

BAYOU HEALTH REPORTING

REPORT INFORMATION

Health plan ID: 2162519
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Definitions and Instructions:

- **Reporting quarter**

4th Quarter, December 2021

- **Agenda topics**

- Introductions
- Health plan updates
- HEAC purpose
- Performance improvement plan and interventions
- Group discussion – takeaways

- **Introductions**

- All attendees gave their name, title, and organization they were representing.
- Peter Lambousy, Director of Marketing, thanked everyone for taking time to join during the holiday season.
- Barbara Miller stated that their organization name has changed to Comprehensive Care Center of Southwest Louisiana (formerly Southwest Louisiana AIDS Council).

- **Health plan updates**

- Current total membership: 350,461.
- The membership increased due to the COVID-19 pandemic.
- During the pandemic, the Centers for Medicare and Medicaid Services has suspended renewals and reverifications.
- No member has lost coverage due to the inability to renew or recertify.
- Open enrollment concluded October 15 - November 30, 2021. The grace period will be January 1 - March 31, 2022.
- There were 800 additional members during Open Enrollment.
- The Louisiana Department of Health (LDH) put a hold on all renewals.
- Health plans are to resume renewals in 2022, but no date has been given at this time.

- This allows individuals time to gather their information.
- Healthy Blue will start notifying everyone when we get the date.
- There is an emergency contract in place for Medicaid from January 1 - December 31, 2022.
- Medicaid contract awards were not announced, as of today's date.
- Coverage will continue through 2022.
- **HEAC purpose**
 - Our mission is to promote shared efforts between the health plan, members, community advocacy groups, and providers to better local communities while maintaining member focus.
 - **Goals:**
 - Provide members with information about new programs and services, and to improve the quality of care and service.
 - Ensure that materials and programs are easy to understand, and address the health education needs of the member.
 - Coordinate health education outreach with appropriate community partners.
 - Guide activities designed to improve member satisfaction with the health plan, it's program, and services.
 - Recommend member website marketing materials.
 - **Core plan:**
 - Committee members will provide input into the annual review of policies, procedures, and programs for quality management (QM) and marketing.
 - Identify cultural values and beliefs that are important in developing culturally competent healthcare programs.
 - Review member materials for language requirements, cultural competency, and reading comprehension.
 - Identify health education needs of the membership.
 - Provide information regarding healthcare barriers and gaps within the local communities.
 - Provide feedback regarding activities designed to improve member satisfaction, and health plan programs and services.
 - **Organizational structure:**
 - Every effort is made to ensure the committee reflects the population and community served. Committee members include:
 - Quality management leaders
 - Member advocates
 - Network providers
 - Community representatives
 - Health plan members/families/parent/guardian
 - Advocacy groups
 - Health educators
- **Performance improvement plans and interventions**

Robin Landry, Clinical Quality Program Manager presented

 - **PIPS highlights 2021**
 - **IET/FUA/POD** - The overall aim is to improve the rate of initiation and engagement of alcohol and other drug use or dependence treatment (IET; HEDIS 2020), and to improve the rates for follow up after emergency department visits for alcohol and other drug use or dependence (FUA; HEDIS 2020) and pharmacotherapy for opioid use disorder (POD).
 - Enhanced CM outreach efforts as well as provider and member education initiatives identified and on-going.
 - Third year for this PIP.

- **HCV** - Improve the Healthy Louisiana HCV screening rate and initiation of HCV pharmaceutical treatment.
 - Enhanced CM outreach efforts as well as provider and member education initiatives identified and on-going.
 - Second year for this PIP.
- **Developmental screening** - Improving receipt of global developmental screening in the first three years of life.
 - Member gap reports produced for member follow-up appointments and providers to outreach members for developmental screenings.
 - Provider and member education initiatives identified and initiated.
 - First year for this PIP.
- **COVID-19** - Ensuring access to the COVID-19 vaccine among Healthy Louisiana vaccine-eligible enrollees: persons 18 years of age or older (or 16 years and up for Pfizer vaccine only).
 - Weekly member gap reports provided by LDH for eligible members and those who have not completed the 2-vaccination series.
 - Provider and member education initiatives identified and initiated.
 - First year for this PIP.
- **IET/FUA/POD interventions**
- Members had decreased follow up post hospitalization and ED for alcohol/SUD. Case management outreach for care coordination with identified members with three or more ED visits and post hospitalization.
- Lack of information for providers and members regarding treatment initiation and follow up for alcohol/SUD. Providers were trained on evidence based SBIRT screenings and motivational interviewing techniques.
- Access to care for outpatient SUD treatment resulting in increased hospitalizations and overdoses. Identified frequent readmitters received targeted education and care coordination for treatment referrals.
- Members were not aware of SUD support and follow-up options and resources. Healthy Blue educated members on telemedicine options and used text campaigns for additional outreach.
- Providers were given online referral tools, trained on SDOH assessments/referrals/follow up and options for medication assisted treatment.
- Alcohol use or dependence (AOD) treatment rates improved over 7% in 2021, and 8% from 2020.
- Opioid use or dependence (OUD) treatment rates improved over 13% in 2021, and over 9% from 2020.
- Follow up after ED (FUA) visits within a seven-day rate improved over 3% in 2021 and 2020.
- Follow up after ED (FUA) visits within a 30-day rate improved slightly in 2021 and 2020.
- New opioid use disorder (OUD) rate improved over 10% from 2020.
- Members unaware of new Healthy Louisiana HCV treatment benefit. Education through direct member contact and care coordination efforts for treatment.
- At-risk members are unaware that they may be asymptomatic for HCV. Education and outreach to members identified as being at risk.
- Providers may not be aware of HCV treatment medication that does not require prior authorization. Education and awareness campaign initiated as well as gap in care reports distributed to providers.
- HCV screening rates improved over 9% in 2021 and 2020.
- HCV treatment rates improved over 5% in 2021, and over 10% from 2020.
- Healthy Blue exceeded the target rate in 2021 for HCV treatment of adults with current or past drug use.

Developmental screening interventions

- Providers are not consistent with using developmental screening tools appropriately. Education on global developmental screening guidelines provided.
- Providers not billing 96110 for developmental screenings. Education on coding and billing guidelines provided.
- Parents are not knowledgeable about the timing and benefits of developmental screenings. Education provided through text campaigns and community events along with provider involvement. Member outreach for care coordination and education provided.
- Providers are not referring members to early intervention programs (EIP) when delays detected. Education and referrals to EIP programs conducted for identified members.
- The developmental screening rate for members under 12 months, improved over 10%.
- The developmental screening rate for members 12 - 24 months, improved over 10%.
- The developmental screening rate for members under 24 - 36 months, improved over 11%.

COVID-19 vaccination interventions

- Members need help with accessing COVID-19 vaccines. Education and care coordination efforts provided by case management, text campaigns, and community health workers.
- Members may need reminders for the second dose in a 2-dose series. Eligible members identified as not receiving their second dose were contacted and educated on the need and where to obtain the second dose.
- There may be disparities in receipt of COVID-19 vaccines. Disparate regions and populations identified, and community partnerships formed for vaccination events via Healthy Blue mobile van and the Hispanic clinic.
- Members may have difficulties with transportation or be homebound. Transportation provided for members to receive vaccine and homebound members received at-home vaccination offer.
- Members ages 12-15 need help with accessing COVID-19 vaccines. Care coordination for foster members and those in group homes.

COVID-19 vaccination improvement rates

- Baseline rates ranged between 5%-16% for all indicators:
 - Members who received at least one vaccine dose, increased to 39%.
 - Members who completed the vaccine series, increased to 38%.
 - Black/African-American members who received at least one vaccine dose, increased to 41%.
 - Hispanic/Latino members who received at least one vaccine dose, increased to 35%.
 - Other, unknown, or missing race/ethnicity members who received at least one vaccine dose, increased to 45%.
 - Black/African-American members who completed the vaccine series, increased to 34%.
 - Hispanic/Latino members who completed the vaccine series, increased to 30%.
 - Other, unknown, or missing race/ethnicity members who completed the vaccine series, increased to 41%.
 - Children (0-15) who received at least one vaccine dose, increased to 26% (initiative started in July 2021).
 - Children (0-15) who completed the vaccine series, increased to 21% (initiative started in July 2021).

- **Group discussion - takeaways**

- Mary Schultheis of Crescent City WIC announced that she will be partnering with Stephenie Marshall of Ascension DePaul Services of New Orleans to host a COVID vaccine for children event on December 30th. When they return for the second vaccine, they will receive a gift card.
- Kathy Victorian, Medicaid Territory Marketing Manager for Healthy Blue, stated that the mobile medical van is available with coordination with driver, marketing representative, and provider.
- Nasheika Malbrough of SWLA Health thanked Healthy Blue for using the mobile medical van.
- Mary Schultheis, Crescent City WIC, thanked Healthy Blue for the sponsorship of breastfeeding supplies and stated that she has seen an increase in the breastfeeding numbers. Mary also gave a shout out to Lisa Ellsworth, Community Relations Rep for Healthy Blue, for all her support.