



## *2021 Report Card Overview*

This Report Card provides an evaluation of the quality of healthcare that Wisconsin Medicaid members received from BadgerCare Plus (BC+) and Medicaid Supplemental Security Income (SSI) Health Maintenance Organizations (HMOs). The 2021 Report Card shows the most recent performance data available, which was collected during calendar year 2021. The 2021 HMO Report Card uses National Committee for Quality Assurance (NCQA)<sup>1</sup> Healthcare Effectiveness Data and Information Set (HEDIS)<sup>2</sup> measures and data submitted by HMOs.

The Report Card includes health care quality ratings for five major Areas of Care for BadgerCare Plus, and four major Areas of Care for Medicaid SSI.

Each major Area of Care consists of specific quality measures. These measures combine to determine the overall rating for each Area of Care.

- 1. Staying Healthy:** This Area of Care focuses on preventative services. It includes immunization rates for children and adolescents (BC+ only), cancer screening in adults (breast and cervical cancer), chlamydia screening, and screening for lead in children (BC+ only)
- 2. Living with Illness:** This Area of Care measures monitoring for individuals with chronic illness. The measures include controlling HbA1c levels for diabetic patients and controlling blood pressure in some patients.
- 3. Mental Health Care:** This Area of Care covers many different aspects of mental health. This includes care for alcohol and other drug dependence, follow-up care after discharge from the hospital for mental health, follow-up care after discharge from the emergency department for mental health and substance abuse, anti-depression medication management, and antipsychotic medication for individuals with schizophrenia.
- 4. Hospital and Emergency Department Readmissions:** This Area of Care looks at the rate of having to re-enter the hospital after being discharged for an inpatient stay.
- 5. Pregnancy & Birth-related Care (BC+ only):** This Area of Care monitors the care that is received by women before and after birth.

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<sup>1</sup> National Committee for Quality Assurance (<http://www.ncqa.org>), a private, 501(c)(3) not-for-profit organization

<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)



## 2021 HMO Report Card

The Report Card provides a quality score out of maximum 5 stars (more stars for better performance) for each HMO for each Area of Care. This rating is the average rating across all quality measures used to evaluate the five major Areas of Care. The Overall Average score is represented in numerical form.

### *BadgerCare Plus HMO Ratings*

BadgerCare Plus HMO	Hospital and ED Readmissions	Living with Illness	Mental Health	Pregnancy & Birth	Staying Healthy	Overall Score (out of 5)
UnitedHealthcare Community Plan	★★★★★	★★★★☆	★★★★★	★★★★★	★★★★☆	4.0
Dean Health Plan	★★★★★	★★★★★	★★★★★	★★★★★	★★★	3.9
Group Health Cooperative of Eau Claire	★★★★★	★★★★	★★★★	★★★★	★★★	3.7
Group Health Cooperative of South Central	★★★★★	★★★	★★★★☆	★★★★★	★★★	3.5
Security Health Plan	★★★★★	★★★★	★★★	★★	★★★★☆	3.3
MercyCare Insurance Company	★★★★	★★★	★★★★★	★★★	★★★	3.2
Quartz	★★	★★★	★★★	★★★★★	★★★★☆	3.2
Anthem Blue Cross Blue Shield	★	★★★	★★★★★	★★★	★★★	2.8
Chorus Community Health Plans*	★	★★	★★★★★	★★	★★★★☆	2.8
Network Health Plan	★	★★★★	★★★	★★★	★★	2.5
Molina Healthcare	★	★★	★★★	★★	★★★	2.5
MHS Health Wisconsin	★	★★	★★★★★	★★	★★	2.3
Independent Care Health Plan	★★★	★★	★★★	★	★★	2.2
My Choice Wisconsin Health Plan	★★	★	★★★	★	★	1.8
<b>All Wisconsin BC+ HMOs</b>	<b>★★★</b>	<b>★★</b>	<b>★★★★☆</b>	<b>★★★</b>	<b>★★</b>	<b>2.7</b>

\*Chorus Community Health Plans (Formerly Children’s Community Health Plan)



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## Medicaid SSI HMO Ratings

Medicaid SSI HMO	Hospital and ED Readmissions	Living with Illness	Mental Health	Staying Healthy	Overall Score (out of 5)
UnitedHealthcare Community Plan	★★★★★	★★★★★	★★★★★	★★★★★	3.9
Group Health Cooperative of Eau Claire	★★★★★	★★★★★	★★★★★	★★★	3.7
My Choice Wisconsin Health Plan	★★★★★	★★★	★★★★★	★★★	3.4
Network Health Plan	★★★★★	★★★★★	★★★★★	★★	3.3
Independent Care Health Plan	★★	★★★	★★★★★	★★	3.2
MHS Health Wisconsin	★	★★★	★★★★★	★★★★★	3.1
Anthem BlueCross BlueShield	★	★★★★★	★★★	★★★	2.9
Molina Healthcare	★	★★★	★★★	★★	2.6
Quartz*	N/A	N/A	N/A	N/A	N/A
Security Health Plan**	N/A	N/A	N/A	N/A	N/A
<b>All Wisconsin SSI HMOs</b>	<b>★★</b>	<b>★★★</b>	<b>★★★★★</b>	<b>★★★</b>	<b>3.3</b>

\*Quartz started providing SSI Medicaid in 2023 and so does not have 2021 data

\*\*Security Health Plan started providing SSI Medicaid in 2022 and so does not have 2021 data



## 2021 HMO Report Card

### Methodology

The 2021 HMO Report Card uses 19 HEDIS measures for BadgerCare Plus and 13 HEDIS measures for Medicaid SSI. Data for the Report Card came from HMOs, using audited HEDIS results. The measures are combined to make up the five Areas of Care.

Area of Care	Quality Measure	BadgerCare Plus	Medicaid SSI
<b>Staying Healthy</b>	Breast Cancer Screening ( <b>BCS</b> )	Applicable	Applicable
	Childhood Immunization ( <b>CIS, Combo 3</b> )	Applicable	N/A
	Cervical cancer screening ( <b>CCS</b> )	Applicable	Applicable
	Chlamydia Screening in Women ( <b>CHL, Ages 16-20</b> )	Applicable	N/A
	Adolescent immunization ( <b>IMA, Combo 2</b> )	Applicable	N/A
	Lead screening in children ( <b>LSC</b> )	Applicable	N/A
<b>Living With Illness</b>	Asthma Medication Ratio ( <b>AMR, Ages 5-64</b> )	Applicable	Applicable
	Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) ( <b>CDC, Poor Control &gt;9.0%</b> )	Applicable	Applicable
	Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) ( <b>CDC, Control &lt;8%</b> )	Applicable	Applicable
	Controlling Blood Pressure ( <b>CBP</b> )	Applicable	Applicable
<b>Mental Health Care</b>	Anti-depressant Medication Management ( <b>AMM, Continuation</b> )	Applicable	Applicable
	Initiation & Engagement of Alcohol & Other Drug Dependence Treatment - Engagement ( <b>IET, All Ages and All Drugs</b> )	Applicable	Applicable
	Follow-up after Hospitalization for Mental Illness ( <b>FUH, 30 Day Follow-up Total</b> )	Applicable	Applicable
	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence ( <b>FUA, 30 Day Follow-up, Total</b> )	Applicable	Applicable
	Follow-Up After Emergency Department Visit for Mental Illness ( <b>FUM, 30 Day Follow-up, Total</b> )	Applicable	Applicable
	Adherence to antipsychotic medications for individuals with schizophrenia ( <b>SAA</b> )	Applicable	Applicable
<b>Hospital and ED Readmissions</b>	Plan All-Cause Readmissions ( <b>PCR, Observed Total 18-64/Expected Total 18-64</b> )	Applicable	Applicable
<b>Pregnancy &amp; Birth-related Care</b>	Prenatal and Postpartum Care: Timeliness of Prenatal Care ( <b>PPC</b> )	Applicable	N/A
	Prenatal and Postpartum Care: Postpartum Care ( <b>PPC</b> )	Applicable	N/A



### Steps for Determining Stars

DHS has chosen to use a 5-star rating method based on an extensive review of quality report cards from more than 20 states, CMS, National Committee for Quality Assurance (NCQA) and other organizations.

- 1. Star rating for each measure**– Each HMO received 1 to 5 stars for each quality measure in each area of care based on how well it performed compared to NCQA’s Quality Compass<sup>3</sup> - National Medicaid HEDIS percentiles (see explanation below).

# of Stars	Explanation
★★★★★ = Excellent	HMO was among the top 25 percent of all Medicaid HMOs in the nation; it performed <b>better than 75 percent (or, 3/4<sup>th</sup>)</b> of all Medicaid plans.
★★★★☆ = Very Good	HMO was among the top 33 percent of all Medicaid HMOs in the nation; it performed <b>better than 67 percent (or, 2/3<sup>rd</sup>)</b> of all Medicaid plans.
★★★☆☆ = Good	HMO was among the top 50 percent of all Medicaid HMOs in the nation; it performed <b>better than 50 percent (or, half)</b> of all Medicaid plans.
★★☆☆☆ = Fair	HMO was below the national average; it performed <b>better than 33 percent (or, 1/3<sup>rd</sup>)</b> of all Medicaid plans in the nation.
★☆☆☆☆ = Poor	HMO performed in the <b>lowest 1/3<sup>rd</sup></b> of all Medicaid plans in the nation.

\*National HEDIS benchmarks based on 2021 data (published in 2021) were used for HEDIS measures.

- 2. Star rating for each Area of Care** – Each HMO received 0.5-5 star for each Area of Care based on the average star rating for each quality measure within that Area of Care.

From	To	Number of stars assigned to the Area of Care	Star Rating
4.75	5	5	★★★★★★
4.25	4.74	4.5	★★★★★☆
3.75	4.24	4	★★★★★
3.25	3.74	3.5	★★★★☆
2.75	3.24	3	★★★★
2.25	2.74	2.5	★★★☆☆
1.75	2.24	2	★★★
1.25	1.74	1.5	★★☆☆
0.75	1.24	1	★★
0	0.74	0.5	★

<sup>3</sup> Quality Compass® is a registered trademark of NCQA



- 3. Score for overall quality** – DHS created an overall rating for each HMO by taking the average score across all quality measures used. As star ratings for Areas of Care had already been rounded, they are not suitable for calculating an overall rating. The overall rating ranged from 1 to 5 and is presented numerically.

### *Features of the 2021 HMO Report Card*

- The star ratings for Areas of Care were broken down into half stars instead of only full star ratings to provide more precise data for members
- Dental measures were not part of 2021 Pay-for-Performance; therefore, DHS does not have dental results for adults and children
- DHS chose measures with a focus on providing healthcare quality data for a broad set of conditions and measure related to the Medicaid Core Sets published by the Centers for Medicare and Medicaid Services (CMS). Only some of these measures were used in the HMO Pay for Performance (P4P) incentive program.
- Only national HEDIS measures were used in evaluating Areas of Care; no Wisconsin-specific benchmarks were used