



AETNA BETTER HEALTH® Premier Plan Of Michigan

Quality Report 2018

The Quality Report is a focus on Population Health: 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: Quarterly profile reports are available on the Aetna provider portal, to the PCPs to provide information on performance with select HEDIS measures on preventive and chronic care conditions. The measures selected provide valuable information on the delivery of healthcare and recommendations for improving overall reported rates in the PCP profiles.

Gaps-in-Care (GIC): Monthly, a refreshed listing of all members assigned to the PCP panel is populated in the Provider portal <https://www.aetnabetterhealth.com/michigan>. The report lists HEDIS measure, i.e., breast cancer screening, colorectal cancer screening, etc... The Gaps in Care monthly reports are a useful tool for practices to use in 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 healthcare. 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. We recognize that collaboration with our network physicians, their office staff and managers is the key to quality performance by our health plan. 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 member satisfaction within the last six months with healthcare and services received in the last six months. The survey compares healthcare services at the Plan and at the provider practice when members present to the front desk. Our goal is to meet the 75th NCQA percentile for performance.

For more information, please visit our website www.aetnabetterhealth.com/michigan.

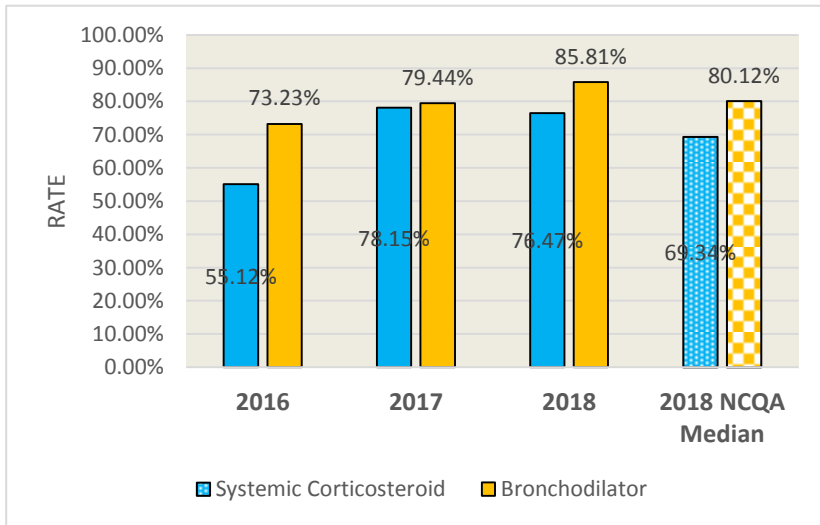
Aetna thanks you for participating in our network, for the quality health care you provide our members and for your cooperation in our annual review process.

AETNA BETTER HEALTH[®] Premier Plan OF Michigan

HEDIS Annual Report Data 2018

Respiratory Conditions

Pharmacotherapy Management of COPD Exacerbation (PCE)

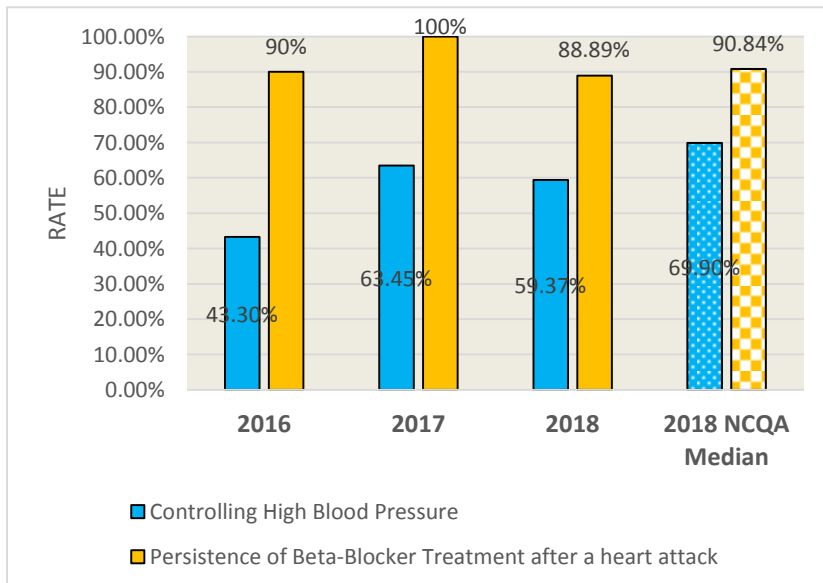


The percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1–November 30 of the measurement year and who were dispensed appropriate medications.

- The 2018 rate of 76.47% for a dispensed systemic corticosteroid or evidence of active prescription within 14 days of event is above the NCQA 50th percentile.
- The 2018 rate of 85.81% for dispensed bronchodilator or evidence of active prescription within 30 days of event is also above the 50th percentile.

Cardiovascular Conditions

Effectiveness of Care: Cardiovascular



The percentage of members with a diagnosis of hypertension and whose BP was adequately controlled per HEDIS technical specifications.

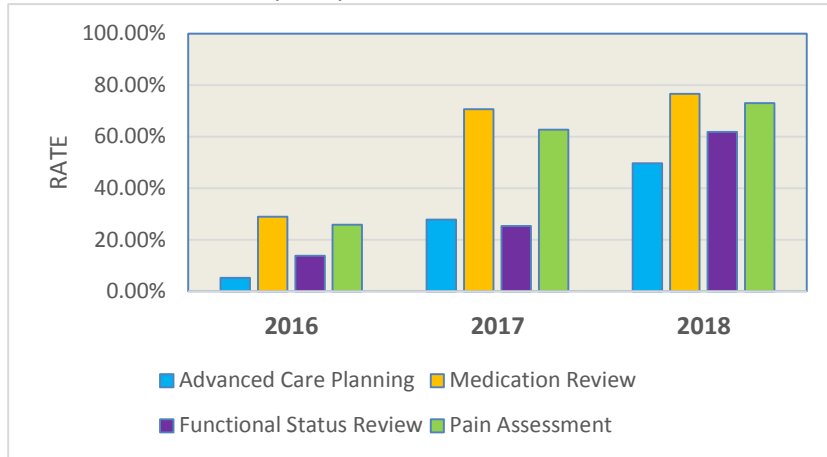
- The 2018 Duals rate of 59.37% fell below the NCQA 50th percentile.

The percentage of members 18 or older who were hospitalized with a diagnosis of acute myocardial infarction (AMI) and received persistent beta-blocker treatment for six months after discharge as defined by HEDIS technical specifications.

- The 2018 Duals rate of 88.89% is below the NCQA 50th percentile

HEDIS Annual Report Data 2018

Prevention and Screening Care of Older Adults (COA)



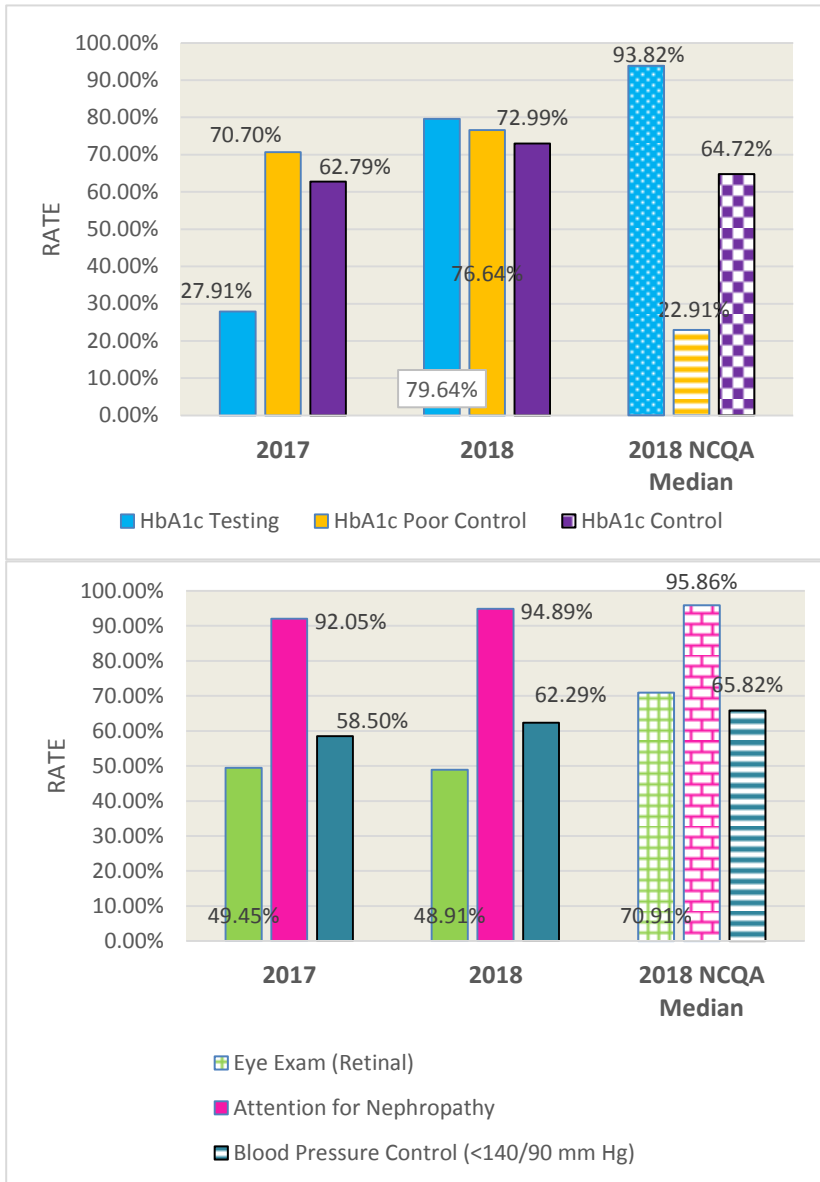
The percentage of adults 66 years or older who had each of the following during the measurement year.

- Advanced Care Planning
- Medication Review
- Functional Status Review
- Pain Assessment

Each year all four measures show improvement.

Diabetes

Comprehensive Diabetic Care (CDC)

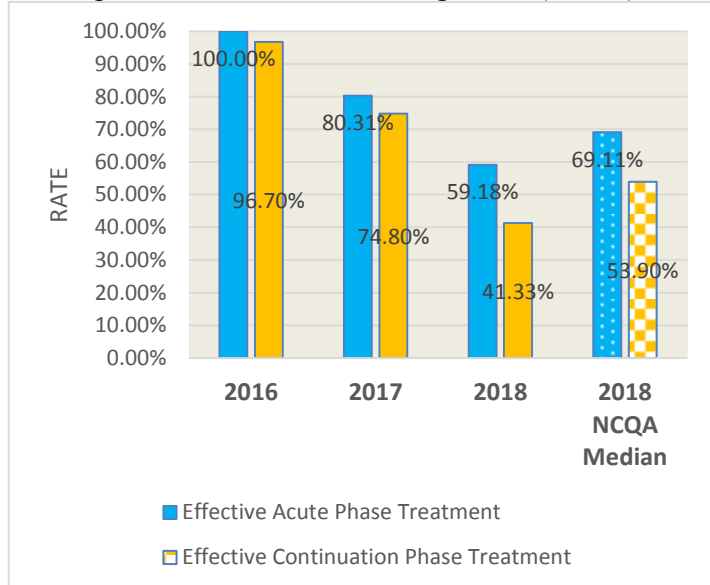


The percentage of members with diabetes (type 1 and type 2) who had each of the following as defined by HEDIS technical specifications:

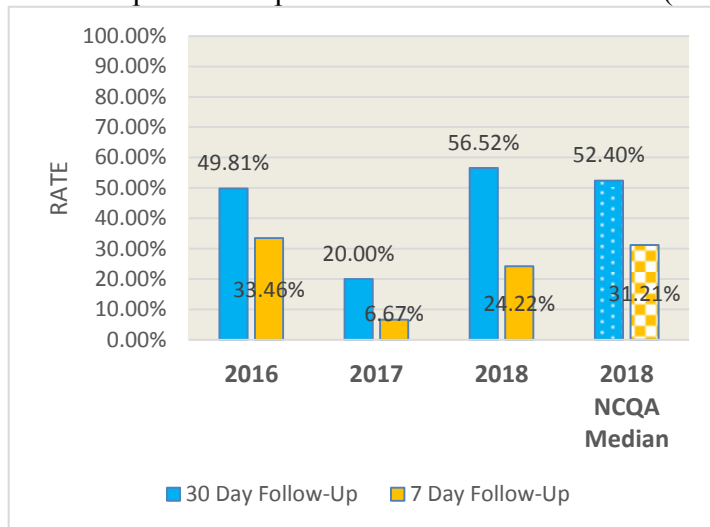
- HbA1c Testing scored in less than the NCQA 25th percentile
- HbA1c poor control scored in the NCQA 25th percentile
- HbA1c Control fell below the NCQA 50th percentile
- Retinal Eye Exams Performed fell below the NCQA 50th percentile
- Medical Attention for Nephropathy fell below the NCQA 50th percentile
- Blood Pressure Control fell below the NCQA 50th percentile

Behavioral Health

Antidepressant Medication Management (AMM)



Follow-Up after Hospitalization for Mental Illness (FUH)



AMM

The percentage of members who were Treated with antidepressant medication with a diagnosis of major depression and who remained on antidepressant medication treatment per HEDIS Technical specifications.

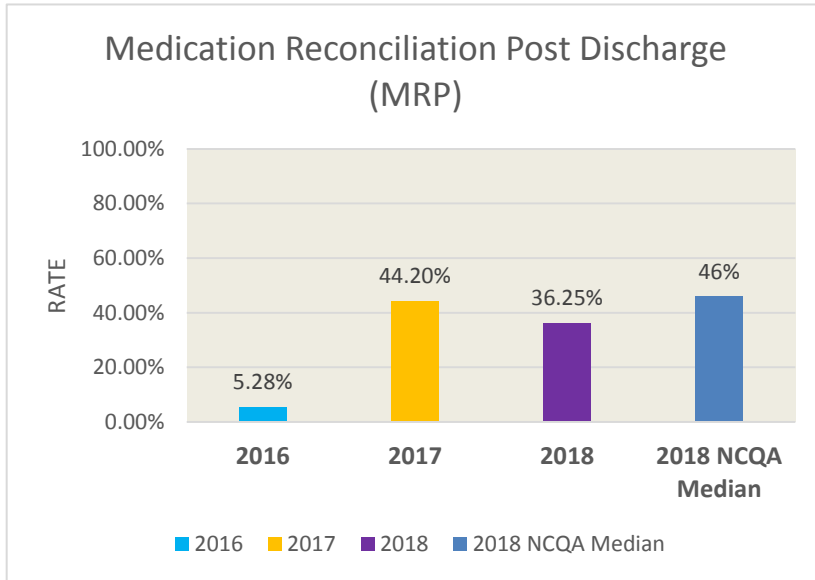
- 2018 Dual rates of 59.18% for effective acute phase of treatment and 41.33% for effective continuation phase treatment. Both fell below the NCQA 50th percentile.

FUH

The percentage of discharges for member who were hospitalized for treatment of selective mental illness diagnoses who had follow-up with a mental health practitioner per HEDIS technical specifications.

- 2018 Dual rate for 30-Day Follow-Up met the 50th Percentile and 7-Day Follow-Up fell below the NCQA 50th percentile.

Medication

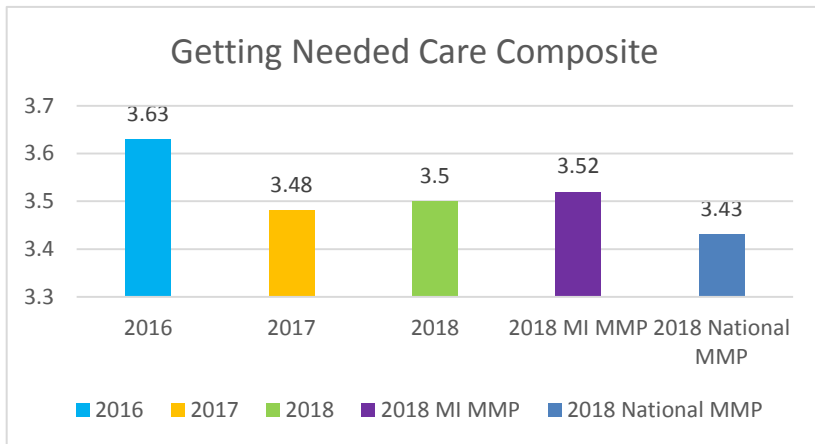


MRP

The percentage of discharges for whom medications were reconciled the date of discharge through 30 days after discharge per HEDIS technical specifications.

- The 2018 Dual rate is below the NCQA 50th percentile.

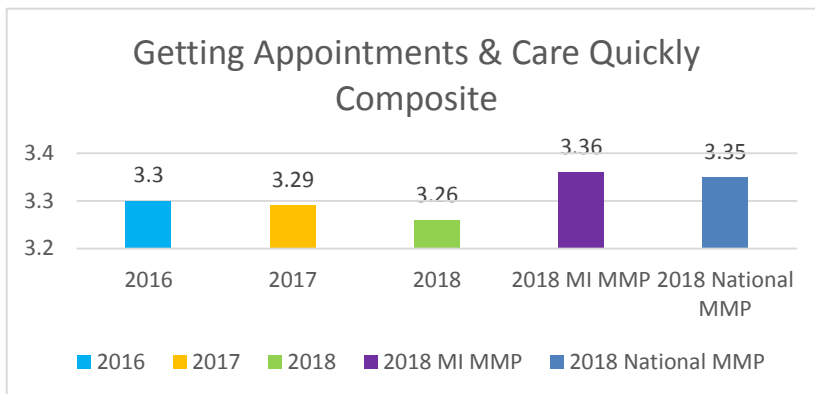
CAHPS



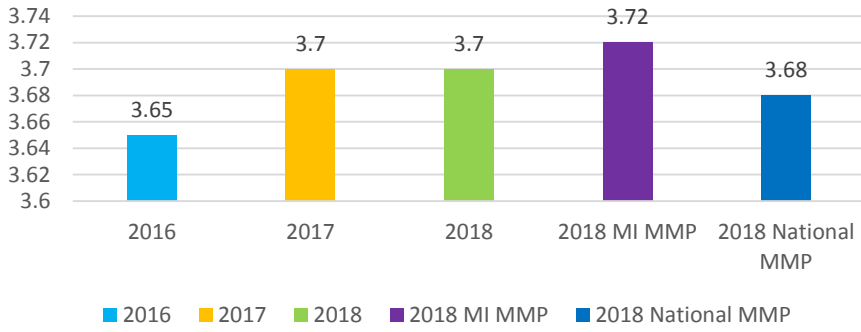
CAHPS

Access/Availability of Care

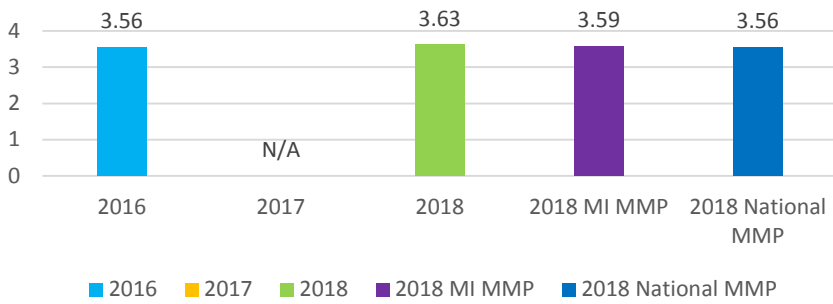
Aetna Better Health of Michigan's Care Coordination Composite, Health Care Quality, Getting Needed Prescription Drug Composite, Annual Flu and Annual Pneumonia all rate better than MI MMP average. Getting Needed Care Composite, Customer Service, Care Coordination, Rating of Healthcare Quality, Getting Needed Prescription Drug Composite, and Rating of Drug Plan rate better than National MMP.



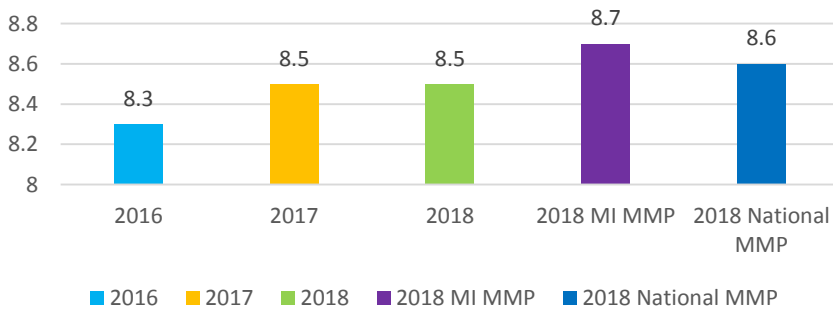
Customer Service Composite



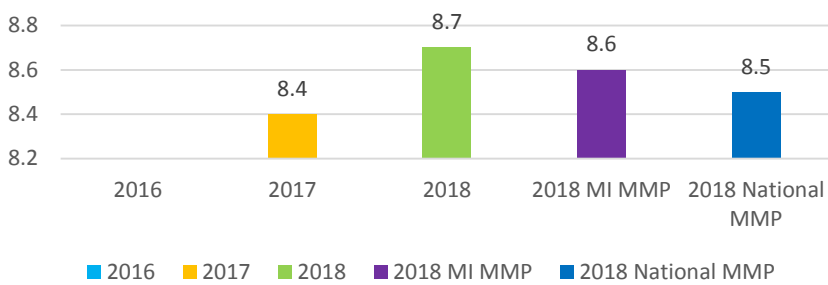
Care Coordination Composite



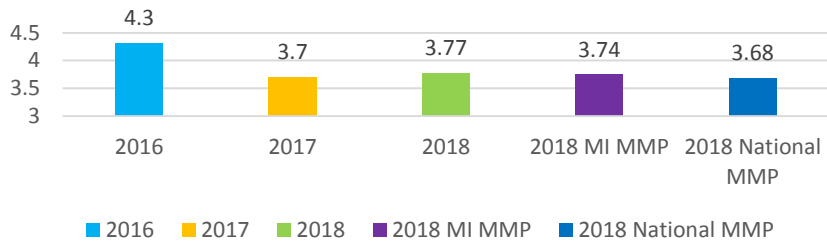
Rating of Health Plan



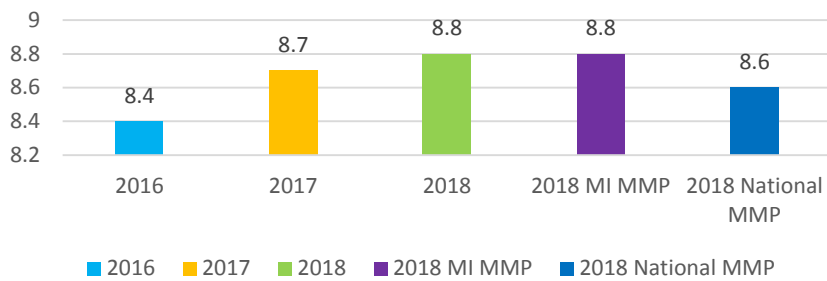
Rating of Health Care Quality



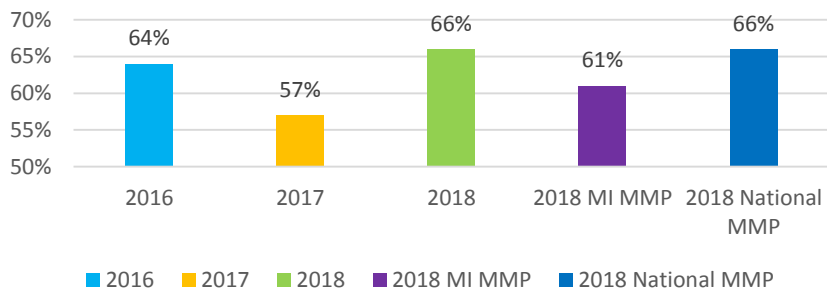
Getting Needed Prescription Drugs Composite



Rating of Drug Plan



Annual Flu Vaccine



Annual Pneumonia Shot

