

AETNA BETTER HEALTH[®] OF MICHIGAN

Quality Report 2020

The Quality Report is a focus on Population Health on preventative care for children, pregnant women and adults. Aetna's goal is to promote wellness and prevention for all enrollees with the plan. This report is published to communicate rates related to the delivery of healthcare to Aetna Medicaid members at the provider level.

Provider PCP reports: These quarterly reports are delivered to PCPs to provide information on their performance with select HEDIS measures on preventative and chronic care conditions. These selected measures provide valuable information on your status in delivering quality health care and recommendations for improving rates in the PCP profile.

Gaps in Care(GIC): Each month, a refreshed listing of Aetna members assigned to a PCP panel is populated in the provider portal <https://aetnabetterhealth.com/michigan>. The report outlines HEDIS measures that a patient may be due for such as a well-child exam, preventive screening or Immunizations. The monthly GIC report is a useful tool for Providers when contacting members for overdue services as these metrics are also linked to pay for quality.

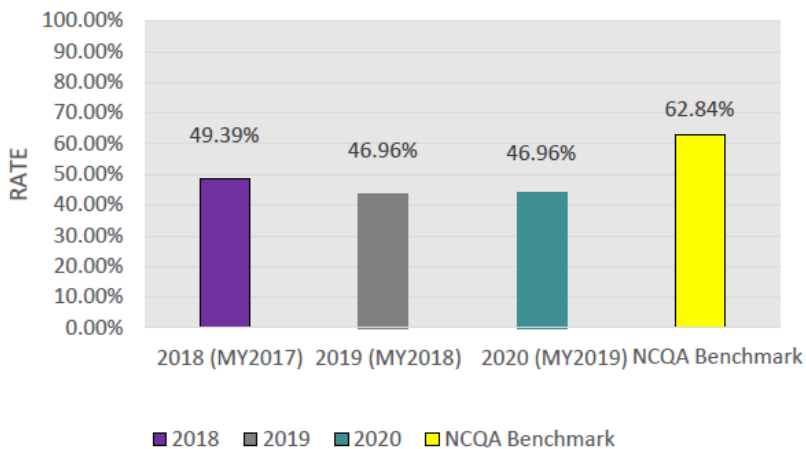
HEDIS: HMO industry tool used to compare the delivery of health care. Year over year HEDIS data is evaluated to identify trends and patterns with a focus on variances. Our overall goal is to meet the 75th NCQA percentile in every HEDIS measure. We recognize that partnering with our network physicians & their office staff is key to achieve better health outcomes for our members. Thank you for all your support and work in the transmission of medical records to support HEDIS reporting.

Consumer Assessment of Healthcare Providers and System (CAHPS): Evaluates a member's experiences and satisfaction with their Health Plan and the services rendered. The survey's goal is to understand and measure the patient's interactions with their Health Plan and health care providers in an effort to improve their overall experience.

For more information, please visit our website www.aetnabetterhealth.com/michigan. Aetna thanks you for participating in our network, for the quality health care you provide our members and for your cooperation in our annual review process.

HEDIS 2020 ANNUAL REPORT DATA (MY2019)

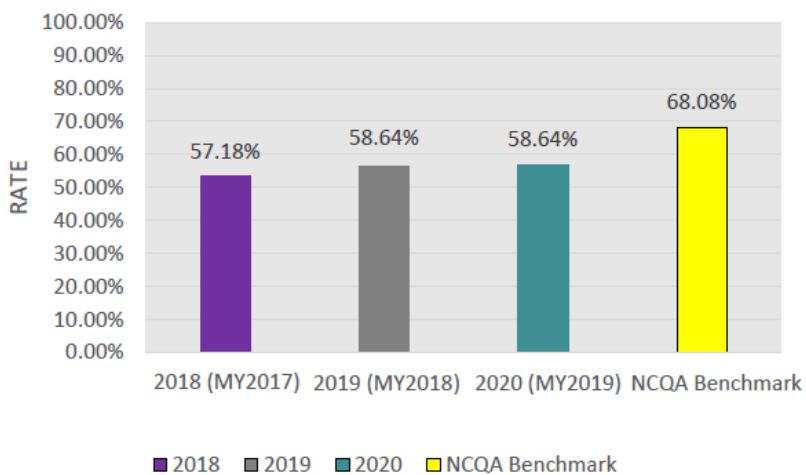
HEDIS Well Child 15 Months & Visits



The percentage of members who turned 15 months old during the measurement year and had six well-child visits with a PCP within that 15 months.

- The 2020 (MY2019) rate of 46.96% was re-reported from HEDIS 2019 (MY2018) due to the covid-19 pandemic per NCQA guidance.
- Improvement Initiatives:
 - Communication to members and providers regarding the necessity of completing all needed visits
 - Schedule clinic days at provider offices to encourage visits
 - Timely distribution of the member and provider incentives

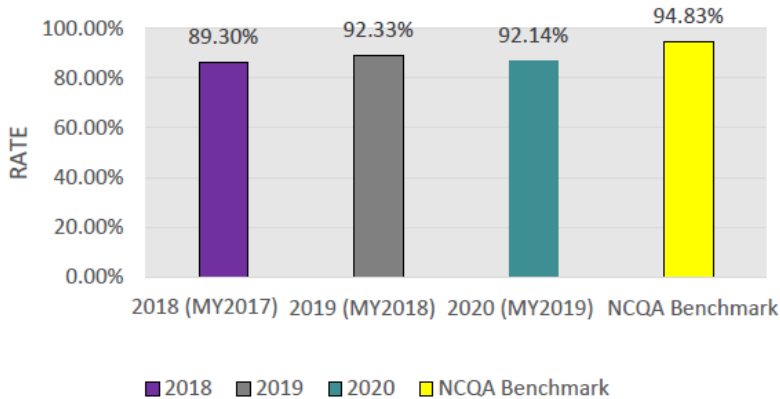
HEDIS Childhood Immunization Combination 3



The percentage of children 2 years of age who had 4 DTaP; 3 IPV; 1 MMR; 3 HiB; 3 HepB, 1 VZV; 4 PCV; 1 HepA; 2 or 3 rotavirus; and 2 flu vaccines by their 2nd birthday.

- The 2020 (MY2019) rate of 58.64% was re-reported from HEDIS 2019 (MY2018) due to the covid-19 pandemic per NCQA guidance
- There is still a barrier regarding the perception of a relationship between immunizations and autism
- Providers enter immunizations into the Michigan Care Improvement Registry (MCIR) there is a disconnect between what is administered and what is documented
- Administer vaccines during acute visits in accordance with AAP guidelines

HEDIS Access to Care Child 12 months - 24 months

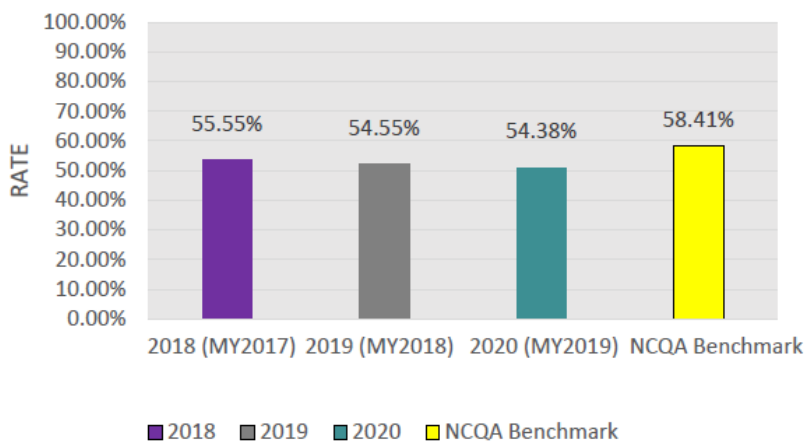


The percentage of Children 12–24 months who had a visit with a PCP during the measurement year.

- The rate of 92.14% was reported which was a 0.19% decline from HEDIS 2019 (MY2018).
 - Work with provider offices regarding appropriate billing for office visits.
 - Educate parents on importance of seeking regular preventative care for children

NOTE – There are member and provider incentives available for this measure.

HEDIS Breast Cancer Screening

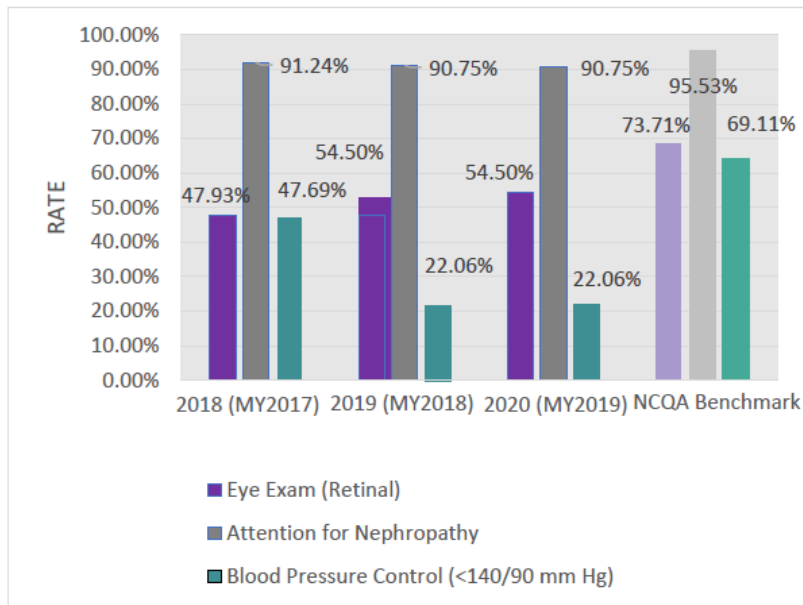
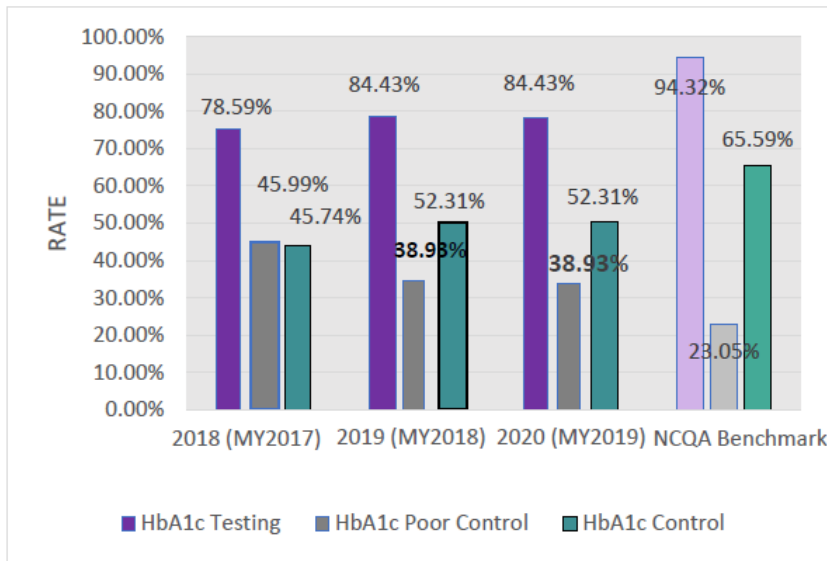


The percentage of women 50–74 years of age who had a mammogram to screen for breast cancer.

- The rate decreased from 54.55% in MY2018 to 54.38% HEDIS 2020 (MY2019)
 - Increase focus on engaging women at community events to complete a mammogram
 - Leverage more mammography options such as mobile mammography units

NOTE – There are member and provider incentives available for this measure.

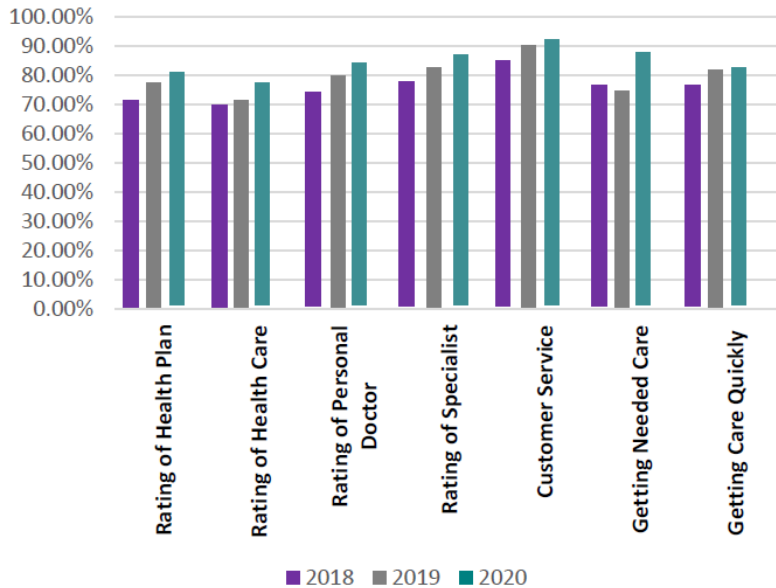
HEDIS Comprehensive Diabetic Care (CDC)



The percentage of members 18-75 years of age with diabetes who had each of the following:

- HbA1c test: MY2019 rate of 84.43% was re-reported due to covid-19 pandemic per NCQA guidance
- HbA1c Poor Control: MY2019 rate of 38.93% was re-reported due to covid-19 pandemic per NCQA guidance
- HbA1c Control: MY2019 rate of 52.31% was re-reported due to covid-19 pandemic per NCQA guidance
- Eye Exam: MY2019 rate was re-reported due to covid-19 pandemic per NCQA guidance
- Attention for Nephropathy: MY2019 rate was re-reported due to covid-19 pandemic per NCQA guidance
- Blood Pressure Control: MY2019 rate was re-reported due to covid-19 pandemic per NCQA guidance

CAHPS 2018 (MY2017) - 2020 (MY2019)



Rating of Health Plan increased from 79.20% to 81.27% meeting the NCQA 50th percentile.

Rating of all health care increased from 70.80% to 76.73% improving to above the 25th NCQA percentile.

Customer service increased from 89.32% to 91.16% exceeding the 50th percentile.

Rating of Personal Doctor increased from 79.13% to 84% the 50th percentile.

Rating of Specialist increased from 80.87% to 86.51% which met 50th percentile.

Getting Needed Care increased from 78.23% to 87.25% meeting the 75th percentile.

Getting Care Quickly increased from 82.14% to 83.25% meeting the 25th percentile.