

Quality Management Program Description

2023 Summary

MetroPlusHealth's mission is to provide every New Yorker equitable access to quality health care. Our purpose goes beyond offering insurance. We take on the City's most complex health challenges. Our work connects us to what every New Yorker needs. Our vision is to be the number one plan of choice for the communities we serve.

MetroPlusHealth's Values:

- **Real:** Transparency and trust go hand in hand. MetroPlus focuses on the needs of our members first. Clear, comprehensive care is our top priority.
- **Welcoming:** MetroPlus treats every person with dignity. Race, religion, and cultural backgrounds should not impact someone's health outcomes. Neither should gender expression, sexuality, citizenship, or economic standing.
- **Diverse:** MetroPlus embraces the differences and common values of all New Yorkers. Our doctors, health plans, community partnerships, and staff all reflect the City we serve.
- **Focused:** MetroPlus anticipates what tomorrow will bring. MetroPlus uses the latest research to design our plans and programs.
- **Loyal:** Good health is a journey, not a destination. MetroPlusHealth sticks with our members through it all. Our practical, research-based tools and programs bring out the best in everyone.

The goals and objectives of the Quality Management Program Description (QMP) are to support MetroPlusHealth in realizing its mission. The QMP provides a framework and processes that will facilitate the continuous improvement in medical (including pharmacy and dental) and behavioral health care and service provided to MetroPlus Health Plan's complex, culturally and linguistically diverse membership.

The scope and content of the QMP is designed to continuously monitor, evaluate, and improve the clinical care and service provided to members and their service delivery systems. MetroPlus Health Plan's QMP involves all levels of staff as well as provider and member representatives. Specifically, the QMP includes, but is not limited to the following responsibilities and monitoring of key performance measures:

- Health Promotion Activities
- Continuity and Coordination of Care
- Chronic Care Improvement Program (CCIP) for Medicare, MAP and SNP Members
- Quality Improvement Projects and Studies for Medicaid/CHP, HIV SNP, MLTC, Essential Plan, QHP, MAP and HARP members
- Care Management
- Pharmacy Management
- Behavioral Health
- Partnership in Care
- Quality of Care

- Quality of Service
- Patient Safety
- Utilization Management
- Member and Provider Satisfaction
- Provider Availability and Accessibility
- Delegation
- Member Complaints, Grievances, and Appeals
- Human Resources
- Social Determinants of Health

Member Resource Support Tools:

The Plan's website, Metroplus.org contains an array of support tools to assist members with understanding and managing their benefits and health care needs. The website is available in several languages, including, but not limited to, English, Spanish, Chinese, Hmong, Japanese, Korean, Punjabi, Russian, Tagalog, and Vietnamese. Tools include but are not limited to the following:

- On-line comprehensive Provider Search Directory. Includes search capabilities to find a PCP, Specialist, Pharmacy, Dentist, Hospital, and a robust list of other Health Care Providers. Searchable criteria include gender, location, zip code, languages, etc.
- Link to MetroPlusHealth Member Rewards program where members in designated lines of business can earn incentives for making healthy choices.
- Link to the New York State Smokers Quitline and free downloadable material to support smoking cessation.
- Links to Health-Related Events hosted by our business and community partners. Events include wellness and chronic disease seminars, health fairs, holiday, and community events.
- Link to important COVID-19 updates, information, and testing sites
- Resources for members living with HIV/AIDS including general information, HIV counseling and testing and HIV Clinical Trials.
- Information about the Health Home Program.
- LGBTQ Resource Guide that compiles resources that are specifically committed to assisting the LGBTQ community. Included is information on assistance with primary care services, health, and legal support as well as information on marriage, family planning and where to find substance abuse help and more.
- Links to social services programs addressing the social determinants of health for seniors, people with disabilities and/or low income. Links to Medicare Savings Programs, Elderly Pharmaceutical Insurance Coverage (EPIC), SSI, Food Stamps, Reduced MTA fares, Senior Centers, America the Beautiful are some examples of resources provided.
- A comprehensive health library, featuring health information on extensive topics, healthy recipes, educational videos, and much more.

- Self-service capabilities are also available. Members have 24/7 access to the following:
 - Ordering a new ID card
 - Changing a PCP
 - Reviewing claim history
 - Viewing benefit summaries

Cultural Diversity:

- The Plan endeavors to provide clinical and non-clinical services in a culturally competent manner to accommodate members who have limited English proficiency in speaking and/or understanding languages other than or in addition to English, diverse cultural and ethnic background, race, gender, or health literacy.
- The Plan makes available provider gender and languages spoken in its Provider Directories and on the website. Customer Service is also available to assist members find PCPs or other health care providers that meet their linguistic/gender needs.
- The Plan monitors the language needs of non-English speaking members through usage patterns of the language line. Customer Service and Medical Management hire staff with multilingual skills to assist non-English speaking members.
- Health education and other written materials are routinely provided in English, Spanish, Chinese Simplified, Chinese Traditional, Russian, Bengali, Urdu, and Haitian Creole. The website is available in several languages and includes our Member Newsletters.
- The Plan collects member race and ethnicity data and applies it to design culturally appropriate educational and member communications programs, implement clinical and service quality improvement activities that address the unique needs of racial and ethnic subpopulations, assist members in provider selection or to “match” members with specific health professionals who can best meet their linguistic and cultural needs and thus enhance the quality of care and improve patient outcomes.
- The Plan collects language data to support communication of important plan information including but not limited to health benefits, health services and health education materials. Additionally, MetroPlus uses language data to hire and match members to Plan resources such as case managers, peers and customer services staff ensuring a high level of service and understanding.
- MetroPlus Health Plan’s Community offices are based in all five boroughs and offer community-based services to members. The Plan’s Community offices offer access to information and administrative services as well as health services and are offered by culturally diverse Plan employees.
 - **Bronx Community Office:** In 2023, The Bronx MetroPlusHealth Community Office’s focus was to maintain a diverse resourceful environment within the

community. MetroPlusHealth continued to nourish relationships with the public by supporting community partners during Health and Wellness events, Government and Elected Official Fairs and Immigration & Community Resource events dedicated to underserved individuals and families living in the neighborhood and shelters. MetroPlusHealth catered onsite marketing at the Bronx Community office to MOIA (Mayor's office of Immigrant Affairs) and Assurance Communication. MetroPlusHealth-initiated event series were hosted at the community office, such as weekly Southern Boulevard foot traffic blitzes, Vaccination Fairs, Back-to-School events, Radio Station Ticket Raids, Halloween Parades, Pride Month, Mother's and Father's Day, Turkey and Toy Drive events, along with many smaller weekly events with added value such as music, face painting and providing popcorn in the summer.

- **Brooklyn Community Office:** The MetroPlusHealth Brooklyn Community Office engaged in grassroots level activities to connect with and support the needs of the local community through collaboration with local groups, elected officials, and not-for-profit community-based organizations. During tax season, MetroPlusHealth provided Free Income Tax preparation for low-income earners in partnership with Grow Brooklyn. To meet public food scarcity, SNAP Assistance was scheduled three (3) days a week in coordination with Public Health Solutions. MetroPlusHealth partnered with Manhattan School of Technology to provide opportunities to enroll for free computer, English learning, and Home Health Aide (HHA) classes to meet educational gaps in the community. Throughout the year, MOIA designated onsite representatives at the MetroPlusHealth Brooklyn Community Office to assist with IDNYC appointments and referral to migrant help organizations. MetroPlusHealth partnered with local elected Council Member Rita Joseph in providing Back-to-School supplies. Turkey and Toy Giveaway events were initiated in partnership with MOIA, Council Member Rita Joseph, 70PCT Community Affairs and Brooklyn Emerge.

Manhattan Community Office: In 2023, the MetroPlusHealth Manhattan Community Office partnered with Harlem Hospital, Borinquen Health Clinic, Assurance Wireless and iHeart Radio to host a series of events on health prevention, available resources, and health insurance options. Back-to-School, Halloween and Thanksgiving events were held at the MetroPlusHealth Manhattan Community office which included distribution of backpacks, school supplies, Halloween baskets and turkey giveaways. Two (2) job fairs were held at the community office and a toy drive took place for the Holiday Season.

Queens Community Office: MetroPlusHealth conducted a series of events at both the Flushing and Jackson Heights Community Office to raise awareness of the services offered. MetroPlusHealth partnered with ACS, CommonPoint, Get Covered NYC, Hunger Free NYC, WIC, to coordinate joint quarterly Baby Showers. These baby showers offered mothers pertinent information regarding their journey before delivery and post-delivery to improve the overall infant

mortality rate in Queens. Back-to-school events in partnership with the local BIDS (Flushing, Corona/82nd Street) were conducted and were promoted by local elected officials and partners in DOE. Two (2) job fairs were held in the Flushing and Jackson Heights community offices, joined by vendors such as: are Urban Upbound, Charles B. Wang Health Center, Tribeca Pediatrics, T-Mobile Main Street, New York Life Insurance, AAFE, Cricket Wireless, CommonPoint. The job fair brought in an average of 50 candidates throughout the day. MetroPlusHealth conducted holiday events such as Ramadan/Eid Celebrations, Lunar New Year Celebrations, Easter, Mother's Day, Father's Day, Diwali and Thanksgiving Turkey giveaways and Toy Drives.

The Queens Community Offices aims for a holistic approach in offering services to the community by providing a "One Stop Shop Experience." The Flushing and Jackson Heights Community Offices offer the following services:

- Cricket Wireless collaboration
- GetCovered NYC, directs individuals to apply for health insurance and those not eligible for health insurance to NYC Cares. They conduct phone bound outreach to their resource listings.
- Gotham Health- Appointment Scheduling support
- HungerFreeNYC: Provides WIC and SNAP services to individuals who qualify
- Monthly Naturalization Preparedness Classes offered by MOIA
- NYC ID
- Urban Upbound: Free Tax services available to the community

Staten Island Community Office: The Staten Island Community Office partnered with Public Health Solutions to provide SNAP benefits enrollment and renewals every Tuesday and Wednesday. A pop-up IDNYC event in coordination with MOIA took place in summer, and beginning on November 1, 2023, representatives were deployed at the community office to schedule IDNYC appointments. MetroPlusHealth hosted a number of "Back to School" events, distributing school supplies. With H+H support, MetroPlusHealth was able to have a year-long distribution of PPE to the community. Children's books (Spanish and English) were distributed in collaboration with Literacy Inc. MetroPlusHealth and Staten Island Community Partnerships (SICP), provided clothing, from toddler to adult sizes to the community. Two (2) Thanksgiving events were hosted where turkeys were given away. MetroPlusHealth partnered with TrueCare, Seamen's Society for Children and Families, and ACS to promote services and recruitment in Staten Island.

- The Plan provides training for clinical and non-clinical staff in cultural competency, disparities in healthcare, health literacy and other relevant topics.

- MetroPlus Health Plan is in full compliance with the requirements under 45 CFR 92 that implements Section 1557 of the Affordable Care Act. Appropriate Plan publications and communications include a non-discrimination statement and taglines that are published in 15 languages other than English.

MetroPlusHealth’s Quality Management Department strives to offer important information and support to our members. We are extremely proud to continue to be a Plan that receives high “quality measure” scores from the Center for Medicare and Medicaid Services (CMS) and New York State Department of Health for our work in helping our members get the preventive and chronic care needed to stay healthy.

The Plan’s consistently high quality results reflect the investment MetroPlusHealth makes in keeping its members healthy. The MetroPlusHealth staff works closely with members and providers throughout the year to ensure that members get the care they need. This includes reminder notices and arranging for doctors’ appointments and helping members adhere to their medication schedules to improve their health.

Listed below are some of the initiatives that were conducted in 2023 and that will continue in 2024:

- **MetroPlusHealth Member Website:** MetroPlusHealth continuously updates the member website where you can find important information and resources. Go to <https://www.metroplus.org/Member>
- **Flu Vaccination:** Ever since the COVID-19 pandemic, getting the influenza vaccination is even more important to protect oneself and loved ones. Preventing influenza helps decrease the number of people who may get sick and need to be hospitalized which will lower the burden on healthcare providers and the public health system. MetroPlusHealth continues to communicate to both members and providers through texting, mailings, website postings, and newsletters to get the message out about how important the flu shot is, especially in the cooler months of the year and how safe it is to get a flu vaccine and a COVID-19 vaccine at the same visit. MetroPlusHealth members can get the flu shot for free at CVS stores, any in-network pharmacy, CityMD Urgent Care, or doctor’s office. Members are also informed that they can receive Member Rewards for receiving a flu shot.
- **Coronavirus (COVID 19):** We know that our members have questions about this virus, and we continuously update our website to reflect updates and changes in knowledge. Information is provided at <https://www.metroplus.org/member/health-information/coronavirus>
- **MetroPlusHealth Virtual Visit:** MetroPlusHealth Virtual Visit is the fast, easy way for our members to see a provider for common physical, mental, emotional, and behavioral health issues that are not emergencies. This service is provided by NYC Health + Hospitals / ExpressCare and is available as part of your MetroPlusHealth coverage, at no cost to you! MetroPlusHealth Virtual Visit is available anytime, from anywhere in New

York State, 24/7 – and in your language. You can connect with a board-certified or licensed provider, including Emergency medicine trained medical doctors and psychiatrists, social workers, and addiction counselors. MetroPlusHealth Virtual Visit provides interpretation in over 200 languages. No appointments needed.

Our providers can access your health history, order lab testing, write prescriptions, and coordinate your follow-up with primary and specialty care and other services that you may need. And care doesn't end with your visit. MetroPlusHealth Virtual Visit, powered by ExpressCare, will work with your doctor for any follow-up care you may need. If you do not have a doctor, we will help you find one who is right for you.

Click here to talk to a doctor now [NYC Health + Hospitals \(expresscare.video\)](#) or, you can call us 24/7 at 1-855-287-3508 to access Virtual Visit

- **MetroPlusHealth Member Rewards Program:** The Member Rewards Program is now in its sixth year and encourages members to participate in healthy activities that can improve their health and well-being. All eligible members are automatically enrolled in the program and can earn rewards upon completing a healthy activity. Since the program inception a total of 127,918 have registered for the Member Rewards Program. Members can earn rewards for preventive screenings such as mammography, cervical and colon cancer screening, medication refills, child and adolescent check-ups, diabetes eye exam, postpartum visits and much more.

In 2023 we have sent over 26K CVS gift cards to members in December alone for completed activities through September 1, 2023. There will be a second batch of CVS gift cards sent to members in the first quarter of 2024 to any members who earned rewards on September 2, through December 31, 2023.

- **MetroPlusHealth Member Texting Program.** Campaigns include but are not limited to encouraging Future Appointment Reminders, Controlling High Blood Pressure, Post-Emergency Department/Inpatient Stay, Medication Adherence, Children & Adolescent Well Visits, Annual Dental Visit, Asthma Care, Breast Cancer Screening, Cervical Cancer Screening, Colorectal Cancer Screening, Flu Vaccine Reminders, Medication Refill Reminders, Follow Up Care for Children Prescribed ADHD Medication, Smoking Cessation, Prenatal and Postpartum Care, and Diabetes Care. Many texting programs are interactive allowing MetroPlusHealth another way to communicate with our members! The following actions took place in 2023:

- Over 1,381,639 outbound text messages were delivered
- Over 245,252 IVR calls were made
- As of September 2023, 18 new campaigns were launched

- **Health Education:** MetroPlusHealth works closely with our members and providers to ensure appropriate, high-quality care is provided. We educate providers and members on different aspects of health and wellness (clinical guidelines, prevention and screenings, chronic care management, quality measures, etc.) through a wide array of media (direct

mailings, website, provider & member portals, social media, texting, public health advertisements, posters, webinars, community events, site visits, telephonic and face-to-face encounters, etc.).

- **Health Navigator Program:** The Health Navigator Program was implemented in July 2023. The primary function of the Quality Management (QM) Health Navigator is to outreach members missing important health screenings, to assist in coordinating needed appointments for a variety of clinical and social services and ensuring maintenance medications are filled regularly. The QM Health Navigator serves as a source of empowerment for MetroPlusHealth members, educating members on the importance of, and motivating them to complete, needed services and providing support as the member navigates the health care system. By the end of 2023, the Health Navigators have completed over 14,000 outreach calls and have assisted on scheduling over 400 appointments.

- **Pharmacy:**
 - ✓ MetroPlus members can go to any network pharmacy to fill prescriptions, which includes many large pharmacy chains such as CVS Pharmacy and Rite Aid. MetroPlusHealth partners with various pharmacies that offer programs such as pre-packaged multiple medications that are sent directly to our member's home for no additional cost.

 - ✓ MetroPlus members can also fill a 90-day supply of most maintenance medications at any in-network pharmacy, including mail-order pharmacies. These are medications members take every day for an extended period to stay healthy. There are many benefits to filling a medication prescription for 90-days at a time. Members who have a 90-day supply of medication tend to not run out of medication or experience delays in trying to refill. That means members take their medication more and maintain their health! Members can also get medications mailed right to their home if their pharmacy offers delivery service or through our mail-order pharmacy partner, CVS Caremark. Setting up home delivery service is easy. For assistance members can contact MetroPlus Health Plan Customer Service.

 - ✓ We have partnered with CVS Pharmacies to offer same-day or next-day delivery for medications. Members can contact their local CVS retail pharmacy to find out more information on how to access this benefit.

 - ✓ For more information about pharmacy benefits visit <https://www.metroplus.org/member/pharmacy>

- **Virtual Visit: Access to a doctor—whenever and wherever you need it!**

MetroPlusHealth Virtual Visit is the fast, easy way for our members to see a provider for common physical, mental, emotional, and behavioral health issues that are not emergencies. This service is provided by NYC Health + Hospitals / ExpressCare and is available as part of your MetroPlusHealth coverage, at no cost to you!

MetroPlusHealth Virtual Visit is available anytime, from anywhere in New York State, 24/7 – and in your language. You can connect with a board-certified or licensed provider, including Emergency medicine trained medical doctors and psychiatrists, social workers, and addiction counselors. MetroPlusHealth Virtual Visit provides interpretation in over 200 languages. No appointments needed!

Our providers can access your health history, order lab testing, write prescriptions, and coordinate your follow-up with primary and specialty care and other services that you may need. And care doesn't end with your visit. MetroPlusHealth Virtual Visit, powered by ExpressCare, will work with your doctor for any follow-up care you may need. If you do not have a doctor, we will help you find one who is right for you.

It is easy to get started with the MetroPlusHealth Virtual Visit app. Visit <https://metroplusvirtualvisit.com/landing.htm> or, you can call us 24/7 at [1-855-287-3508](tel:1-855-287-3508) to access Virtual Visit.

- **New York State Smokers Quitline (NYSSQL):** The NYSSQL is a service of the New York State Department of Health Tobacco Control Program which is a free and confidential program providing services to New York State residents who want to stop vaping, smoking or using other forms of tobacco. The NYSSQL provides the following services:
 - Talk to a Quit Coach. Chat, text, or call a coach.
 - Free patches and more. Enroll online or by phone.
 - Texting program. Build the skills needed to quit any tobacco product.
 - Savings calculator. Help you find out how much money you can save by quitting.
 - Addiction quiz. Teach about levels of nicotine addiction and steps to take.
 - Information to quit. Extensive information to quit at any stage of the journey
 - Social media. Get the latest and talk with a Coach.
 - Local programs. Online, local, and in-person group support in your area.
 - Printed materials. Brochures, cards, posters, handouts, reports, and more.
 - Family and Friends. How to support someone looking to quit.
 - To learn more about the NYS Quitline visit <https://www.nysmokefree.com/>
 - [To find local resources visit https://www.nysmokefree.com/ToolsAndResources/LocalResources](https://www.nysmokefree.com/ToolsAndResources/LocalResources)
- **NYC Health + Hospitals Smoking Cessation Program:** NYC Health + Hospitals understands that everyone requires a personalized plan to stop smoking. This program provides comprehensive and affordable treatment choices for New Yorkers who use tobacco or vaping products and works with smokers who are willing to quit to find effective, individualized treatment, including nicotine replacement therapy (NRT),

counseling services, and other available resources. To find a smoking cessation program visit: <https://www1.nyc.gov/assets/doh/downloads/pdf/csi/cessation-guide.pdf> or [Smoking Cessation Resources - MetroPlusHealth](#)

- **Integrated Care Management (ICM) Program:** The Integrated Care Management (ICM) program, is a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the services and options available to meet the health and human service needs of members with complex care needs and are at increased risk for hospital admissions and emergency room visits. The ICM program serves eligible members in the 5 boroughs of New York City. Care Managers complete a comprehensive assessment, identify/prioritize goals, coordinate based on member need and available resources and work with the primary care provider, specialist, and other members of the health care team to develop and implement a plan of care. Our ICM program has two components, Transition of Care for members admitted to the hospital and who are at risk for readmission and Comprehensive Care Management for members identified as having high complexity and morbidity factors.
- **Transition of Care (TOC) Program:** This program provides coordination and continuity of care for members transitioning from an inpatient facility setting to home. A Care Manager will support the member through the transition process by providing discharge support and coordination including self-management skills, medication reconciliation and medication adherence, enhanced care coordination of care for all member needs, and facilitation of follow up appointments. The TOC process is focused on improving quality of care and preventing avoidable admissions, readmissions, and emergency room visits. Members receive transitional care management for 30 days post hospitalization. Members who continue to have needs after the transitional period receive comprehensive care management.

Comprehensive Care Management

Members who have graduated from TOC and continue to have on-going needs, Comprehensive Care Management is provided to members having ongoing complex needs. Type of services provided, and duration of those services are based on the member's risk and need.

- **Medicaid High Risk Care Coordination:** The High-Risk Medicaid Team care manages members enrolled into MetroPlusHealth managed Medicaid plan who have complex care needs. These members are holistically care managed by a team that includes Care Managers and Health and Wellness Advisors, along with collaboration with members' providers, internal providers and other departments as needed to meet the member needs. The team works collaboratively to assist members with their gaps in care, connection to community resources, and healthcare providers. Care Managers address member needs, conduct assessments, develop individualized goals and interventions to improve quality outcomes, prevent potential readmissions, reduce avoidable hospitalizations, and ensure

members remain safe in the community. Member engagement in Care Management is approximately four months, based on individual needs and progress.

- **Medicare Care Coordination:** Every Medicare member receives and is encouraged to actively participate in a timely comprehensive Health Risk Assessment (HRA) of their medical, behavioral health, long-term services and supports (LTSS), and social needs. This activity helps to identify members that would benefit from care management.

The HRA includes such items as:

- Language Preference
 - Clinical History
 - Health Status
 - Pain Assessment
 - Functional Status
 - Depression Screening
 - Fall Risk Medication Listing
 - Social Determinants of Health (i.e., housing & food insecurity)
 - Support Services (i.e., food stamps, meals on wheels, public assistance, etc.)
- **Personal Care Services (PCS) Management:** MetroPlusHealth identifies members receiving PCS that need care management and develops and implements a care plan for managing both simple and complex medical and/or behavioral health issues to meet the member's specific needs. The Person-Centered Service Plan (PCSP) is created from information provided by the member/caregiver on the Uniform Assessment System (UAS-NY) and is developed with the member and/or caregiver and input from the provider and other members of the healthcare team as appropriate.
 - **High-Risk OB Care Management:** MetroPlus Health' High Risk OB Program focuses on attaining positive health outcomes for both mother and newborn. The Care Management Program partners with Obstetrical providers to promote early entry into prenatal care for members identified with a High-Risk diagnosis. A Care Manager (CM) ensures that the pregnant member's needs are met through a complete initial assessment, planning, implementation, and evaluation once they have been stratified a High-Risk pregnancy. Education is provided to the member to increase understanding about pregnancy risks and necessary interventions allowing the member to develop a realistic pregnancy and delivery plan.
 - **Social Determinants of Health:** MetroPlus addresses the importance of identifying ways to create social and physical environments that promote good health for our members. The Plan has taken steps to address food security, transportation needs and homelessness in conjunction with the medical management services offered through the Plan. As Case Management staff encounter members with social needs, they are encouraged to make referrals to community- based organizations (CBOs) and social service agencies to assist members with closing those gaps. In addition, MetroPlus has partnered with CBOs to provide tailored assistance, including home delivered medically tailored meals, and supportive housing opportunities. Metro-Plus has adopted NowPow, an electronic community-based resource platform which provides up to date information regarding

community resources on a zip code level. The Population Health team and Housing Taskforce further supports ICM staff with identified members with complex social needs

- **God’s Love We Deliver (GLWD) Program:** MetroPlus Health continues to partner with "God's Love We Deliver" GLWD to have medically tailored home-delivered meals to members with chronic illness and food insecurity. This meal service is made available to members who could use temporary supplemental nutrition, particularly those who have been recently discharged from acute care settings (Discharge Meals benefit) and for whom nutrition is paramount to achieving optimal health care, including wound healing, malnutrition, and diabetes control. While the patients are receiving the home delivered meals, CMs facilitate member referrals to CBOs to determine eligibility and potential enrollment into WIC and/or SNAP benefits.
- **HealthBucks 2023:** HealthBucks is a supplemental Medicare Advantage and UltraCare benefit. Eligible members with chronic illness are eligible to receive \$100 worth of DOH HealthBucks per quarter redeemable for fresh fruits and vegetables at NYCDOH farmers markets throughout all 5 boroughs including all eleven Health and Hospitals locations. Members must commit to and complete agreed upon healthy tasks per quarter interested eligible members are asked to complete a This or That activity, where they are presented with different food choices and asked to pick if “This “food choice or “That” food choice is the healthier choice. Members are educated as to why one food choice is the healthier option over another. Members need not get correct answers to receive their voucher allotment. Focus is on providing healthy eating education and encouraging healthy nutrition.
- **Housing Task Force:** The MetroPlus Housing Task Force offers housing assistance and Case Management services to help stabilize high risk homeless members and assist in finding appropriate housing placements. Care Managers and Housing Specialists assist members in making smooth and healthy transitions from homeless shelters to permanent housing. Services include linkage to medical and behavioral health providers, benefits coordination, assistance with navigating all aspects of low-income housing subsidies, etc. In the last year, the Task force has assisted in placing 205 high risk homeless members in supportive and Section 8 housing.
- **Patient Safety:** MetroPlusHealth addresses patient safety through a variety of mechanisms and participates in improving safety by working within the local and regional health care community. Safety is promoted by the following activities, including but not limited to:
 - ✓ Educating members and physicians about medical safety issues.
 - ✓ Making performance data available publicly for members, providers, and consumers.
 - ✓ Working with community agencies to develop and promote safety initiatives.
 - ✓ Promoting reporting of issues affecting member safety.

- ✓ Analyzing events within organizations to evaluate the need for process improvement.
- MetroPlusHealth has over 137 Urgent Care Centers in our service area to further assist members with access to urgent care. MetroPlusHealth has employed multiple strategies to ensure that our provider directory is as accurate as possible. The Plan is consistently auditing and educating providers to notify the plan of any change in address, telephone number or demographics important to our members.

Clinical and Service Initiatives

Measures

The 2023 Quality Program targeted many clinical and service measures for improvement. Below are short descriptions of the work we did in 2023 along with MetroPlusHealth's most recent quality results. Results are compared to national and state-wide benchmarks.

Interpreting the Tables Below:

To gauge performance MetroPlusHealth compares the Plan's HEDIS®/QARR score to a relevant industry benchmark, such as NYS QARR benchmarks or the CMS Star rating thresholds. Plan scores higher than the benchmark indicate that the Plan is capturing health care information and using it to encourage its members to seek services that help them regain, maintain, or improve their health care better than other plans. Improving quality is challenging work; MetroPlusHealth has a team of dedicated health care professionals who work every day toward improving health services for MetroPlusHealth members.

Clinical Initiatives

MetroPlusHealth sends personalized health communications to make members aware of gaps in preventive or chronic maintenance care. Members are provided with preventive health guidelines, member newsletters and personalized communications throughout the year to help them maintain their health. Some of the services members are encouraged to receive are as follows:

Well-Child Visits and Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents

MetroPlusHealth encourages children and adolescents to have an annual well-child visit to promote good health and monitor appropriate development. MetroPlusHealth sends educational mailings and text messages to inform parents/guardians about the importance of visiting the pediatrician yearly and reminds them to take their child for a complete well visit for needed immunizations, screenings, and counseling. Health Navigators outreach caregivers telephonically to assist with scheduling appointments. Incentives are offered for children who complete their well visits through the MetroPlusHealth Member Rewards Program (metroplusrewards.org).

During well-visits, providers also assess body mass index (BMI) and educate parents about the importance of physical activity and nutrition. Health education about the importance of regular exercise and diet is provided by MetroPlusHealth through text and posted to the online newsletter and website/social media to reach our busy members. MetroPlusHealth also sends providers gap in care reports detailing children who need preventive care. The tables below show rates of members attending a well-child visit and rates of members receiving BMI assessment and counseling for nutrition and physical activity.

WELL-CHILD VISIT						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY 2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
MEDICAID	65.58	71.15	68.13	68.25	71.03	72.83

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Weight Assessment and Counseling for Children & Adolescents						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
MEDICAID						
Body Mass Index	92.21	89.29	90.31	86.41	87.71	90.31
Nutrition	89.54	89.78	85.71	82.31	85.44	86.13
Physical Activity	84.91	87.59	82.14	80.09	81.65	82.14

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Immunizations for Adolescents

Vaccinations for older children are also very important to prevent diseases such as meningococcal, tetanus, diphtheria toxoids, acellular pertussis, and human papillomavirus. MetroPlusHealth provides member education by sending out letters and texts to inform caregivers about vaccinations and remind them that their child is due for a vaccination. MetroPlusHealth also provides tips to providers through in-person and virtual provider meetings such as taking the opportunity to vaccinate during sports physicals so that busy parents do not have to make another appointment and reminding providers to input vaccination information into the Citywide Immunization Registration so that both members and public health officials can keep track of vaccinations for infectious diseases.

Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50 th Percentile	75 th Percentile	90 th Percentile
MEDICAID	58.88	55.72	57.49	42.58	45.74	53.41

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Breast Cancer Screening

Breast cancer is the second most common cancer among women in the United States. Each year in New York City, about 970 women die from breast cancer and about 6,300 women are newly diagnosed. Regular checkups and screenings can find breast cancer at an earlier stage when treatment is most effective. MetroPlusHealth sends educational materials and reminders, through phone, mail and text messaging to women who are due for a mammogram. Health Navigators outreach members to assist with scheduling mammograms. Educational materials and newsletters on the importance of early detection are posted on the member portal. Gap-in-care reports are sent to providers so that they can follow up with members who are due for mammograms during routine visits. The MetroPlusHealth Member Rewards Program (metroplusrewards.org) offers Member Rewards for members who complete their breast cancer screening. The table below captures the percentage of women screened for breast cancer.

Breast Cancer Screening						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50 th Percentile	75 th Percentile	90 th Percentile
EXCHANGE	71	70.36	72.66	74.15	77.52	82.35
HIVSNP	69.54	69.35	71.99	71.99	72.93	72.93
MEDICAID	68.41	66.89	67.26	63.32	66.61	67.26
MEDICARE*	78	77	78.93	63	71	79

*2024 Medicare Star Ratings: 3, 4, and 5 star cut points are displayed for Medicare product line benchmarks.

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Cervical Cancer Screening

An average of 120 women die from cervical cancer and 430 women are newly diagnosed annually in New York City. Women ages 21 to 64 should have a cervical cancer screening (Pap test) every 3 years. Alternatively, women ages 30 to 64 can rely on [human papillomavirus \(HPV\) testing](#) instead of, or in addition to, a Pap test. Women in this age group should get HPV testing every five years, a Pap test every three years, or a combination of the two tests every five years. MetroPlusHealth endeavors to notify members who are missing a cervical cancer screening that one is due through phone, mail, and text messaging. Health Navigators outreach members to assist with scheduling a cervical cancer screening. The MetroPlusHealth Rewards Program offers Member incentives once a cervical cancer screening is completed. List of

members who are due for a cervical cancer screening are shared with primary care providers so they can assist their patients to get cervical cancer screening.

Cervical Cancer Screening						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
HIVSNP	82.48	82.73	83.2	76.92	83.2	83.2
MEDICAID	72.02	64.72	70.26	68.54	69.68	71.47

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Chlamydia Screening in Women

Chlamydia is a common sexually transmitted disease (STD), especially among young people. Approximately 1 in 20 sexually active women aged 14-24 has chlamydia. As chlamydia is usually has no symptoms, screening is necessary to identify most infections. The Centers for Disease Control and Prevention (CDC) recommends chlamydia screening every year for all sexually active women younger than 25. If not treated, chlamydia can cause severe pain and infertility (inability to have children). Educational materials and newsletters on the importance of chlamydia screening are posted on the member portal. The goal is to educate members about the importance of screening and early detection. Health Navigators outreach members to assist with scheduling chlamydia screenings. Additionally, MetroPlusHealth shares information with providers on members who may need screening. The table below captures the percentage of women screened for chlamydia.

Chlamydia Screening in Women						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
EXCHANGE	69	70.27	63.83	60.2	62.45	65.97
ESSENTIAL PLAN	76.4	77.69	76.81	68.65	73.81	76.81
HIVSNP	87.23	71.7	81.82	81.5	81.82	81.82
HARP	81.93	77.11	70.59	71.43	75.38	82.88
MEDICAID	78.97	80.32	80.05	70.11	75.6	80.05

Note: COVID-19 pandemic impacted all MY2020 rates. Therefore, MY2020 rates may not be trendable year over year and comparable to benchmarks.

Prenatal and Postpartum Care

MetroPlusHealth supports the health of new mothers and their babies by offering resources and education through mailings, texting, telephonic outreach, and posting of materials on the MetroPlusHealth website. These communications include contact information for MetroPlusHealth High-Risk OB/GYN Case Management, community-based organizations that provide services for expecting and new mothers, and reminders to stop smoking and get the flu

and Tdap immunizations. The MetroPlus Healthy Rewards Program offers incentives for completing a postpartum visit and well-baby check-ups. To assist expecting and new mothers to monitor their emotional health, MetroPlusHealth provides a Patient Health Questionnaire that members can fill out and take with them to their next doctor’s appointment as a prompt to start a discussion about how members are coping with motherhood. Calls are conducted to new mothers as a reminder to attend their postpartum visit for important follow-up care after delivery.

Prenatal and Postpartum Care						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
MEDICAID						
Prenatal Care	92.94	86.62	89.95	87.47	89.96	90.38
Postpartum Care	85.89	85.16	85.84	83.83	84.41	85
ESSENTIAL PLAN						
Prenatal Care	84.69	82.7	83.23	81.45	87.74	90.83
Postpartum Care	88.93	86.48	83.55	84.63	86.63	88.24
EXCHANGE						
Prenatal Care	81	90	76.67	83.79	88.18	96.08
Postpartum Care	78	95	83.33	82	86.77	90.22

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Colorectal Cancer Screening

Colorectal cancer is the third most common cancer diagnosed in both men and women in the United States with an estimated 106,180 new cases of colon cancer and 44,850 new cases of rectal cancer in 2022. Regular screening, beginning at age 45, is the key to preventing colorectal cancer and finding it early. The U.S. Preventive Services Task Force recommends that adults aged 45 to 75 be screened for colorectal cancer. The Task Force recommends that adults aged 76 to 85 talk to their doctor about screening. MetroPlusHealth calls, texts, and sends mailings to members to educate them about the importance of colorectal cancer screening and the different options available such as easy and fast stool-based screening tests. Health Navigators outreach members who have been distributed a stool-based test kit to help them in completing and returning it to their providers. During Colon Cancer Awareness Month, MetroPlusHealth conducts a social media campaign to encourage members to get their colorectal cancer screening. Members can also earn Member Rewards for completing their colorectal cancer screening. Providers are informed of members who need screening and are provided with educational resources.

Colorectal Cancer Screening						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
ESSENTIAL	59.85	59.37	47.2	47.2	55.6	55.72
HIVSNP	65.21	68.37	62.38	57.42	62.38	62.38
MEDICAID	59.85	59.37	48.03	46.57	48.73	49.45
MEDICARE*	80	71	69	61	71	80

*2024 Medicare Star Ratings: 3, 4, and 5 star cut points are displayed for Medicare product line benchmarks.

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Controlling High Blood Pressure

Hypertension is a risk factor for cardiovascular disease that may go unnoticed due to being a largely asymptomatic condition. As of 2019, a third of people with hypertension are undiagnosed and of those diagnosed, around half are not taking antihypertensive medications. The World Health Organization (WHO) estimates that high blood pressure directly or indirectly causes deaths of at least nine million people globally every year.

MetroPlusHealth endeavors to support members with a hypertension diagnosis in keeping their blood pressure under control. Healthy lifestyle tips are disseminated through educational materials which are posted on the MetroPlusHealth website to reach as many members as possible. For members' convenience, 90-day prescriptions of anti-hypertensive medications are also encouraged. The table below indicates rates of hypertensive members with blood pressure in control.

Controlling High Blood Pressure						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
EXCHANGE	63	68.86	71.11	65.77	69.86	76.15
ESSENTIAL PLAN	68.86	72.51	75.22	66.75	71.15	75.22
HIVSNP	74.94	75.67	75.72	62.34	75.72	75.72
HARP	69.34	65.21	67.82	64.95	68.58	73.16
MEDICAID	68.37	67.15	74.32	67.64	71.35	73.13
MEDICARE*	NA¹	71	80.70	68	74	82

*2024 Medicare Star Ratings: 3, 4, and 5 star cut points are displayed for Medicare product line benchmarks.

¹ Not included in CMS' Star Ratings program due to specification changes.

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Asthma Medication Ratio

Approximately 25 million people in the U.S. have asthma, roughly 1 in 13. Many people with asthma need to take long-term controller medications daily, even when they don't have symptoms, to control their

condition. Clinical guidelines (GINA) advise patients to continue taking their prescribed asthma medications, particularly inhaled corticosteroids which are long-acting asthma medications.

MetroPlusHealth encourages and supports members to maintain a 50%-75% ratio of long-acting controller medications to all their asthma medications to effectively manage their condition. Asthma management tips are shared through educational materials in text messages and newsletters on the website. Asthma controller medication refill reminders are also done through text messaging and phone by Health Navigators. Members can also earn rewards by refilling long-term controller asthma medication prescriptions. For members’ convenience, 90-day prescriptions of asthma medications are also encouraged for members who are stable with asthma medication management. The table below indicates rates of members with asthma medication management in control.

Asthma Medication Ratio						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
ESSENTIAL PLAN	70.29	73.01	79.89	72.89	79.92	81.12
HIVSNP	28.05	28.78	22.85	31.82	59.14	59.14

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Comprehensive Diabetes Care

According to the Centers for Disease Control & Prevention (CDC) more than 30 million people in the United States have diabetes, and 1 in 4 of them do not know they have it. Diabetes is the 7th leading cause of death in the United States. In the last 20 years, the number of adults diagnosed with diabetes has more than doubled as the American population has aged and become more overweight or obese. Much of the burden of illness and cost of diabetes is related to potentially preventable long-term complications that includes heart disease, blindness, kidney disease and stroke. Timely screenings and careful treatment can significantly reduce and delay the onset of complications diabetes can cause.

MetroPlusHealth has effective mechanisms to ensure members are getting the care and support they need to manage their diabetes. This includes texts campaigns to provide tips on how to manage diabetes and reminders to complete the following checkups: retinal eye screening, HbA1c testing, kidney health evaluation, and frequent blood pressure readings. Educational materials and community resources are also posted on the member portal. For Medicare members, home visits are offered to complete diabetic screenings such as HbA1c testing. Care Managers also provide education and help members address barriers to care. A peer mentoring program is offered to MetroPlusHealth Medicaid members for support to better manage their diabetes. Providers are notified of members who are overdue for diabetic screenings. An incentive is offered to members who complete their diabetic eye exam through the MetroPlusHealth Member Rewards Program (metroplusrewards.org). The table below captures the percentage of diabetic adults who completed components of diabetes care.

DIABETES CARE						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
EXCHANGE						
Eye Exam	60.10	54.99	60.15	51.95	57.72	60.15
MEDICAID						
HbA1c < =9	62.77	72.02	72.07	33.17	29.85	27.93
Eye Exam	59.85	65.69	67.33	60.91	64.17	65.63
Kidney Exam	30.34	34.13	50.28	41.15	42.95	44.77
Diab Screening Psych	79.30	81.24	83.35	76.79	79.35	81.30
ESSENTIAL PLAN						
HbA1c < =9	70.32	70.07	73.72	29.59	27.04	26.05
Eye Exam	63.75	63.26	67.88	56.39	60.40	66.75
Kidney Exam	33.07	34.02	51.40	43.18	45.83	48.36
HIVSNP						
HbA1c < =9	74.70	80.78	81.27	21.65	18.73	18.73
Eye Exam	51.34	62.04	71.05	71.05	71.50	71.50
Kidney Exam	9.94	16.21	41.67	40.97	41.67	41.67
Diab Screening Psych	96.39	99.37	95.04	97.07	97.41	97.41
HARP						
HbA1c < =9	63.75	60.34	72.02	40.15	29.10	27.98
Eye Exam	47.45	45.74	56.20	55.47	56.25	59.17
Kidney Exam	22.43	22.75	38.31	32.43	38.31	38.33
Diab Screening Psych	80.89	83.51	82.71	79.14	82.27	82.71
MEDICARE*						
HbA1c < =9	73.24	80.54	83.62	72.00	80.00	87.00
Eye Exam	74.21	81.27	82.18	65.00	73.00	81.00
Kidney Exam	15.53	22.91	55.41	N/A	N/A	N/A
Diab Med Adherence	90.54	89.53	87.78	84.00	88.00	90.00

*2024 Medicare Star Ratings: 3, 4 and 5 star cut points are displayed for Medicare product line benchmarks.

Note: COVID-19 pandemic impacted all MY2020 and MY 2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Statin Adherence for Patients with Cardiovascular Disease

Cardiovascular disease remains the **number one cause of death in the United States**. According to the CDC, nearly 700,000 people have died from heart disease in 2020 in the United States. People with unhealthy cholesterol levels have a greater risk of developing Atherosclerotic Cardiovascular Disease (ASCVD). Additionally, for adults diagnosed with diabetes, 69% had high blood pressure and 44% had high cholesterol. Medications that help control cholesterol levels belong to a class called statins. The American College of Cardiology and American Heart Association (ACC/AHA) guidelines state that statins of moderate or high intensity are recommended for adults with established clinical ASCVD. Additionally, moderate, or high intensity statin therapy reduces the risk of developing ASCVD for adults with diabetes. MetroPlusHealth conducts telephonic outreach with members to discuss the importance of adhering to their statin medication and relay information about pharmacy benefits such as 90-day

refills, mail order and home delivery programs such as Capsule and CVS Home Delivery. The table below captures the percentage of members who are dispensed at least one statin medication of any intensity and members who were 80% adherent to their statin therapy during the measurement year.

Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50 th Percentile	75 th Percentile	90 th Percentile
Statin Therapy for Patients with Cardiovascular Disease (Therapy)						
HARP	77.34	75.73	75.44	78.55	82.93	84.21
HIVSNP	81.82	82.14	81.82	81.82	85.44	85.44
MEDICARE	86.68	88.21	85.84	84.00	86.00	90.00
Statin Therapy for Patients with Cardiovascular Disease (Adherence)						
HARP	66.41	64.86	63.14	63.37	69.29	70.59
HIVSNP	95.24	78.26	87.50	82.95	87.50	87.50
MEDICARE	90.10	88.37	86.19	83.00	87.00	91.00
Statin Medication Adherence						
MEDICARE	88.78	86.57	86.31	86.00	88.00	91.00

*2024 Medicare Star Ratings: 3, 4, and 5 star cut points are displayed for Medicare product line benchmarks.

Note: COVID-19 pandemic impacted all MY2020 and MY2021 rates. Therefore, MY2020 and MY2021 rates may not be trendable year over year and comparable to benchmarks.

Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment (IET)

MetroPlusHealth encourages and supports all members who have recently been diagnosed with Alcohol or Drug Abuse Dependence to engage in ongoing substance use treatment. Multiple treatment options are available including Inpatient Rehabilitation, Inpatient Detox, Outpatient Detox, Residential Treatment, Outpatient Clinic Care and Medication Assisted Treatment. MetroPlusHealth makes use of various data sources to outreach members who have been diagnosed with substance use disorders for intervention. The Plan contacts members via telephonic outreach to assist them in securing treatment. The Plan meets regularly with Inpatient Substance Abuse Rehab facilities to address adequate aftercare planning for all members discharged from their facilities. Additionally, MetroPlusHealth offers case management supports to members who struggle with substance misuse to help them address barriers to care.

The Plan also surveys providers to assess their practices related to the diagnosis and treatment of substance use disorders and makes available screening tools and treatment resources for their patients with substance use disorders. The Plan website also has information available regarding the diagnosis and treatment available to members with substance use disorders.

Initiation and Engagement of SUD Treatment (IET)						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
HARP						
Initiation	69.33	64.67	61.05	57.18	61.05	61.51
Engagement	22.23	20.37	18.29	20.95	23.59	23.71
HIV SNP						
Initiation	64.72	73.70	45.17	45.17	54.52	54.52
Engagement	15.74	14.39	13.08	12.04	13.08	13.08
MEDICAID						
Initiation	61.67	55.73	43.40	43.43	45.10	51.53
Engagement	21.82	17.47	13.77	15.74	19.43	21.70

Note: COVID-19 pandemic impacted all MY2020 and MY2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Antidepressant Medication Management (AMM)

Depression is one of the most common mental health disorders in the United States and symptoms vary from person to person and go from mild to severe. A person that experiences depressed mood or loss of interest or pleasure in daily activities, and had a majority of specified symptoms, such as problems with sleep, eating, energy, concentration, or self-worth for a period of at least two weeks, might be experiencing depression.

MetroPlusHealth utilizes claims and other data to identify members prescribed antidepressant medication and encourages members to participate in psychotherapy and psychotropic treatment. The Plan utilizes text messages, mail, phone calls and other communication methods to remind members to remain adherent to their medication regimen and inform them of services available to them. Also, MetroPlusHealth works in collaboration with members to schedule needed follow up appointments to connect them with network providers. Additionally, we monitor and work with the member’s pharmacies to ensure timely medication refill processing. Members can find information regarding the diagnosis and treatment available to members struggling with depression on the MetroPlusHealth website. The table below captures the percentage of adults filling antidepressants who were adherent to their medication regimen during the acute (remained on treatment for 3 months) and continuation phases (remained on treatment for 6 months) of their treatment.

Antidepressant Medication Management (AMM)						
Product Line	HEDIS 2020	HEDIS 2021	HEDIS 2022	NYS QARR MY2022 BENCHMARKS		
	(MY 2020)	(MY 2021)	(MY 2022)	50th Percentile	75th Percentile	90th Percentile
ESSENTIAL						
Acute Phase	57.83	60.88	59.59	61.64	67.49	73.71

Maintenance Phase	38.30	41.17	40.56	47.17	50.71	53.31
HIV SNP						
Acute Phase	63.04	55.64	58.06	60.69	72.94	72.94
Maintenance Phase	49.28	40.60	38.71	45.38	61.18	61.18
MEDICAID						
Acute Phase	54.65	58.65	55.04	57.42	59.44	60.21
Maintenance Phase	39.36	41.49	37.23	42.03	43.30	43.76

Note: COVID-19 pandemic impacted all MY2020 and MY2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Medication Therapy Management (MTM)

The Medication Therapy Management (MTM) program helps Medicare members, and their doctors monitor the efficacy/side-effects of being on multiple medications by:

- Preventing or reducing drug-related risks
- Increasing you and your doctor’s awareness on changes in medication.

MetroPlus automatically enrolls members who qualify for the plan for the 2024 program year if:

- They are part of a Medicare drug plan,
- Have several chronic health conditions (such as asthma, diabetes, and hypertension),
- Take eight or more different medications for these conditions,
- And the total medication costs are greater than or equal to \$4,935 for the program year.

MetroPlusHealth partners with CVS, our Pharmacy Benefit Manager, to make sure that a pharmacist or other health professionals can offer members a comprehensive review of all their medications. Health providers/pharmacists talk to members about:

- How well their medications are working.
- Whether their medications have side effects.
- If there might be interactions between the medications, they are taking.
- Whether their current medication costs can be lower.
- Other problems they may be having with their medications.
- Use of over the counter (OTC) medications, vitamins, and supplements and how they can interact with their prescribed medications.

The health provider/pharmacist will provide a Medication Action Plan and a Personal Medication list upon completing the discussion with the member. Additionally, texting and IVR messaging are used to educate members on the value of participating in the MTM program.

For more information about Medication Therapy Management (MTM), please visit:

<https://metroplus.org/plans/medicare-2023/medication-therapy/>

The table below captures medication review completion rates for the Medicare Stars program:

Medication Therapy Management						
Product Line	Star 2022	Star 2023	Stars 2024	Medicare Star Benchmarks 2024		
	(MY 2020)	(MY 2021)	(MY 2022)	3 Star	4 Star	5 Star
Medicare	94	93	91	77	85	92

Note: COVID-19 pandemic impacted all MY2020 and MY2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Care of Older Adults (COA)

Healthcare needs change with age. It is therefore important that older adults get health checkups that will help their providers track health concerns and provide guidance for conditions related to aging. Members should have a review of their medications and get a functional status and pain assessment conducted by a provider at least annually. For a medication review a provider reviews a list of all medications (prescriptions, OTC, vitamins, herbal remedies, etc.) a member is taking to help them understand how and when to take the medication, find potential drug-drug and drug-disease interactions, and discuss possible side effects. For functional status assessment, a provider assesses a member’s activities of daily living (ADL) such as ability to eat, dress and bathe oneself. Providers also check members’ cognitive status, sensory abilities, and other areas such as ability to shop for groceries and drive. Providers also ask members about any pain they may be experiencing. MetroPlusHealth has built these assessments/screenings into the Health Risk Assessment (HRA), thus members outreached for HRA completion will also have their COA needs addressed. Results are integrated into the member’s Plan of Care (POC), which is shared with both the member and their PCP. MetroPlusHealth also utilizes in-home providers to conduct home visits to complete these assessments and screenings. In addition, targeted outbound calls are conducted by MetroPlusHealth staff to provide these services. The overarching goals of these activities are to educate members on how to proactively address these issues with their providers and simultaneously help providers track and monitor members who present concerns in these areas. The table below captures rates for Care for the Older Adult measure that are applicable to the CMS Medicare Star’s Program.

CARE OF OLDER ADULTS						
Product Line	HEDIS 2020¹	HEDIS 2021	HEDIS 2022	Medicare Star Benchmarks 2024		
	(MY 2020)	(MY 2021)	(MY 2022)	3 Star	4 Star	5 Star
Medicare						
Pain Screening	91	92	91	83	91	96
Medication Review	93	92	94	84	93	98

¹ For the 2022 (MY 2020) Medicare Star’s program, CMS used the measure-level better of 2018 or 2020 star score in the calculation of HEDIS metrics.

Note: COVID-19 pandemic impacted all MY2020 and MY2021 rates. Therefore, MY2020 and MY2021 rates are not trendable year over year and comparable to benchmarks.

Service Initiatives

Member & Provider Satisfaction

At MetroPlusHealth, we believe that gathering continuous member and provider feedback and insight is critical to the plan's ability to deliver exceptional care to those who need it the most. Member satisfaction is monitored by multiple mechanisms including, but not limited to the annual CAHPS® Survey for Medicare, UltraCare (MAP) and Essential Plans, QHP Enrollee Survey and analysis of complaints and appeals. As determined by NYS DOH, Plan Medicaid and HARP members are also surveyed by the NYS DOH using the NYS DOH Adult or Child CAHPS® survey. MLTC members and SNP HIV members are surveyed by the NYS DOH. NYS DOH uses the services of a certified CAHPS® vendor to conduct surveys. Members also receive drill down surveys to go deeper into any needs that members might have. In addition, after-call surveys are administered to members daily to ensure that the plan understands member satisfaction continuously and is able to more quickly impact any issues.

The Plan conducts annual CAHPS® surveys for Medicare, UltraCare (MAP) and Commercial lines of business's (LOBs). Additionally, the Plan conducts the QHP Enrollee Survey. The Plan uses the services of a certified CAHPS® vendor to conduct its surveys. Results are reviewed, analyzed for barriers and opportunities for improvement and presented to the appropriate QI Committees and workgroups for recommendations and implementation of interventions.

The Plan also measures the following leading indicators of member satisfaction:

- Enrollment Processing
 - Enrollment mean processing time
- Customer Service
 - Abandonment rate
 - Average Speed of Answer
 - Average Wait Time
 - Satisfaction with the Representative
 - Member Satisfaction questionnaires
 - Routine after call text surveys measuring customer experience and Net Promoter Scores

An annual provider satisfaction survey is conducted by the Provider Network Operations team in partnership with Customer experience. The purpose of the survey is to gain insight on the provider's overall satisfaction and loyalty to MetroPlusHealth. In 2023, the plan conducted a baseline survey to get provider insights and feedback on their needs. In addition, the plan also conducted focus groups with different providers to understand their needs and create strategies to support providers. Members also regularly receive a post visit survey related to their experience after a doctor's visit.

Customer Experience hosts a biannual in person and online Member Advisory Board meeting that has representation from all LOB's except CHP and Gold. The Member Advisory Board meeting has representation from the Executive and Senior Leadership teams at MetroPlusHealth and focuses on specific areas related to the member experience to gather member feedback. Members are encouraged to share their stories and feedback on specific issues and these needs are captured and help to shape the strategy for the future.

We strive to provide the best, first and lasting experience for our members. As part of our continuous improvement efforts, in 2023 we implemented the following service enhancements:

- Transitioned to our new dental vendor "DentaQuest" as of January 1st, 2023.
- Salesforce Portal Go-Live –February 17th. Members have used the portal to change their doctors, make ID card changes and demographic changes.
- Member rewards program transitioned to flex card and is no longer catalog based.
- Mobile first website.
- Network Expansion –Hospital for Special Surgery is now part of our network.
- Lyft added as a backup option for our transportation options.
- Added over 12,000 asylum seekers to our Plan.
- Hosted 400+ community partner events, including winter coat drives, healthy food drives, expectant mother seminars, immigration resource fairs, vaccine drives, and more.
- Added no-cost Medically Tailored Meals (MTM) to vulnerable populations in our Medicaid benefit package.

Customer Services is available Monday through Friday from 8:00AM to 8:00PM and Saturday from 9:00AM to 5:00PM. After hours, Sundays and Holidays, members are connected to our 24/7 Customer Service Hotline. TTY users have access through 711.

Medicaid, Child Health Plus, Partnership in Care (SNP), MetroPlusHealth Enhanced, Qualified Health Plans (QHP) and Essential Plan
1-800-303-9626

MetroPlusHealth Gold & GoldCare I and GoldCare II
1-877-475-3795

Medicare Plans
1-866-986-0356

Managed Long-Term Care (MLTC)
1-855-355-6582 (MLTC)