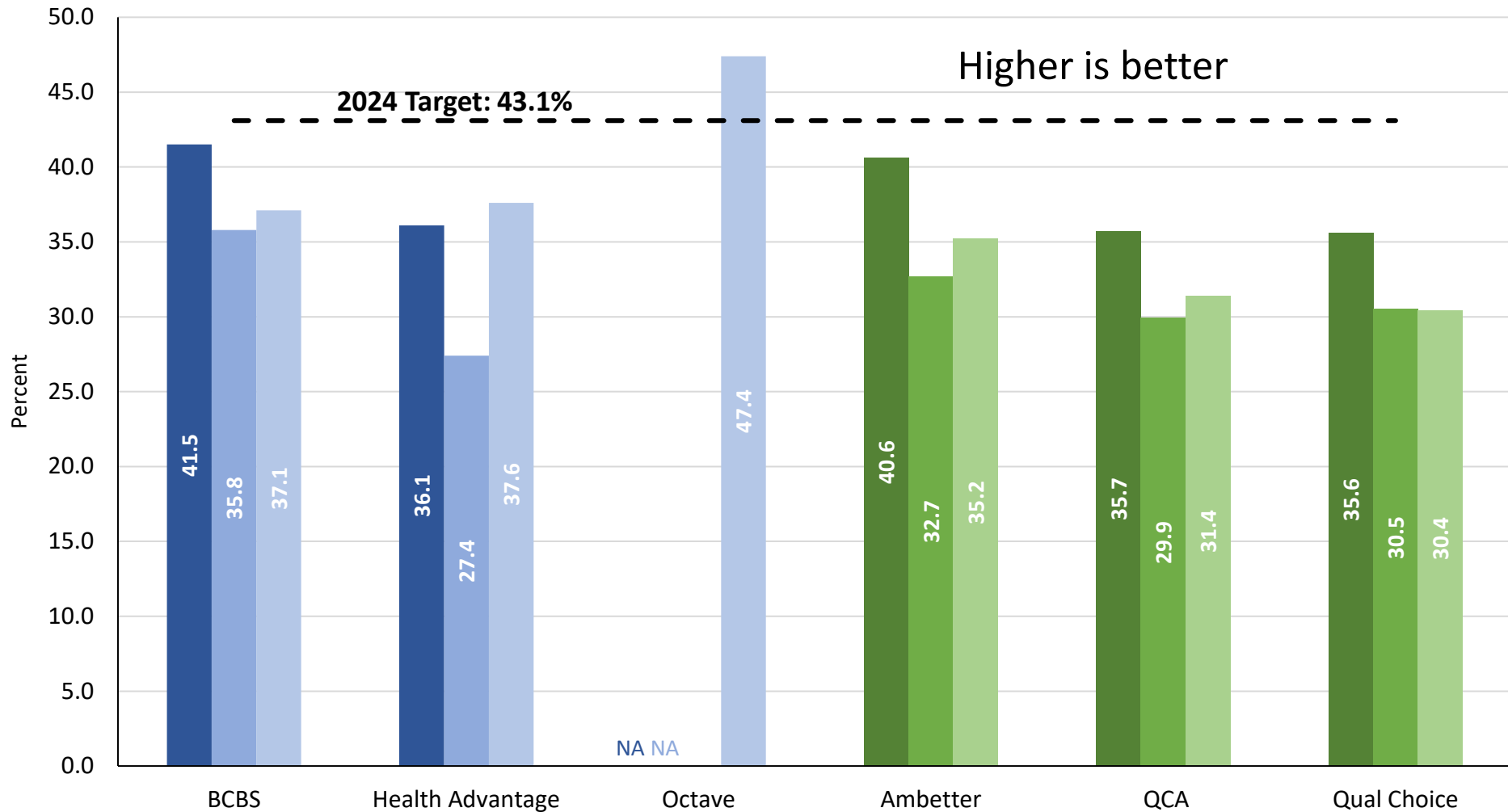
Antidepressant Medication Management, Effective Acute Phase Treatment: 19-64 Years, 2022-2024



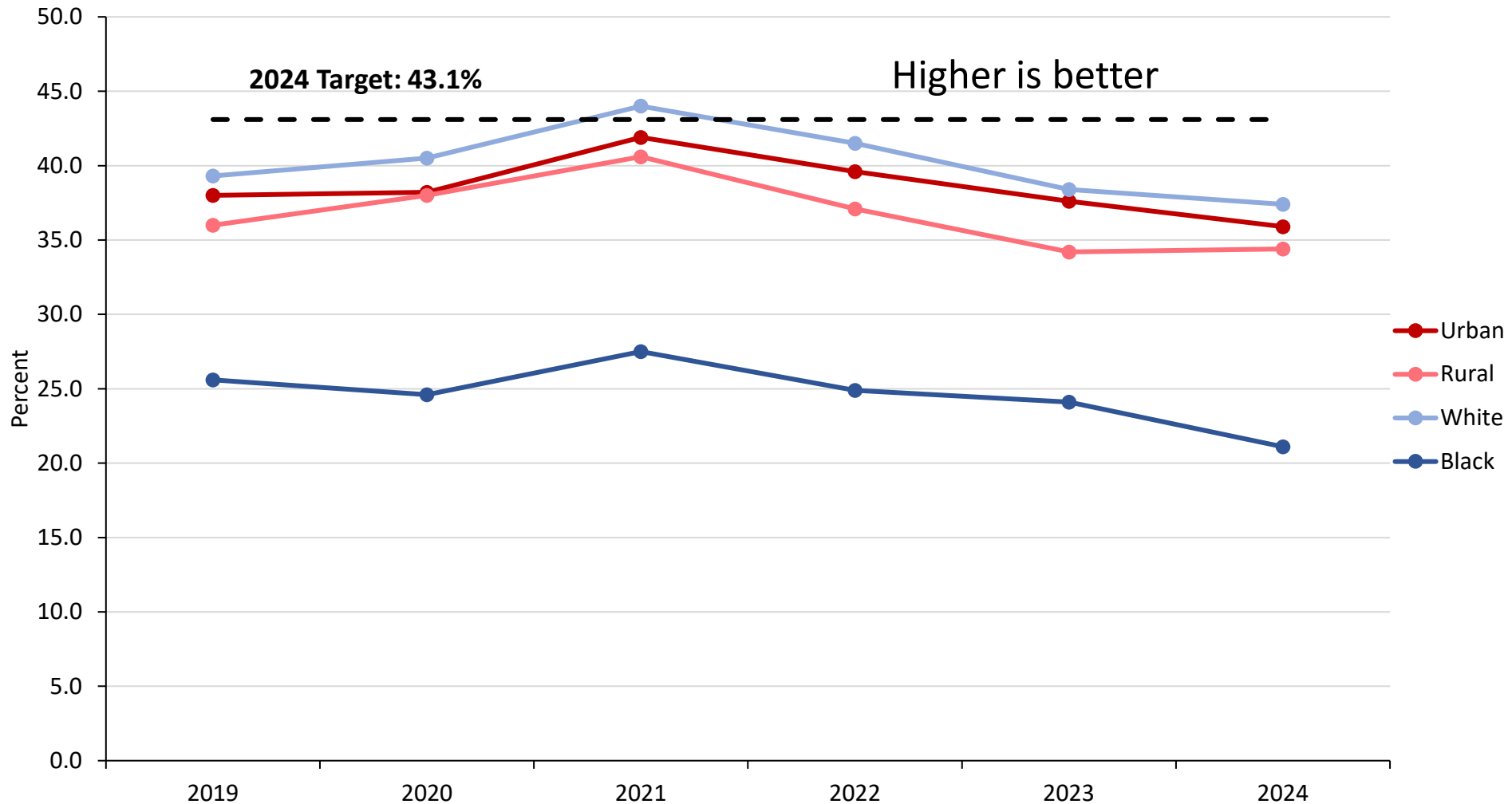
Antidepressant Medication Management, Effective Acute Phase Treatment: 19-64 Years



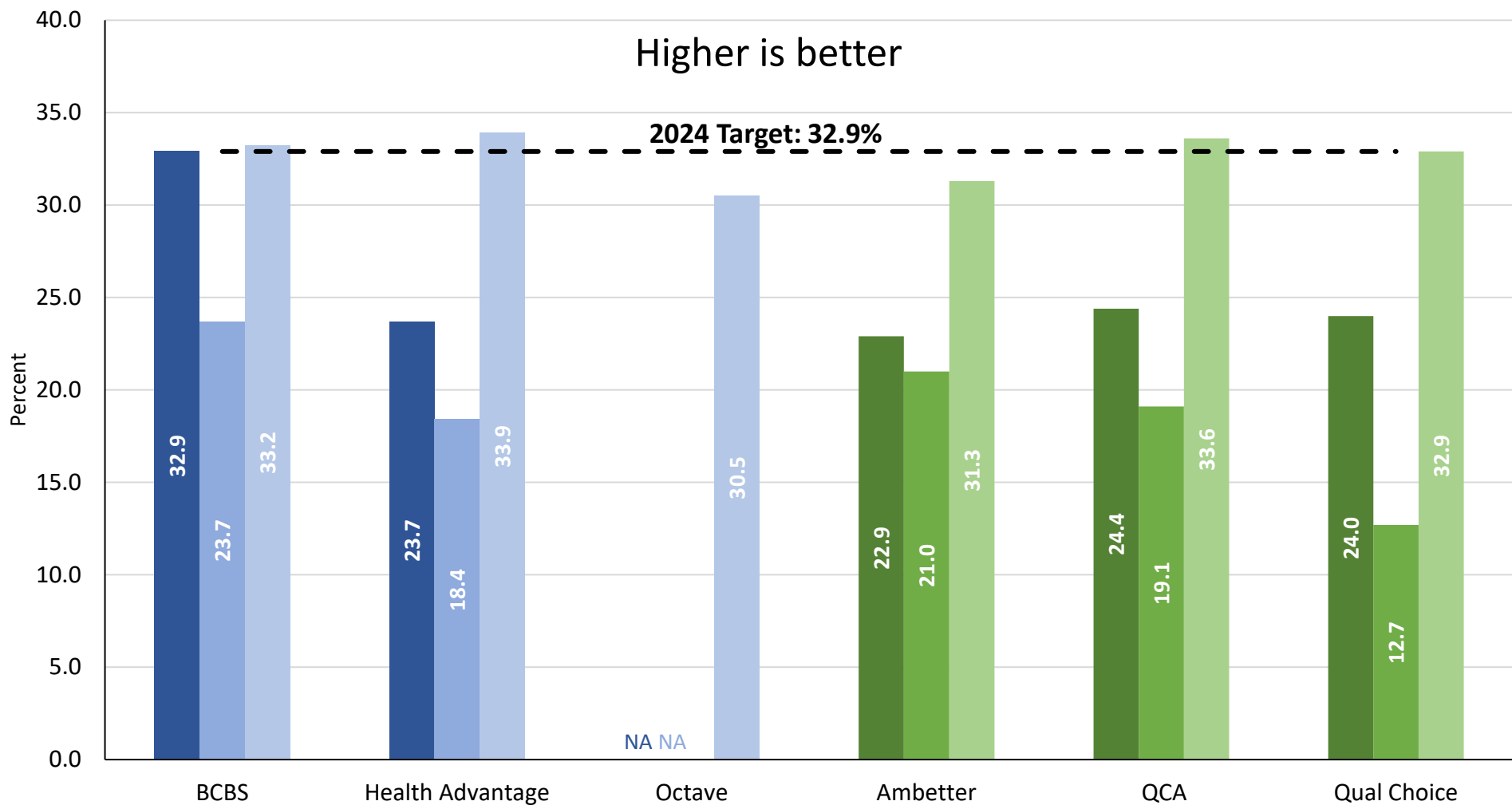
Antidepressant Medication Management, Effective Continuation Phase Treatment: 19-64 Years, 2022-2024



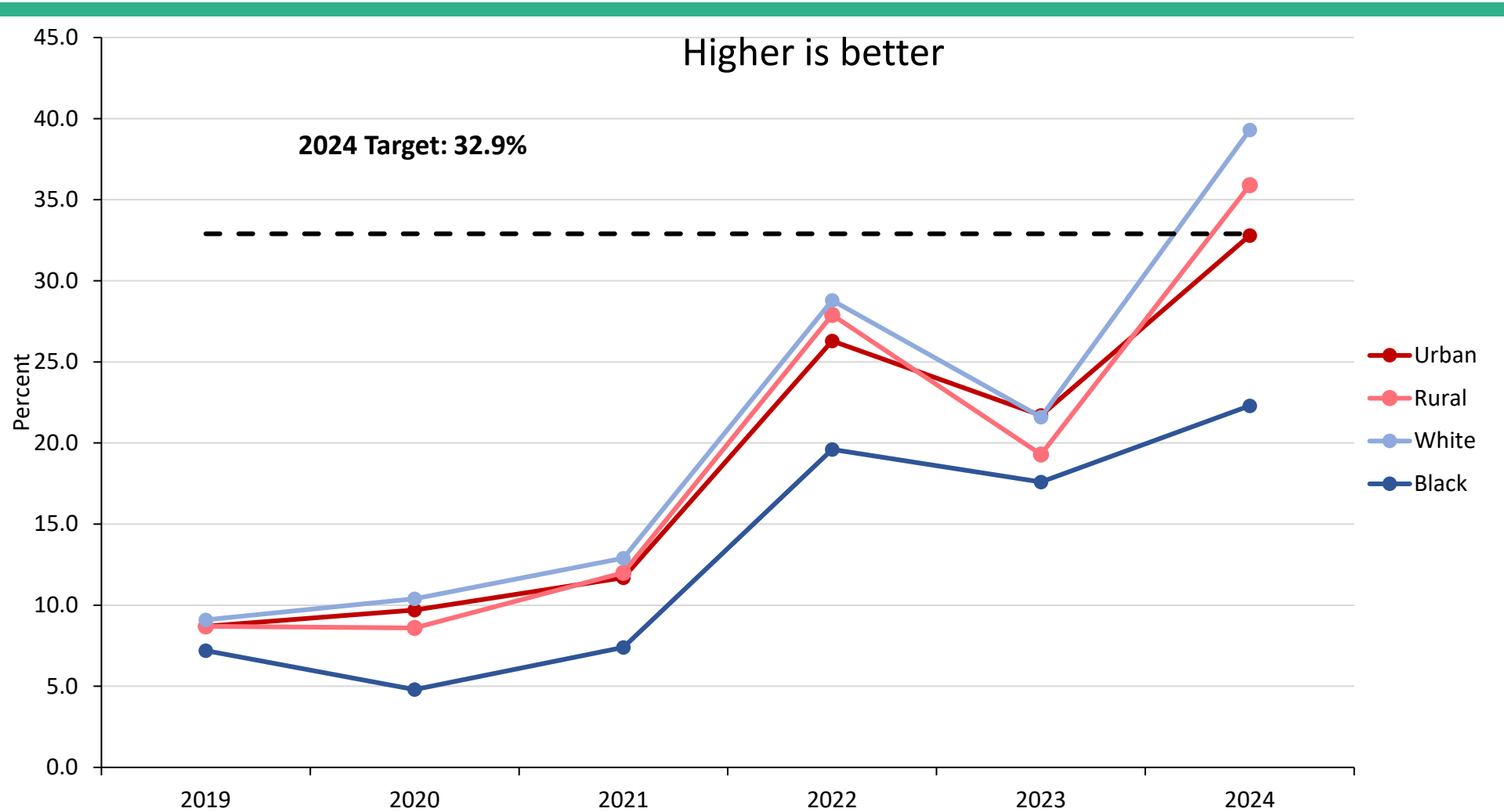
Antidepressant Medication Management, Effective Continuation Phase Treatment: 19-64 Years



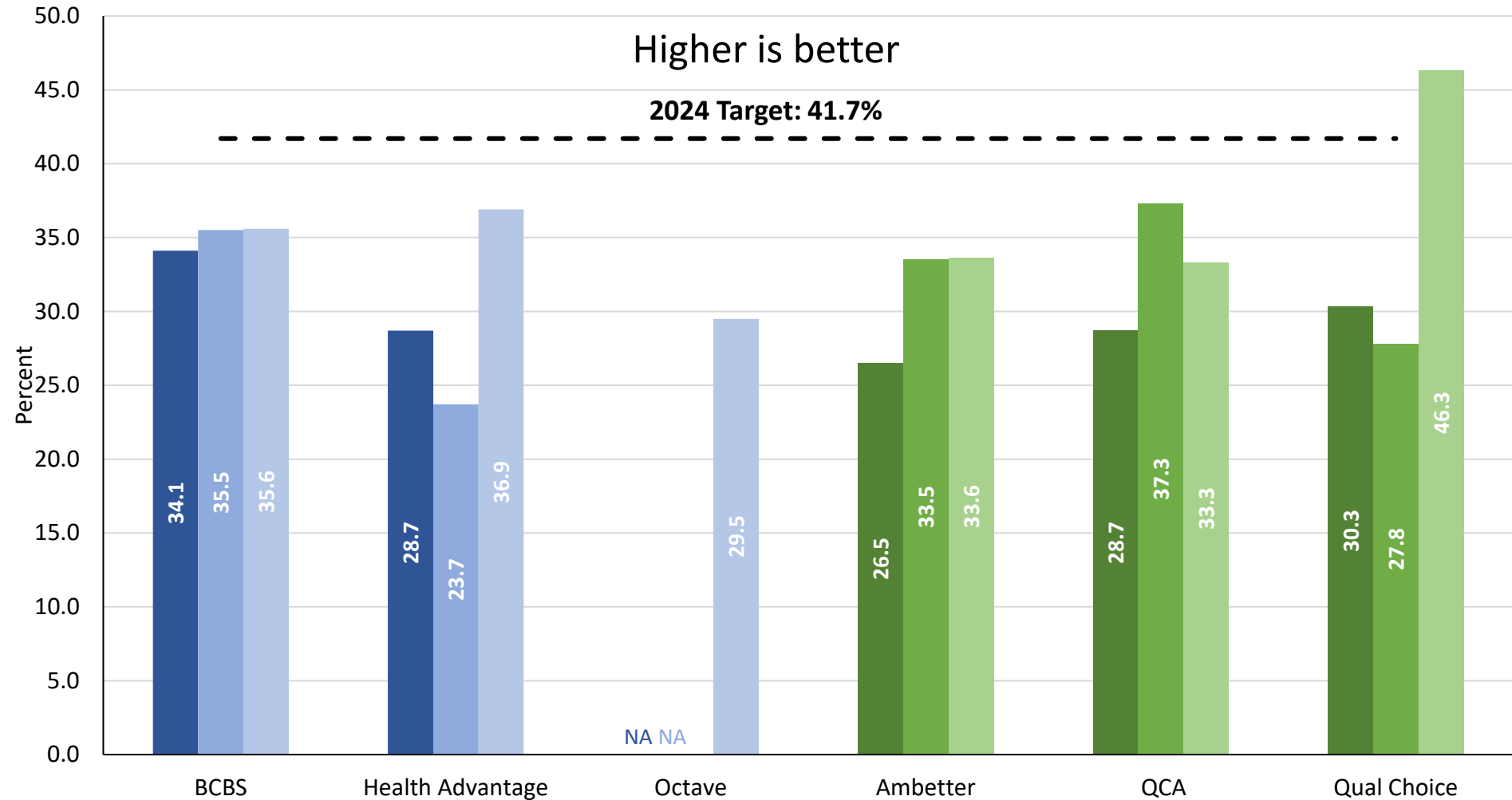
Follow-Up After Emergency Department Visit for Substance Abuse, Received Follow-Up Within 30 Days of ED Visit: 19-64 Years, 2022-2024



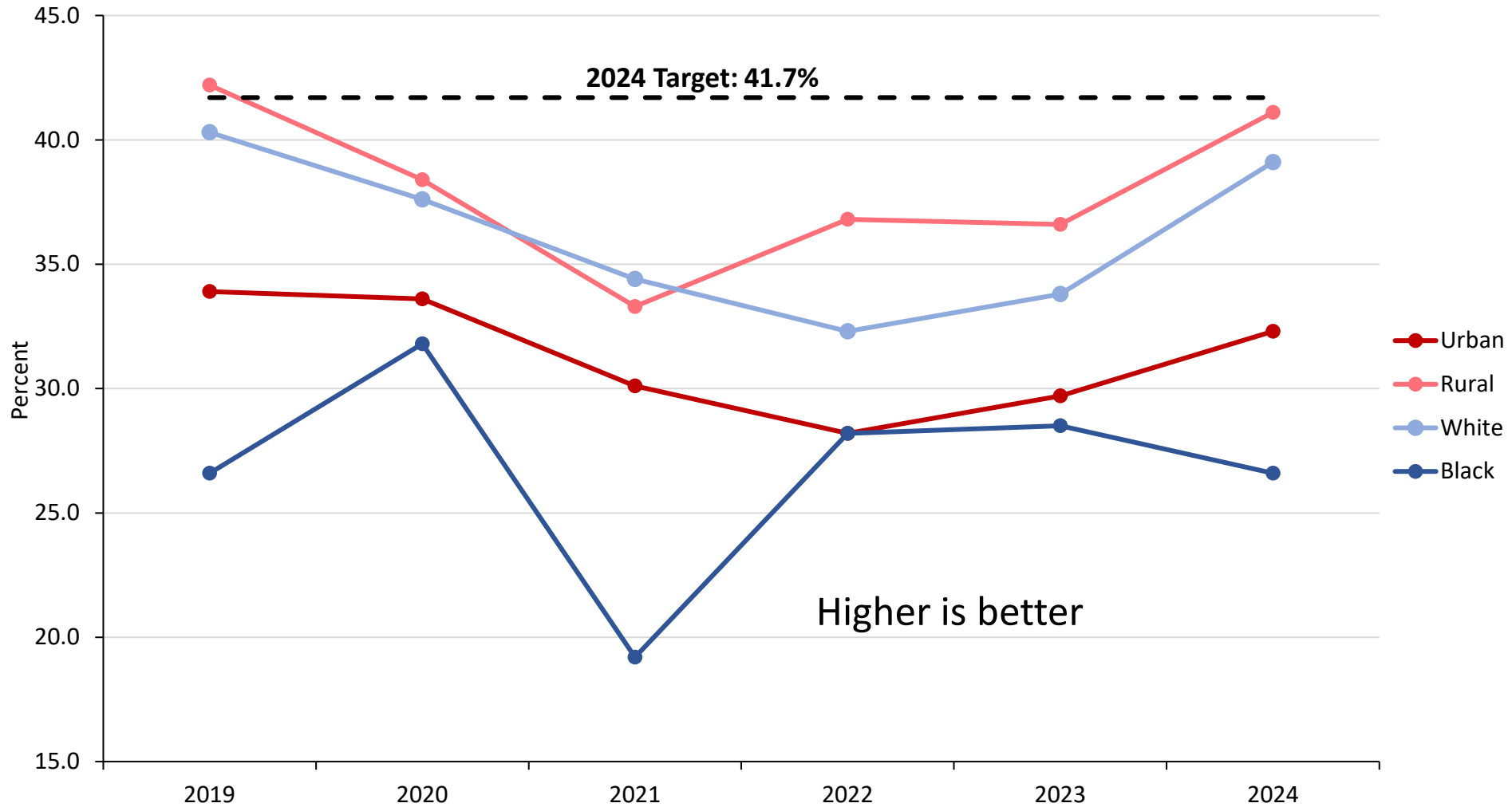
Follow-Up After Emergency Department Visit for Substance Abuse, Received Follow-Up Within 30 Days of ED Visit: 19-64 Years



Follow-Up Within 30 Days of ED Visit for Mental Illness: 19-64 Years, 2022-2024



Follow-Up Within 30 Days of ED Visit for Mental Illness: 19-64 Years, 2022-2024



Target Points and Penalties



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2024 Target Setting Methodology

2024 includes multiple targets, to included three components:

- **Best performance target** (green)
- **Median target** (yellow)

Measure	CY	BCBS: Blue Cross Blue Shield	BCBS: Health Advantage	Centene: Ambetter	Centene: QCA	Centene: QualChoice
Sample Measure	2019	27.0%	N/A	24.0%	24.3%	24.3%
	2020	25.2%	N/A	22.3%	22.4%	21.5%
	2021	24.6%	19.0%	21.3%	22.4%	22.0%

- **Improvement target:** Each QHP has its own target for improving its best performance by **5%**
- Each target is worth established number of points. The total number of points a QHP receives determines financial penalty.

Measure	Target	All QHPs Median	All QHPs 5% Improvement	Best Performer
Cervical Cancer Screening	No QHPs Met	Most QHPs Met	Most QHPs Did Not Meet	BCBS
Chlamydia Screening in Women	No QHPs Met	Most QHPs Did Not Meet	No QHPs Met	QualChoice
Breast Cancer Screening	Most QHPs Did Not Meet	All QHPs Met	N/A	Octave
Contraceptive Care – Postpartum Women	No QHPs Met	No QHPs Met	Most QHPs Did Not Meet	QualChoice
Contraceptive Care – All Women	No QHPs Met	Most QHPs Did Not Meet	Most QHPs Did Not Meet	Octave
Low Birth Weight	Most QHPs Did Not Meet	Most QHPs Met	Most QHPs Met	QualChoice
Very Low Birth Weight	Most QHPs Did Not Meet	Most QHPs Did Not Meet	N/A	Health Advantage
Pre-Term Birth	Most QHPs Did Not Meet	Most QHPs Met	Most QHPs Did Not Meet	QualChoice
Diabetes Short-Term Complications Admission Rate	No QHPs Met	No QHPs Met	N/A	BCBS

Measure	Target	All QHPs Median	All QHPs 5% Improvement	Best Performer
Chronic Obstructive Pulmonary Disease (COPD) or Asthma in Older Adults Admissions	No QHPs Met	Most QHPs Met	N/A	QualChoice
Heart Failure Admissions	No QHPs Met	Most QHPs Did Not Meet	No QHPs Met	Octave
Asthma in Younger Adults Admissions	Most QHPs Did Not Meet	Most QHPs Met	N/A	QCA
Plan All-Cause Readmissions, Observed/Expected Ratio	All QHPs Met	All QHPs Met	N/A	Octave
Asthma Medication Ratio	No QHPs Met	Most QHPs Met	Most QHPs Did Not Meet	BCBS
Use of Opioids at High Dosage in Persons Without Cancer	Most QHPs Did Not Meet	Most QHPs Met	N/A	Octave
Concurrent Use of Opioids and Benzodiazepines	No QHPs Met	Most QHPs Met	N/A	Octave

Measure	Target	All QHPs Median	All QHPs 5% Improvement	Best Performer
Initiation of Substance Use or Dependence Treatment	Most QHPs Met	All QHPs Met	Most QHPs Met	Ambetter
Engagement of Substance Use or Dependence Treatment	Most QHPs Did Not Meet	All QHPs Met	Most QHPs Met	Octave
Antidepressant Medication Management, Acute Phase	Most QHPs Did Not Meet	Most QHPs Met	Most QHPs Did Not Meet	Octave
Antidepressant Medication Management, Continuation Phase	Most QHPs Did Not Meet	Most QHPs Did Not Meet	No QHPs Met	Octave
Adherence to Antipsychotic Meds for Individuals With Schizophrenia	No QHPs Met	Most QHPs Met	N/A	Health Advantage

Measure	Target	All QHPs Median	All QHPs 5% Improvement	Best Performer
Use of Pharmacotherapy for Opioid Use Disorder	All QHPs Met	All QHPs Met	N/A	Health Advantage
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	Most QHPs Did Not Meet	Most QHPs Met	N/A	BCBS
30-Day Follow-Up After Emergency Department Visit for Substance Abuse	Most QHPs Met	Most QHPs Met	Most QHPs Met	Health Advantage
30-Day Follow-Up After Emergency Department Visit for Mental Illness	Most QHPs Did Not Meet	Most QHPs Met	Most QHPs Met	QualChoice
30-Day Follow-Up After Hospitalization for Mental Illness	Most QHPs Met	All QHPs Met	All QHPs Met	BCBS

Total QHP Penalties

QHP	Total Points	Member-Month Penalty	Member Months	Total Penalty
BCBS	38	\$2.00	925,332	\$1,850,664
Health Advantage	52	\$0	238,231	\$0
Octave*	28	No penalty*	178,640	\$0
Ambetter	41	\$1.00	451,932	\$451,932
QCA	36	\$2.00	283,146	\$566,292
QualChoice	51	\$0	280,766	\$0

**The Octave plan, which started in 2024, did not have 5% improvement targets available for 2024 due to the lack of baseline data to establish the target. While the other plans had a total of 108 points available, Octave only had 77 points available. Additionally, pursuant to our MOU, no penalties are assessed for the first year of operation.*



QHP Strategic Plans



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Next Activities

- The ARHOME waiver is going out for public comment next week.
- Next meeting in March; date and location TBD
- Meeting topics:
 - ARHOME evaluation and survey results
 - Maternal Life360 Update

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Lives.

