

# A Snapshot of the Florida Statewide Medicaid Managed Care Program

Quality under the Statewide Medicaid Managed Care Program (SMMC) is reaching record levels and consumer satisfaction is high:

- ❖ Most Medicaid recipients must enroll in a health plan
- ❖ Recipients in SMMC receive medical services through the Managed Medical Assistance (MMA) program or long-term care services through the Long-term Care (LTC) program.
- ❖ Health plans offer robust provider networks and access standards, and expanded benefits above what Medicaid traditionally covers.
- ❖ Medicaid is serving the greatest number of people it has ever served, but, more efficiently than ever, with the highest quality services offered, at the lowest cost.

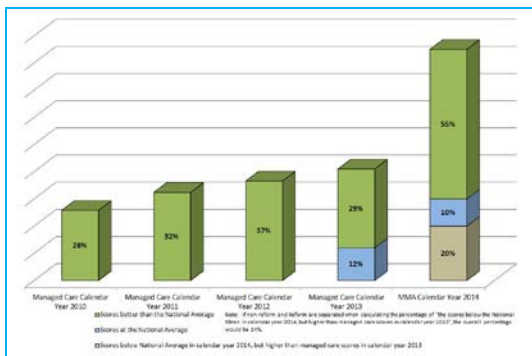
## Multiple tools track quality and performance:

- ❖ MMA quality and performance are measured by:
  - Healthcare Effectiveness Data and Information Set (HEDIS) scores
  - Health Plan Report Cards
  - Consumer Satisfaction Surveys
- ❖ LTC quality and performance are measured by:
  - Transition of individuals who wish to go home from nursing facilities to the community
  - Consumer Satisfaction Surveys
  - LTC Evaluation Report.

## MMA Program Quality:

HEDIS scores are used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service.

- ❖ Florida Medicaid health plans HEDIS scores under MMA are trending upward, with 65 % of all measures at or above the national average.



Green = Scores better than the National Average  
 Blue = Scores at the National Average  
 Tan = Scores below National Avg. in Calendar Year 2014, but higher than managed care scores in calendar year 2013

## MMA Health Plan Report Cards mean enrollees can now choose plans based on quality.

- ❖ Medicaid publishes a consumer-focused Medicaid Health Plan Report Card.
  - ❖ Measures include important topics such as Pregnancy Related Care, Keeping Kids Healthy, Keeping Adults Healthy, and others.
  - ❖ Health Plan Report Cards are available online through [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov).

Plan Name	Pregnancy-related Care	Keeping Kids Healthy	Keeping Adults Healthy	Living with Illness	Mental Health Ca
Amnigroup Florida, Inc.	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Better Health, LLC	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Children's Medical Services	N/A	★★★★☆	N/A	★★★★☆	★★★★☆
Clear Health Alliance	N/A	N/A	★★★★☆	★★★★☆	★★★★☆

## Medicaid health plans outperform commercial plans

- ❖ The National Committee for Quality Assurance (NCQA) released star ratings of Medicaid health plans and commercial plans.
- ❖ The majority of Medicaid recipients in Florida are in plans that received an NCQA star rating, with every one of the rated plans in Florida receiving at least 3 stars out of 5.
- ❖ Florida Medicaid health plans received slightly higher star ratings than their commercial counterparts on overall performance, customer satisfaction, preventive care, and treatment.

## MMA Program Performance:

Consumer satisfaction survey shows that MMA enrollees have high levels of satisfaction with the care they are receiving.

- ❖ Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.
  - Adult enrollees and parents of child enrollees rated the following aspects of care as an 8 or higher (on a scale of 0 to 10):

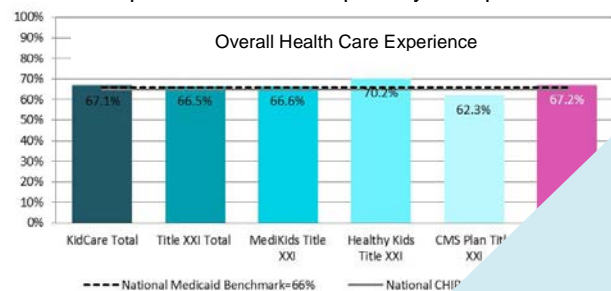
CAHPS Survey Item	Adults	Parents
Overall Plan Satisfaction	74%	72%
Quality of Care Received	76%	85%
Personal Doctor	85%	90%
Specialists	85%	83%

- ❖ Respondents were also asked questions on other aspects of their care.
  - This included questions such as how often they were able to get an appointment easily, or how frequently their doctor communicated with them well or included them in the decision-making.
  - The percentages in the table below show the percent of respondents who said the item asked “Usually or Always” occurred.

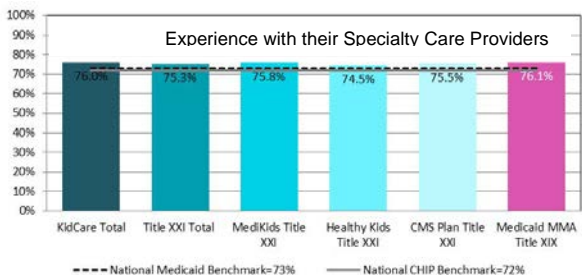
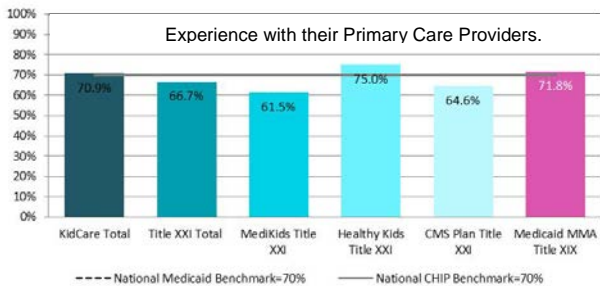
CAHPS Survey Item	Adults	Parents
Ease in Getting Needed Care	82%	82%
Ease in Getting Care Quickly	83%	89%
How well Doctors Communicate	92%	93%
Getting Help from Customer Service	87%	86%
Shared Decision Making	77%	72%

## Florida Kidcare Consumer Satisfaction Survey

- ❖ Kidcare is the umbrella name for children’s coverage in Florida and includes the Children’s Health Insurance Program (CHIP) and Medicaid for children.
- ❖ An annual satisfaction survey is performed as part of the annual KidCare Evaluation.
- ❖ The KidCare program consumer satisfaction survey shows that MMA enrollees have high levels of satisfaction with the care they are receiving. MMA plans scored above the National Medicaid benchmark and the National CHIP benchmark for:
  - Overall health care experience.
  - Experience with their primary care providers.
  - Experience with their specialty care providers.



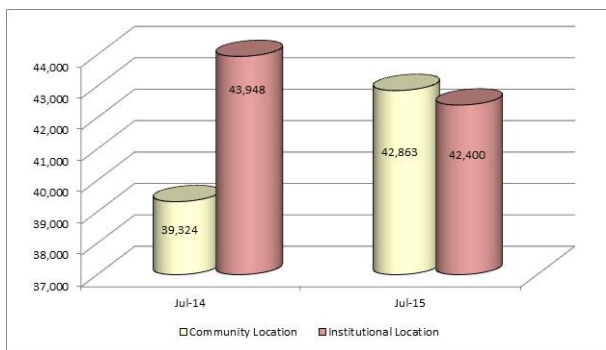
# A Snapshot of the Florida Medicaid Managed Medical Assistance Program . . . Continued



## LTC Program Quality:

The LTC program was designed with incentives to ensure patients are able to reside in the least restrictive setting possible and have access to home and community based providers and services that meet their needs.

- ❖ The law requires that health plan rates be adjusted to provide an incentive to shift services from nursing facilities to community based care.
- ❖ The goal is to have no more than 35% of the state's long-term care enrollees in nursing facilities.
- ❖ The success of the emphasis on community based care is clearly evident over the last year.
  - The number of enrollees, for July 2014, and July 2015, by Residential Setting:



## LTC Program Performance:

Florida State University completed an evaluation of the LTC program:

- ❖ Access to Care findings included:
  - Diligent outreach was conducted prior to and during program implementation
  - Complex program implementation effort was coordinated successfully with no large scale access to care failures
  - Complaints related to access to care were fairly uncommon
  - Network of LTC providers appears to be robust
- ❖ Quality of Care Findings included:
  - Overall, quality levels remained the same or improved
  - 75% of satisfaction survey respondents indicated that their quality of life had improved since enrolling in the LTC program

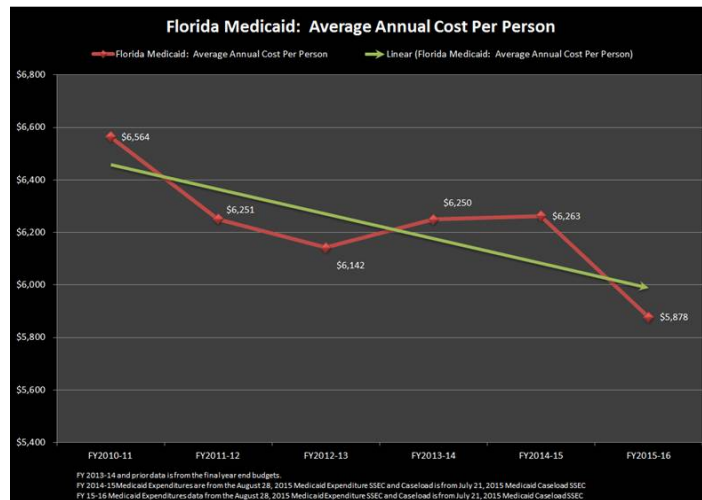
## LTC Enrollee satisfaction survey shows high satisfaction with care and improvement in overall health and quality of life.

- ❖ Survey respondents reported the following regarding their experience with the LTC Program:
  - 77.4% reported that their quality of life had improved since enrolling in their LTC plan
  - 79.7% of respondents rated their Long-term Care plan an 8, 9, or 10.
  - 83.4% of respondents reported it usually or always being easy to get in contact with their case manager.
  - 84.4% of respondents rated their case manager an 8, 9, or 10.
  - 90% of respondents reported their long-term care services are usually or always on time.
  - 83.3% of respondents rated their LTC services an 8, 9, or 10.
  - 59.5% reported that their overall health had improved since enrolling in their LTC plan

## Medicaid Program Costs:

The emphasis on accountability, transparency and quality in the SMMC program has led to lower costs

- ❖ Florida Medicaid is serving the greatest number of people it has ever served, but, more efficiently than ever, with the highest quality services offered at the lowest cost.
- ❖ The cost per person of the program has dropped steadily and consistently over the last several years, from \$6,564 to \$5,878



## What if I have a complaint?

- ❖ We encourage any individual with a complaint or issue relating to the SMMC program to contact us:
  - o To contact a Medicaid representative by phone please call: 1-877-254-1055
  - o To complete the Agency's online form please click the following link: [http://apps.ahca.myflorida.com/smmc\\_cirts/](http://apps.ahca.myflorida.com/smmc_cirts/).

## Where can I find more information?

- ❖ Visit our SMMC website at: <http://ahca.myflorida.com/SMMC>

- YouTube.com/AHCAFlorida
- Facebook.com/AHCAFlorida;
- Twitter.com/AHCA\_FL

