

# External Quality Review Organization (EQRO) Report Summary

Federal regulations (42 CFR 438.350) require that a state which contracts with a Managed Care Organization conduct an External Quality Review (EQR) of each entity. An EQR includes the analysis and evaluation by an External Quality Review Organization (EQRO) of aggregated information on quality, timeliness, and access to the health care services that a CMO, or their contractors, furnish to Georgia Families recipients. The EQRO must produce an annual Report for the state and this report should be a part of the state's managed care program as outlined in the required state Managed Care Quality Strategic Plan. At a minimum, states must report EQRO findings to the federal government on the following mandatory activities:

- *Validation of CMO Performance Improvement Projects (PIPS)*
- *Validation of CMO Performance Measures*
- *Evaluation of CMO Compliance With Medicaid Managed Care Regulations*

Below please find results from the recent EQRO audit covering care/services rendered October 1, 2006 – September 30, 2007.

## PERFORMANCE IMPROVEMENT PROJECTS (PIPS)

<b>PIP Validation Activities this Past Year</b>	<ul style="list-style-type: none"> <li>• Provider Satisfaction</li> <li>• Well-Child Visits in the First 15 Months of Life</li> <li>• Blood Lead Screening</li> </ul>
<b>Overall PIP Findings</b>	<ul style="list-style-type: none"> <li>• The statewide average PIP score was <b>77</b> percent</li> <li>• Individual CMO scores ranged from a low of 50 percent to a high of <b>96</b> percent             <ul style="list-style-type: none"> <li>◆ WellCare –               <ul style="list-style-type: none"> <li>- All three PIPS scored between <b>90 – 100</b> percent</li> </ul> </li> <li>◆ Peach state Health Plan –               <ul style="list-style-type: none"> <li>- All three PIPS scored between <b>70 – 79</b> percent</li> </ul> </li> <li>◆ Amerigroup –               <ul style="list-style-type: none"> <li>- One PIP scored between <b>70 – 79</b> percent</li> <li>- Two PIPS scored less than <b>60</b> percent</li> </ul> </li> </ul> </li> </ul>
<b>Recommendations</b>	<ul style="list-style-type: none"> <li>• Collaborative PIP that would facilitate sharing of knowledge to aid with opportunities for improvement</li> </ul>
<b>PIP Validation Activities for Next Year</b>	<ul style="list-style-type: none"> <li>• Provider Satisfaction</li> <li>• Well-Child Visits in the First 15 Months of Life</li> <li>• Blood Lead Screening</li> <li>• Childhood Immunization</li> <li>• Adults Access to Preventive/Ambulatory Health Services</li> <li>• Member Satisfaction</li> </ul>

## PERFORMANCE MEASUREMENT VALIDATION (PMV)

<b>PMV Validation Activities this Past Year</b>	<ul style="list-style-type: none"> <li>• Diabetes (Hemoglobin A1c)</li> <li>• Use of Appropriate Medications for People with Asthma</li> </ul>
<b>Overall PMV Findings</b>	<ul style="list-style-type: none"> <li>• The statewide Diabetes (Hemoglobin A1c) average PMV score was <b>64.6</b> percent             <ul style="list-style-type: none"> <li>◆ Amerigroup – <b>59.3</b> percent</li> <li>◆ Peach state Health Plan – <b>73</b> percent</li> <li>◆ WellCare – <b>65.7</b> percent</li> </ul> </li> <li>• The statewide Use of Appropriate Medications for People with Asthma average PMV score was <b>85.8</b> percent             <ul style="list-style-type: none"> <li>◆ Amerigroup – <b>95.7</b> percent</li> <li>◆ Peach state Health Plan – <b>80.1</b> percent</li> <li>◆ WellCare – <b>73.7</b> percent</li> </ul> </li> </ul>
<b>Recommendations</b>	<ul style="list-style-type: none"> <li>• Overall: state should move from HEDIS-Like to HEDIS performance measure specifications</li> <li>• Diabetes (Hemoglobin A1c)             <ul style="list-style-type: none"> <li>◆ CMOs should ensure that all laboratory data received</li> <li>◆ CMOs should continue to educate providers and members on diabetes care</li> </ul> </li> <li>• Use of Appropriate Medications for People with Asthma             <ul style="list-style-type: none"> <li>◆ CMOs should ensure that all pharmacy data received</li> </ul> </li> </ul>
<b>PMV Validation Activities for Next Year</b>	<ul style="list-style-type: none"> <li>• Well-Child Visits in the First 15 Months of Life</li> <li>• Blood Lead Screening</li> <li>• Childhood Immunization</li> <li>• Adults Access to Preventive/Ambulatory Health Services</li> <li>• Use of Appropriate Medications for People with Asthma</li> <li>• Diabetes (Hemoglobin A1c)</li> </ul>

## COMPLIANCE WITH MEDICAID MANAGED CARE FEDERAL REGULATIONS

<b>Medicaid Managed Care Federal Regulations Compliance Activities this Past Year</b>	<ul style="list-style-type: none"> <li>• Access Portion of the Medicaid Managed Care Code of Federal Regulations (CFR)             <ul style="list-style-type: none"> <li>◆ Availability of Services</li> <li>◆ Furnishing of Services</li> <li>◆ Cultural Competence</li> <li>◆ Coordination of Continuity of Care</li> <li>◆ Coverage and Authorization of Services</li> <li>◆ Emergency and Post-Stabilization Services</li> </ul> </li> </ul>
<b>Overall Compliance Findings</b>	<ul style="list-style-type: none"> <li>• For the first year, Georgia performed extremely well</li> <li>• Overall statewide compliance score of <b>95</b> percent             <ul style="list-style-type: none"> <li>◆ Availability of Services – <b>100</b> percent</li> <li>◆ Furnishing of Services – <b>100</b> percent</li> <li>◆ Cultural Competence – <b>99</b> percent</li> <li>◆ Coordination of Continuity of Care – <b>100</b> percent</li> <li>◆ Coverage and Authorization of Services – <b>81</b> percent</li> <li>◆ Emergency and Post-Stabilization Services – <b>97</b> percent</li> </ul> </li> </ul>
<b>Medicaid Managed Care Federal Regulations Compliance Activities for Next Year</b>	<ul style="list-style-type: none"> <li>• Structure and Operations Portion of the Medicaid Managed Care Code of Federal Regulations (CFR)             <ul style="list-style-type: none"> <li>◆ Provider Selection</li> <li>◆ Member Information</li> <li>◆ Confidentiality</li> <li>◆ Enrollment and Disenrollment</li> <li>◆ Grievance System And Sub-Contractual Relationships</li> <li>◆ Delegation of Administrative Responsibilities</li> </ul> </li> </ul>