100 Center Point Circle
Columbia, SC 29210

Quality Improvement Program

Allwell from Absolute Total Care strives to improve the health of all enrolled members by focusing on helping them to be healthy and stay healthy. Allwell from Absolute Total Care has created a Quality Improvement (QI) Program to support this goal. The goal of the program is to ensure our members receive high quality care and services that are effective, safe and responsive to their healthcare needs, while understanding their cultural and linguistic needs and preferences. The program extends to all internal departments and measures numerous aspects of the care and services offered through Allwell from Absolute Total Care.

Allwell from Absolute Total Care's Board of Directors provides the QI Committee the authority to oversee the QI Program. The QI Committee is led by our medical director, who provides direction and has lead responsibility for health plan-wide QI Program activities. The QI Program utilizes a systematic approach to quality using reliable and valid methods of monitoring, analyzing, evaluating and improving the delivery of healthcare to all members. This systematic approach provides a continuous cycle for assessing the quality of care and service among initiatives, including preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care, and patient safety.

Healthcare Effectiveness Data and Information Set (HEDIS®)
One way Allwell from Absolute Total Care measures progress towards meeting our goals each year, and determines areas in need of improvement, is by using the Healthcare Effectiveness Data and Information Set, or HEDIS. HEDIS is a measurement tool used by health plans across the nation to evaluate performance in clinical quality and services provided by the health plan. Annual HEDIS scores are an indicator for Allwell from Absolute Total Care to evaluate progress towards QI Program goals, and where opportunities exist to improve overall services and healthcare for our members. Allwell from Absolute Total Care continuously looks for ways to increase the effectiveness of interventions and identify new initiatives for improvement.

Below are results for selected measures from calendar year 2018 (baseline) and CY 2019 for Allwell from Absolute Total Care:

Measure	CY 2018	CY 2019
Diabetes HgbA1C testing	94.66%	94.16%
Diabetes HgbA1c Adequate Control (<8%)	57.30%	44.53%
Diabetes Eye Exam	55.90%	61.31%
Diabetes Medical Attention to Nephropathy	94.94%	94.89%
Controlling High Blood Pressure (BP <140/90)	52.80%	48.18%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
Allwell from Absolute Total Care utilizes a survey called the Consumer Assessment of Healthcare Providers and Systems, or CAHPS to assess member satisfaction. The CAHPS survey is a standard tool for measuring and reporting on member experience with their health plan and services received. CAHPS is a national tool used by health plans; questions include such items as ability to get an appointment with their primary care physician or specialist, and respectful treatment by the providers. The CAHPS results are reviewed by Allwell from Absolute Total Care and the QI Committee and action plans are implemented to improve any deficiencies.

Below are the 2019 (baseline) results for Allwell from Absolute Total Care plans*:

Measure	2019 Medicare CAHPS
Getting Needed Care	58.1%
Getting Care Quickly	51.5%
Rating of Health Plan	61.6%
Rating of Personal Doctor	75.2%
Rating of Health Care Quality	52.7%
How Well Doctors Communicate	77.6%
Customer Service	74.5%

*Due to the COVID-19 pandemic, the Centers for Medicare & Medicaid Services (CMS) released guidance to suspend the CY 2020 CAHPS survey and removed the requirement to submit CAHPS survey data.

Clinical Practice Guidelines (CPGs)
Allwell from Absolute Total Care adopts evidence-based CPGs to assist practitioners and members with making decisions regarding appropriate healthcare for specific clinical circumstances. These guidelines include clinical, preventive, and behavioral practice guidelines. All guidelines are available to providers on the Allwell from Absolute Total Care website and by request. Annually, Allwell from Absolute Total Care monitors practitioners' adherence to various practice guidelines as approved by the QI Committee. Results are published on Allwell from Absolute Total Care's website.

Below are the results for the DSNP audited CPGs based on CY 2019 data:

Measure	CY 2019	CY 2019 Goal
Controlling High Blood Pressure (BP<140/90)	45.60%	66.91%
Diabetes Eye Exam	66.99%	64.72%
Diabetes Medical Attention to Nephropathy	97.09%	91.85%
Diabetes HgbA1C Testing	91.26%	90.51%
Diabetes HgbA1C Adequate Control (<8%)	21.36%	55.96%

In summary, Allwell from Absolute Total Care's primary QI goal is to improve members' health status through a variety of meaningful QI initiatives implemented across all care settings and aimed at improving quality of care and services delivered. The objectives to support this goal are:

- To improve member health outcomes through continuous QI efforts
- To seek input from and work with members, providers and community resources to ensure quality of care
- To share periodic QI information to participating providers in order to support their efforts to provide high quality healthcare
- To ensure adequate resources with the expertise required to support and effectively carry out all functions of the QI Program are employed
- To facilitate provider adoption of evidence based Preventive Health and Clinical Practice Guidelines

The QI Program and annual evaluation are presented to the QI Committee and Allwell from Absolute Total Care Board of Directors for review and approval.

If you have questions or would like more information about Allwell from Absolute Total Care's QI Program, call Provider Services at 1-855-766-1497 and ask for the Quality Improvement Department.