

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 receive quality care and services that are safe for your healthcare needs.

Absolute Total Care has a medical director who oversees all of the QI Program activities. These activities will 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 of these activities will make sure that you are receiving 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, or HEDIS. HEDIS scores let Absolute Total Care know which program activities are needed to help improve the healthcare of our members.

Below are our HEDIS scores from the last three calendar years and current goals:

Measure	CY 2017	CY 2018	CY 2019	CY 2019 Goal
Well Child 15 months	68.37%	68.37%	72.51%	71.95%
Weight Assessment & Counseling BMI	79.56%	84.18%	87.59%	87.10%
Timeliness of Prenatal Care	90.51%	91.48%	93.67%	87.59%
Breast Cancer Screening	62.88%	64.09%	61.67%	61.47%
Follow up for Children Prescribed ADHD Medication (Initiation; 30 days)	52.16%	53.06%	44.08%	49.27%
Antidepressant Medication Management (Continuation; 180 Days)	22.92%	25.10%	23.13%	37.58%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also uses a survey called the Consumer Assessment of Healthcare Providers and Systems, or 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	2018	2019	2020	2018	2019	2020
	Child CAHPS	Child CAHPS	Child CAHPS	Adult CAHPS	Adult CAHPS	Adult CAHPS
Getting Needed Care	88.04%	86.27%	88.6%	83.50%	85.95%	81.2%
Getting Care Quickly	94.77%	93.88%	94.2%	83.20%	84.22%	88.6%
Rating of Health Plan	89.09%	89.40%	73.9%	78.95%	79.31%	76.5%
Rating of Personal Doctor	92.43%	92.62%	90.3%	85.34%	84.02%	86.2%
Rating of Health Care	87.80%	91.29%	87.9%	76.12%	68.57%	61.5%
How Well Doctors Communicate	96.16%	97.01%	95.9%	93.59%	93.10%	93.7%
Customer Service	92.04%	91.52%	88.9%	85.75%	92.57%	88.8%

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 NCQA for meeting or exceeding performance standards based on measures such as quality and member satisfaction.

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.