

## 2022 Quality Management Overview

### Our quality standards: Striving to do better, every day

Your health is important to us. We work hard to make sure you can get great care when you need it. We do this by:

- Having programs and services to help make sure the quality of healthcare you get is even better.
- Supporting pregnant members and new parents with tools and information.
- Finding local programs to help you get the support you need.
- Working with doctors, hospitals, clinics, and offices to help you get the care you need.
- Hosting events to help you learn about your plan and get the most out of it.
- Following state and federal rules.
- Looking at our quality reports to find new ways to offer better care.

### National and State Quality Programs

#### National Committee for Quality Assurance (NCQA)



Amerigroup Community Care works to provide you with the highest quality healthcare. We work with a national organization, NCQA, who helps us meet quality standards. NCQA measures how we provide care and gives us a yearly rating so that you can know how we are doing. This rating is called NCQA Accreditation, and NCQA uses the following information when they rate us:

- Our policies and procedures for how we deliver healthcare and services to you
- The quality programs that we develop
- Member/Customer satisfaction surveys
- Quality and access to care
- How we score on clinical and health outcomes (for example, how many children complete their well child visits)

#### Healthcare Effectiveness Data and Information Sets (HEDIS®)

HEDIS is a set of performance measures collected by all NCQA accredited health plans. Each plan uses the same measures. The results are reported to the public every year and allow a fair comparison of each health plan. We use the results to make our programs better and create new ones. In 2022, we improved our scores in 22 HEDIS measures. To learn more about HEDIS, please call Member Services at **800-600-4441 (TTY 711)**.

## **Our Quality Programs**

### **Medical record review**

We review our members' medical records to help us improve quality and coordinate care with your doctors. Our Quality Management team reviews medical records from primary care providers (PCPs). We share the results with PCPs so they can improve the care they give you and your family and track it better.

### **Continuity and coordination of care**

PCPs, specialists, hospitals, and urgent care centers need to communicate with each other and with your health plan to improve the care they give you. Amerigroup conducts surveys and reviews medical records to look at the communication between your PCPs, specialists and/or facilities. We give providers and facilities the results and help them find ways to improve the care they give you and your family.

### **Patient safety**

Amerigroup helps providers make sure members receive the right medication in the right dosage and avoid negative drug interactions. Two ways we do that are checking for:

- Polypharmacy: We tell providers about members with more than one medication and more than one prescriber.
- Age appropriateness: We tell providers when a medication is not recommended because of a person's age.

### **Promoting your health**

Amerigroup associates connect with members to help you and your family achieve a healthy lifestyle. We reach out to members to:

- Learn about problems they have getting care.
- Educate them about the importance of a healthy lifestyle.
- Help schedule appointments with your doctors.

We use information from each doctor's visit to make sure members received recommended preventive and routine healthcare.

Our health plan representatives participate in community events and tell people about:

- Women's health
- Prenatal care
- Well-child visits

### **Case Management programs**

Case Management helps members with healthcare concerns to help you:

- Get the most out of your health plan rewards.
- Take control of your health by completing a Health Risk Assessment.
- Make healthy life choices.

- Learn how to care for yourself when living with conditions like asthma, high blood pressure, diabetes, and pregnancy.
- Connect with healthcare programs like Condition Care.
- Coordinate healthcare services if you see both a primary care provider and specialists like heart, skin, or allergy doctors.
- Get to doctor appointments and other important places.

Case managers work with members, their families, and caregivers. They develop individual care plans and provide education and healthcare resources. This helps improve members' health outcomes.

Members may be referred to a Case Management program by providers or other internal programs. They can also ask for help themselves.

### **Population/Whole Health program**

Population/Whole Health programs offer member-centered care. They use interventions tailored to each member's individual unique healthcare needs. For example, we:

- Help members understand their health conditions, risks, and complications.
- Give members tools and resources to help manage their own health.
- Work with members to create a health plan that meets their own needs and wants.
- Work with the right providers and healthcare team members.
- Coordinate healthcare services for our members.
- Provide referrals to community-based programs, organizations, and other services.
- Support relationships between members and providers.
- Provide tools, programs, and resources to help members be as healthy as they can.

Population/Whole Health programs are managed within the Condition Care department and members receive services within twelve different programs:

- Asthma
- Bipolar disorder
- Coronary artery disease
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Diabetes
- HIV/AIDS
- Hypertension
- Major depressive disorder – adult
- Major depressive disorder – child and adolescent
- Schizophrenia
- Substance use disorder

### **Customer satisfaction**

Amerigroup is committed to keeping our members happy. Our plan uses member surveys, member complaint and appeals data, and provider feedback to improve member experience and satisfaction.

The annual Customer Assessment of Healthcare Providers and Systems (CAHPS®) survey lets our members give feedback on:

- The health plan
- Providers
- Their experience getting the care they need
- Their experience getting the care their child needs

The results tell us how we can better serve our members.

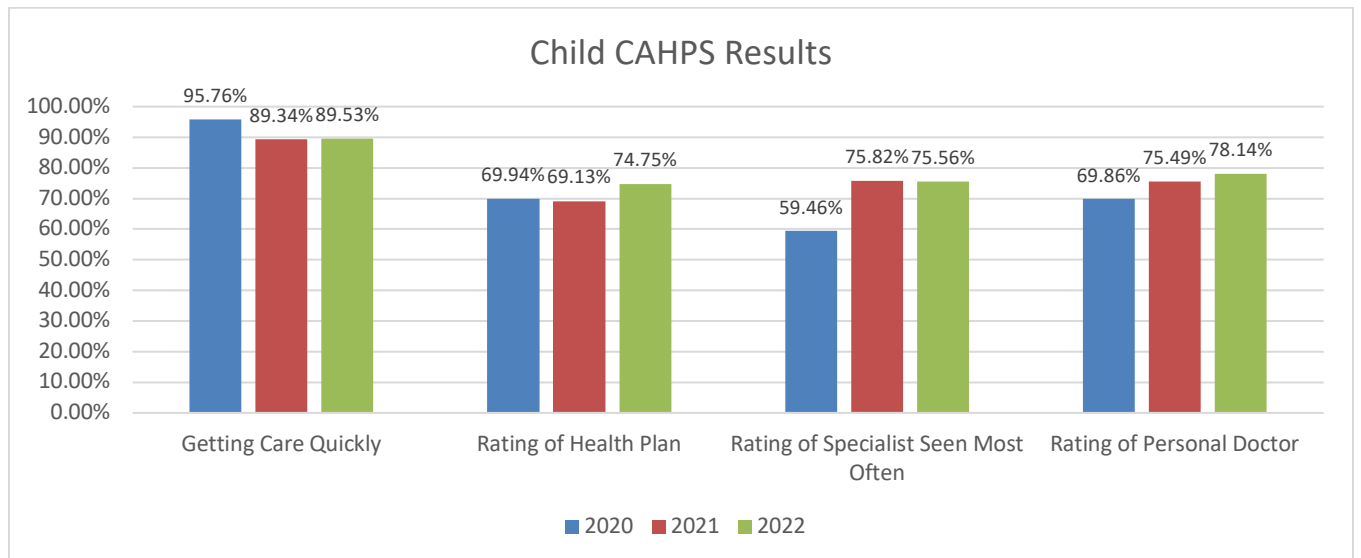
### Customer satisfaction — Child

We also asked parents or guardians of child members 17 years of age and younger to share how happy they were with Amerigroup and getting healthcare for their child.

Here are some of our CHILD CAHPS results from 2020 through 2022:

	2020	2021	2022
Getting care quickly (always/usually)	95.76%	89.34%	89.53%
Rating of health plan (9 or 10)	69.94%	69.13%	74.75%
Rating of specialist seen most often (9 or 10)	59.46%	75.82%	75.56%
Rating of personal doctor (9 or 10)	69.86%	75.49%	78.14%

\* Percentage of parents that answered “Always”

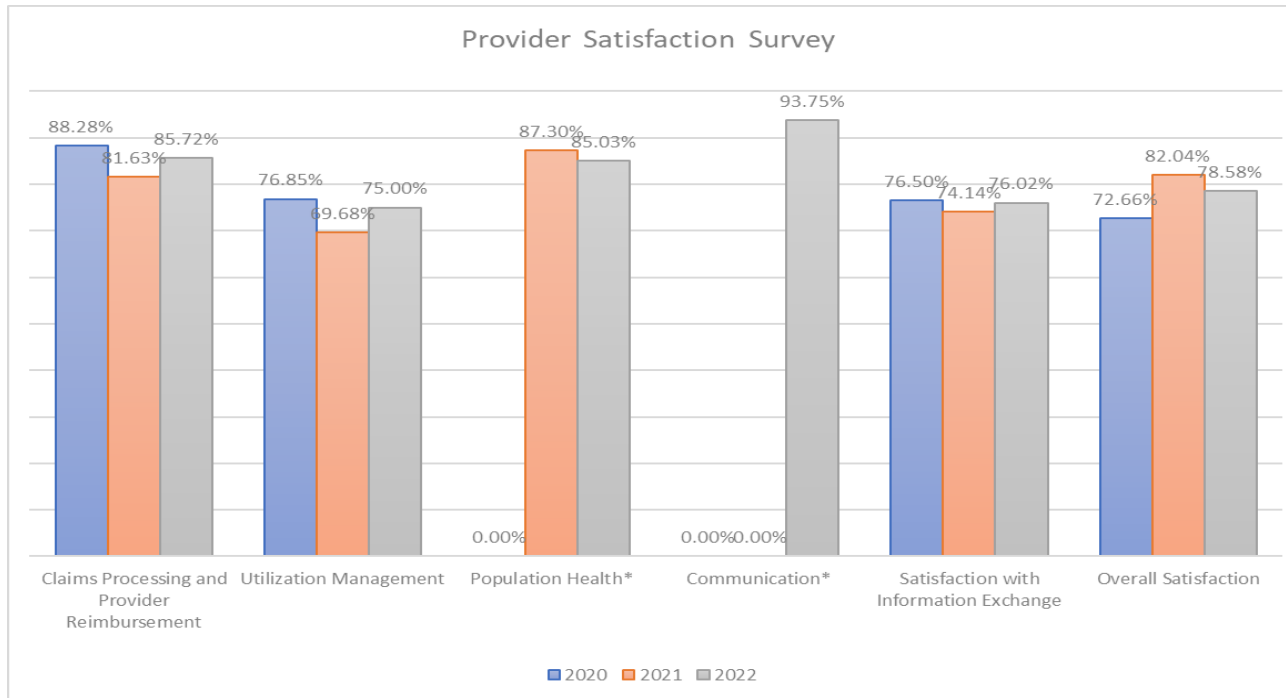


Overall, members with children said they were happy with these areas:

- Getting care quickly (89.53% — *Always/Usually*)
- How well doctors communicate (95.83% — *Always/Usually*)
- Customer service (92.70% — *Always/Usually*)
- Rating of all healthcare (93.12% — % 8, 9 or 10)
- Rating of personal doctor (90.98% — % 8, 9 or 10)
- Rating of specialist seen more often (85.56% — % 8, 9 or 10)
- Rating of health plan (89.60% — % 8, 9 or 10)

## Provider satisfaction

We also talk to providers to see what we can do to improve your care and services. In 2022, we asked providers to rate us on coordination of care, case management, claims processing, customer service and provider relations, timing of approvals for patient services, and more. Here are some of the results:



Based on the feedback, we will keep working to improve:

- Timeliness of obtaining authorization of inpatient services
- Overall experience in obtaining prior authorization of inpatient services
- Coordination of Care and Case Management
- Timeliness of adjustment and appeal claims processing
- Number and quality of specialists in network