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## Quality Improvement Program

Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan) strives to improve the health of all enrolled members by focusing on helping them to be healthy and stay healthy. Wellcare Prime 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 Wellcare Prime.

Wellcare Prime’s Board of Directors provides the Quality Improvement Committee (QIC) the authority to oversee the QI Program. The QIC is led by our Chief 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 that Wellcare Prime 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 Wellcare Prime to evaluate progress toward QI Program goals and identify where opportunities exist to improve overall services and healthcare for our members. Wellcare Prime continuously looks for ways to increase the effectiveness of interventions and identify new initiatives for improvement.

Below are results for selected measures from the last three calendar years for the Medicare-Medicaid Plan (MMP):

Measure	CY 2019	CY 2020	CY 2021
Diabetes HgbA1C testing	94.16%	92.7%	92.70%
Diabetes HgbA1c Adequate Control (<8%)	45.26%	60.1%	63.75%
Diabetes Eye Exam	58.88%	58.64%	52.80%
Diabetes Medical Attention to Nephropathy	94.65%	94.16%	90.75%
Controlling High Blood Pressure <140/90	44.53%	53.77%	56.69%

**Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**

Wellcare Prime utilizes a survey called the Consumer Assessment of Healthcare Providers and Systems (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, and questions include items such as ability to get an appointment with their primary care provider or specialist, and respectful treatment by the providers. The CAHPS results are reviewed by Wellcare Prime and the QIC, and action plans are implemented to improve any deficiencies.

Below are results for selected measures from the last three calendar years for the MMP:

Measure	2020 MMP CAHPS	2021 MMP CAHPS	2022 MMP CAHPS
Getting Needed Care	87.8%	83.8%	82.3%
Getting Care Quickly	79.8%	80.2%	74.9%
Rating of Health Plan	75.6%	77.2%	87.6%
Rating of Personal Doctor	79.4%	80.3%	91.3%
Rating of Health Care Quality	66%	64.1%	83.8%
How Well Doctors Communicate	92.4%	91.8%	92.4%
Customer Service	92.7%	93.1%	88.8%

**Clinical Practice Guidelines (CPGs)**

Wellcare Prime adopts evidence-based clinical practice guidelines (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 Wellcare Prime website and by request. Wellcare Prime monitors HEDIS data for certain measures to determine practitioner’s adherence to the practice guidelines related to these measures. Results based on HEDIS data are published on the Wellcare Prime website.

Below are the results for the audited CPGs based on HEDIS data:

Measure	CY 2020	CY 2021
Controlling High Blood Pressure (BP <140/90)	53.77%	56.69%
Diabetes Eye Exam	58.64%	52.80%
Diabetes Medical Attention to Nephropathy	94.16%	90.75%
Diabetes HgbA1C testing	92.7%	92.70%
Diabetes HgbA1c Adequate Control (<8%)	60.1%	63.75%

In summary, Wellcare Prime’s primary quality improvement goal is to improve our members’ health status through a variety of meaningful quality improvement 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 quality improvement efforts
- To seek input from and work with members, providers, and community resources to ensure quality of care
- To share periodic quality improvement information to participating providers 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
- To facilitate provider adoption of evidence based Preventive and Clinical Practice Guidelines

The QI Program and annual evaluation are presented to the QIC and Wellcare Prime’s Board of Directors for review and approval.

If you have questions or would like more information about Wellcare Prime’s QI Program, call 1-855-735-4398 and ask for the Quality Improvement Department.