



2016 - 2017 Commercial Quality Report

A primary focus of Paramount 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 receive needed services such as preventive screenings, well visits, immunizations and have a medical home. Education to our members and providers on recommended preventive screenings, services, immunizations and annual well visits is provided through Paramount's web site, mailings, newsletters, on-hold messages and telephonic outreach. As part of our annual member and provider mailings, Paramount reaches out to members who have not had preventive screenings performed within guideline parameters. A practice specific list is provided to their PCP as well, to assist providers in identifying members who are in need of services. Paramount utilizes postcards and telephone reminders to encourage our members to obtain recommended immunizations and well care. We promote Text4baby, a free mobile health service that connects new and expectant moms to important health information for themselves and their baby. An Edinburgh survey is mailed to each new mother two weeks after delivery to identify postpartum depression and provide follow-up care and treatment when needed. Each year, Paramount measures member satisfaction with the quality of care and services they receive to help us understand how better care and services can be provided to Paramount members. Members rated All Health Care through Paramount in the top 25th percentile nationally on the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Prevention and Health Promotion Highlights

- Identified and mailed reminders to the parents/guardians of more than 12,000 pediatric and adolescent members who were not up-to-date with their annual well visits.
- Identified and sent reminders to more than 12,000 adult members who were not up-to-date with screenings for colon cancer, breast cancer and cervical cancer.
- Partnered with the Lucas County Colorectal Cancer Coalition (LCCCC) to improve colorectal cancer screening rates via participation in community-wide interventions, health fairs, and educational seminars.
- Collaborated with the Lucas County Breast Health Coalition which intervenes to raise awareness and education related to screening and survivorship.
- Provided telephonic reminders and follow up postcards to encourage timely receipt of pediatric immunizations.
- Utilized Pfizer's text message program to remind parent's when their child's immunizations were due.
- Identified members at highest risk for contracting influenza. Intervened with educational information and flu vaccine reminder notices. Posted bulletins on Paramount member website with updated lists when additional providers, such as retailers, were contracted to administer flu and pneumonia vaccines.
- Continued the Diabetes Quality Incentive Program that rewards Primary Care Physicians when their practice specific members are in control based on 4 diabetes control measures, A1c, blood pressure, nephrology monitoring/treatment, and dilated eye exam.
- Provided postpartum depression screening surveys to all new moms. Followed up to facilitate behavioral health assessment for the 12% of survey returns that indicated the presence of clinical depression symptoms.
- Mailed educational information about immunizations, well-child visits and an appointment reminder card for new mom's to use when scheduling the postpartum visit and the baby's first well visit.
- Promoted Text4baby thru Paramount's website, on-hold messages, newsletters, member services department and outreach. Members can schedule appointment reminders for their prenatal and postpartum visits and baby's well visits and immunization appointments through their first birthday.
- Provided nine Steps2Health Condition Management programs to help members manage one of more of the following conditions:
 - o Acute Cardiac
 - o Asthma
 - o Chronic Heart Failure
 - o Chronic Kidney Disease
 - o Chronic Obstructive Pulmonary Disease
 - o Co-Morbid Depression
 - o Diabetes
 - o Migraine
 - o Osteoporosis

HEDIS® Effectiveness of Care

Paramount Effectiveness of Care Adjusted Rates and Percentile Ranking Compared to NCQA's 2017 Accreditation Benchmarks

Measures scoring in the 75 Percentile or higher

- Adult BMI Assessment
- Flu Shots 18-64
- Appropriate Treatment - Children URI
- Asthma Medication Management (75%)
- Adolescent Immunizations (Combo 1)
- BMI, Nutrition and Activity Counseling - child (3 measures)
- Cervical Cancer Screening
- Controlling High Blood Pressure
- Diabetes Eye Exam
- Diabetes Blood Pressure Control
- Postpartum Care



Member Satisfaction

Each year, Paramount measures member satisfaction with the quality of the care and services they receive. CAHPS®** 5.0 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.

CAHPS Accreditation Measures Scored in the Top 50th Percentile or Higher of the 2017 NCQA Benchmarks

Measure	Paramount Rate	National HMO Average
Getting Needed Care	91.0%	84.2%
How Well Doctors Communicate	95.4%	94.4%
Rating of Health Care	83.6%	77.2%
Rating of Health Plan	60.2%	66.0%
Rating of Personal Doctor (PCP)	85.1%	85.0%
Rating of Specialist Seen Most Often	85.8%	84.5%
Coordination of Care	87.3%	83.0%

*Although the composite How Well Doctors Communicate is not included in the accreditation calculation, it is included in the gap analysis for comparison purposes.

Getting Services When You Need Them

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

Access To Preventive Care

	Paramount	National Average
Easy To Get Needed Care, Tests, Treatment	92.4%	87.4%
Children's Access to Preventive Care*		
12 to 24 Months	99.6%	97.4%
25 Months to 6 Years	95.8%	90.6%
7 to 11 Years	94.5%	90.6%
12 to 19 Years	92.8%	88.9%

*Percentage of those who visited their Primary Care Physician at least once during the year for a preventive visit.

Adult Access to Preventive or Ambulatory Care

	Paramount	National Average
20 to 44 Years	94.5%	91.8%
45 to 64 Years	96.8%	95.0%
65+ Years	97.4%	96.0%

Prenatal and Postpartum Care

	Paramount	National Average
Timely Prenatal Care (Receiving care during the first trimester)	95.9%	83.7%
Timely Postpartum Care (Receiving care three to six weeks after delivery)	90.12%	73.7%

* 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)

***Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA)