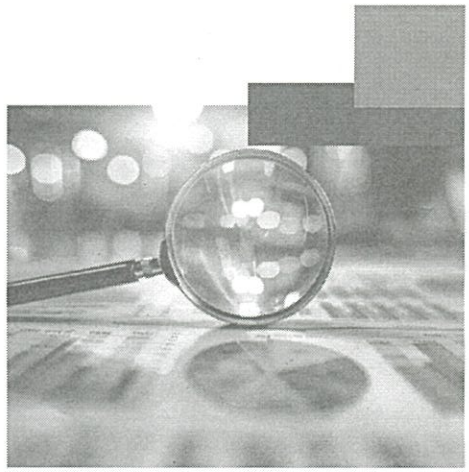


Medicaid Care Management: Priority Areas and Quality Levers



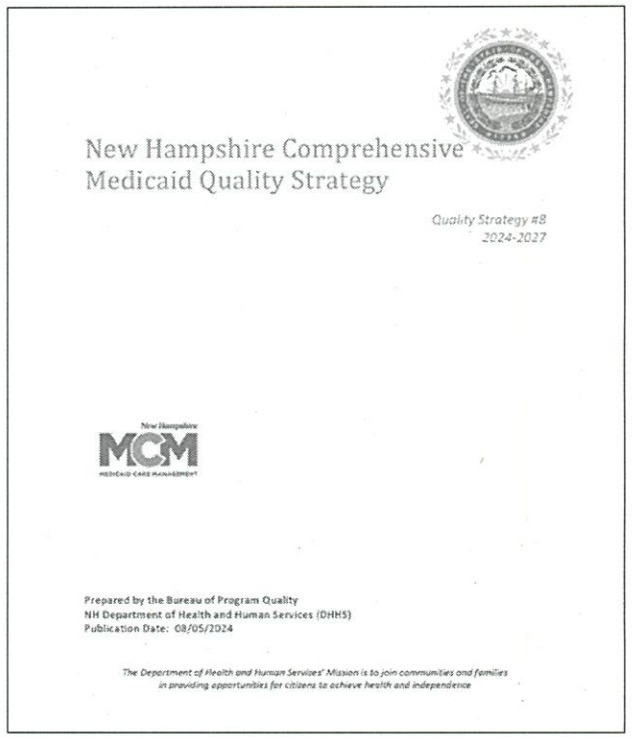
Department of
HEALTH & HUMAN SERVICES

Division of
Program Quality
and Integrity

CMS Quality Priorities for Managed Care

- Access
- Timeliness
- Quality of Care

- Guides State's Medicaid Care Management Quality Strategy
  - Requirement for States with Medicaid Care Management
  - https://medicaidquality.nh.gov/sites/default/files/New%20Hampshire%20Comprehensive%20Medicaid%20Quality%20Strategy%20Revision%20%238_final.pdf



New Hampshire Comprehensive Medicaid Quality Strategy

Quality Strategy #8
2024-2027

New Hampshire MCM MEDICAID CARE MANAGEMENT

Prepared by the Bureau of Program Quality
NH Department of Health and Human Services (DHHS)
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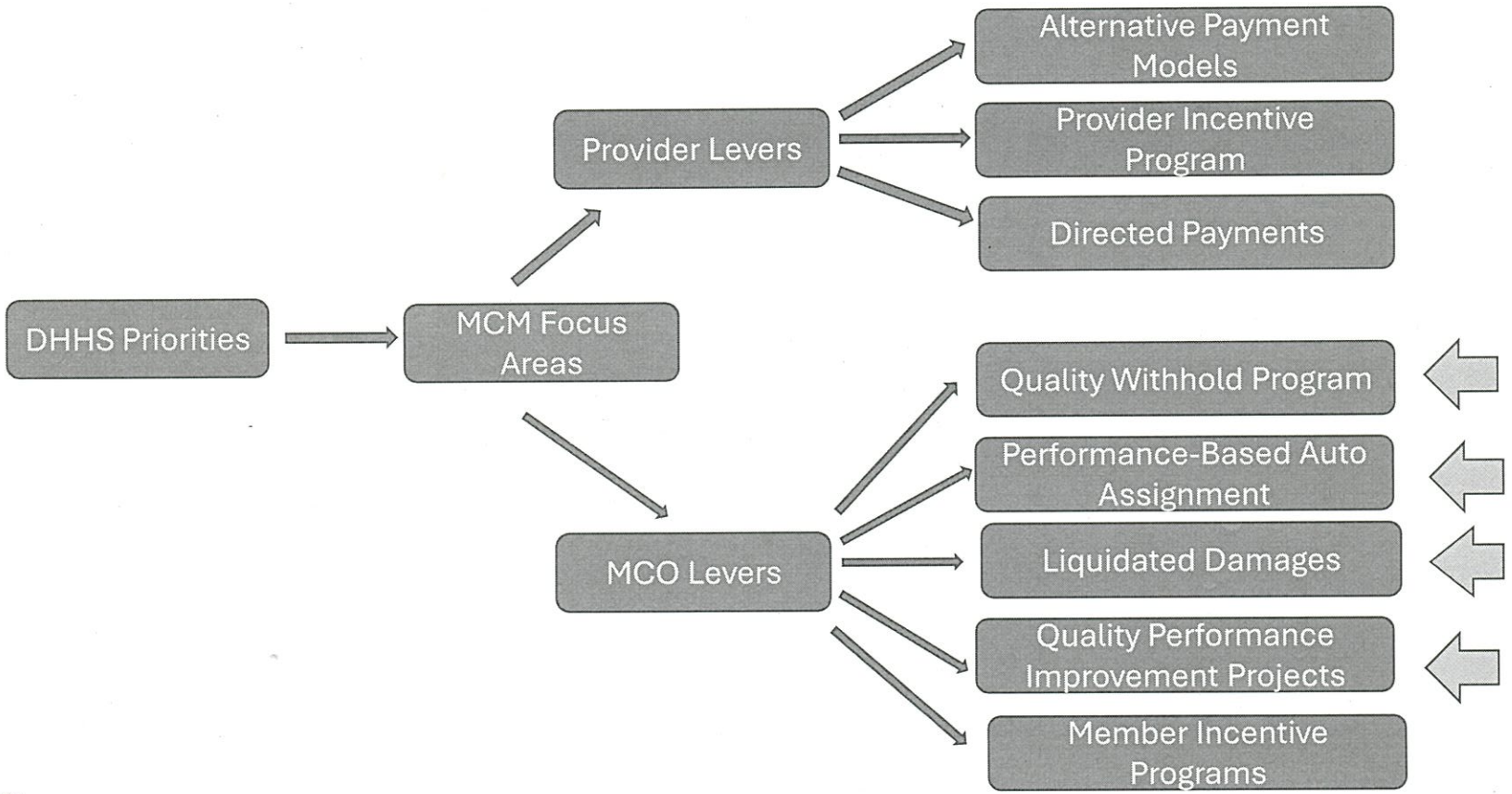
The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence

NH DHHS MCM 3.0 (SFY 25-30)
Medicaid Care Management (MCM) Priorities

- Primary Care and Prevention Services Model of Care (PCP-based)
- Priority Population Care Management (MCO-based)
- Pharmacy/Polypharmacy
- Behavioral Health
- Program Integrity
- Non-Emergency Medical Transportation (NEMT)

MCM Priorities Monitored Through Quality Levers



MCM 3.0 Priority Areas and Quality Levers

	Primary Care & Prevention/Maternal Health/Care Coordination (PCP)	Priority Population Care Management (MCO)	Pharmacy and Polypharmacy	Behavioral Health	Program Integrity	NEMT
Withhold and Incentive	✓			✓		
Performance-Based Auto Assignment	✓	✓	✓	✓	✓	✓
Liquidated Damages	✓	✓	✓	✓	✓	✓
Performance Improvement Projects	✓			✓		

Withhold and Incentive

- A percentage of the PMPM capitation amount is withheld and can only be earned back by demonstrating improvement in certain metrics
- Selection of metrics based on priority areas- Currently 9 measures
  - Best metric options are established annual measures such as HEDIS or CMS Core Set
- Intended to encourage continued improvement compared to minimum performance standards
- MCOs must perform at or above baseline to earn the withhold back
- Failure to earn back the withheld money results in an "incentive pool" which can be used to reward any plan for exceptional performance
- W&I Program is analyzed and reported annually

Performance-Based Auto Assignment

- Performance-Based Auto Assignment Program (PBAA)
  - MCOs can be assigned monthly membership award based on highest achieving performance
  - Priority area metrics complementary to W&I metrics, analyzed in more real time
  - Best options are monthly or quarterly metrics with short reporting lag times
  - Metrics can be DHHS-developed
- Awarded monthly, based on monthly average of 1,000 members who do not choose a plan when they enroll in Managed Care

Liquidated Damages (LD)

- LDs are captured in Medicaid Care Management Services Contract (Exhibit N)
- MCO performance is monitored for timeliness, completeness, and quality per contract standards
  - Financial penalties for reporting that does not meet compliance or quality criteria
  - Any deliverable can be subject to LDs
- Some topic areas, such as encounter data, program integrity, NEMT, or lead screening, are subject to higher liquidated damages if the MCOs fail to meet standards
- Repeat violations mean higher LD penalties
- Outstanding LDs are tracked and reviewed monthly

Performance Improvement (PI) Projects

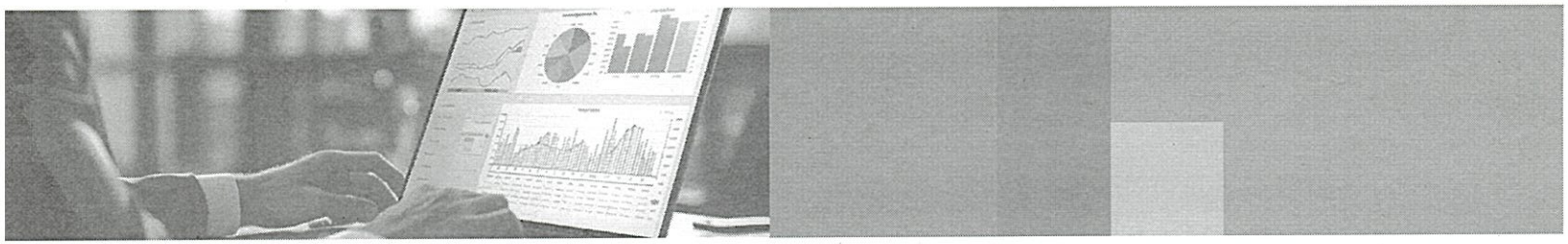
- Mandatory PI activities
  - Clinical
    - One focused on DHHS MCM priority area
    - One focused on SUD
    - One focused on poor performing HEDIS
  - Non-clinical
- Narrow focus designed to change behavior at a member, provider, and/or system level
- Poor performing activities may result in corrective action or financial penalties
- In NH, MCOs are incentivized for statistically significant improvement in PIPs (if there is an incentive pool available from W&I)
- NH does 18-month rapid-cycle PIPs, the MCOs have two PIPs ongoing during every cycle for a total of 4 PIPs in every 5-year contract period

Resources

- NH Medicaid Care Management Contract: https://www.dhhs.nh.gov/programs-services/medicaid/medicaid-care-management

- NH Comprehensive Medicaid Quality Strategy: https://medicaidquality.nh.gov/sites/default/files/2024-10/new-hampshire-comprehensive-medicaid-quality-strategy-revision-8-final.pdf

- NH Medicaid Quality Information System (MQIS): https://medicaidquality.nh.gov/



Thank you.

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