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.

In August 2015, Paramount held a wellness program for our Elite members. This member forum focused on importance and components of the Annual Medicare Wellness Visit, good nutrition and “brain foods”, and provided an interactive Tai Chi experience. Over 160 attended and program evaluations were overwhelmingly positive.

Additional 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 and pneumonia vaccinations, promotion of the Silver Sneakers® program (a value-added benefit), fracture follow-up with members and providers, education of our robust smoking and tobacco cessation benefits and numerous educational articles in our Elite newsletter. In addition, Paramount’s Behavioral Health Clinical Director was instrumental in having a two-question depression screening embedded into the electronic medical record of ProMedica physicians to more easily identify and refer members with depression.

Colon Cancer Screening

Paramount identified 2,556 Elite members who had not been screened for colorectal cancer. These members were mailed a Fecal Immunochemical Test (FIT) Kit with directions on using it and returning it to ProMedica Labs. The FIT Kit identifies any occult (hidden) blood found in the stool. According to the United States Preventive Services Task Force (USPSTF), the Fit Test offers an increase in accuracy for detecting colorectal cancer early since the results of the test are not affected by food or medication.

To date, 25% of the targeted members have completed the test. Positive test results (unfavorable) will be communicated to Paramount by ProMedica Labs. Paramount will notify the member’s Primary Care Provider for the need for follow-up.
CMS STAR Ratings

On an annual basis, the Centers for Medicare and Medicaid Services (CMS) rates Medicare Advantage (MA) plans such as Paramount Elite on a scale of 1 to 5 stars, with 5 stars representing the highest quality plans. The score provides a measure of a plan’s quality and is a cumulative indicator of quality of care, access to care, plan responsiveness, and beneficiary satisfaction with the plan. These ratings are published in the annual “Medicare & You Handbook” and posted on the Medicare.gov web site each fall to assist beneficiaries in their enrollment choice. CMS’ star rating system considers 46 quality measures and scores each one respectively. Plan performance on STAR Ratings is assessed each year and may change from one year to the next.

A Paramount interdepartmental work group was established in 2013 to focus on improvement in STAR measures. As a result, Paramount Elite achieved an overall rating of 4 stars and we are proud to have scored the highest level of 5 stars on 12 of the medical care, satisfaction and medication related measures for 2015.

Member Satisfaction

Each year Paramount measures member satisfaction with the quality of the care and services they receive. CAHPS® 4.0 satisfaction surveys are conducted as part of our HEDIS® review. These surveys are important in helping us 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.

Measures Scoring in the Top 25% of 2015 NCQA Accreditation Benchmarks:
★ How Well Doctors Communicate
★ Rating of PCP

HEDIS® Effectiveness of Care Measures

Paramount Effectiveness of Care Adjusted Rates and Percentile Ranking Compared to NCQA’s 2015 Accreditation Benchmarks.

Measures Scoring at or above the top 25th percentile of 2015 NCQA Accreditation Benchmarks:
★ Advising Smokers to Quit (One Yr Rates)
★ Pneumonia Vaccination for Older Adults
★ Adult BMI Assessment
★ Osteoporosis Mgmt
★ Controlling High Blood Pressure
★ Diabetes: Good Control (< 8%) (new 2015)
★ Diabetes: HbA1c Poor Control ( > 9%)*
★ Diabetes: Eye Exam
★ Diabetes: BP Control <140/90   (new 2015)
★ Use of High Risk Rx in Elderly: 1 Drug

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)
** CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)