

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](#).
- Reminder: Statutorily required quarterly report has been distributed and is available [here](#).

Meeting Focus: Health Improvement Initiative

- Continued quality measure review
- Review of potential financial penalties for failure to meet targets
- Review plans for incentive improvement
- Review QHP Strategic Plans



2023 Health Quality Measure Results



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

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

Overview of Panel Activities

December 2022:

- Set 2023 performance targets for health metrics based on 2019, 2020 and 2021 performance results

September 2024

- Reviewed 2023 performance results for 10 health metrics
- Reviewed results of QHPs' 2023 health incentives and review proposed 2025 incentives

December 2024

- Continue review of 2023 performance results for remaining health metrics
- Review potential sanctions for 2023 performance
- Set 2025 performance targets
- Continue review of QHPs' 2023 health incentive and proposed 2025 incentives
- Review Beneficiary Engagement Survey Results
- Review QHPs' 2025 strategic plans

Health Improvement Initiative Requirements

- In 2023, QHPs were required to offer **two** health improvement incentives for each focus:
 - Preventive care
 - Pregnant women, particularly those with high-risk pregnancies
 - Individuals with mental illness
 - Individuals with substance use disorder
 - Individuals with two or more chronic conditions
- QHPs must include activities to support the Health Improvement Initiative in their annual strategic plans.



2023 Target Setting Methodology

2023 includes multiple targets, to included three components:

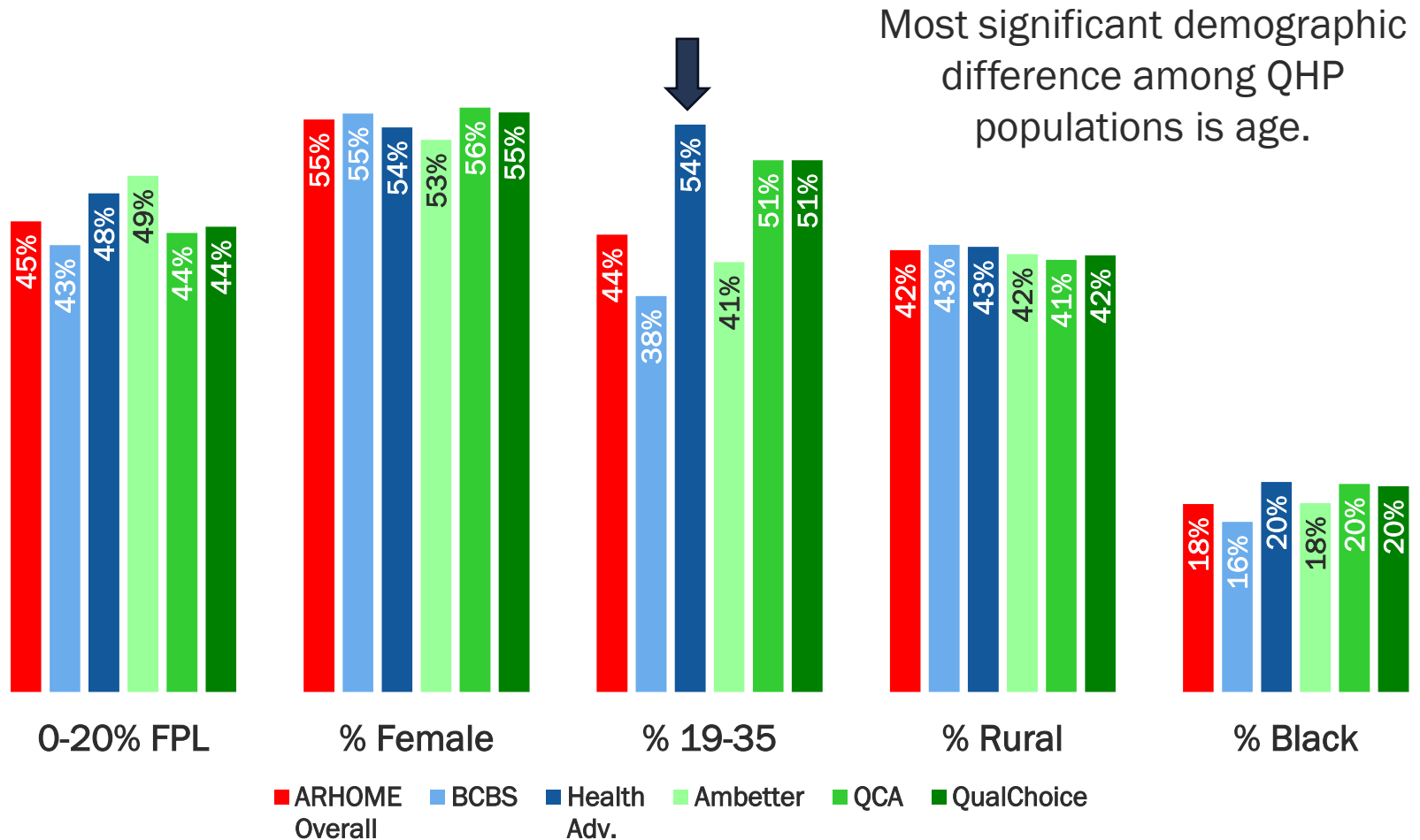
- **Best performance target (green)** of 2019, 2020 and 2021
- **Median target (yellow)** of 2019, 2020 and 2021

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 **4%**
- Each target is worth established number of points. The total number of points a QHP receives determines financial penalty.
- Target you will see on the following slides is the **best performance target**.

December 2023

QHP Population Differences

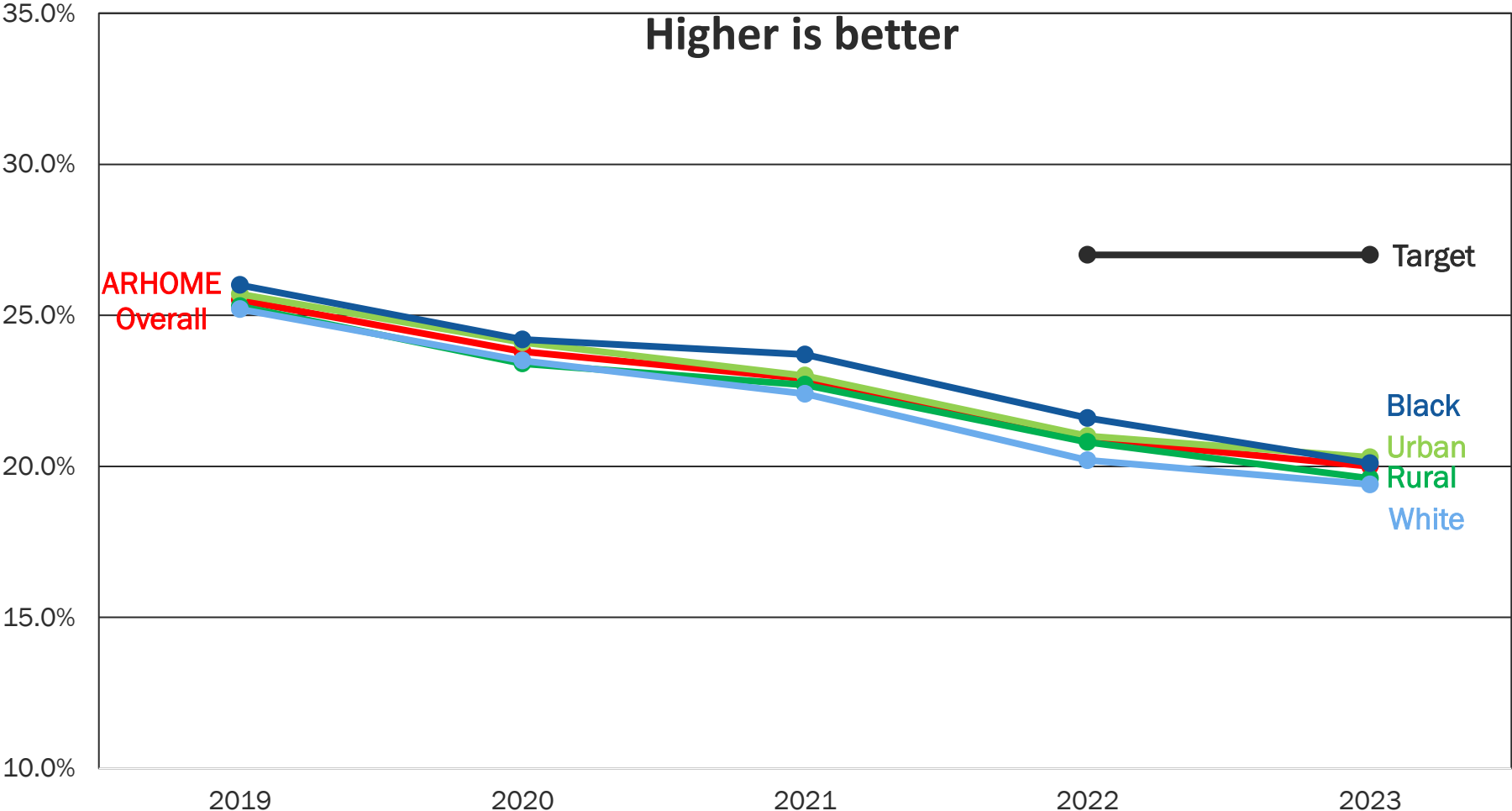


Contraceptive Care

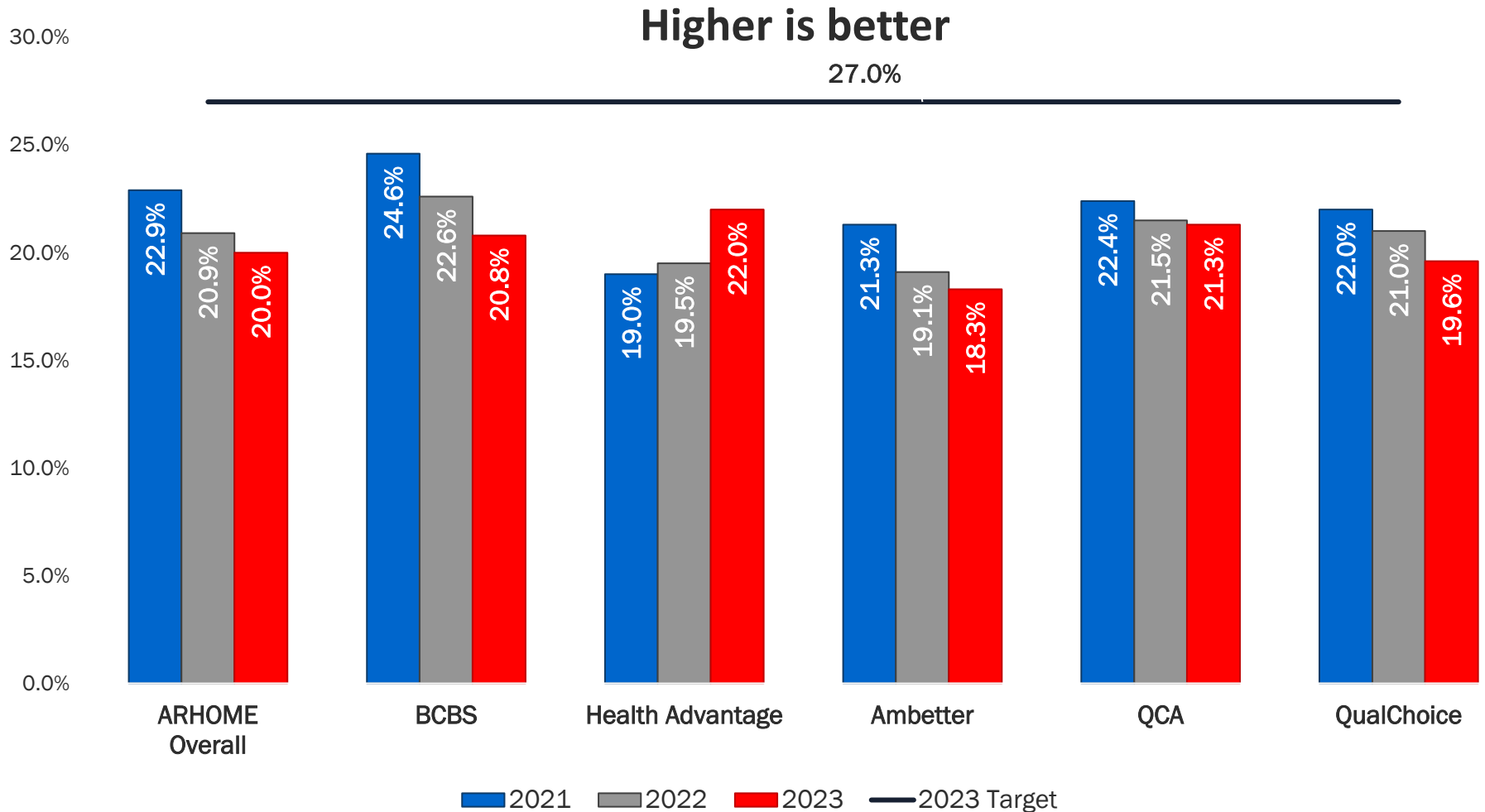


**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

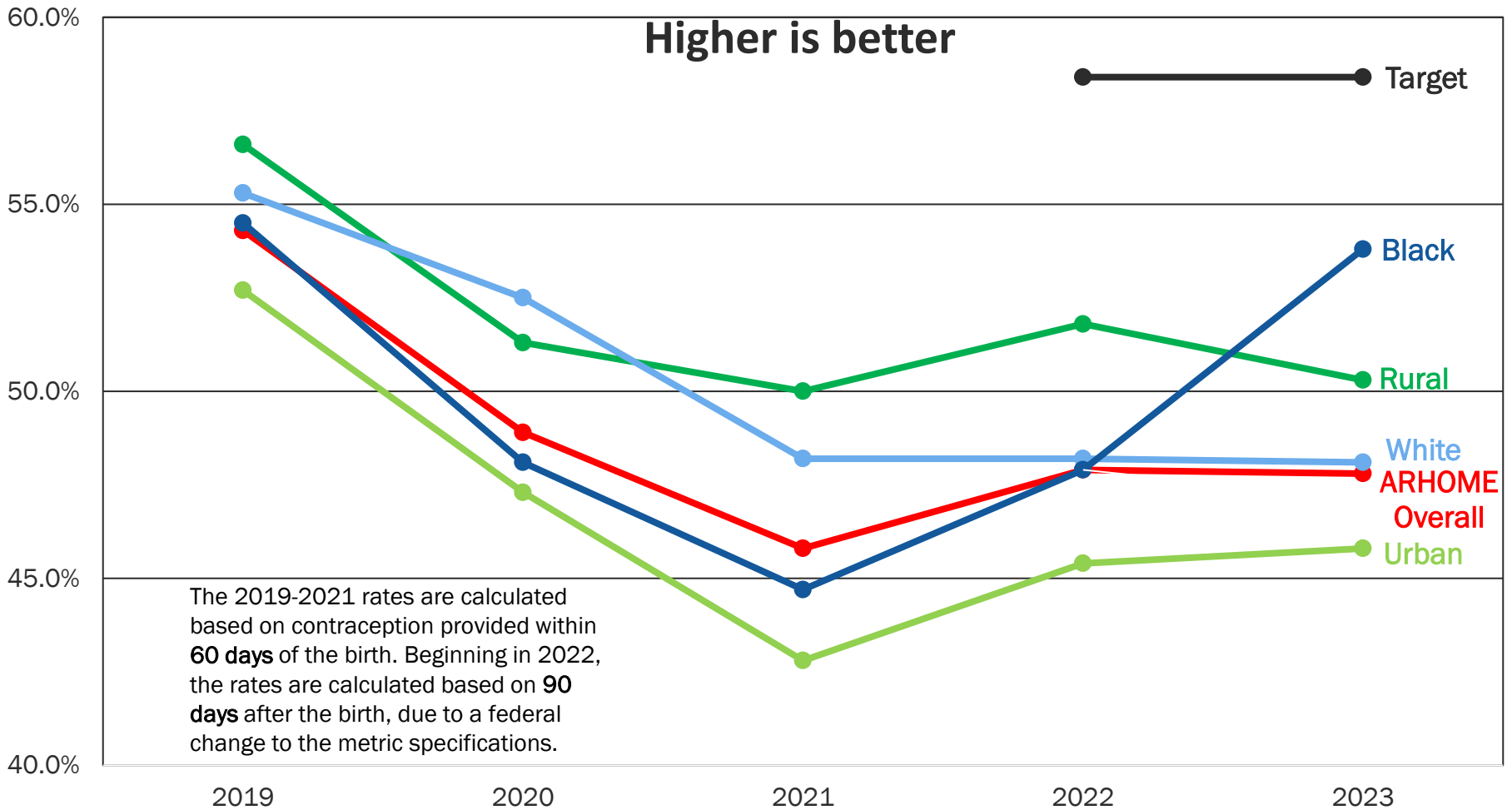
Contraceptive Care-Women, 21-44



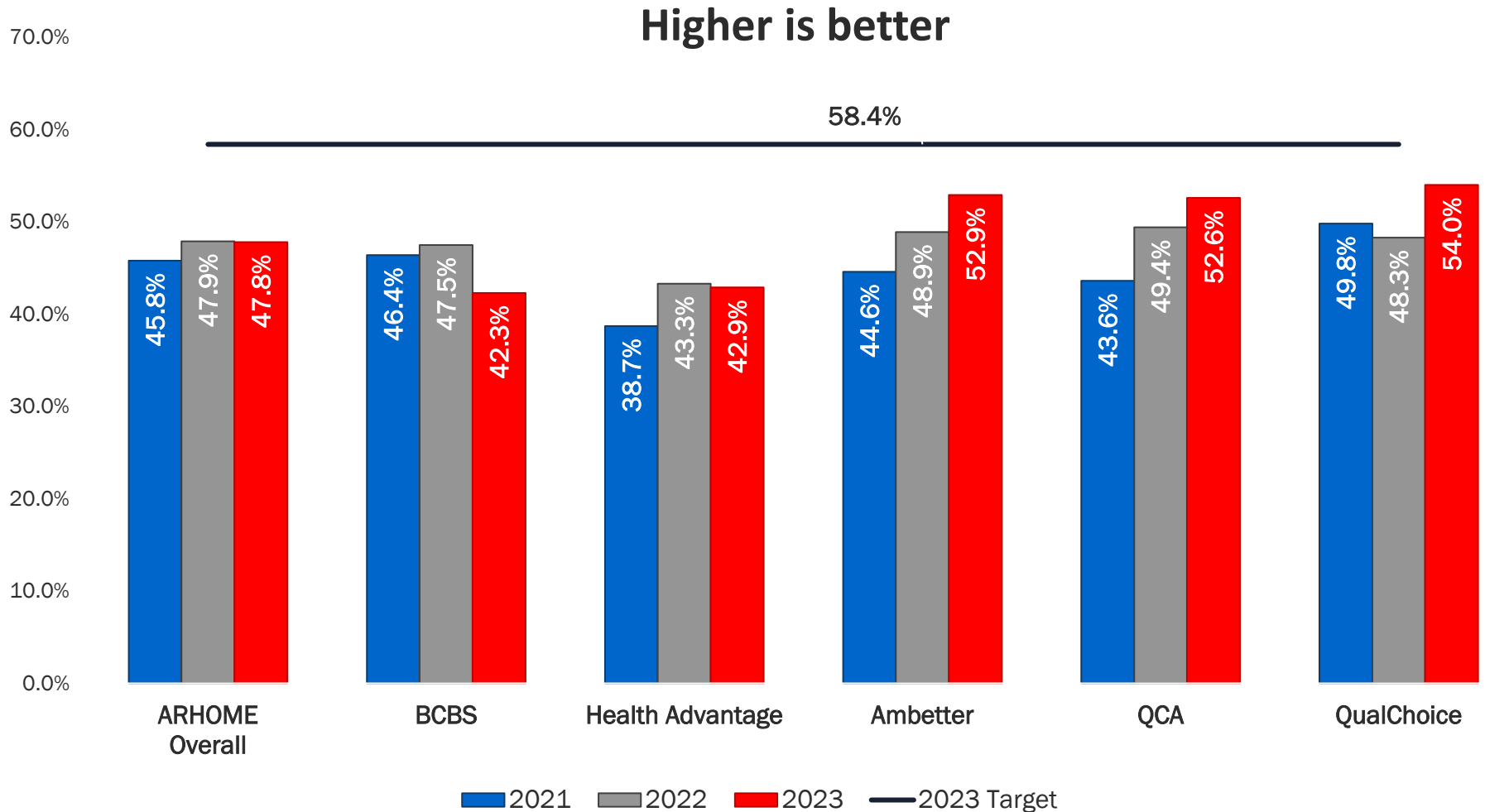
Contraceptive Care-Women, 21-44



Contraceptive Care-Postpartum Women, 21-44



Contraceptive Care-Postpartum Women, 21-44



Contraceptive Care

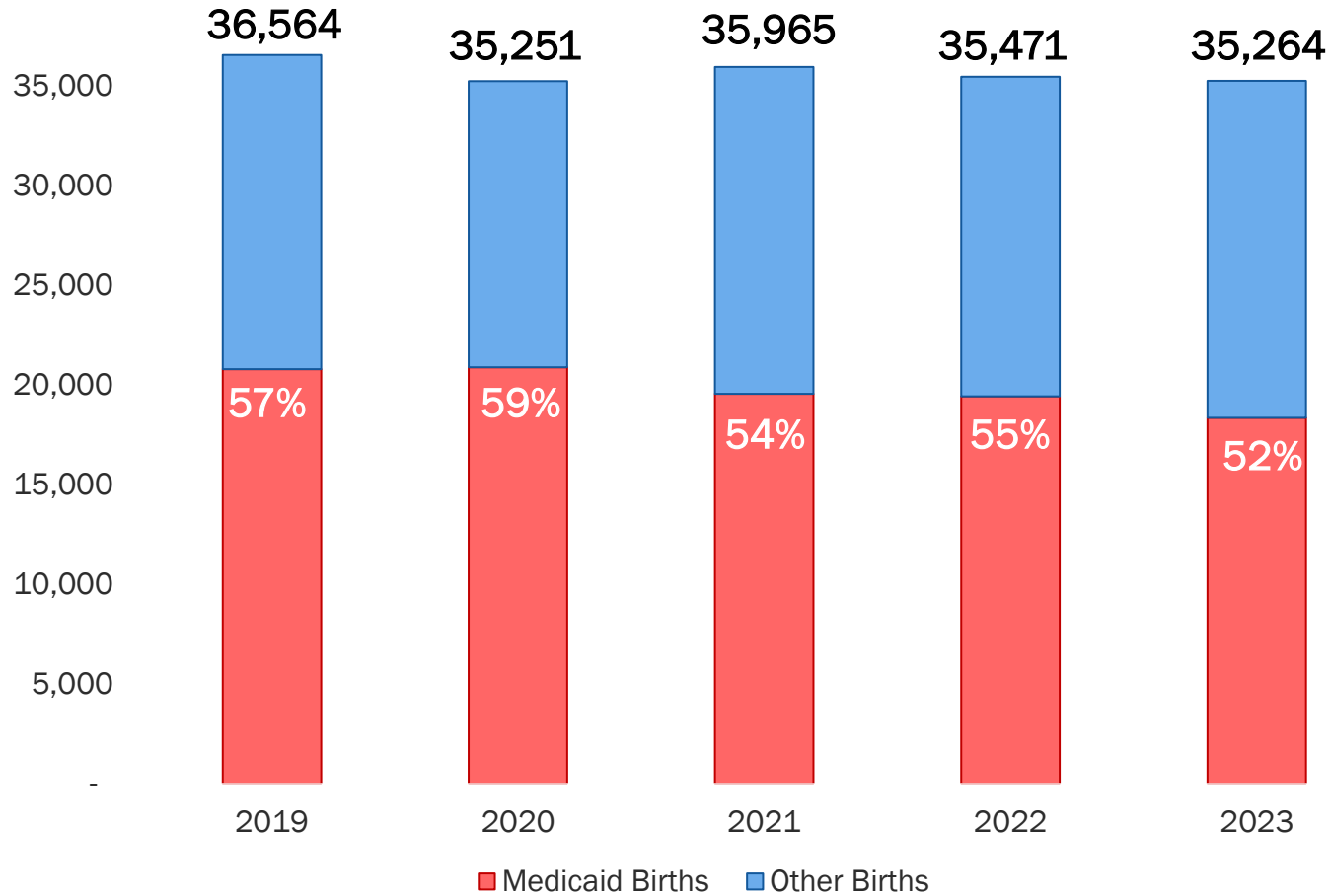
- Contraception rates among ARHOME women continued to decline.
- Black women have had higher contraception rates than white women overall for at least the last five years, but black postpartum women have had lower rates until 2023.
- Rural and urban women have about the same contraception rates overall, but rural postpartum women have higher contraception rates than urban postpartum rates.
- Health Advantage was the only QHP to show improvements in contraception rates for all women over the previous three years, and the three Centene plans had the highest contraception rates among postpartum women.

Birth Outcomes

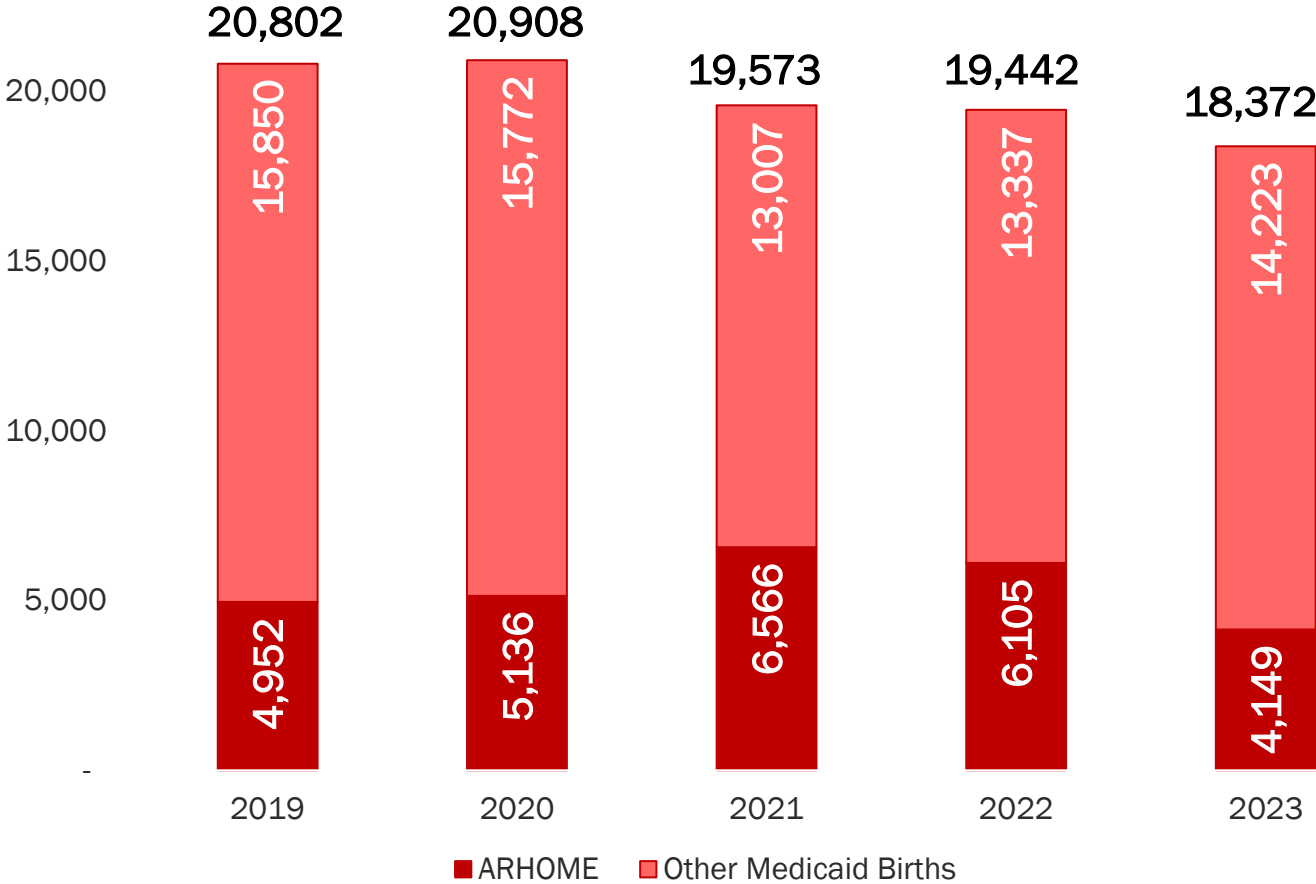


**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

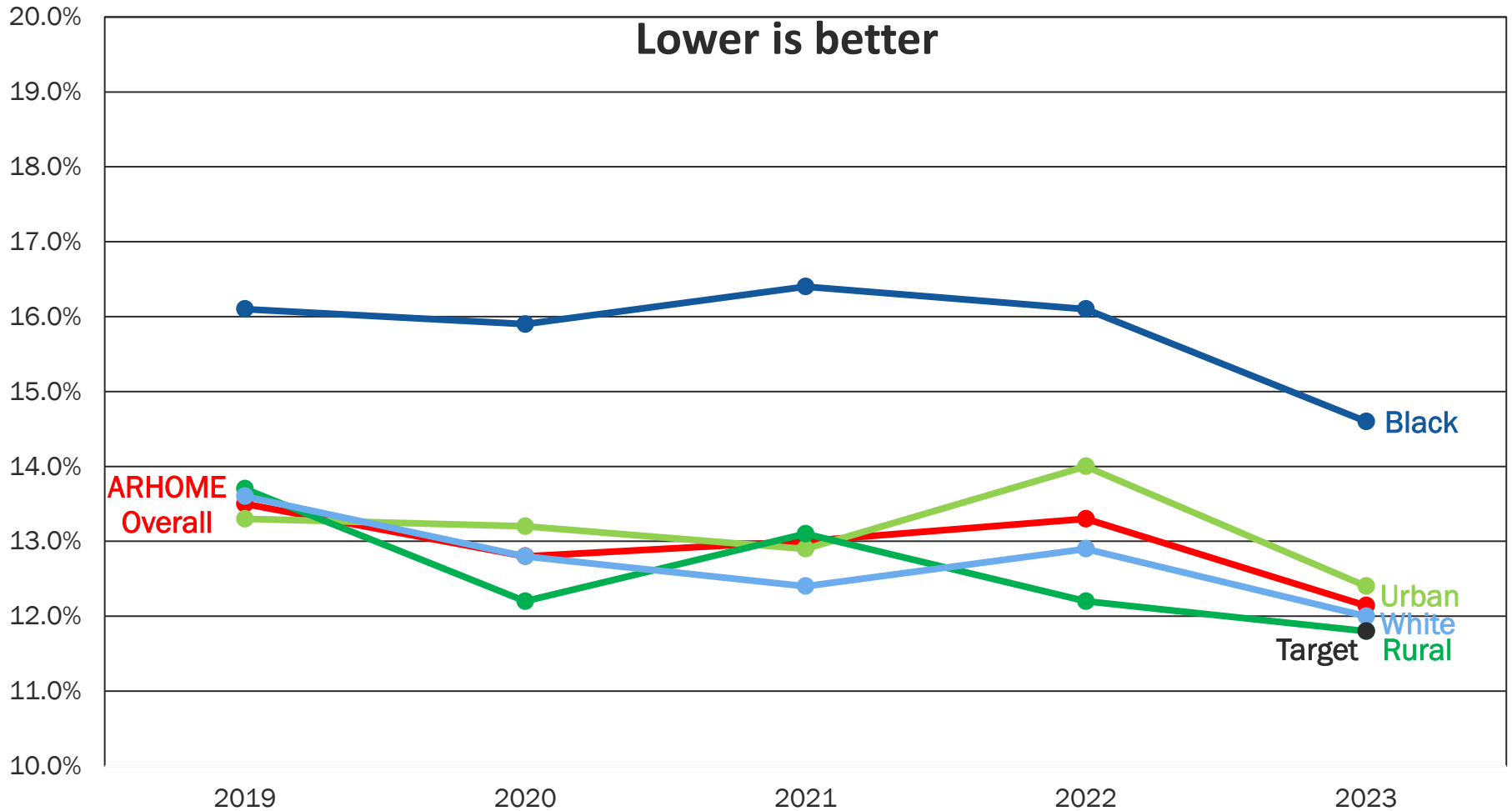
Arkansas Births



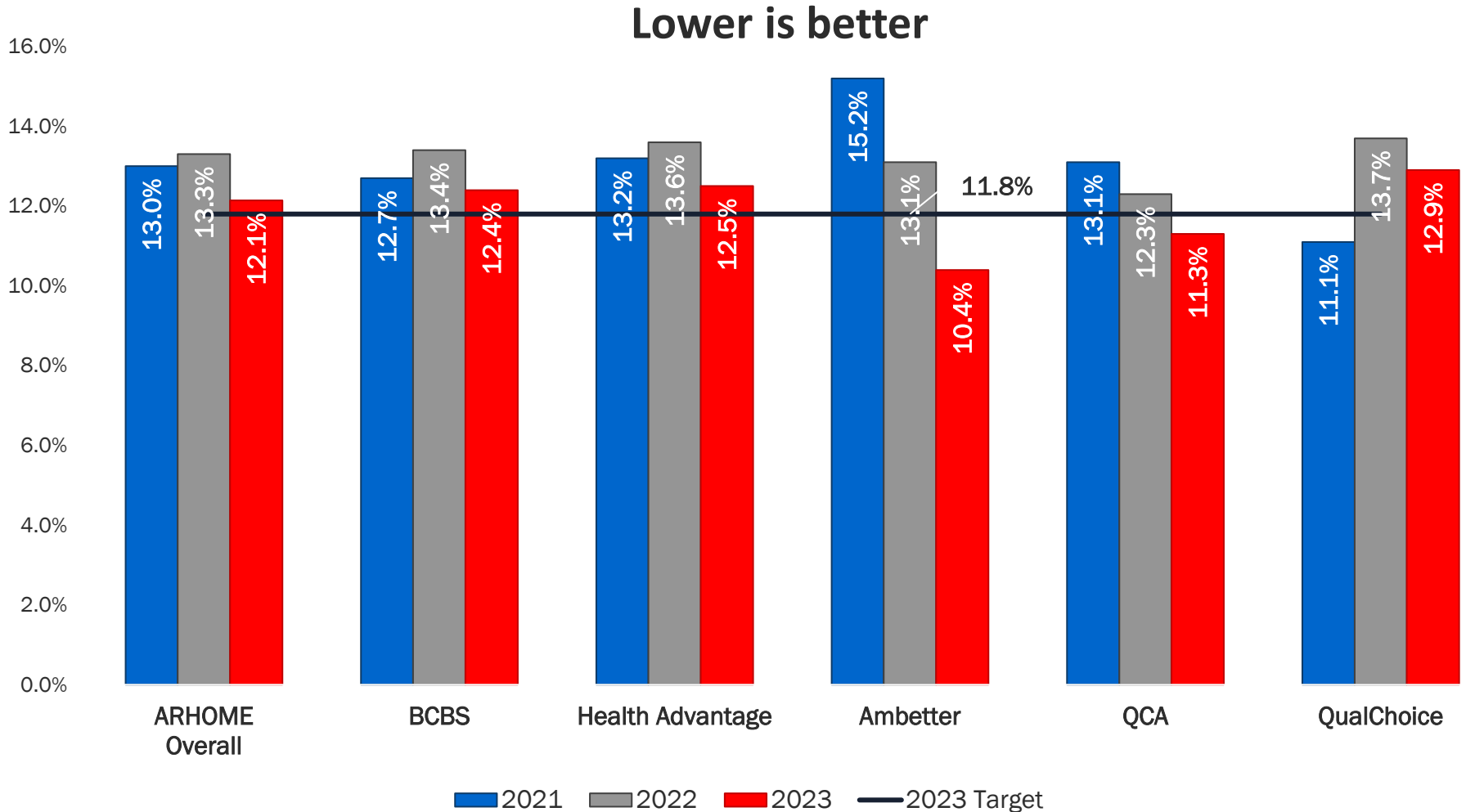
Medicaid Births



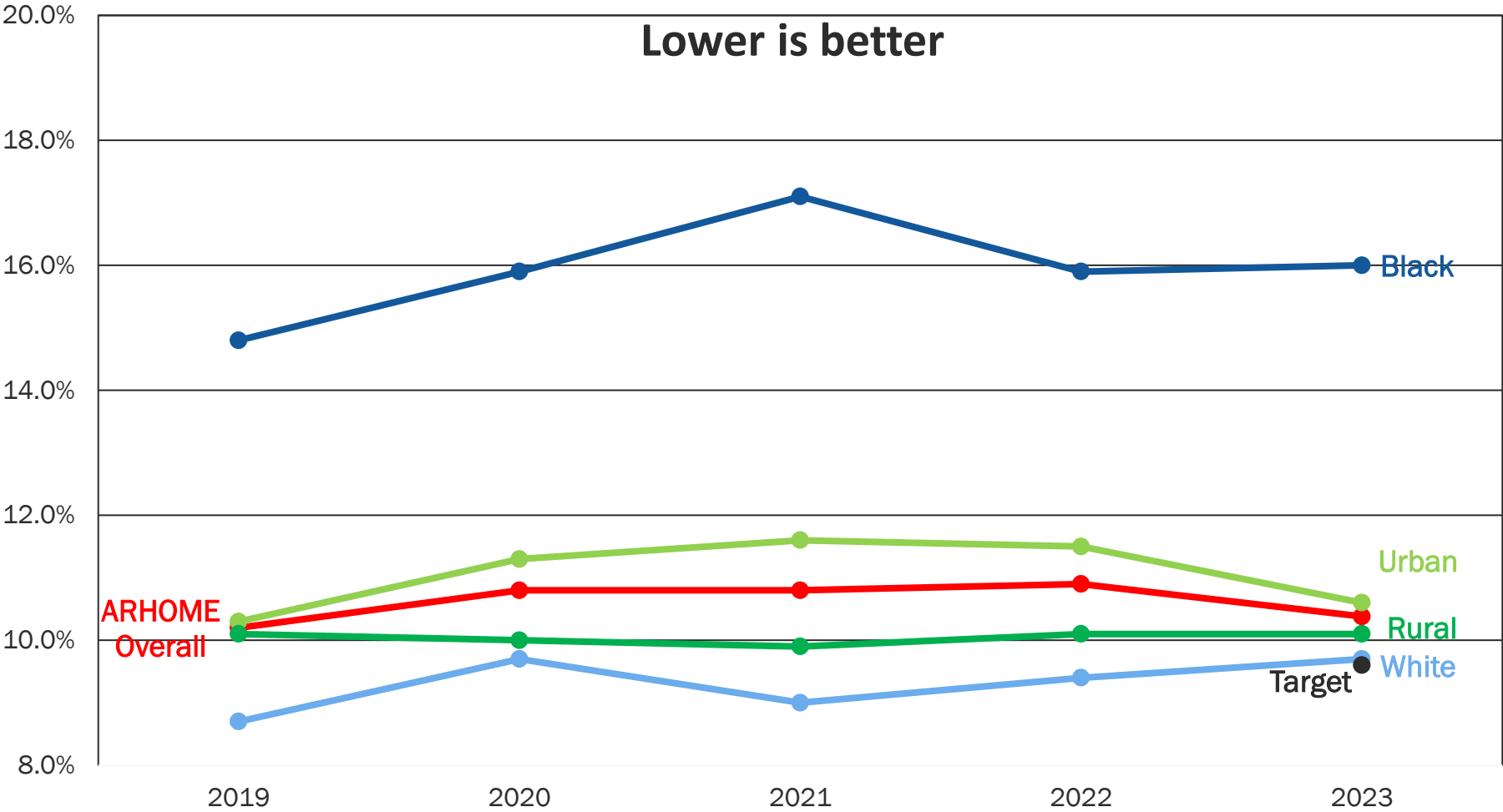
Pre-Term Births



Pre-Term Births

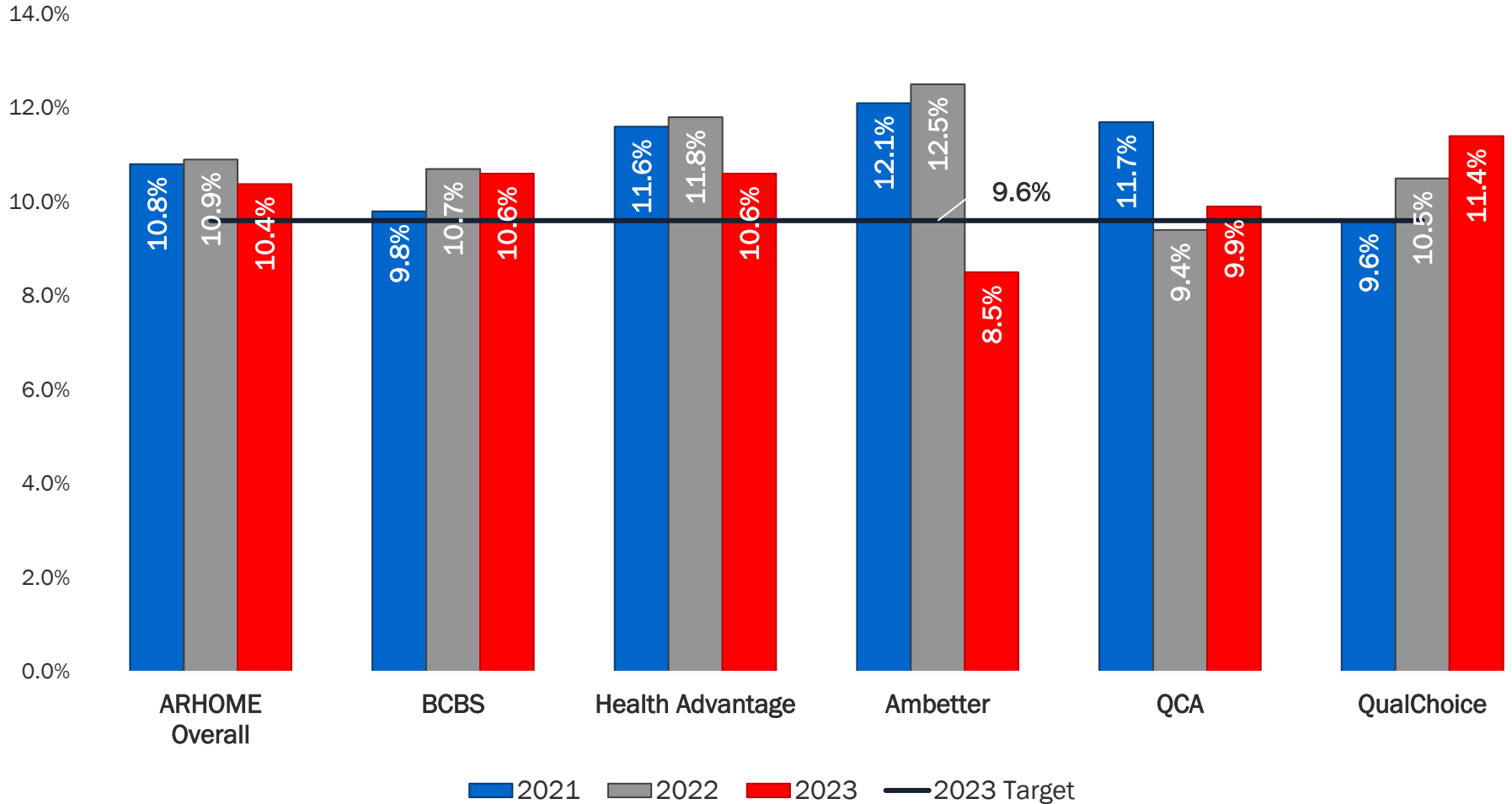


Low Birth Weight



Low Birth Weight

Lower is better



■ 2021 ■ 2022 ■ 2023 — 2023 Target



Birth Outcomes

- The rates of pre-term births and low birth weight improved (decreased) for ARHOME in 2023
- Rates for white women for both measures continue to be significantly better than the rates for black women.
- Rural and urban women have about the same rates for both measures.
- All of the QHPs' pre-term birth rates improved; while results were mixed for the low birth weight measure.
- The Ambetter plan had significant improvement and the best rates for both measures.

2023 QHP Health

Improvement Incentives: Pregnant Women

QHP	Incentive Activity	Beneficiaries Awarded (% of eligible)	Total Awarded
Blue Cross and Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> \$50 per visit (up to \$200) to complete 1-4 prenatal visits \$25 for engaging with an ABCBS Special Delivery care manager OR with a Maven care advocate by registering and completing 1 prenatal visit 	479 (23% of eligible)	\$90,250
Health Advantage		119 (6% of eligible)	\$2,975
Ambetter	No specific incentives, but offered: <ul style="list-style-type: none"> Stay Smart for Your Baby case management program, which provides education to address high-risk maternity concerns Community baby showers, where attendees receive supplies, including diapers, wipes, & safety items 	312 (56% of eligible)	\$36,800
QualChoice Life		12 (2% of eligible)	\$300
QCA		91 (12% of eligible)	N/A
		14 (3% of eligible)	N/A
		74 (10% of eligible)	N/A
		8 (4% of eligible)	N/A
		88 (11% of eligible)	N/A
		9 (4% of eligible)	N/A



Proposed 2025 QHP Health Improvement Incentives: Pregnant Women

QHP	Incentive Activity
Blue Cross and Blue Shield	<p>Award beneficiaries:</p> <ul style="list-style-type: none"> • \$50 per prenatal visit (up to \$200) • \$25 for engaging with a care manager by registering and completing 1 prenatal visit • Attesting to pregnancy will trigger additional rewards (pregnancy care engagement and prenatal care) for a possible amount earned of \$225 and connect member with prenatal resources and care options.
Health Advantage	
Ambetter	<p>Community Baby Showers: Attendees receive gifts such as a car seat, crib, Pack-N-Play, diapers, wipes, onesies, and socks.</p> <p>Provider Notice of Pregnancy Providers receive \$100 for every Notice of Pregnancy assessment they complete</p> <p>FarmboxRx Program: Pregnant members can receive up to 4 food deliveries of fruit, vegetables, and ready-to-heat meals. Food boxes include information and resources.</p>
QualChoice Life	
QCA	

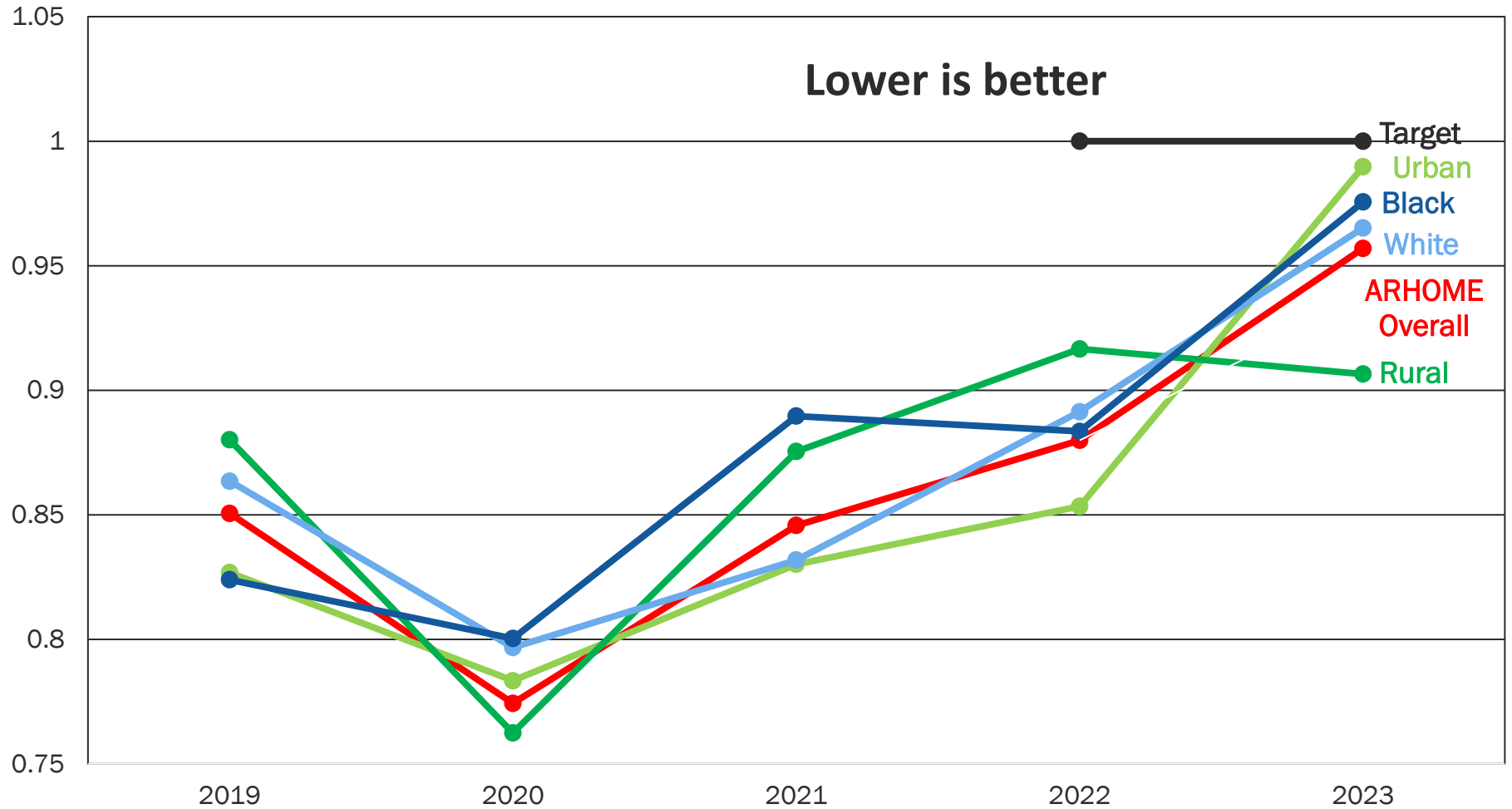


Hospital Readmissions



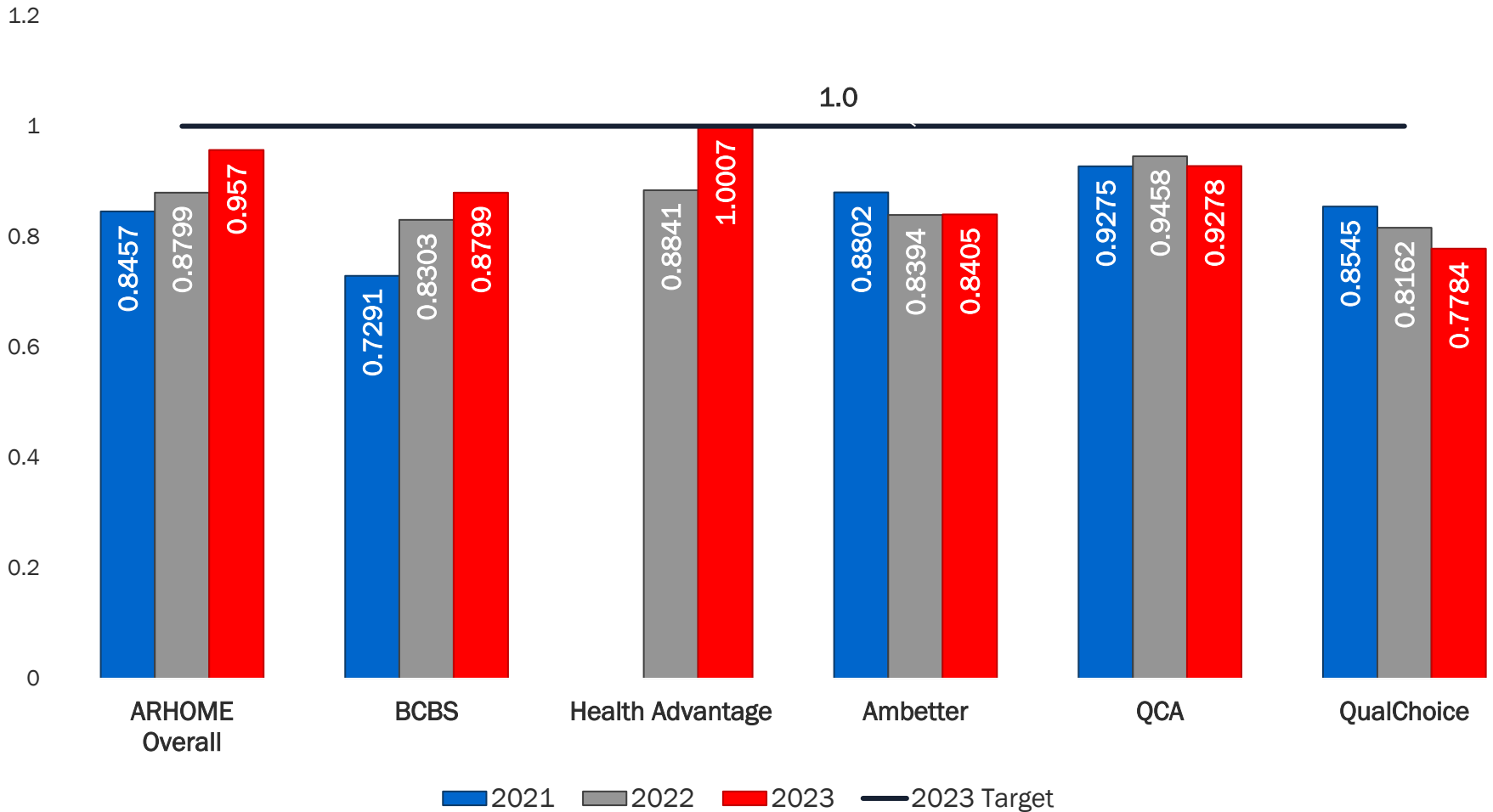
**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

All Cause Hospital Readmissions



All Cause Hospital Readmissions

Lower is better



2021 2022 2023 2023 Target

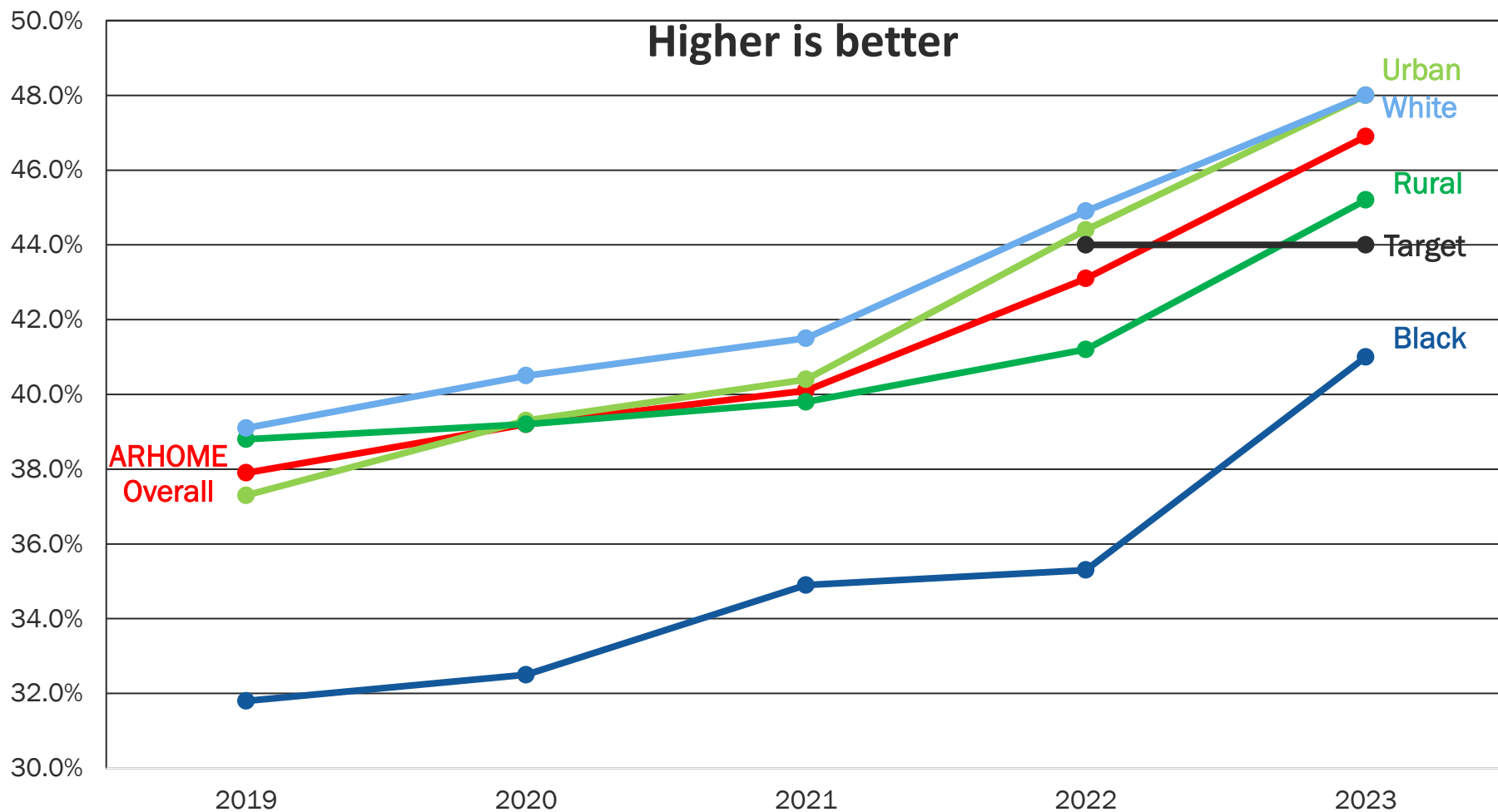


Substance Use Disorders and Mental Health

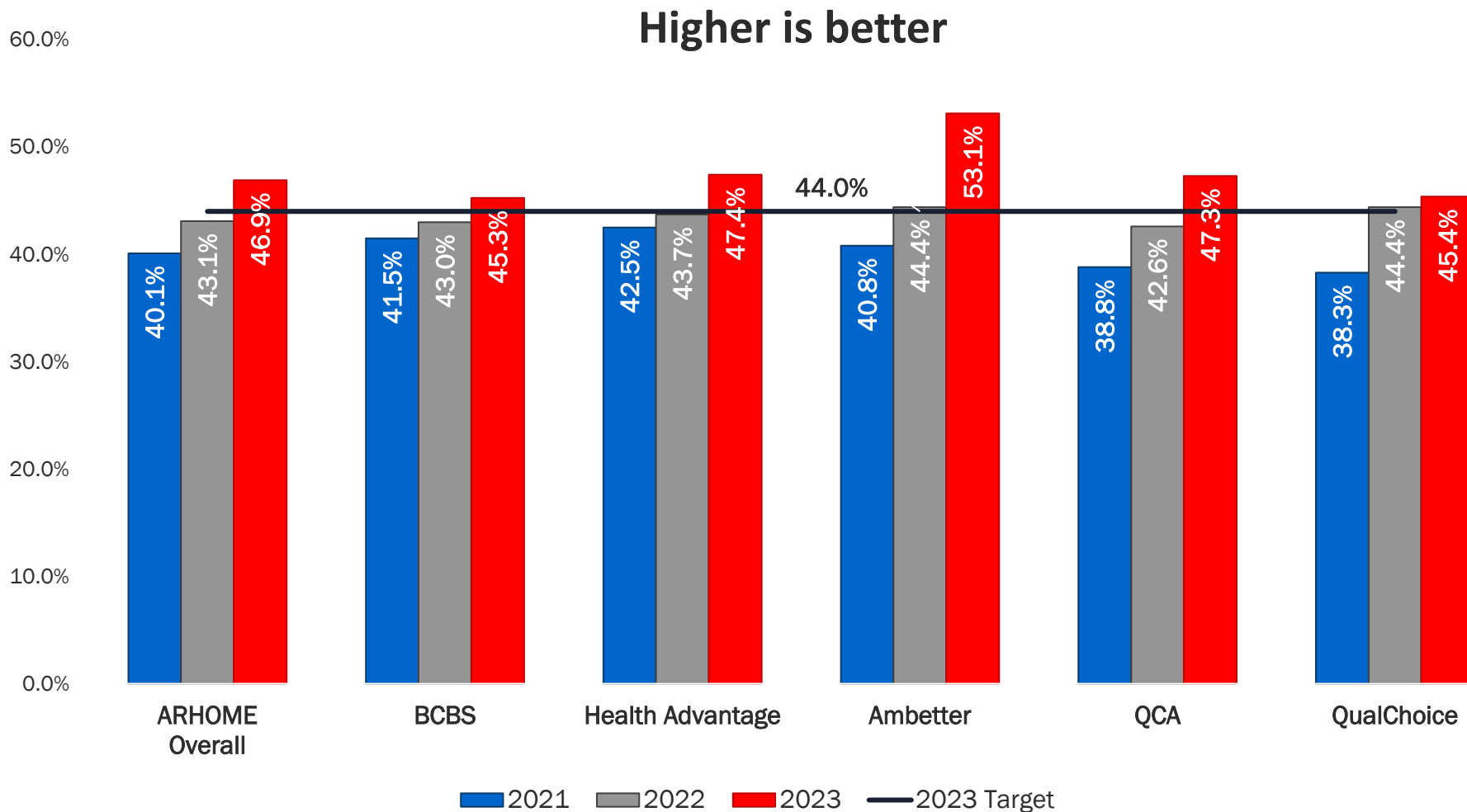


**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

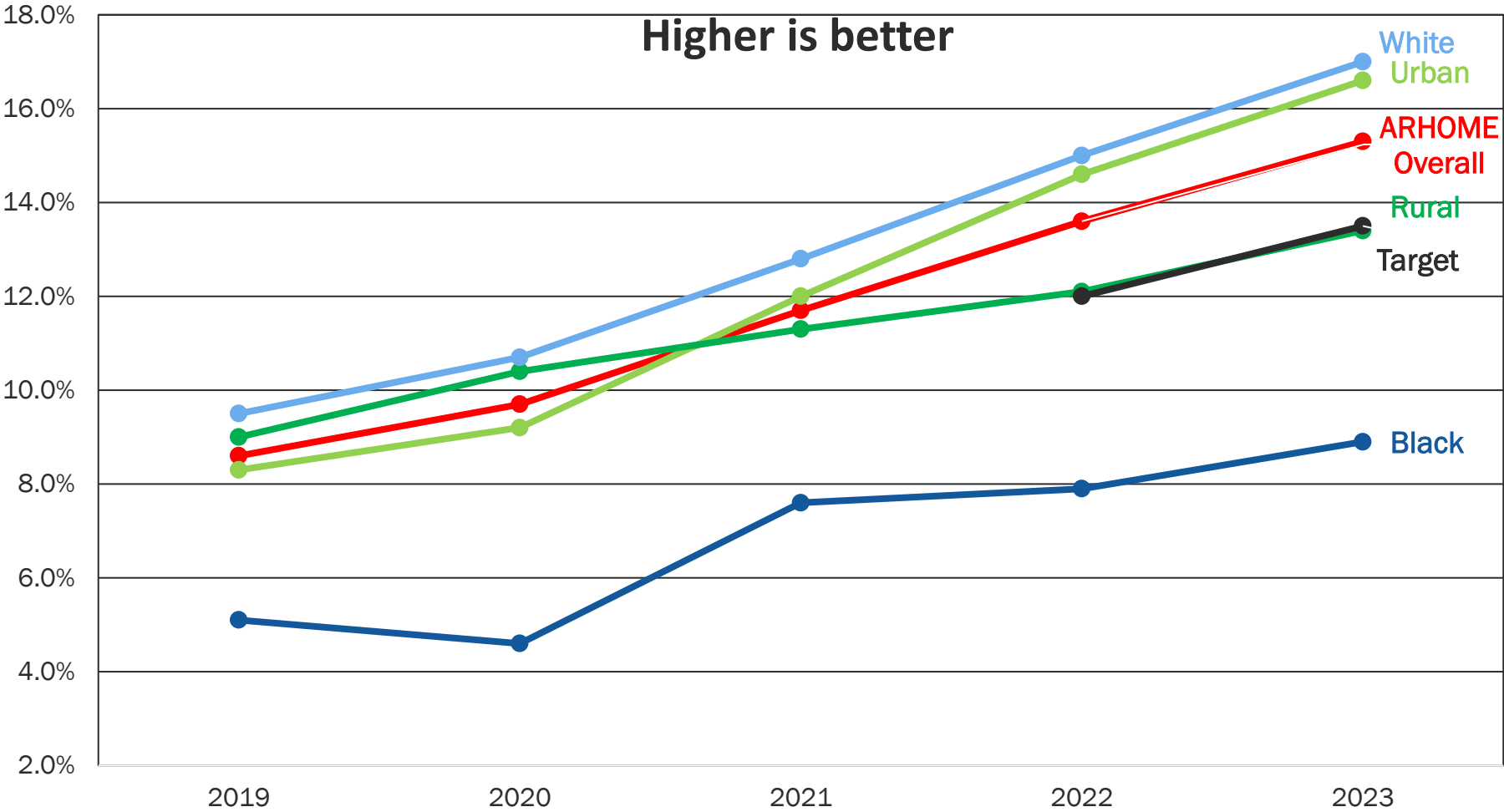
Substance Use Disorder Treatment: Initiation



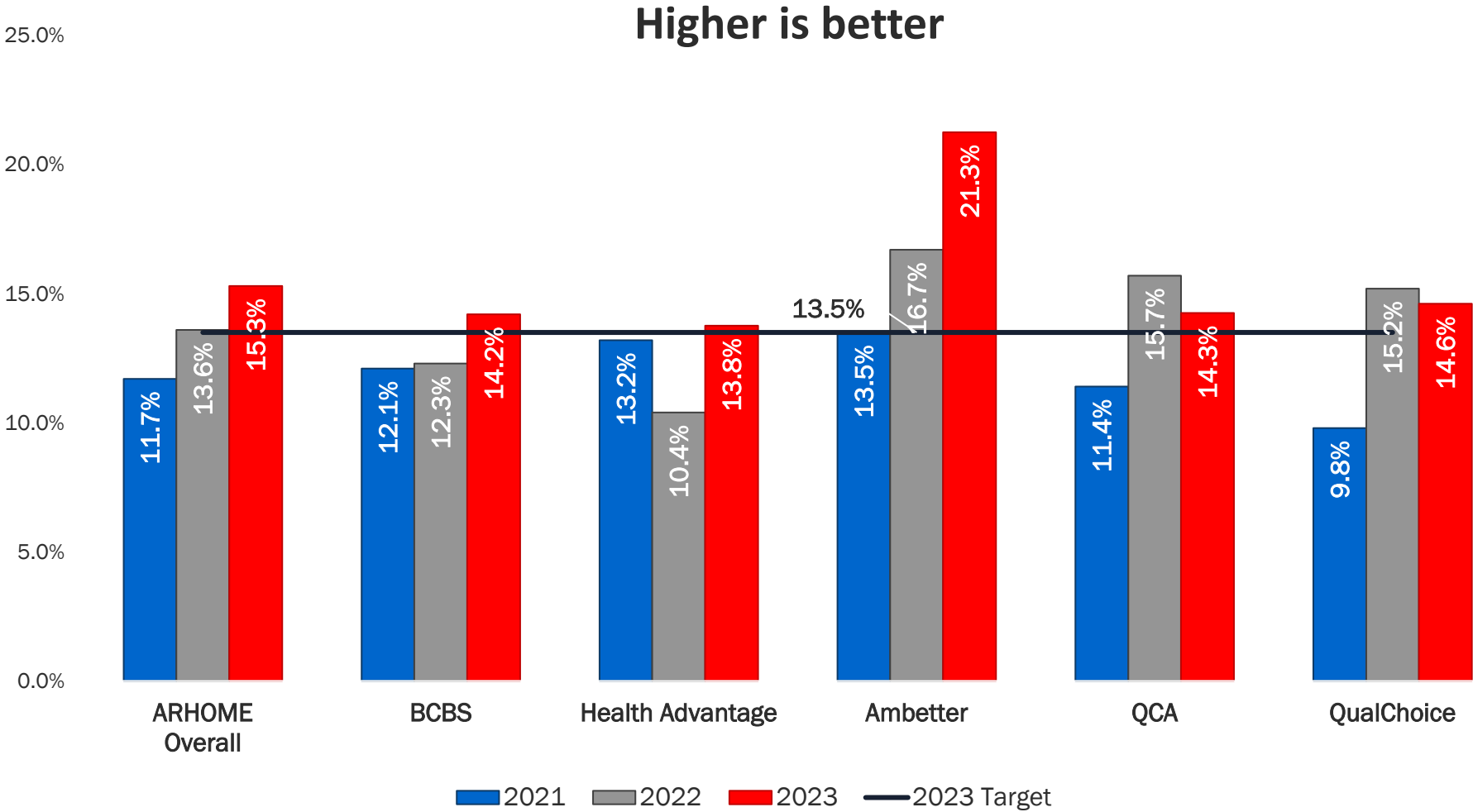
Substance Use Disorder Treatment: Initiation



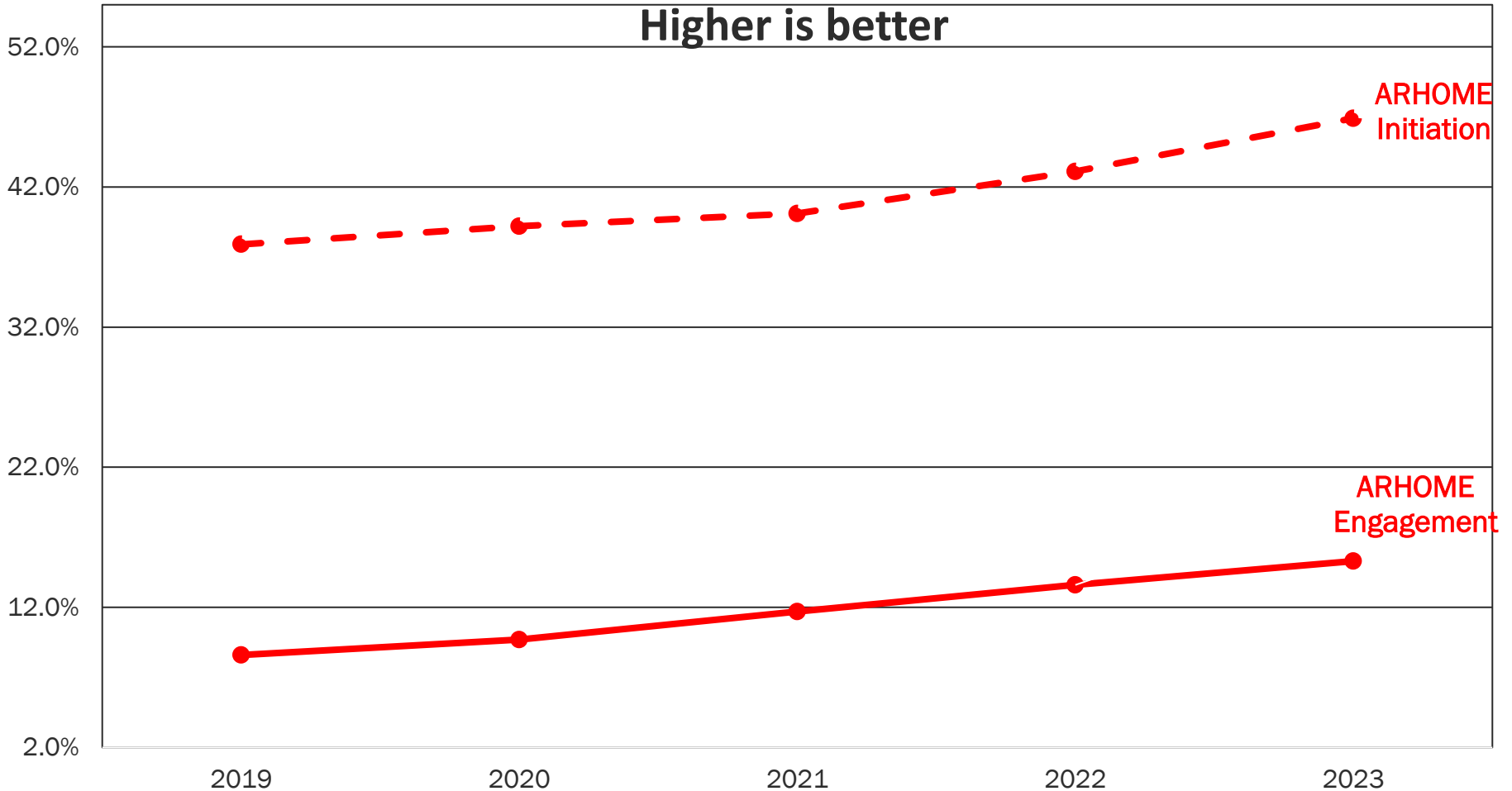
Substance Use Disorder Treatment: Engagement



Substance Use Disorder Treatment: Engagement



Substance Use Disorder Treatment: Initiation and Engagement



Substance Use Disorder Treatment

- Overall, ARHOME SUD treatment initiation (within 14 days of diagnosis) rates are 30 percentage points higher than its engagement (still in treatment 34 days after initiation visit) rates. Both rates are improving.
- White beneficiaries had higher rates of SUD initiation and engagement than black beneficiaries for all five years.
- Urban rates of SUD treatment initiation and engagement are outpacing rural SUD treatment, and the disparity is widening.
- The Ambetter plan had the best SUD treatment initiation and engagement rates in 2023.



2023 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 	170 (25%)	\$17,000
Health Advantage		632 (16%)	\$31,600
Ambetter	No specific incentive; Allows participation in the Health Assistance Linkage and Outreach case management program	29 (15%)	\$2,900
QualChoice Life		124 (12%)	\$6,200
QCA		17 (5%)	N/A
		11 (10%)	N/A
		14 (11%)	N/A

Proposed 2025 QHP Health Improvement Incentives: Substance Use Disorder

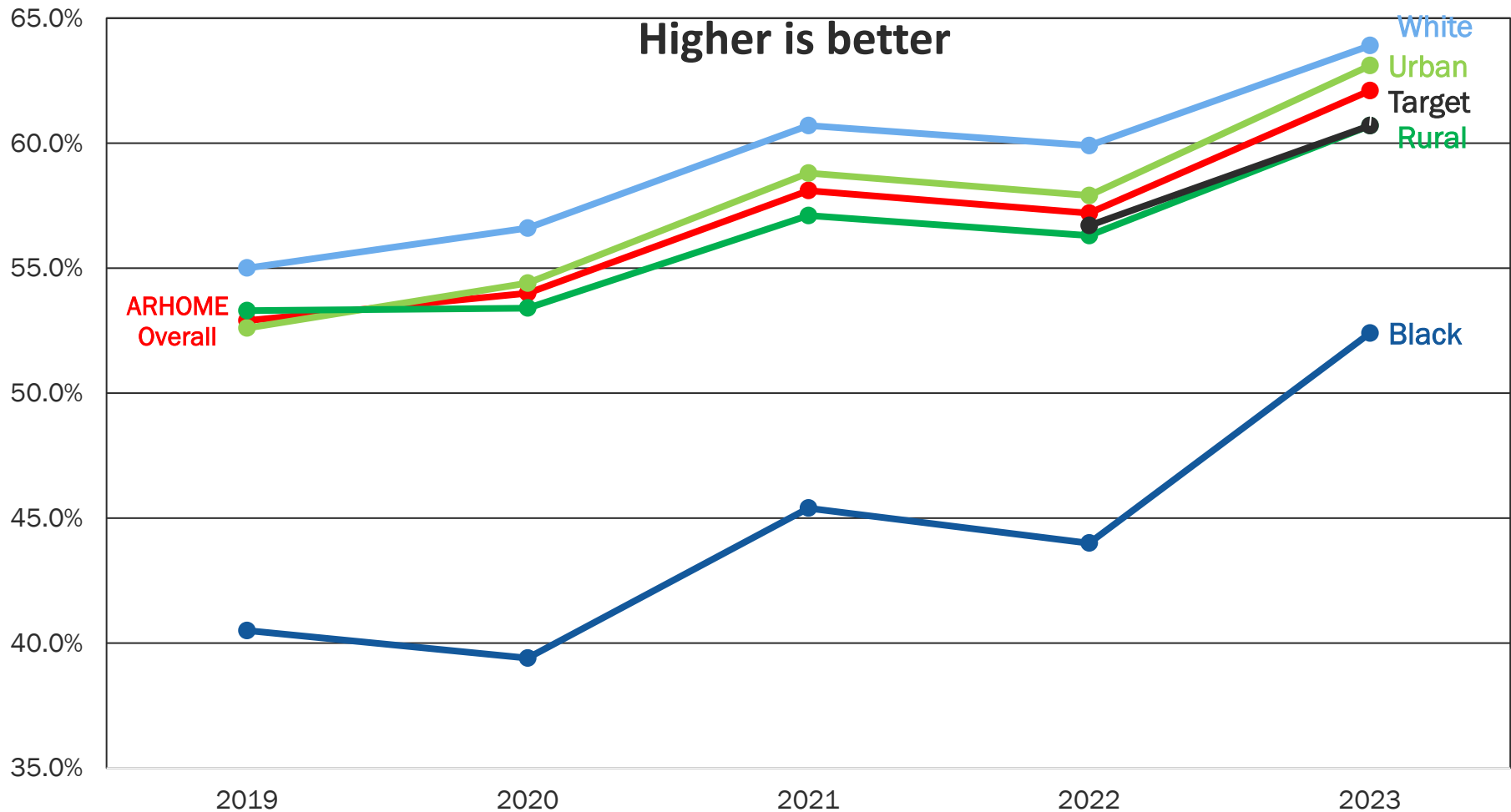
QHP	Incentive Activity
Blue Cross & Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> • \$100 for completing follow-up visit within 30 days of ER visit for a substance use disorder. • \$50 for members with SUD who use Peer Support Specialists, virtual SUD treatment, or other SUD treatment options
Health Advantage	
Ambetter	No specific <i>incentive</i> for substance use disorder. Programs the QHPs administers include: <ul style="list-style-type: none"> • Pharmacy Lock-In program to detect and prevent pharmacy benefit abuse. Members meeting criteria are locked into one pharmacy for one year. Some members are referred for Case Management support. • Transitional care management program to work with beneficiaries with SUD who have been hospitalized to coordinate care
QualChoice Life	
QCA	

Mental Health

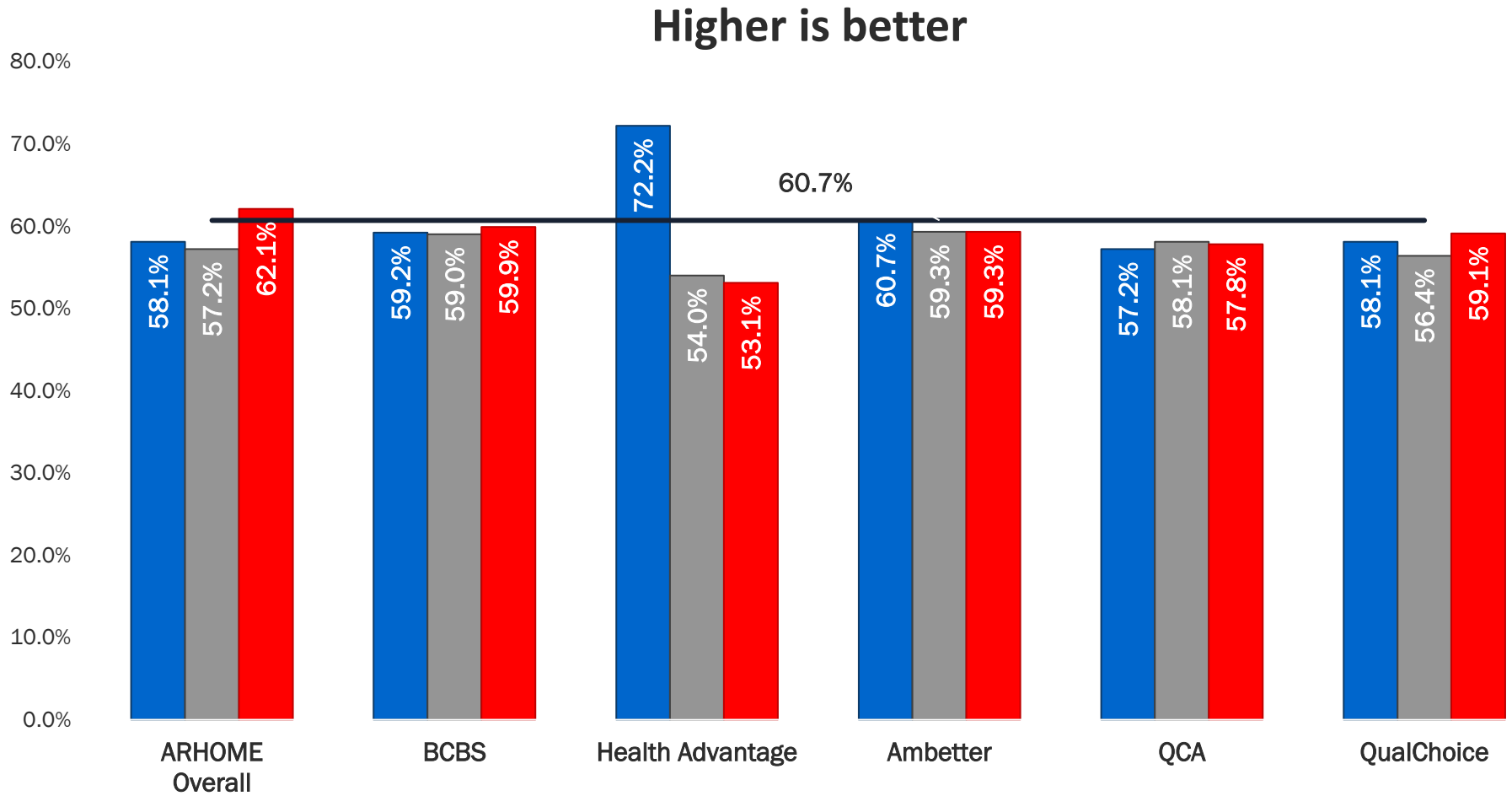


**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Antidepressant Medication Management: Acute Phase



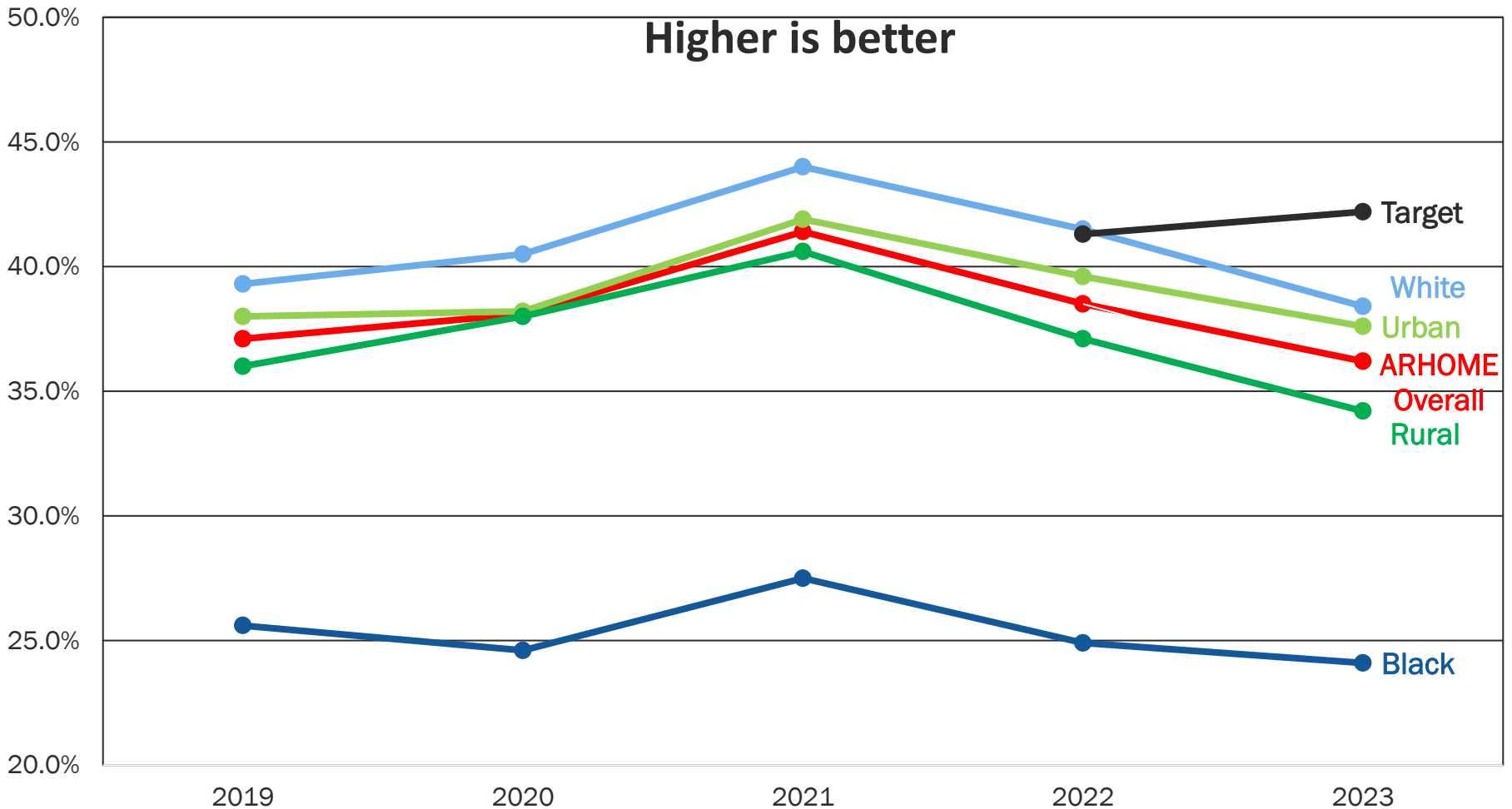
Antidepressant Medication Management: Acute Phase



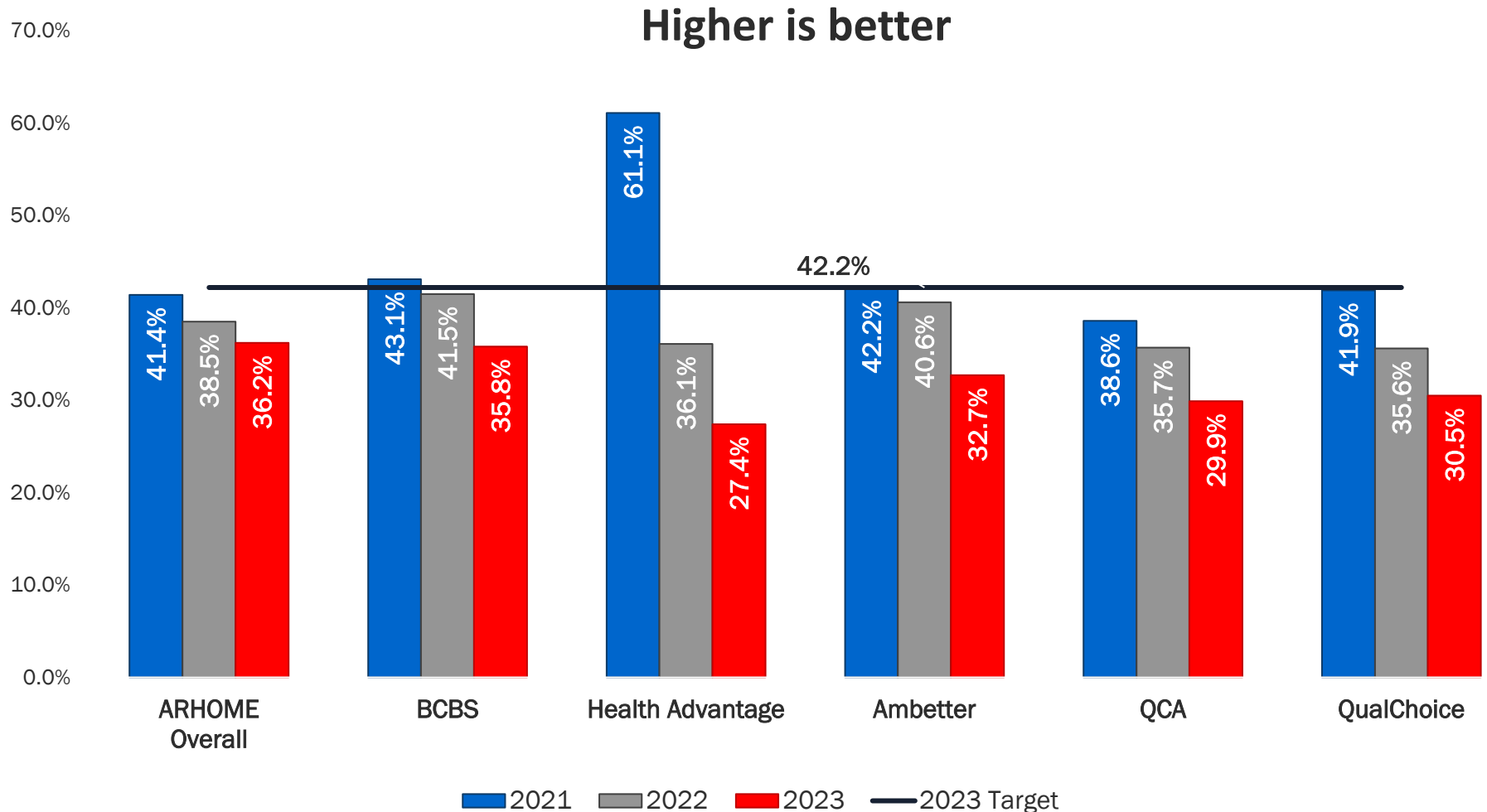
2021 2022 2023 2023 Target



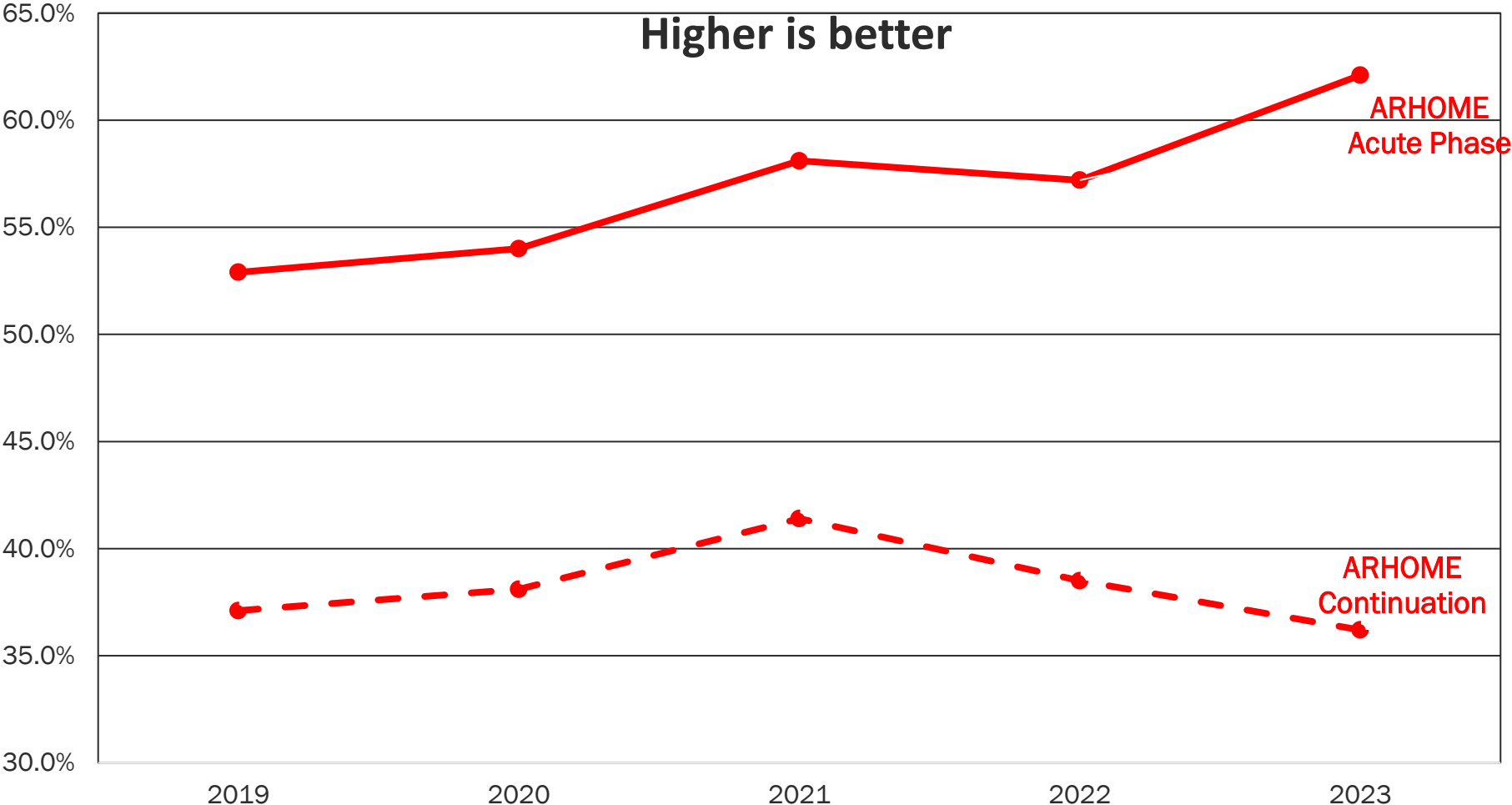
Antidepressant Medication Management: Continuation Phase



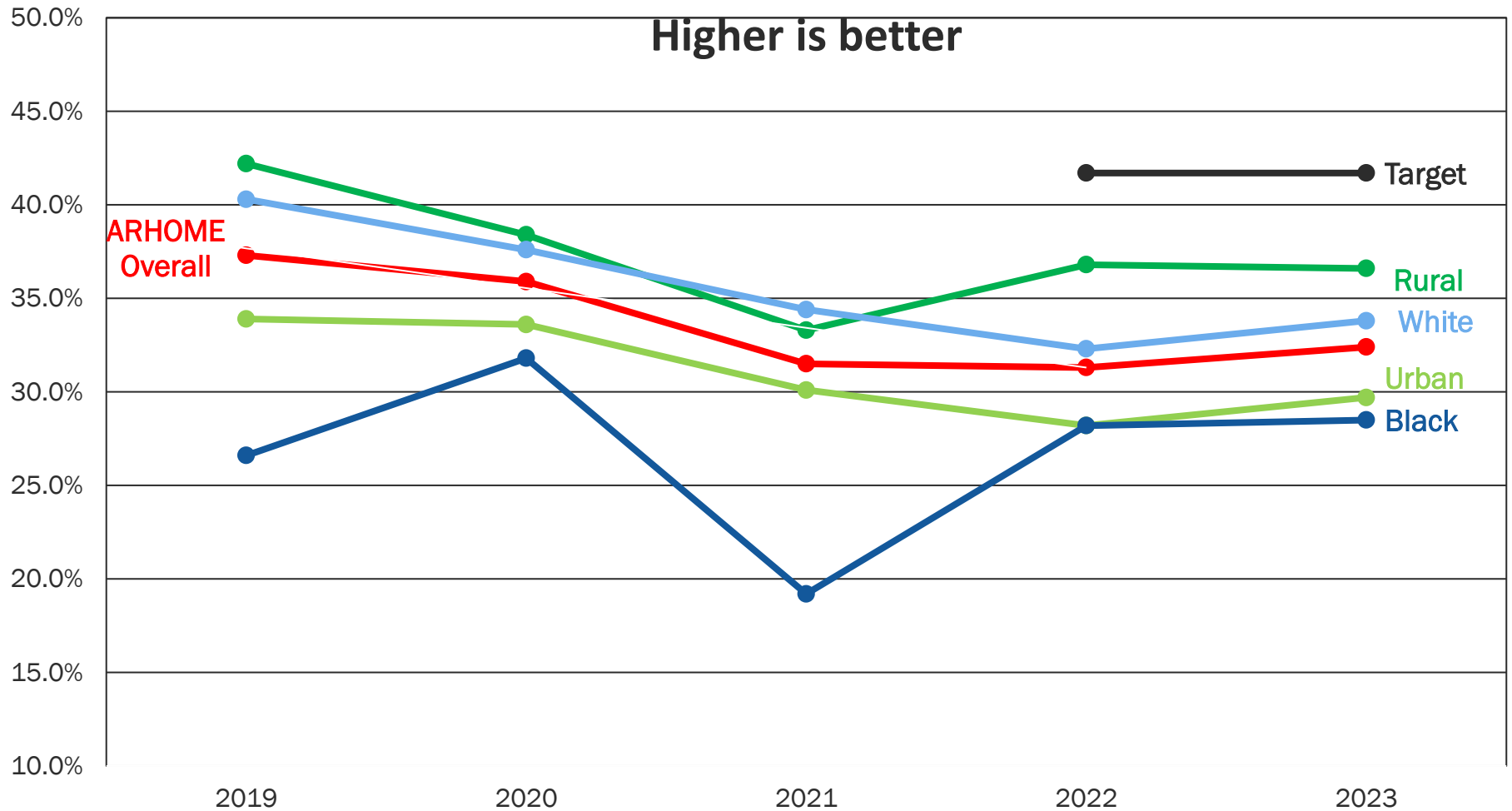
Antidepressant Medication Management: Continuation Phase



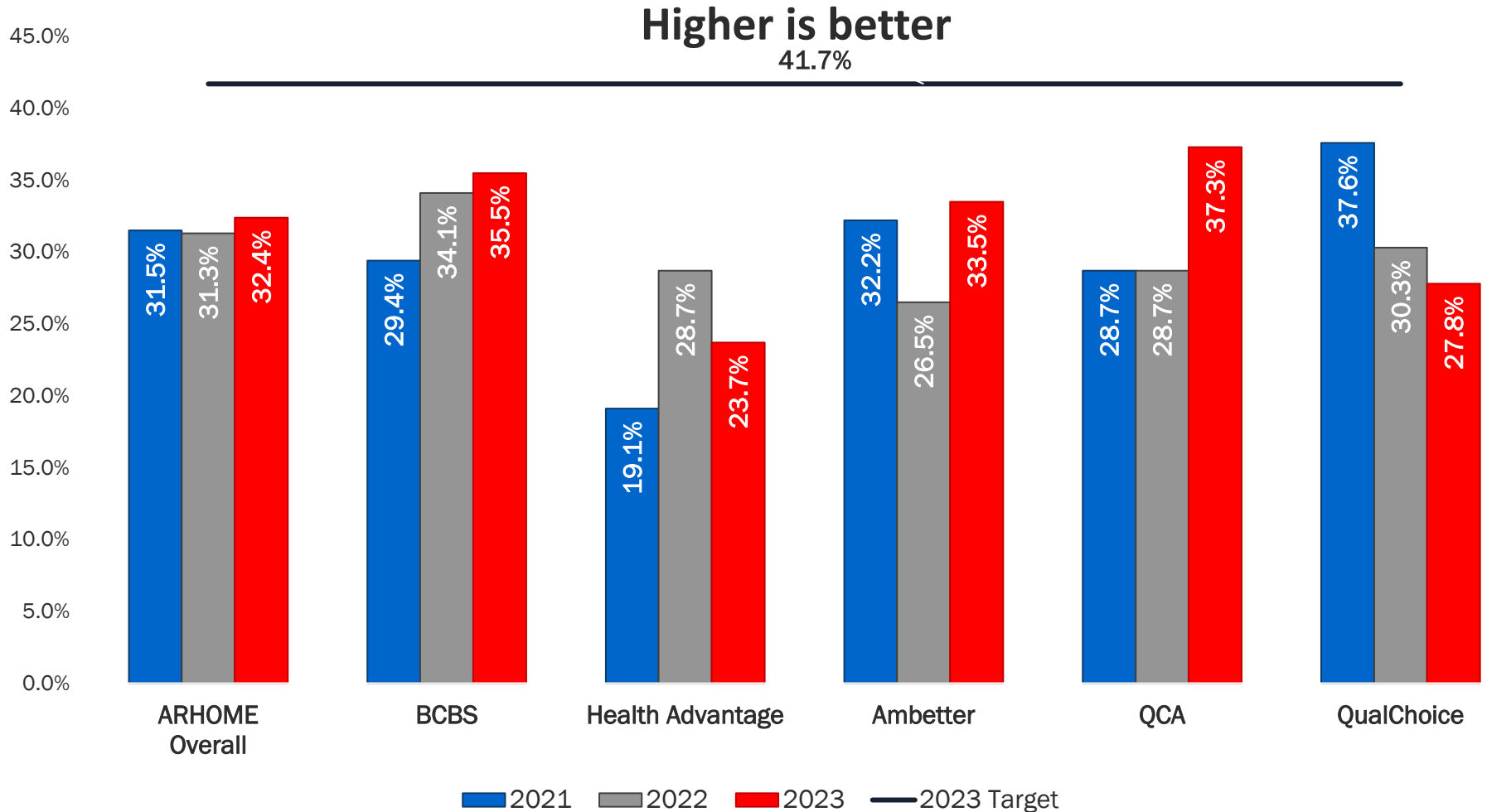
Antidepressant Medication Management: Acute and Continuation Phase



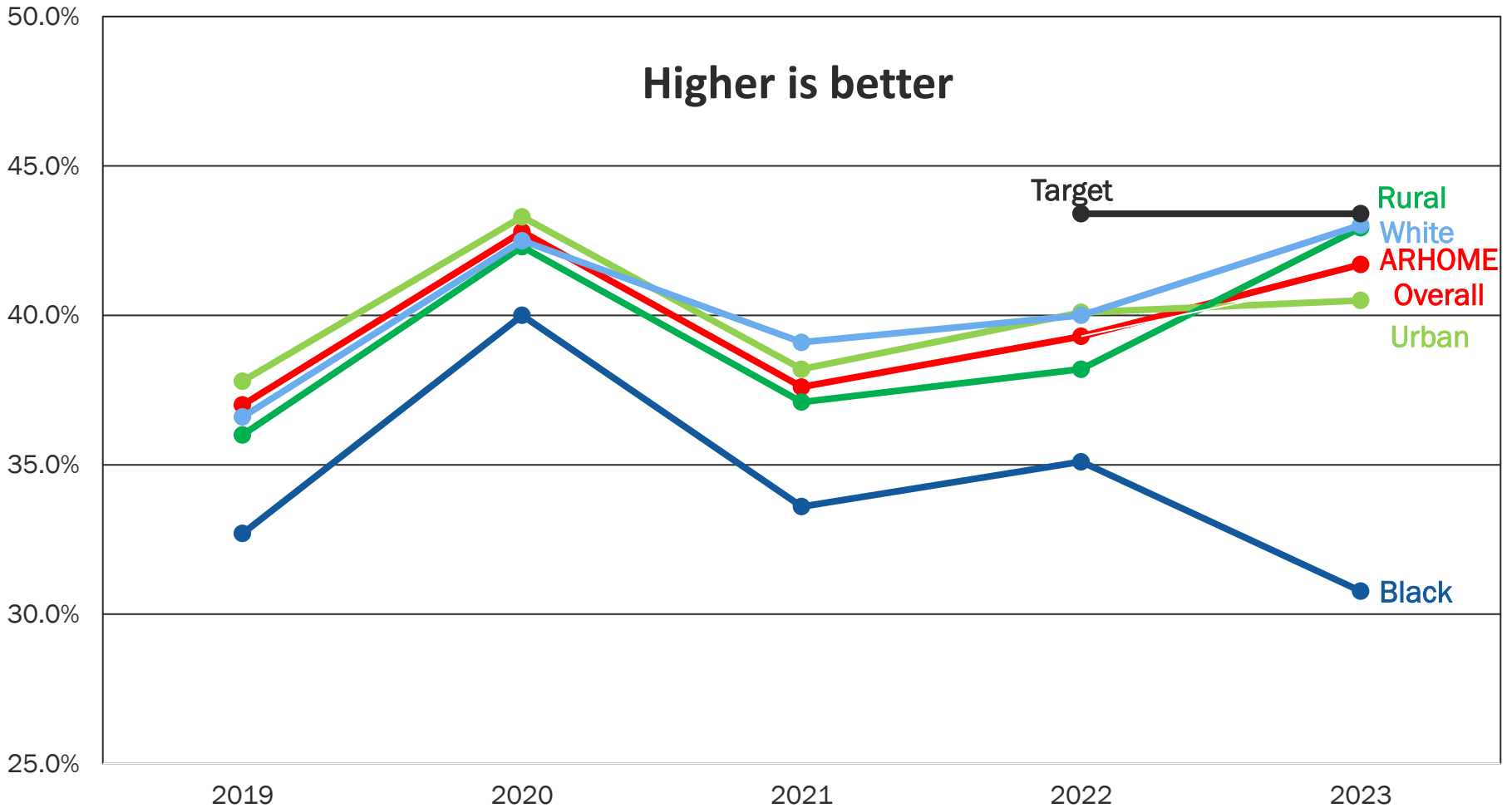
Follow up After ED Visit for Mental Illness



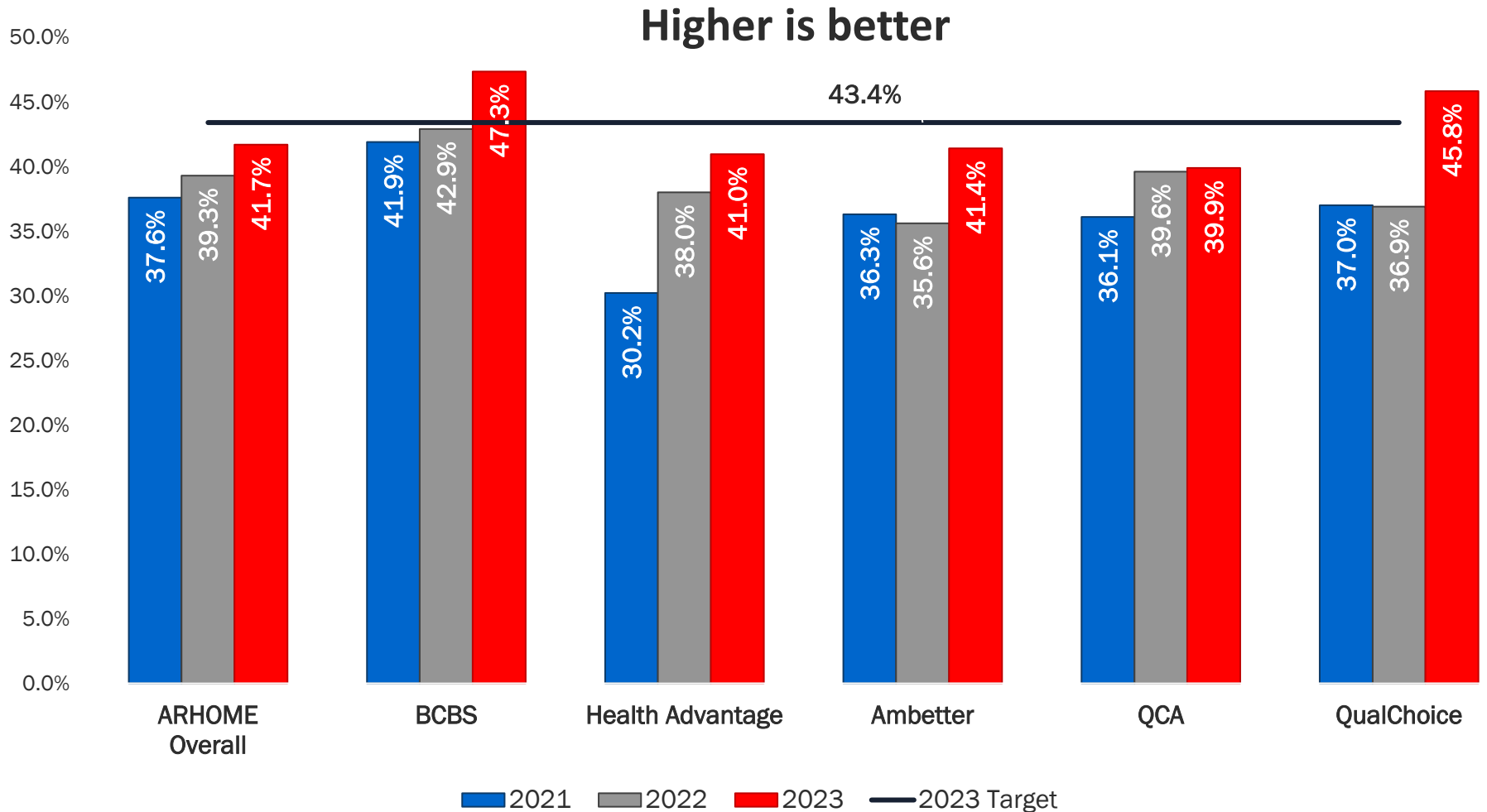
Follow up After ED Visit for Mental Illness



Follow Up After Hospitalization for Mental Illness



Follow Up After Hospitalization for Mental Illness



Mental Health

- The ARHOME program had improvements in antidepressant medication management rate in the acute phase, but declines in the continuation phase rate.
- The ARHOME program's follow up rates for mental illness improved after hospitalization, but remained about the same after an ED visit.
- White rates for treatment for mental illness were significantly better than black rates for all measures.
- Rural and urban rates for treatment for mental illness were similar, except for follow up after an ED visit, where rural rates continued to be better than urban rates.

2023 QHP Health

Improvement Incentives: Mental Illness

QHP	Incentive Activity	Beneficiaries Awarded (% of Eligible)	Total Incentive Awarded
Blue Cross and Blue Shield	Award beneficiaries: <ul style="list-style-type: none"> \$100 for completion of a follow-up visit 30 days after a hospitalization for a mental health disorder \$50 for remaining adherent to antipsychotic medications throughout the year (80% or better) 	717 (60% of eligible)	\$71,700
Health Advantage		260 (40% of eligible)	\$13,000
Ambetter	<ul style="list-style-type: none"> Mental health medication management program Award beneficiaries: Up to \$500 (10 points = \$1.00) in rewards for completing activities in the My Health Pays portal. Members can shop at the Rewards store online or convert points into money (10 points = \$1.00) to use towards healthcare costs or monthly bills. 	107 (9% of eligible)	NA
QualChoice Life		4,634 (6% of eligible)	\$42,203
QCA		66 (19% of eligible)	NA
		1,691 (3% of eligible)	\$14,181
		58 (18% of eligible)	NA
		1,595 (3% of eligible)	\$13,362



Proposed 2025 QHP Health Improvement Incentives: Mental Illness

QHP	Incentive Activity
Blue Cross and Blue Shield	<p>Mental Health Treatment and Follow-up, \$50: Members with behavioral health diagnoses receive \$50 for completing a visit with a mental health provider and attending a follow-up visit.</p> <p>Using Tools for Remembering to Take Mental Health Meds \$60:</p>
Health Advantage	<p>Rewards \$20 per adherence tool used (90-day supply, mail order, local delivery, or medication synchronization) and \$20 for remaining adherent at the end of the year for members taking antipsychotic and antidepressant medications.</p>
Ambetter	<p>Care Managers collaborate with providers to identify and link healthcare & community-based resources for individuals with significant mental health needs & behavioral health utilization</p>
QualChoice Life	<p>Digital Case Management: Mobile application care management service to address health needs.</p>
QCA	<p>Value-Based Care Program: Behavioral health providers receive bonuses for completing appropriate actions during members' key events. Amounts vary based on member's risk score & level of success achieved.</p>



Overall QHP Results: Women and Maternal Health

Measure	Median	4% Improvement	Best Performer
Cervical Cancer Screening	All QHPs met	Mixed results (2/5 met)	No QHPs met
Chlamydia Screening in Women	Mixed results (2/5 met)	No QHPs met	No QHPs met
Breast Cancer Screening	All QHPs met	Mixed results (2/4 met)	Most did not meet (1/5 met)
Contraceptive Care – Postpartum Women	Mixed results (3/5 met)	Mixed results (2/5 met)	No QHPs met
Contraceptive Care – All Women	No QHPs met	Mixed results (2/5 met)	No QHPs met
Low Birth Weight	Mixed results (3/5 met)	Most did not meet (1/4 met)	Most did not meet (1/5 met)
Very Low Birth Weight	Most met (3/4 met)	Mixed results (2/4 met)	Mixed results (2/5 met)
Pre-Term Birth	All QHPs met	Most met (3/4 met)	Mixed results (2/5 met)



Overall QHP Results: Chronic Conditions

Measure	Median	4% Improvement	Best Performer
Hospital Admission Rate: Diabetes Short-Term Complications	Mixed results (2/5 met)	Mixed results (3/5 met)	Most did not meet (1/5 met)
Hospital Admission Rate: COPD or Asthma in Older Adults	Most met (4/5 met)	Mixed results (3/5 met)	All QHPs met
Hospital Admission Rate: Heart Failure	No QHPs met	No QHPs met	No QHPs met
Hospital Admission Rate: Asthma in Younger Adults	Most met (4/5 met)	Most QHPs did not meet (3/4)	Most did not meet (1/5 met)
All-Cause Hospital Readmissions	Most met (4/5 met)	Most did not meet (1/5 met)	Most met (4/5 met)
Asthma Medication Ratio	All QHPs met	All QHPs met	All QHPs met
Adherence to Antipsychotic Medications for Individuals With Schizophrenia	Most met (4/5 met)	Mixed results (2/5 met)	No QHPs met
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications	Mixed results (3/5 met)	Mixed results (2/5 met)	Most met (4/5 met)



Overall QHP Results: SUD and Behavioral Health

Measure	Median	4% Improvement	Best Performer
Initiation of SUD Treatment	All QHPs met	All QHPs met	All QHPs met
Engagement of SUD Treatment	All QHPs met	All QHPs met	All QHPs met
Antidepressant Medication Management, Acute Phase	Mixed results (3/5 met)	No QHPs met	No QHPs met
Antidepressant Medication Management, Continuation Phase	No QHPs met	No QHPs met	No QHPs met
Use of Pharmacotherapy for Opioid Use Disorder	All QHPs met	Mixed results (2/5 met)	All QHPs met
Use of Opioids at High Dosage in Persons Without Cancer	Mixed results (2/5 met)	Mixed results (2/5 met)	Most did not meet (1/5 met)
Concurrent Use of Opioids and Benzodiazepines	Mixed results (3/5 met)	Mixed results (2/5 met)	No QHPs met
Follow-Up After ED Visit for Alcohol and Other Drug Abuse	All QHPs met	Most QHPs met (4/5 met)	Most met (4/5 met)
Follow-Up After ED Visit for Mental Illness	Mixed results (3/5 met)	Mixed results (2/5 met)	No QHPs met
Follow-Up After Hospitalization for Mental Illness	Most met (4/5 met)	All QHPs met	Mixed results (2/5 met)



Total QHP Penalties

QHP	Total Points	Member-Month Penalty	Member Months	Total Penalty
Health Advantage	48	\$0	298,884	\$0
BCBS	53	\$0	1,245,093	\$0
Ambetter	53	\$0	592,533	\$0
QCA	54	\$0	398,422	\$0
QualChoice	44	\$0.90	395,760	\$356,184

The Health Advantage plan, which started in 2021, did not have an improvement target for three measures, worth a total of four points. While the other plans had a total of 108 points available, Health Advantage had only 104 points available.



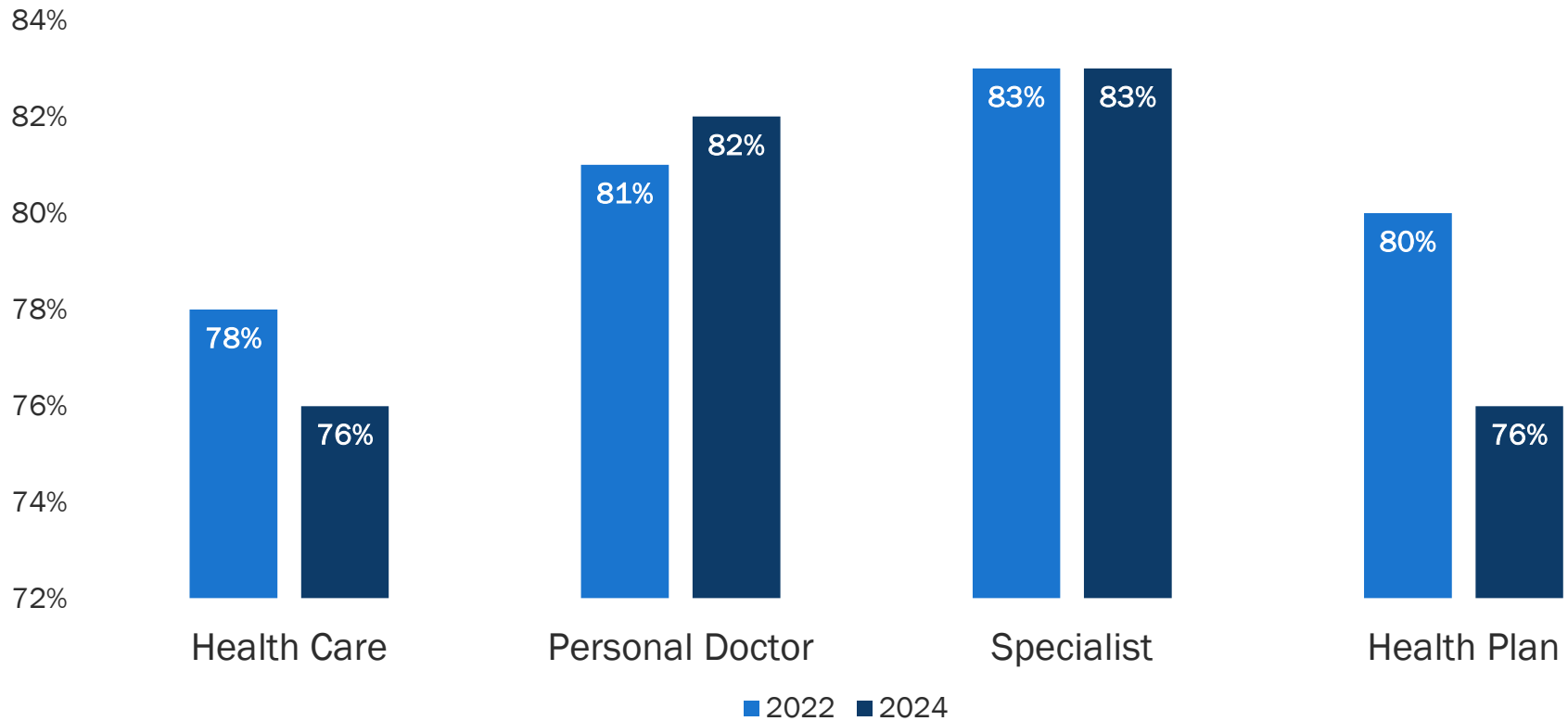
Beneficiary Engagement Survey Results



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

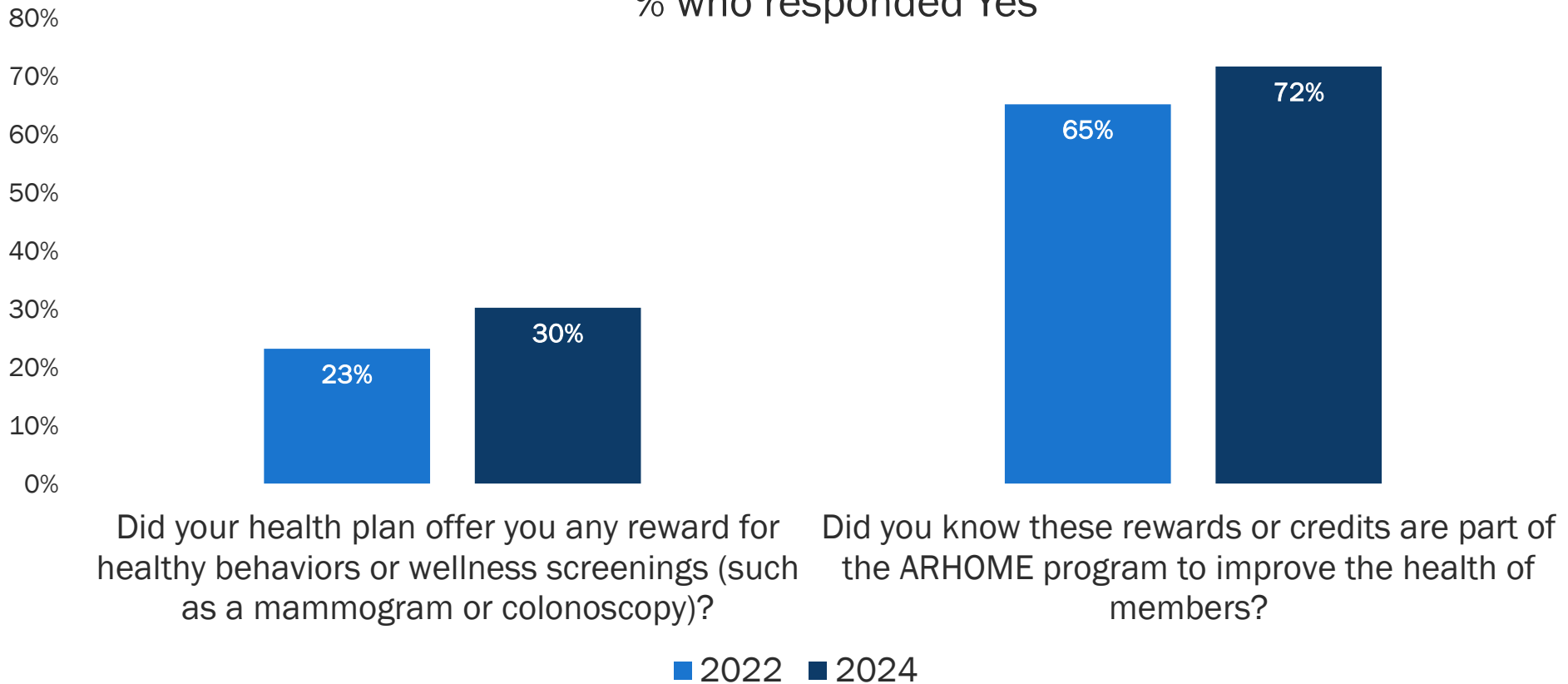
Health Care Ratings: 2022 vs. 2024

% of Respondents Who Rated 8-10



Beneficiary Incentive Awareness: 2022 vs. 2024

% who responded Yes



Qualified Health Plans' Strategic Plans



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Next Activities

- Next meeting in April; date and location TBD
- Potential topic: Update on Maternal Life360 Implementation.

We Care. We Act. We Change
Lives.

