

COMMERCIAL

PARAMOUNT ANNUAL QUALITY REPORT – 2022

*Members rated getting needed care through Paramount in the top 5th percentile nationally**

A primary focus of Paramount's Quality Program is preventive care. Paramount consistently strives to improve the health of our members by promoting their relationships with Primary Care Providers (PCPs) to ensure they have a medical home and receive needed services such as preventive screenings, well visits, and immunizations. Education to our members and providers on recommended preventive screenings, services, immunizations, and annual well visits is provided through Paramount's website, mailings, newsletters, on-hold messages and telephonic outreach. Paramount utilizes postcards, text messages and telephone reminders to encourage our members to obtain recommended immunizations and well care.

	HIGHLIGHT	DETAILS
9 condition management programs	Provided Steps2Health Condition Management programs	Helps members manage one or more of the following conditions: post cardiac, asthma, chronic heart failure, chronic kidney disease, COPD, co-morbid depression, diabetes, reproductive health, and migraine
Monthly parent/guardian well-child and immunization reminders	Well-child and immunization reminders were sent monthly to parents/guardians	Parents/guardians of 8, 10, and 17 month old's received monthly telephonic reminder calls to remind them of the importance of well-visits and immunizations
100,000 + newsletters mailed	Newsletters were mailed to members providing valuable preventive health information	Members received newsletters twice a year with information related to preventive health. In addition, specific newsletters were tailored and mailed to members identified with chronic conditions (i.e., diabetes and cardiovascular disease)
15 projects on the QI work plan	A quality improvement (QI) work plan was created with goals and measurable outcomes for improvement	A work plan is created yearly to identify quality improvement initiatives. The Food Clinic Project increased access to healthy food for food insecure patients around the greater Toledo area by increasing food referrals among members

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Paramount Effectiveness of Care – Percentile Ranking Compared to NCQA's 2022 Accreditation Benchmarks

The below measures scored in the 67th percentile or higher**
Measure Year (MY) 2022

- Adults' Access to Preventive/Ambulatory Health Services
- Blood Pressure Control for Patients with Diabetes
- Breast Cancer Screening
- Colorectal Cancer Screening
- Follow-Up After Emergency Department Visit for Mental Illness – 30 days
- Follow-Up After Emergency Department Visit for Mental Illness – 7 days
- Follow-Up After Hospitalization for Mental Illness – 30 Days
- Follow-Up After Hospitalization for Mental Illness – 7 Days
- Follow-Up Care for Children Prescribed ADHD Medication – Initiation Phase
- Hemoglobin A1c Control for Patients with Diabetes – HbA1c Control (<8%)
- Immunizations for Adolescents – Combination 1
- Prenatal and Postpartum Care – Postpartum Care
- Prenatal and Postpartum Care – Timeliness of Prenatal Care
- Statin Therapy for Patients with Cardiovascular Disease – Stain Adherence 80%
- Statin Therapy for Patients with Diabetes – Stain Adherence 80%
- Weight Assessment and Counseling for Nutrition/Physical Activity for Children/Adolescents – BMI Percentile
- Weight Assessment and Counseling for Nutrition/Physical Activity for Children/Adolescents – Counseling for Nutrition

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Paramount Effectiveness of Care – Adjusted Rates Compared to NCQA's 2022 Accreditation Benchmarks – Measure Year (MY) 2022

Member Satisfaction

Each year, Paramount measures member satisfaction with the quality of the care and services they receive. CAHPS^{***} satisfaction surveys are conducted as part of our HEDIS^{***} review. These surveys are important to help understand how better care and service can be provided to Paramount members. The survey also allows for health plan comparisons to be seen across the nation.

Measure	Paramount Rate (MY2022)	National HMO Average (MY2022)
Getting needed care	89.99%	80.26%
Rating of health care	81.82%	75.85%
Rating of personal doctor	82.00%	84.44%
Rating of specialist seen most often	87.85%	84.76%
Rating of health plan	61.25%	66.99%

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*Paramount members reporting it was easy to get an appointment with a specialist as soon as they needed was in the top 5th percentile nationally**

Paramount Effectiveness of Care – Adjusted Rates Compared to NCQA's 2022 Accreditation Benchmarks – Measure Year (MY) 2022

Getting Services When You Need Them

Paramount members continue to benefit from improvements in the area of Preventive Services, which remain above the National HMO average (NCQA's Quality Compass®)**.

Measure	Paramount Rate (MY2022)	National HMO Average (MY2022)
Easy to get needed care, tests, treatment	92.37%	84.55%
Easy to get an appointment to see a specialist as soon as needed	87.62%	76.42%
Adult access to preventive or ambulatory care +	95.33%	93.70%
Prenatal and postpartum care (timely prenatal care)	95.38%	84.14%
Prenatal and postpartum care (timely postpartum care)	93.92%	82.76%
Child and adolescent well-care visits	62.27%	53.78%

MEDICARE

PARAMOUNT ANNUAL QUALITY REPORT – 2022

In 2022, Paramount mailed 2,500 + members at home kits to screen for colorectal cancer

Paramount Elite is highly committed to prevention, targeting efforts on educating our members and primary care providers to which age-appropriate preventive services and screenings are recommended according to National Guidelines. With our senior population living longer, and at risk for acquiring chronic conditions, our focus on prevention is crucial to preserve wellbeing and quality of life. Outreach activities throughout the year included notification of missing preventive services to both members and their primary care provider, targeted mailings and telephonic outreach to high risk individuals encouraging flu vaccinations, eye exams, non-compliant statin medications, breast cancer screenings, fracture follow-up with members and providers, education of our robust smoking and tobacco cessation benefits and numerous educational articles in our Elite newsletter.

	HIGHLIGHT	DETAILS
9 condition management programs	Provided Steps2Health condition management programs	Helps members manage one or more of the following conditions: post cardiac, asthma, chronic heart failure, chronic kidney disease, COPD, co-morbid depression, diabetes, reproductive health, and migraine
2,500 + Fecal Immunochemical Test (FIT) kits mailed	Members who had not been screened for colorectal cancer were sent tests to complete in the comfort of their own home	Members were mailed a FIT test with directions on using it and returning it to ProMedica Labs. The FIT test offers an increase in accuracy for detecting colorectal cancer early. Paramount notified the members' PCP of the results and requested follow up for positive (unfavorable) test results
60,000 + newsletters mailed	Newsletters were mailed to members providing valuable preventive health information	Members received quarterly newsletters with information related to preventive health. In addition, specific newsletters were tailored and mailed to members identified with chronic conditions (i.e., diabetes)
18 projects on the QI work plan	Created a quality improvement (QI) work plan with goals and measurable outcomes for improvement	A work plan is created yearly to identify quality improvement initiatives. The Mobile Meals Project increased access to nutritious precooked meals by increasing food referrals among members from 87.44% in 2021 to 95.80% in 2022.

MEDICARE

PARAMOUNT ANNUAL QUALITY REPORT – 2022

*Paramount Elite achieved an
overall rating of 4 Stars for
the 2024 CMS Star Rating*

CMS STAR Ratings



Each year, CMS rates Medicare Advantage plans like Paramount Elite on a 1 to 5-star scale, with 5 stars denoting the highest quality. These ratings gauge care quality, access, responsiveness, and beneficiary satisfaction. They appear annually in the "Medicare & You Handbook" and on Medicare.gov each fall to aid enrollment decisions. The 2024 ratings, based on 2022 data, comprised 40 measures, evaluating plan performance that may vary annually.

Paramount Elite's interdepartmental effort since 2013 focused on enhancing STAR measures, resulting in an overall 4-star rating. We are pleased to achieve 4 or 5 stars on 24 measures related to medical care, satisfaction, and medications in the 2024 ratings (based on 2022 HEDIS & CAHPS results).

5 STAR Measures:

- Yearly flu vaccine
- Plan members with diabetes whose blood sugar is under control
- Ease of getting needed care and seeing specialists
- Getting appointments and care quickly
- Coordination of members' health care services
- Complaints about the health plan
- Members choosing to leave the plan
- Fairness of the health plan's appeal decisions, based on an independent reviewer
- Availability of TTY services and foreign language interpretation when prospective members call the health plan
- Complaints about the drug plan
- Members choosing to leave the plan

MEDICARE

PARAMOUNT ANNUAL QUALITY REPORT – 2022

*Paramount members access to preventive/ambulatory health services was in the top 25th percentile nationally**

Paramount Effectiveness of Care – Percentile Ranking Compared to NCQA's 2022 Accreditation Benchmarks

Our members continue to benefit from improvements in the area of preventive services, which remain above the National HMO average (NCQA's Quality Compass®)**.

**The below measures scored higher than the HMO national average
(Measure Year (MY) 2022)**

Measure	Paramount Rate (MY2022)	National HMO Average (MY2022)
Adults' access to preventive/ambulatory health services	97.29%	94.03%
Breast cancer screening	77.87%	71.26%
Colorectal cancer screening	78.10%	69.83%
Controlling high blood pressure	77.62%	72.27%
Osteoporosis management in women who had a fracture	53.57%	45.02%
Eye exam for patients with diabetes	72.51%	71.08%