

Quality Improvement Program

Absolute Total Care is improving the quality of care for our members. We created a Quality Improvement (QI) Program to help you become healthy and stay healthy. The main goal of the program is to make sure you get quality care and services that are safe for your healthcare needs.

Absolute Total Care has a medical director who oversees all the QI Program activities. These activities look at your health in different ways. Activities include preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care and patient safety. All these activities will make sure that you are getting the highest quality of care.

Healthcare Effectiveness Data and Information Set (HEDIS®)

Every year, Absolute Total Care is measured on the progress of our quality goals. The tool used to measure our progress is called the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS® scores let Absolute Total Care know which program activities are needed to help improve the healthcare of our members.

Below are results for selected measures from the last three calendar years and current goals:

Measure	CY 2021	CY 2022	CY 2023	CY 2023 Goal
Childhood Immunization Status (CIS) Combo 10	27.01%	21.41%	18.49%	26.70%
Immunizations for Adolescents (IMA) Combo 2	33.82%	29.93%	29.93%	30.60%
Weight Assessment& Counseling BMI	65.94%	73.48%	76.89%	74.60%
Timeliness of Prenatal Care	85.64%	84.43%	83.45%	81.70%
Breast Cancer Screening	54.62%	52.18%	53.92%	48.00%
Follow up for Children Prescribed ADHD Medication (Continuation; 180 days)	53.78%	59.91%	61.26%	50.90%
Antidepressant Medication Management (Continuation; 180 Days)	35.89%	28.59%	28.41%	40.00%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also uses a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to ask our members how we are doing. Every year, you will have a chance to fill out the survey. You can tell us about your member experience and the services you received. You can also tell us about the availability of your primary care provider (PCP) and how you were treated.

The CAHPS® results are reviewed by Absolute Total Care. The results show us where we need to make improvements. Below are our CAHPS® results from the last three calendar years:

Measure	2022 Child CAHPS	2023 Child CAHPS	2024 Child CAHPS	2022 Adult CAHPS	2023 Adult CAHPS	2024 Adult CAHPS
Getting Needed Care	89.3%	87.2%	90.0%	82.7%	82.5%	83.3%
Getting Care Quickly	92.6%	85.8%	92.4%	85.9%	84.6%	80.0%
Rating of Health Plan	90.8%	89.7%	90.8%	76.8%	78.7%	80.2%
Rating of Personal Doctor	90.3%	93.8%	91.9%	86.8%	83.9%	82.6%
Rating of Health Care	89.6%	96.7%	87.2%	76.9%	73.6%	76.8%
How Well Doctors Communicate	95.7%	95.7%	94.9%	93.9%	93.5%	91.9%
Customer Service	92.9%	87.5%	89.8%	88.7%	90.4%	89.3%

National Committee for Quality Assurance (NCQA) Accreditation

Absolute Total Care continues to look for ways to help you stay healthy.

We are proud to be accredited by the National Committee for Quality Assurance (NCQA) for meeting or exceeding performance standards based on measures such as quality and member satisfaction. In addition, Absolute Total Care maintains NCQA's Health Equity Accreditation for meeting or exceeding standards that address inequities to improve healthcare access and outcomes for all members.

Our primary goal is to improve our members' health and services through different programs.

If you have questions or would like to know more about our programs, call Member Services at 1-866-433-6041 (TTY: 711) and ask to speak to the Quality Improvement Department.