

# Quality of Clinical Care: Medicaid HEDIS® Measurement Year (MY) 2021 Results

Neighborhood Health Plan of Rhode Island Department of Quality Improvement



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#### The Healthcare Effectiveness Data and Information Set (HEDIS®)1

#### Overview

HEDIS stands for <u>H</u>ealthcare <u>E</u>ffectiveness <u>D</u>ata and <u>I</u>nformation <u>S</u>et. It is the most widely used set of standardized quality of care performance measures in the managed care industry. HEDIS development and maintenance is sponsored and supported by the National Committee for Quality Assurance (NCQA). NCQA expects health plans to use annual HEDIS results in the development of their quality work plans and in the development of continuous improvement processes.

#### Methodology

Each HEDIS measure is collected using one of three methodologies: administrative, hybrid or survey. The administrative method uses data from medical claims and other administrative sources to identify the measure denominator and numerator. In this case, the denominator will include all members who meet the eligibility criteria. The hybrid method uses both administrative and medical record data to identify the denominator and numerator. The hybrid denominator consists of a systematic sample of members drawn from the eligible population. The numerator is determined using both administrative data and data from medical record review. In the third method, measures are collected through the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)<sup>2</sup> survey of a sample of members. All measurement processes must pass an external audit by an NCQA-certified HEDIS auditor to be accepted as official by NCQA. The HEDIS Measurement Year (MY) 2021 rates in this report represent services through Calendar Year (CY) 2021. Neighborhood calculates and reports its HEDIS measures with assistance from an NCQA-certified software vendor, Inovalon.

> <sup>1</sup>HEDIS<sup>®</sup> and Quality Compass<sup>®</sup> are registered trademarks of the National Committee for Quality Assurance (NCQA). <sup>2</sup>CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



#### HEDIS® 2021: Compliance Audit<sup>TM</sup>



As data collection methods vary among health plans, an audit of HEDIS results by an independent agency ensures that HEDIS specifications have been met and adds a higher level of integrity to the HEDIS data. Neighborhood's HEDIS MY 2021 results underwent a rigorous audit by Attest Health Care Advisors, LLC, who are certified by NCQA. Attest assesses the information systems used in the preparation of HEDIS measures and evaluates the data reporting and specific computer programs used to prepare Neighborhood's HEDIS scores.

Attest's audit followed the NCQA HEDIS Compliance standards and policies. Their findings were that Neighborhood had prepared our HEDIS measures in conformance to the HEDIS Technical Specifications and can report these measures to NCQA for consideration during the Health Plan Accreditation and Health Plan Rating processes.

The HEDIS measures in this report were deemed reportable according to the NCQA HEDIS Compliance Audit Standards™.



### Quality Compass Benchmarks and Measure Rating Score

#### Quality Compass® Benchmarks

Quality Compass (QC) is NCQA's comprehensive national database of health plans' HEDIS and CAHPS results. It is designed to provide benefit managers, health plans, consultants, the media, and others with easy access to comprehensive information about health plan quality and performance. For each HEDIS measure, Quality Compass presents percentile benchmarks among comparable plans, e.g., 5th, 10th, 25th, 33rd, 50th, 66th, 75th, 90th and 95th. The 2022 Medicaid Quality Compass for CY 2021 was used in this report.

#### **Measure Rating Score**

NCQA's Medicaid Health Insurance Plan Ratings 2021–2022 are based on combined HEDIS®, CAHPS® and NCQA Accreditation Standards and Guidelines scores.

<sup>1</sup>HEDIS® and Quality Compass® are registered trademarks of the National Committee for Quality Assurance (NCQA).



#### Neighborhood's Health Plan Rating 2021-2022



### Neighborhood is the <u>highest rated</u> Medicaid health plan in Rhode Island in NCQA's Health Plan Ratings 2022

Neighborhood's Overall Rating: 4.5 out of 5



#### **HEDIS Measurement Year 2021 Results**

This report includes HEDIS clinical performance measures organized in the following composites:

- Prevention and Screening Measures
- Treatment and Utilization Measures
- Behavioral Health Measures

The measures listed within the three composites are reported to NCQA annually. Performance is monitored by Quality Improvement Work Groups and targeted interventions are designed and implemented to sustain or improve performance.

Note: Medicare-Medicaid dual eligible members are included in all Medicaid HEDIS rates, per NCQA requirements.



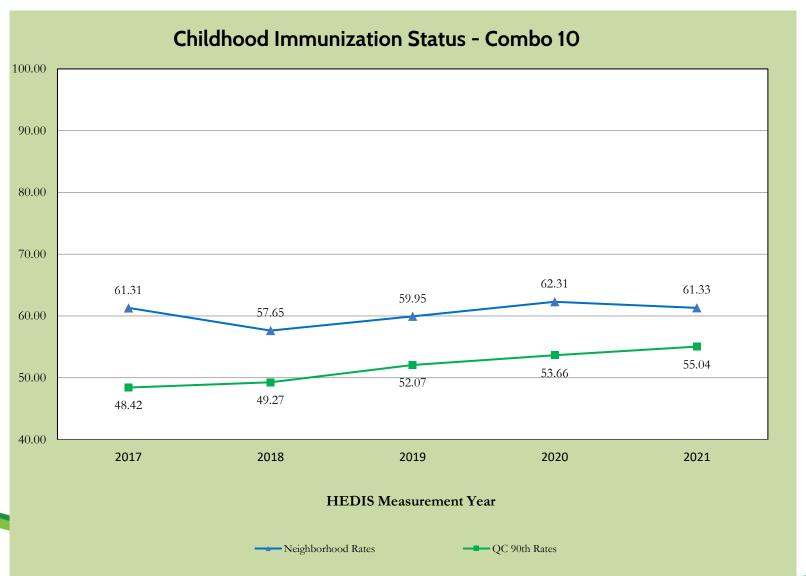
# **Prevention and Screening Measures**

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Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score	
(CIS) Childhood Immunizations Status (Combo 10)	The percentage of children 2 years of age who, by their second birthday, received all vaccinations in the combination 10 vaccination set.	61.33	95th	5	
(IMA) Immunizations for Adolescents Before 13 <sup>th</sup> Birthday (Combo 2)	The percentage of adolescents who turned 13 years of age during 20219 who received the following vaccines on or before their 13th birthday: Combination-2: At least one Meningococcal Conjugate vaccine with a date of service on or between the member's 11th and 13th birthdays, at least one Tetanus, Diphtheria toxoids and Acellular Pertussis (Tdap) vaccine with a date of service on or between the member's 10th and 13th birthdays, and at least two Human Papillomavirus (HPV) vaccines with different dates of service on or between the member's 9th and 13th birthdays, with at least 146 days between the first and second dose of the HPV vaccine, OR at least three HPV vaccines with different dates of service on or between the member's 9th and 13th birthdays.	45.08	75th	4	
(WCC) Weight Assessment and Counseling for Nutrition and Physical Activity for Children & Adolescent - BMI Percentile	The percentage of members 3–17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year.  *BMI percentile documentation.	88.85	90th	5	
(PPC) Prenatal and Post Postpartum Care - Timeliness of Prenatal Care	The percentage of women had a live birth during November 6, 2018 - November 5, 2019, who received a prenatal visit in the first trimester of pregnancy (or within 42 days of enrollment into the plan)	92.25	90th	5	
(PPC) Prenatal and Post Postpartum Care - Postpartum Care	The percentage of women giving birth who had a postpartum visit on or between 7 and 84 days after delivery in 2019.	87.79	95th	5	
(BCS) Breast Cancer Screening	Percent of women ages 50-74 years of age who had a mammogram to screen for breast cancer during 2019 or the two years prior	62.79	90th	5	

# **Prevention and Screening Measures Continued**

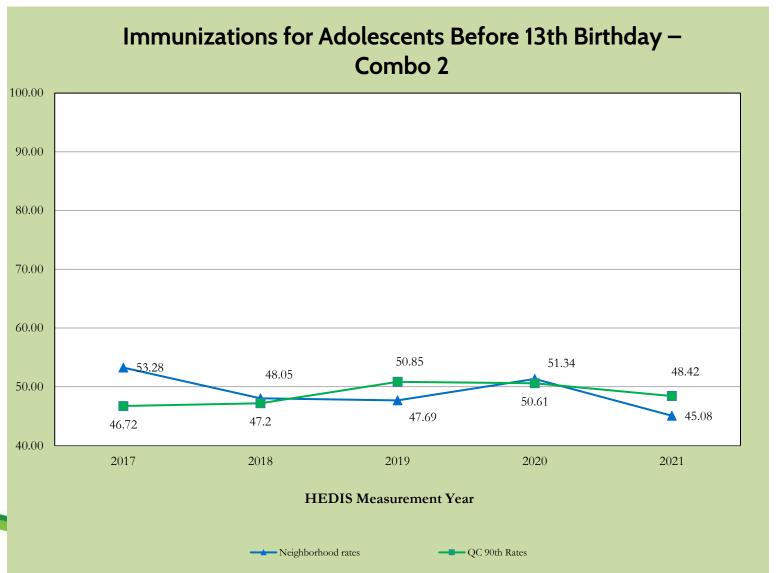
Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(CCS) Cervical Cancer Screening	Percent of women ages 21-64 years who were screened for cervical cancer using either of the following criteria:  *Women ages 21–64 years who had cervical cytology testing performed within the past 3 years  *Women ages 30–64 years who had cervical cytology/human papillomavirus (HPV) co-testing performed within the past 5 years	71.95	95th	5
(CHL) Chlamydia Screening	Percent of women ages 16-24 years who were identified as sexually active and who had at least one test for Chlamydia during 2019	65.23	75th	4
Flu Shots	Percentage of patients 18 and older seen for a visit between October 1 and March 31 who received an influenza immunization or who reported previous receipt of an influenza immunization  Note: This is a CAHPS measure	48.60	75th	4
(LCS) Lead Screening	Percent of children who turned 2 years old during 2019 and who had one or more capillary or venous lead blood tests for lead poisoning prior to their second birthday.	76.80	75th	+
(WCV) Child and Adolescents Well-Care Visits	The percentage of members <u>3–11</u> years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	68.48	75th	-
	The percentage of members <u>12–17</u> years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	63.12	75th	-
	The percentage of members <u>18–21</u> years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	39.00	75th	-
	The total percentage of members <u>3–21</u> years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.	61.26	75th	-

#### Childhood Immunization Status - Combo 10



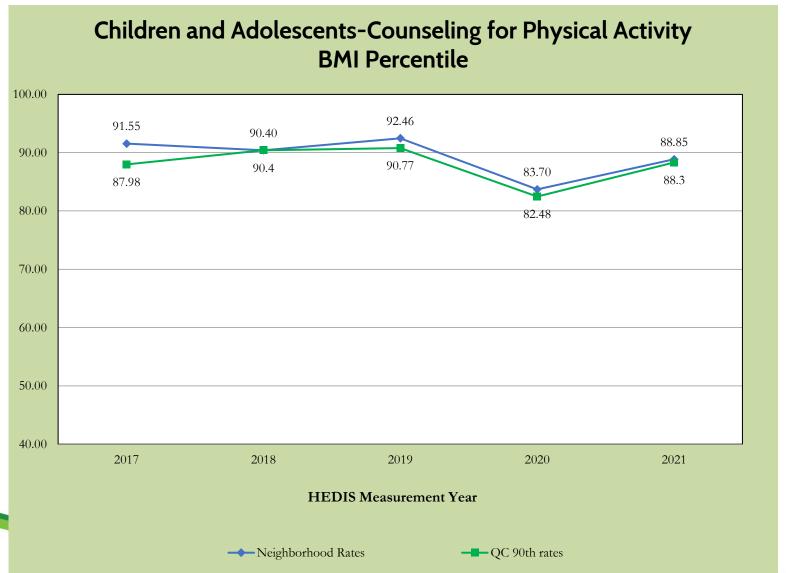


#### Immunizations for Adolescents Before 13th Birthday – Combo 2



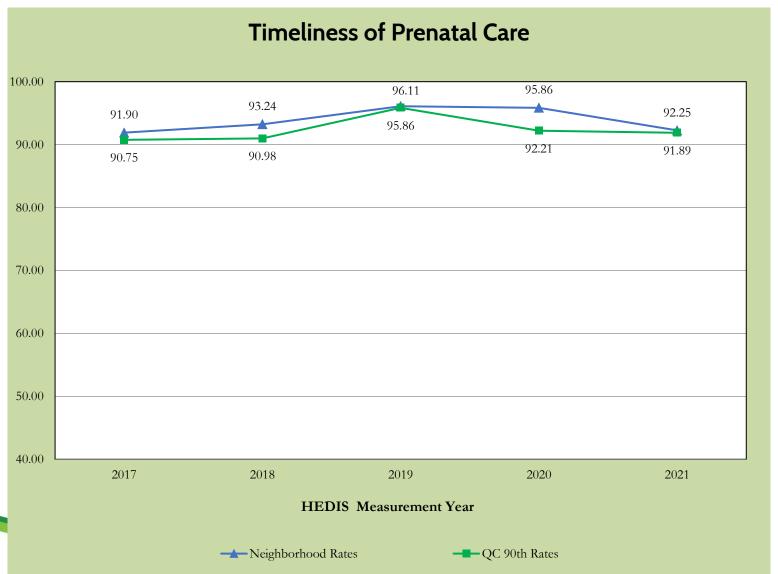


### Children and Adolescents-Counseling for Physical Activity BMI Percentile



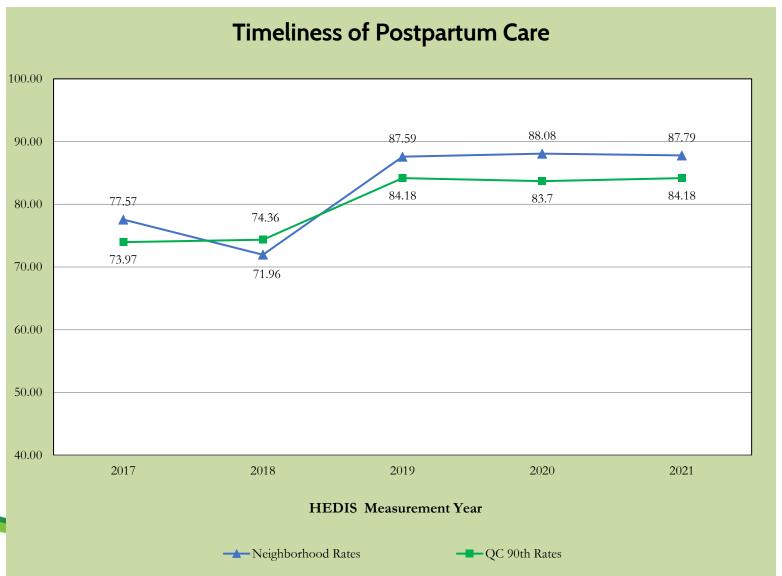


#### Prenatal and Post Partum Care - Timeliness of Prenatal Care



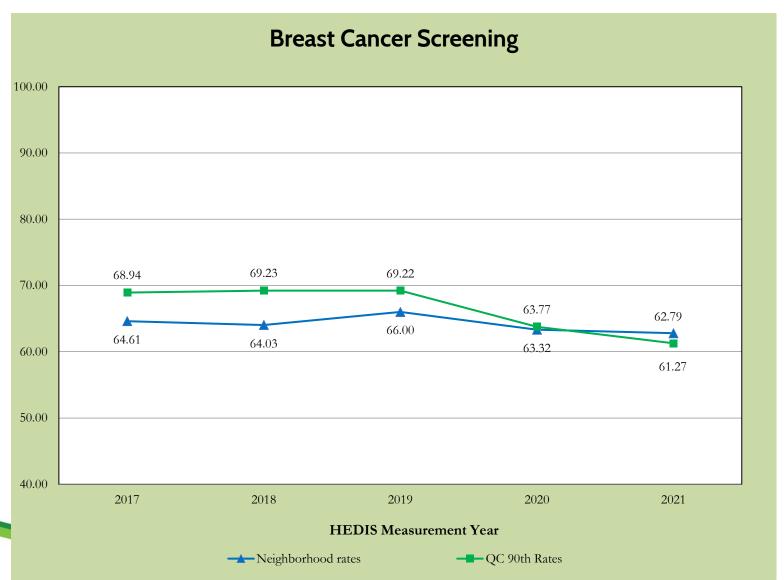


#### Prenatal and Post Partum Care - Timeliness of Prenatal Care



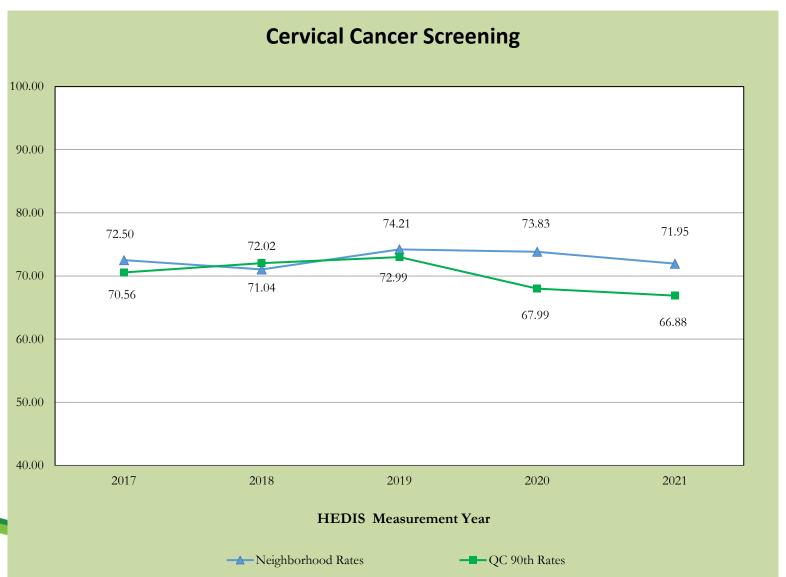


#### **Breast Cancer Screening**



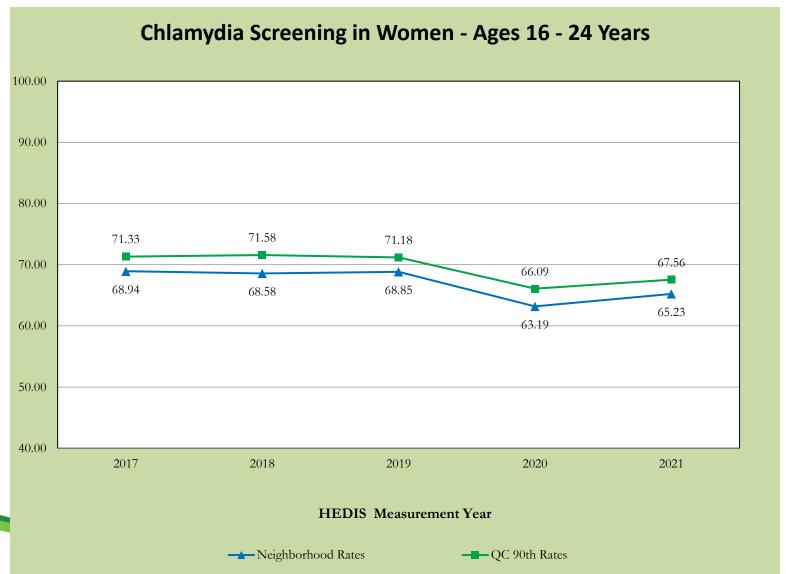


### **Cervical Cancer Screening**



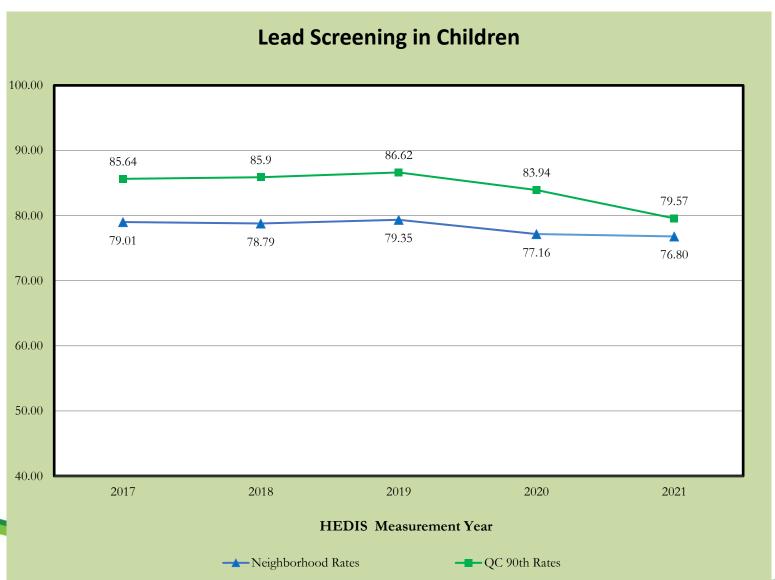


### Chlamydia Screening in Women – Ages 16-24 Years



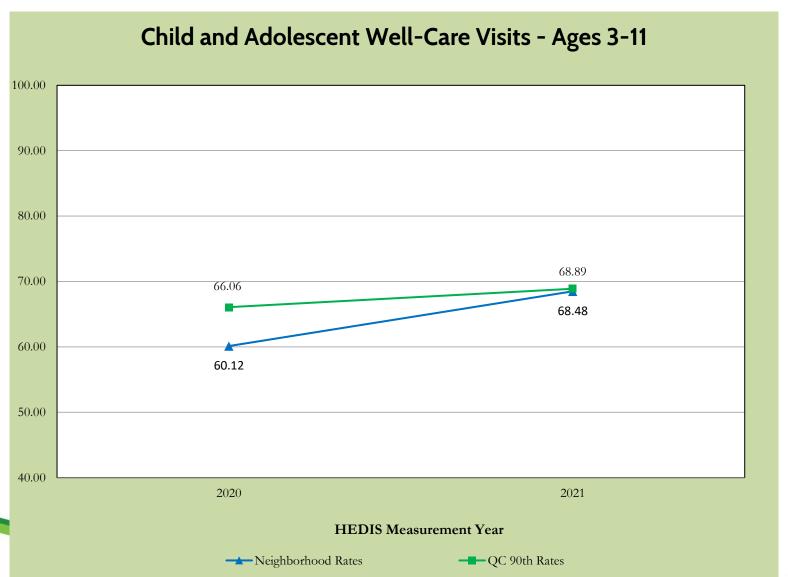


#### **Lead Screening in Children**



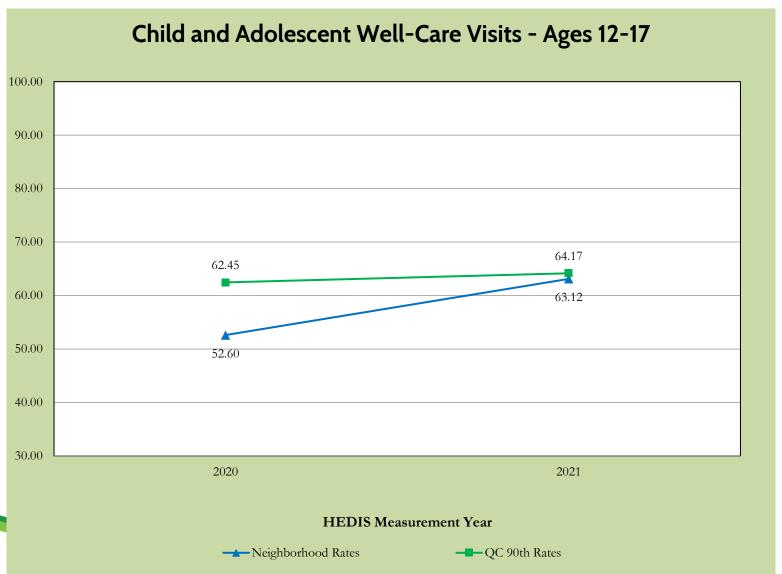


#### Child and Adolescents Well-Care Visits – Ages 3-11



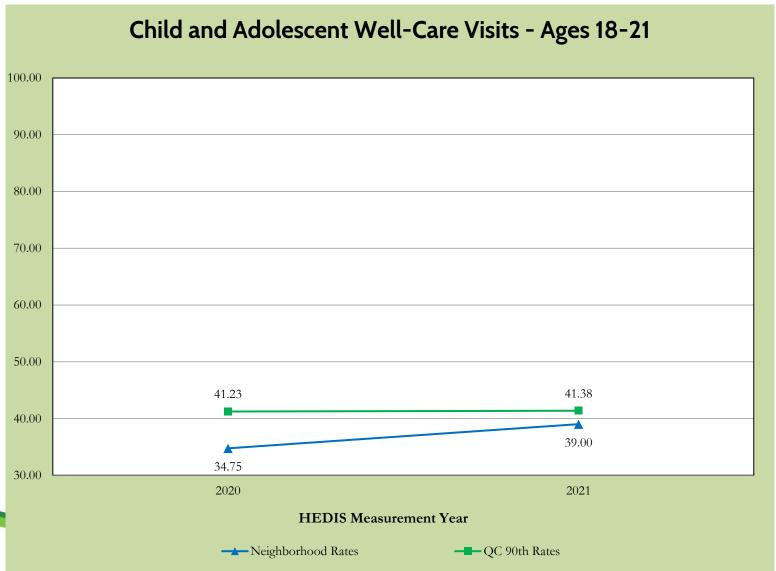


#### Child and Adolescents Well-Care Visits – Ages 12-17



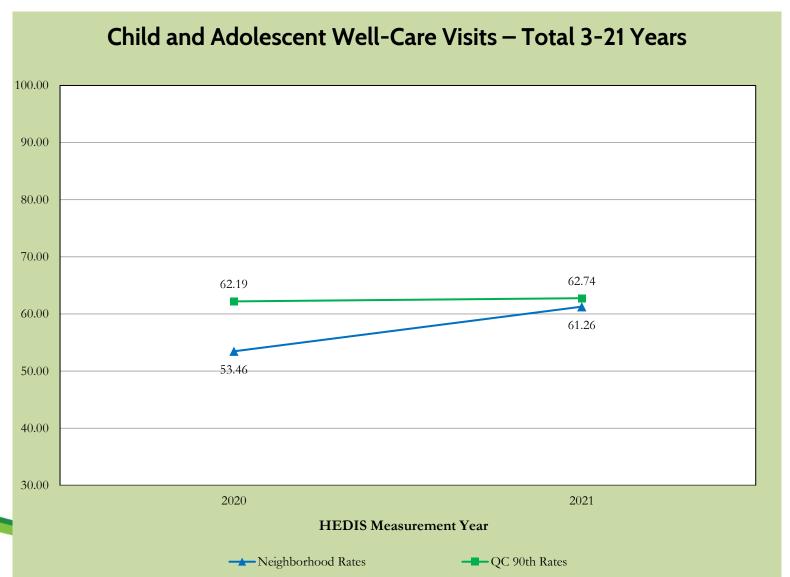


#### Child and Adolescents Well-Care Visits – Ages 18-21





#### Child and Adolescents Well-Care Visits – Total 3-21 Years





#### **Treatment and Utilization**

Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(AMR) Asthma Medication Ratio (5-64 Years of Age:)	Total percentage of members (5-64) with persistent asthma containing a ratio of controller medication to total asthma medication that was equal or greater than 0.50 during the measurement year	63.01	33rd	3
(CDC) Comprehensive Diabetes Care - Eye Exam	The percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:  *Eye exam (retinal) performed  Note: A negative retinal test from the prior year counts toward numerator compliance.	68.54	95th	5
(CDC) Comprehensive Diabetes Care - Blood Pressure Control <140/90	The percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:  *BP control (<140/90 mm Hg)	73.41	90th	5
(CDC) Comprehensive Diabetes Care - HbA1C Control (<8.0%)	The percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had each of the following:  *HbA1c control (<8.0%)	58.29	75th	4
(SPD) Statin Therapy for Patients with Diabetes - Received Statin Therapy	The percentage of members 40–75 years of age during the measurement year with diabetes who do not have clinical atherosclerotic cardiovascular disease (ASCVD) who met the following criteria:  *Received Statin Therapy. Members who were dispensed at least one statin medication of any intensity during the measurement year.	74.00	90th	5
(SPD) Statin Therapy for Patients with Diabetes - Statin Adherence 80%	The percentage of members 40–75 years of age during the measurement year with diabetes who do not have clinical atherosclerotic cardiovascular disease (ASCVD) who met the following criteria. *Statin Adherence 80%. Members who remained on a statin medication of any intensity for at least 80% of the treatment period.	67.73	50th	3
(CBP) Controlling High Blood Pressure	The percentage of members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose BP was adequately controlled (<140/90 mm Hg) during the measurement year.	71.78	95th	5



#### **Treatment and Utilization Continued**

Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(SPC) Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy	The percentage of males 21–75 years of age and females 40–75 years of age during the measurement year, who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) and met the following criteria:  *Received Statin Therapy. Members who were dispensed at least one high-intensity or moderate-intensity statin medication during the measurement year.	83.05	66th	4
(SPC) Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80%	The percentage of males 21–75 years of age and females 40–75 years of age during the measurement year, who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD) and met the following criteria:  *Statin Adherence 80%. Members who remained on a high-intensity or moderate-intensity statin medication for at least 80% of the treatment period.	77.12	75th	4
(MSC) Medical Assistance with Smoking & Tobacco Use Cessation - Advising Smokers and Tobacco Users To Quit	A rolling average represents the percentage of members 18 years of age and older who are current smokers or tobacco users and who received advice to quit during the measurement year.	75.68	66th	-
(MSC) Medical Assistance with Smoking & Tobacco Use Cessation - Discuss Tobacco Cessation Medications	A rolling average represents the percentage of members 18 years of age and older who are current smokers or tobacco users and who discussed or were recommended cessation medications during the measurement year.	62.78	95th	-
(MSC) Medical Assistance with Smoking & Tobacco Use Cessation - Discuss Tobacco Strategies	A rolling average represents the percentage of members 18 years of age and older who are current smokers or tobacco users and who discussed or were provided cessation methods or strategies during the measurement year.	57.92	95th	-
(URI) Appropriate Treatment for Upper Respiratory Infection	The percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in an antibiotic dispensing event.	94.48	75th	4
(AAB) Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	The percentage of episodes for members ages 3 months and older with a diagnosis of acute bronchitis/bronchiolitis that did not result in an antibiotic dispensing event.	52.54	33rd	3

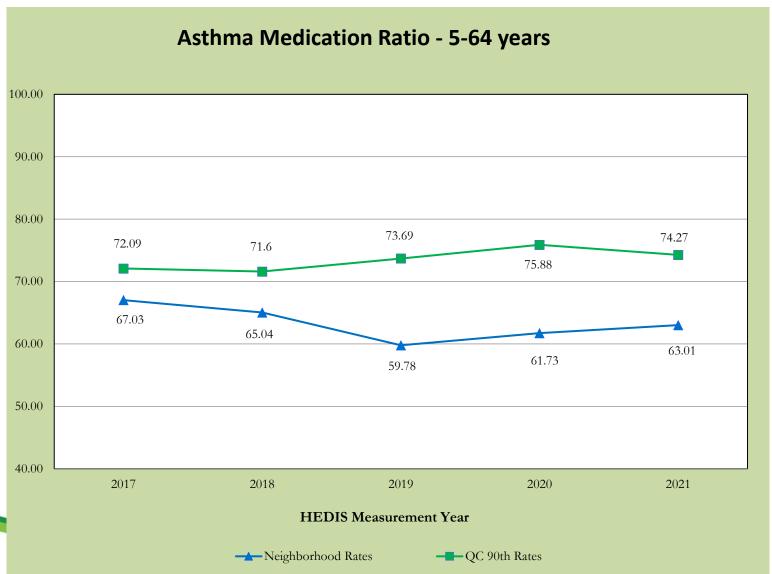


#### **Treatment and Utilization Continued**

Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(CWP) Appropriate Testing for Pharyngitis	The percentage of episodes for members 3 years and older where the member was diagnosed with pharyngitis, dispensed an antibiotic and received a group A streptococcus (strep) test for the episode.	66.59	33rd	3
(PCE) Pharmacotherapy Management of COPD Exacerbation - Bronchodilator	The percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1–November 30 of the measurement year and who were dispensed appropriate medications. The following is reported:  *Dispensed a bronchodilator (or there was evidence of an active prescription) within 30 days of the event.	91.60	90th	5
(PCE) Pharmacotherapy Management of COPD Exacerbation – Corticosteroid	The percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1–November 30 of the measurement year and who were dispensed appropriate medications. The following is reported:  *Dispensed a systemic corticosteroid (or there was evidence of an active prescription) within 14 days of the event.	77.10	75th	4
(LBP) Use of Imaging Studies for Low Back Pain	The percentage of members with a primary diagnosis of low back pain who did not have an imaging study (X-ray, MRI, CT scan) within 28 days of the diagnosis.	76.96	66th	4

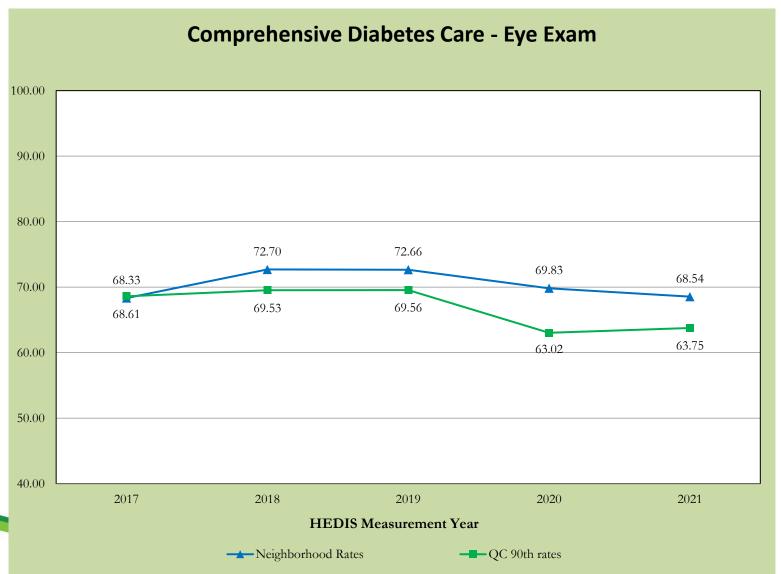


#### Asthma Medication Ratio – 5-64 Years



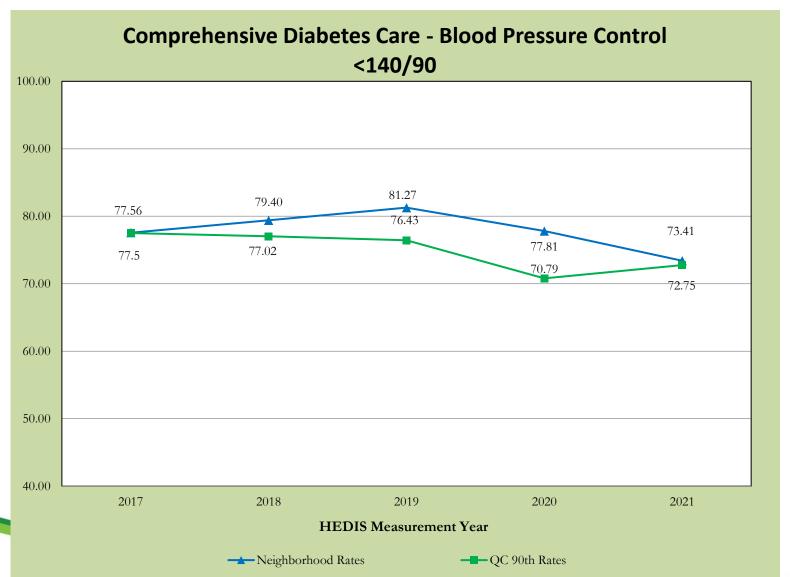


# Comprehensive Diabetes Care – Eye Exam



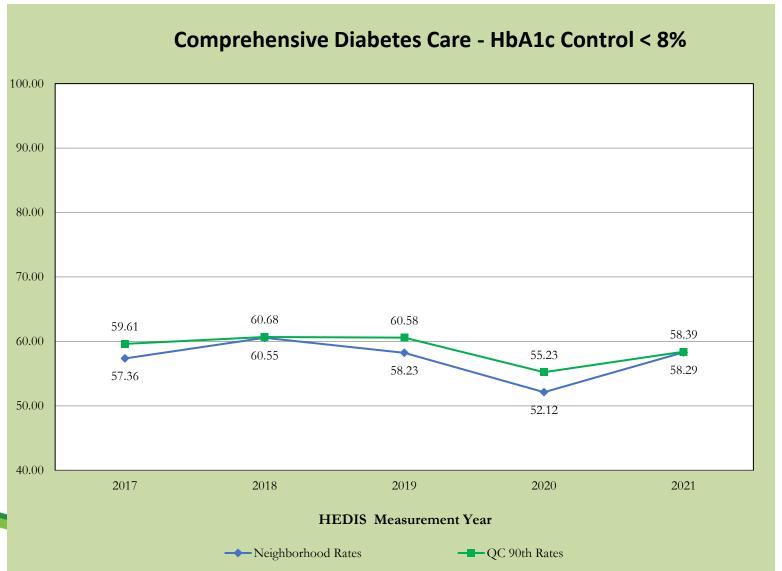


# Comprehensive Diabetes Care - Blood Pressure Control <140/90



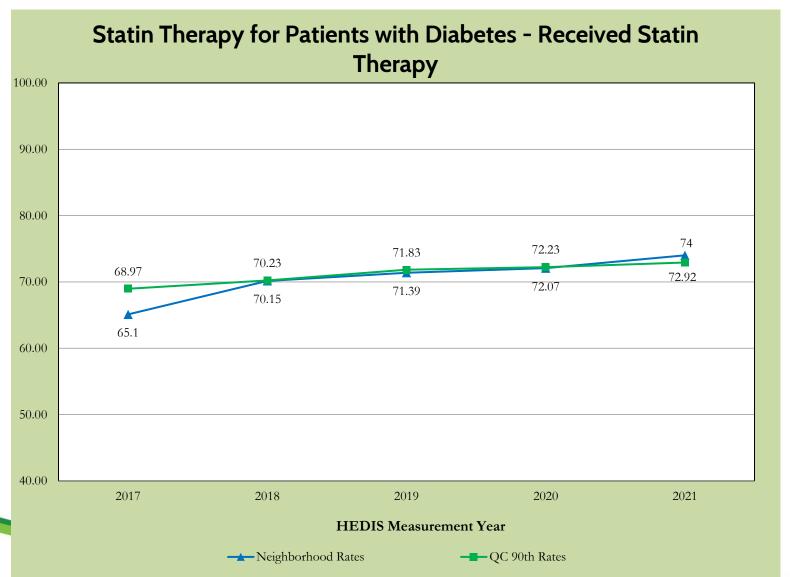


#### Comprehensive Diabetes Care – HbA1c Control < 8%



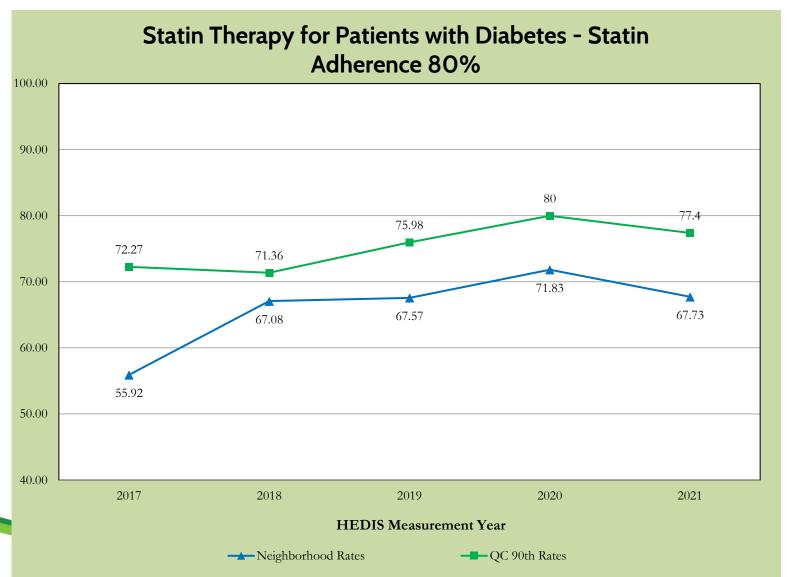


#### Statin Therapy for Patients with Diabetes - Received Statin Therapy



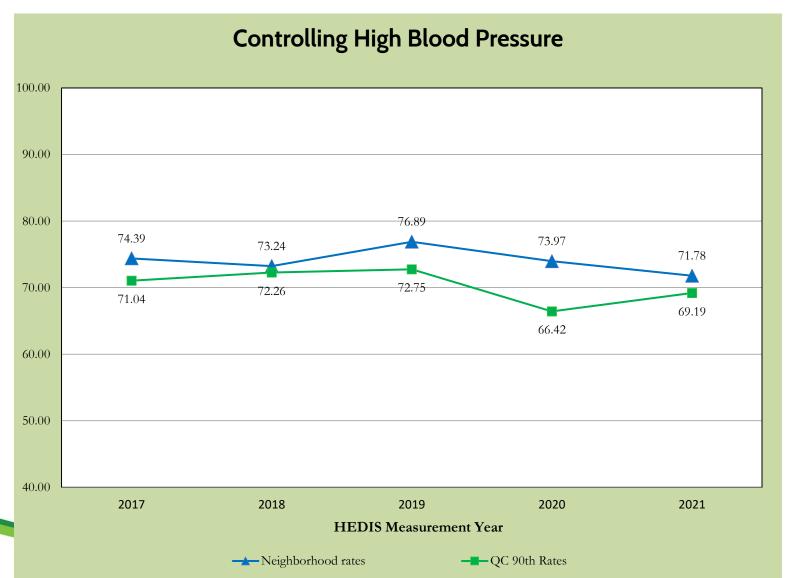


#### Statin Therapy for Patients with Diabetes – Statin Adherence 80%



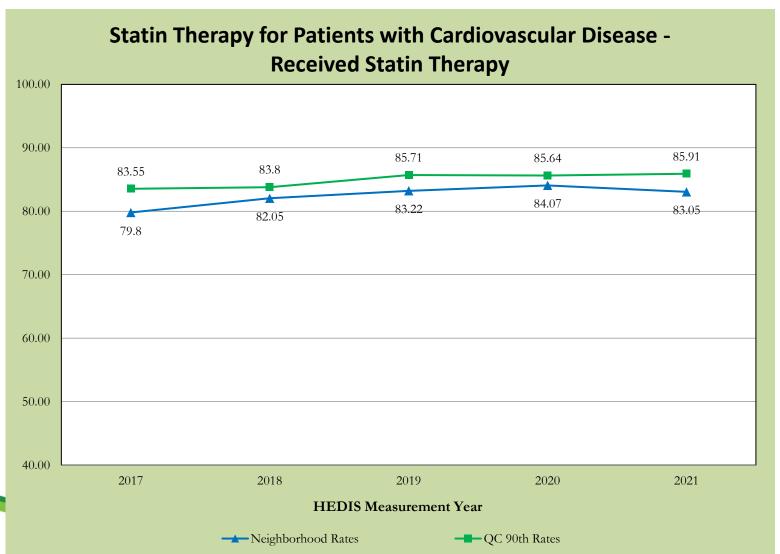


# **Controlling High Blood Pressure**



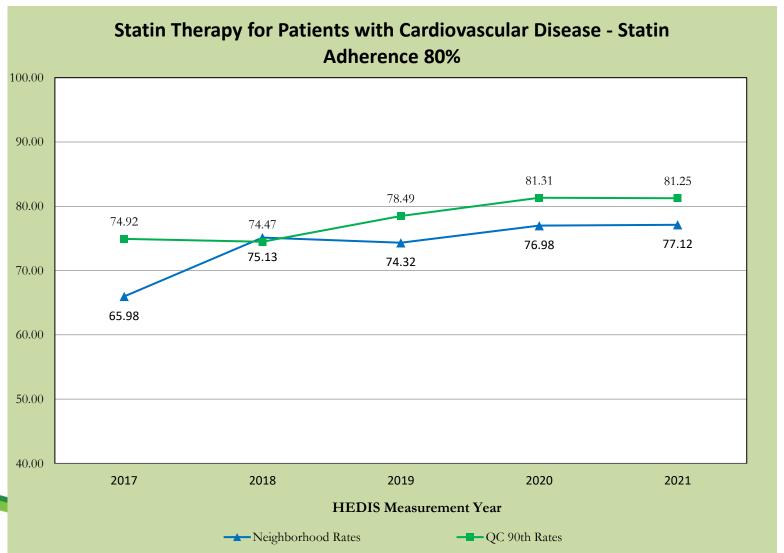


# Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy



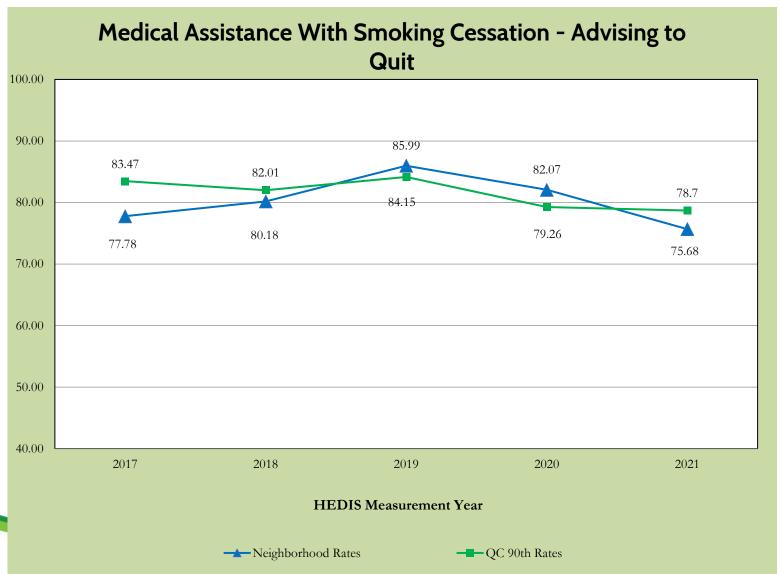


# Statin Therapy for Patients with Cardiovascular Disease – Statin Adherence 80%



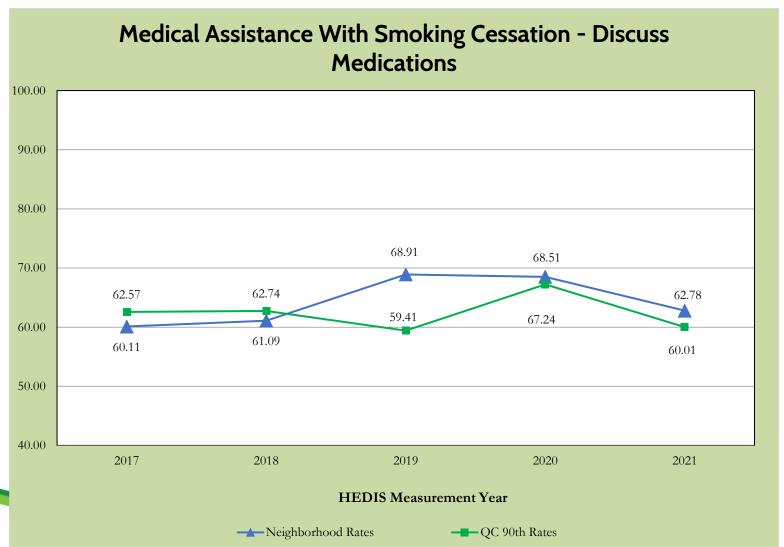


#### **Medical Assistance With Smoking Cessation - Advising to Quit**



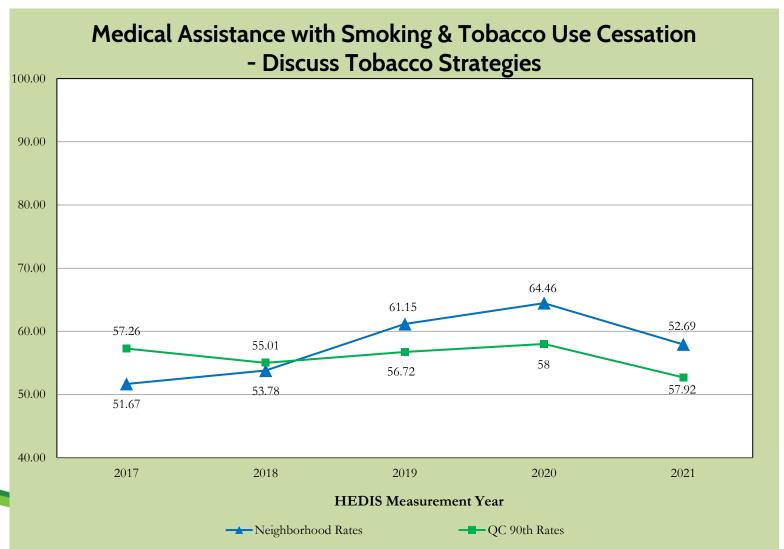


## Medical Assistance with Smoking & Tobacco Use Cessation - Discuss Tobacco Cessation Medications



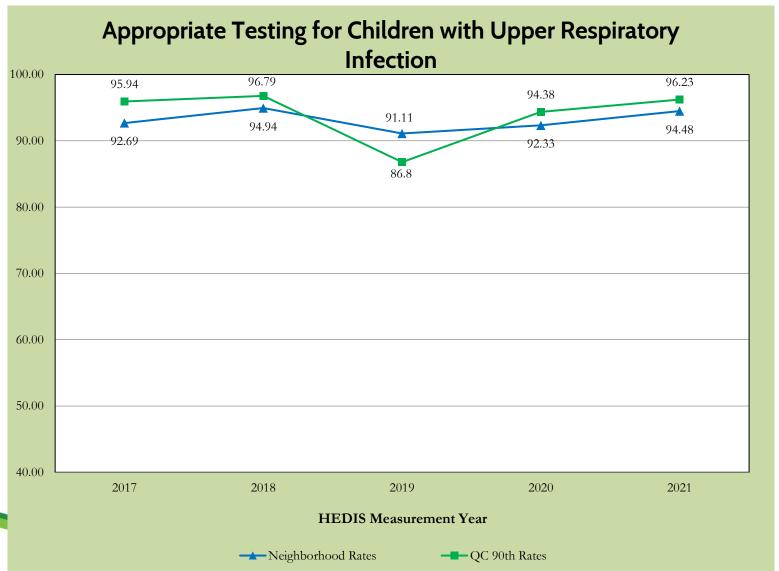


# Medical Assistance with Smoking & Tobacco Use Cessation - Discuss Tobacco Strategies



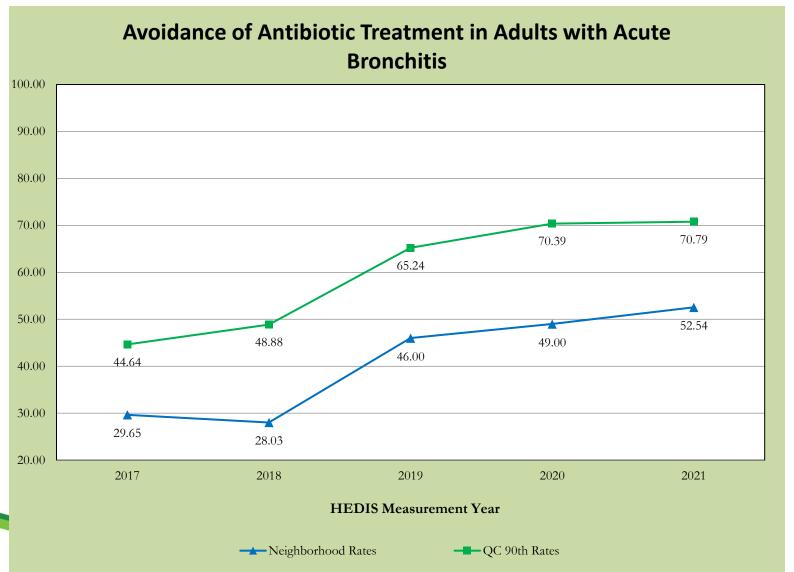


#### Appropriate Testing for Children with Upper Respiratory Infection



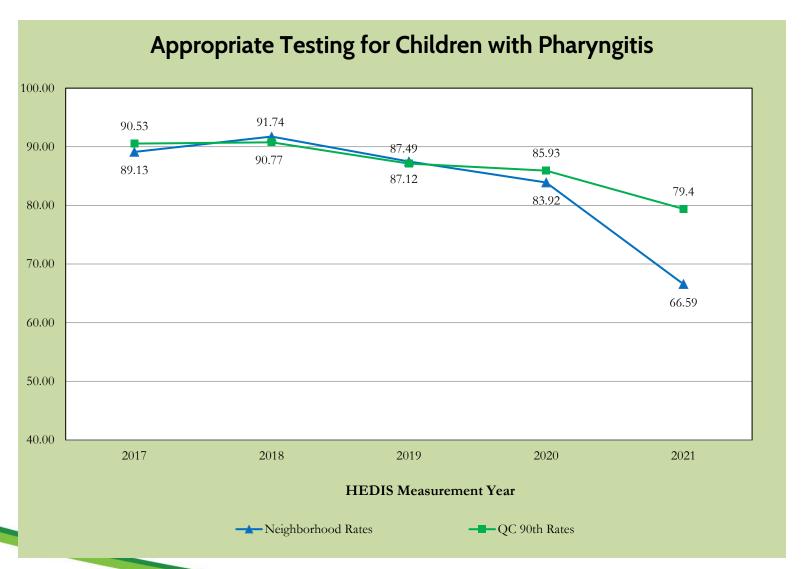


#### Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis



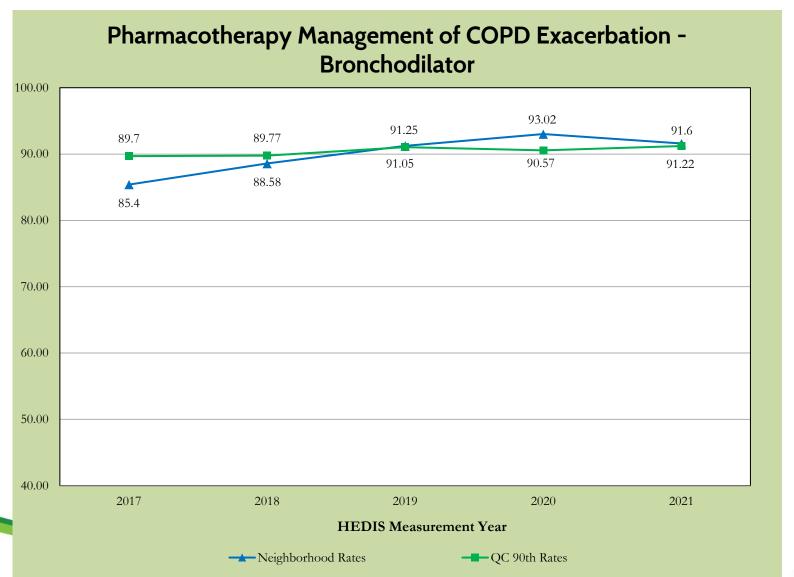


### **Appropriate Testing for Children with Pharyngitis**



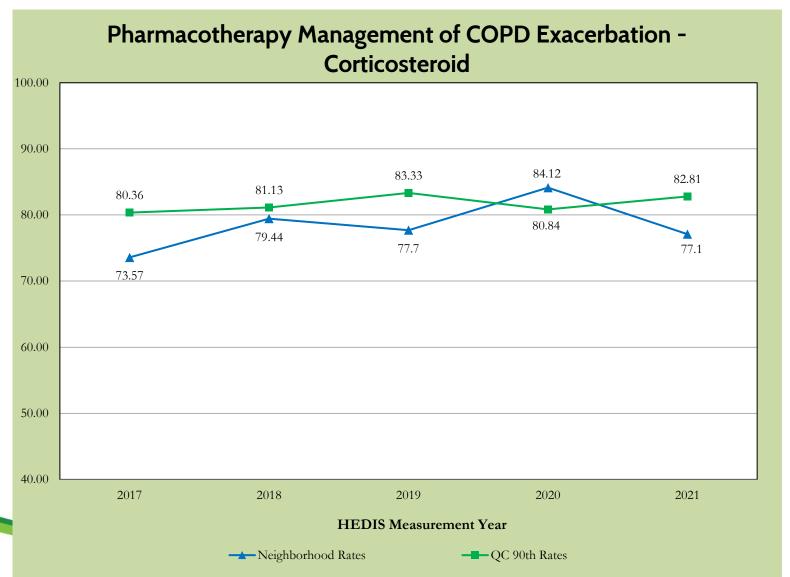


#### Pharmacotherapy Management of COPD Exacerbation - Bronchodilator



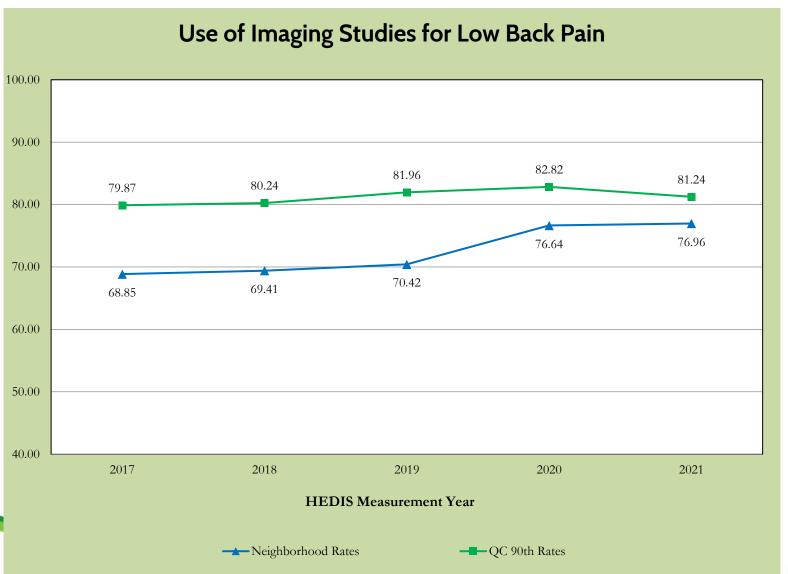


#### Pharmacotherapy Management of COPD Exacerbation - Corticosteroid





#### **Use of Imaging Studies for Low Back Pain**





#### **Behavioral Health**

Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(AMM) Antidepressant Medication Management - Effective Acute Phase	The percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment for at least 84 days (12 weeks).	59.72	33rd	-
(AMM) Antidepressant Medication Management - Continuation Phase	The percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment for at least 180 days (6 months).	44.46	50th	3
(ADD) Follow Up Care for Children Prescribed ADHD Medications: Initiation Phase	The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had a follow-up care visit within 30 days of when the ADHD medication was first dispensed	48.39	75th	-
(ADD) Follow Up Care for Children Prescribed ADHD Medications: Continuation & Maintenance	The percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, two of which were within 270 days after the initiation phase ended.	59.15	75th	4



#### **Behavioral Health Continued**

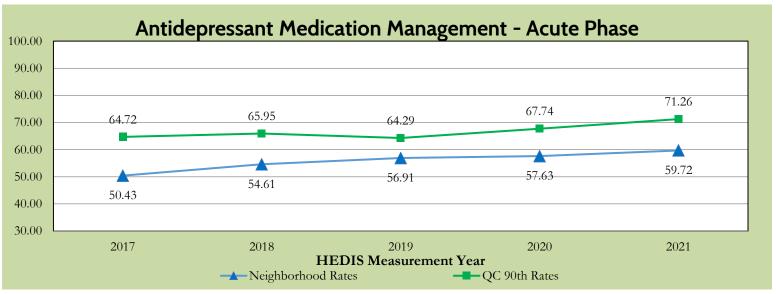
Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(SSD) Diabetes Screening for People with Schizophrenia or Bi-polar Disorder Who Are Using Antipsychotic Medications	The percentage of members 18–64 years of age with schizophrenia, schizoaffective disorder or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.	75.63	10th	2
(SAA) Adherence to Antipsychotic Medications for Individuals with Schizophrenia	The percentage of members 18 years of age and older during the measurement year with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80% of their treatment period.	76.59	95th	5
(APM) Metabolic Monitoring for Children and Adolescents on Antipsychotics – Total	The percentage of children and adolescents 1–17 years of age who had two or more antipsychotic prescriptions and had blood glucose and cholesterol testing.	28.51	25th	2
(APP) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (ages 1-17 Years) - Total Rate	The percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment.	62.13	33rd	3
(IET) Initiation & Engagement of Alcohol and Other Drug Dependence Treatment: Initiation Phase	The percentage of adolescent and adult members with a new episode of alcohol or other drug (AOD) abuse or dependence who initiate treatment through an inpatient AOD admission, outpatient visit, intensive outpatient encounter or partial hospitalization, telehealth or medication treatment within 14 days of the diagnosis.	40.17	10th	-
(IET) Initiation & Engagement of Alcohol and Other Drug Dependence Treatment: Engagement Phase	The percentage of adolescent and adult members with a new episode of alcohol or other drug (AOD) abuse or dependence who initiated treatment and who were engaged in ongoing AOD treatment within 34 days of the initiation visit.	16.05	50th	3

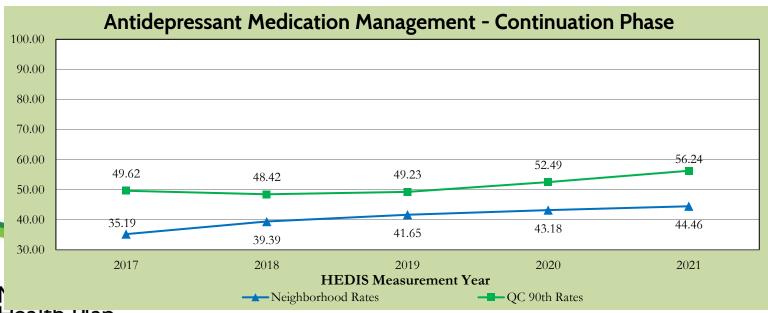


#### **Behavioral Health Continued**

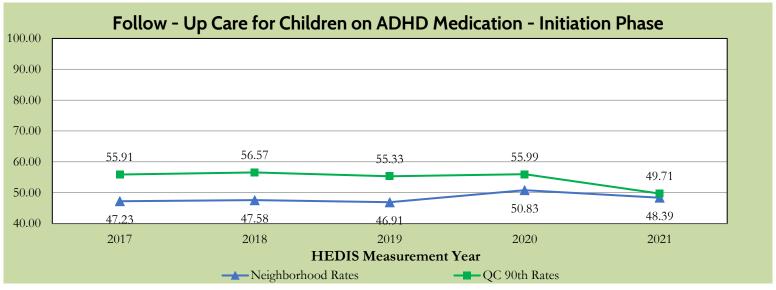
Measures	Description	HEDIS MY 2021 Rate	2022 Quality Compass Percentile	2022 Measure Rating Score
(FUM) Follow Up After Emergency Department Visits for Mental Illness – Within 7 Days	The percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness within 7 days.	59.68	75th	4
(FUM) Follow Up After Emergency Department Visits for Mental Illness – Within 30 Days	The percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness within 30 days.	73.16	90th	-
(FUA) Follow Up After Emergency Department Visits for Alcohol and Other Drug Dependence – Within 7 Days	The percentage of emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AOD) abuse or dependence, who had a follow up visit for AOD within 7 days.	13.38	33rd	3
(FUA) Follow Up After Emergency Department Visits for Alcohol and Other Drug Dependence – Within 30 Days	The percentage of emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AOD) abuse or dependence, who had a follow up visit for AOD within 30 days.	23.62	50th	-
(FUH) Follow Up After Hospitalization for Mental Illness - Within 7 Days	The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health practitioner within 7 days of discharge.	54.20	75th	4
(FUH) Follow Up After Hospitalization for Mental Illness - Within 30 Days	The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health practitioner within 30 days of discharge.	74.55	90th	-
(FUI) Follow-Up After High-Intensity Care for Substance Use Disorder - 7 days	The percentage of acute inpatient hospitalizations, residential treatment or detoxification visits for a diagnosis of substance use disorder among members 13 years of age and older that result in a follow-up visit or service for substance use disorder within 7 days of discharge.	47.40	75th	4
(FUI) Follow-Up After High-Intensity Care for Substance Use Disorder - 30 days	The percentage of acute inpatient hospitalizations, residential treatment or detoxification visits for a diagnosis of substance use disorder among members 13 years of age and older that result in a follow-up visit or service for substance use disorder within 30 days of discharge.	69.58	90th	-

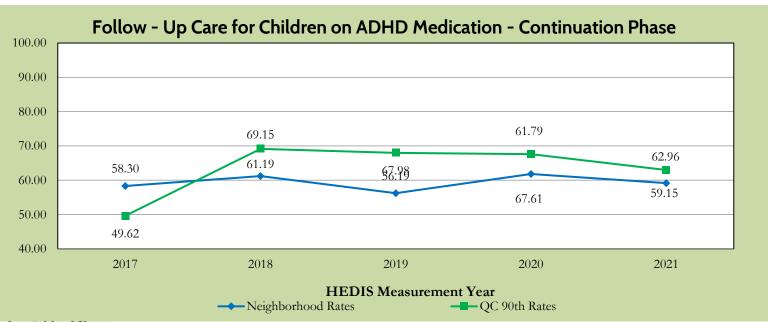
#### **Antidepressant Medication Management**





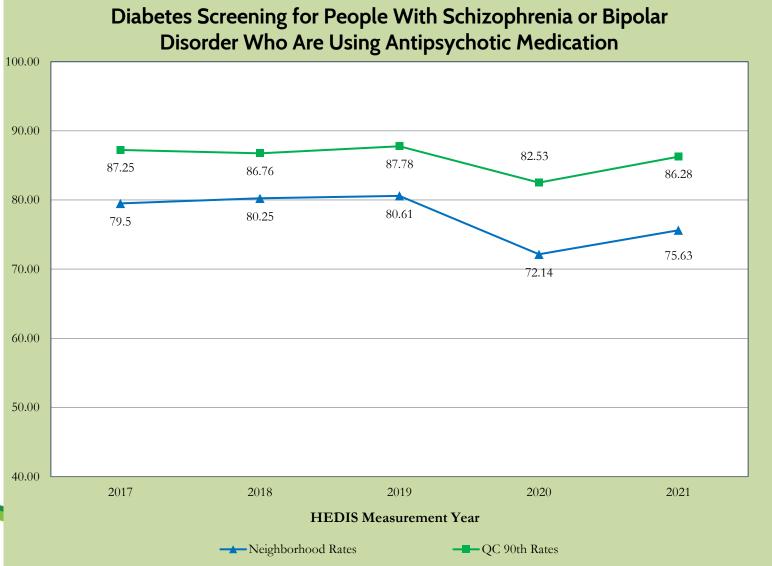
#### Follow - Up Care for Children on ADHD Medication





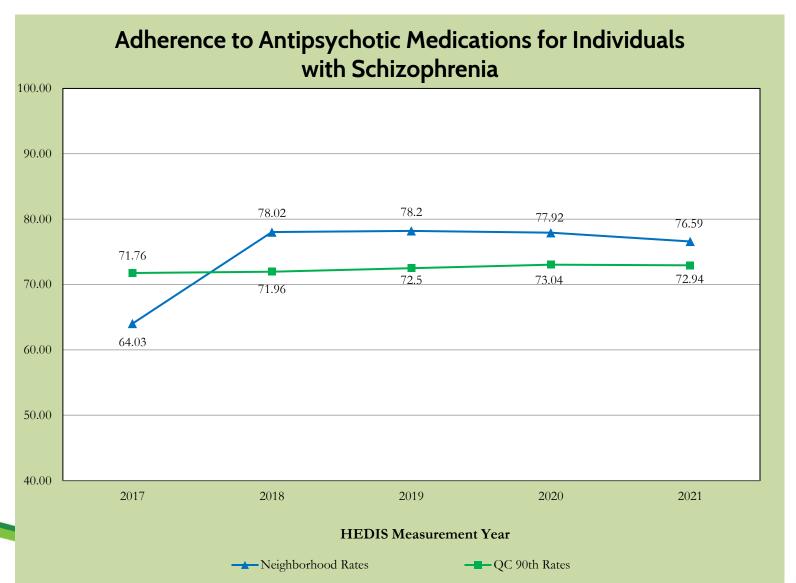


### Diabetes Screening for People With Schizophrenia or Bipolar **Disorder Who Are Using Antipsychotic Medication**



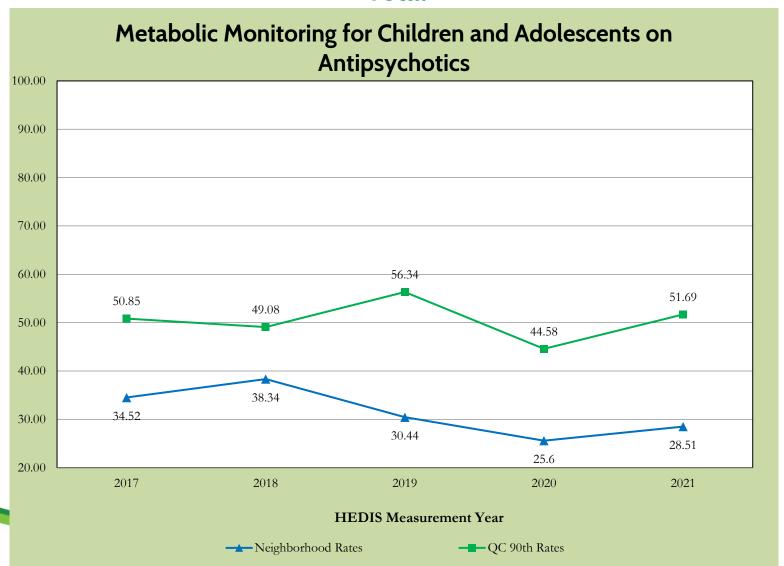


#### Adherence to Antipsychotic Medications for Individuals with Schizophrenia



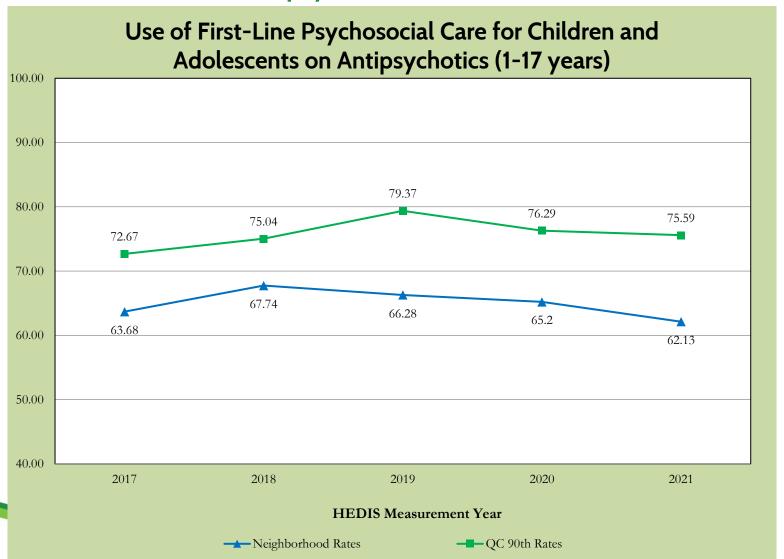


### Metabolic Monitoring for Children and Adolescents on Antipsychotics – Total



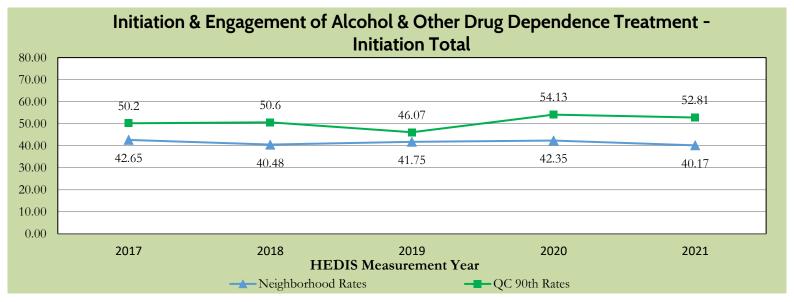


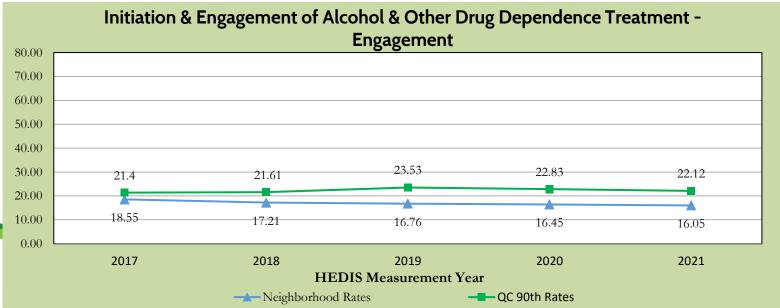
# Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics - Total Rate





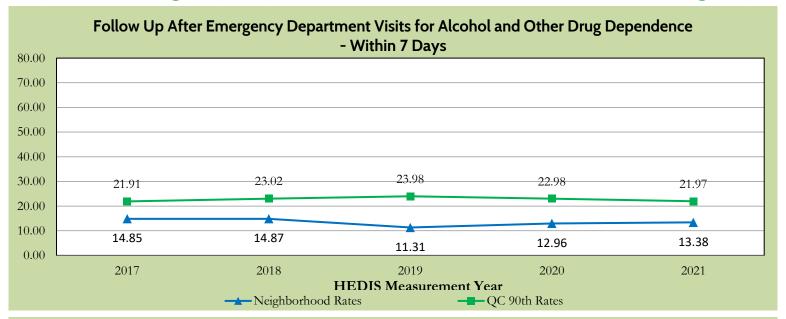
#### Initiation & Engagement of Alcohol & Other Drug Dependence Treatment

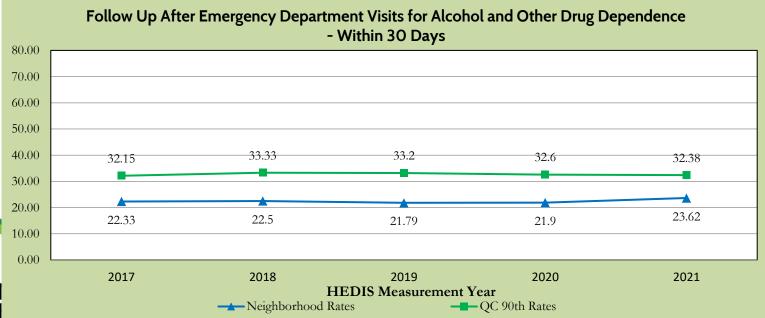






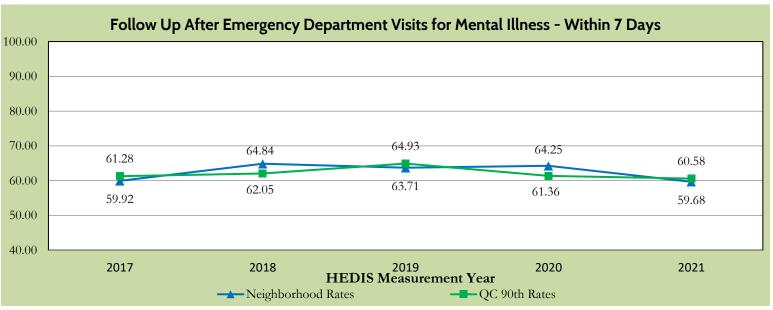
#### Follow Up After Emergency Department Visits for Alcohol and Other Drug Dependence

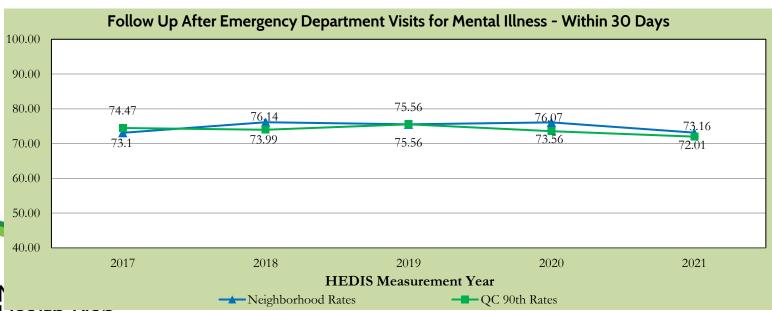




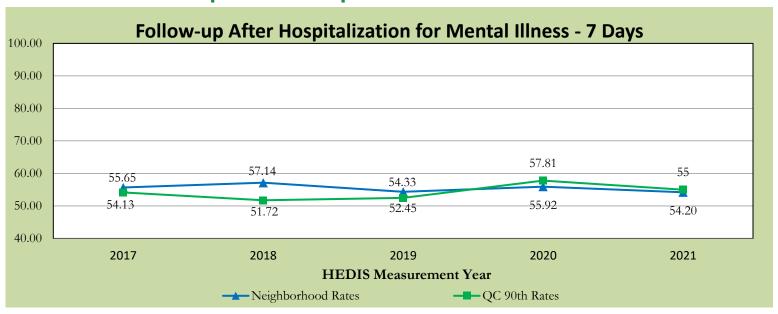


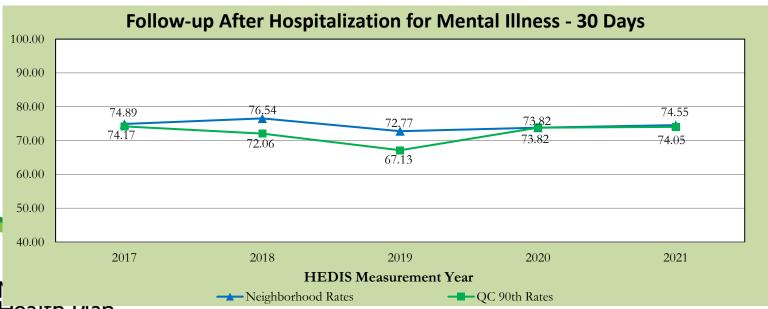
#### Follow Up After Emergency Department Visits for Mental Illness





#### Follow-up After Hospitalization for Mental Illness





#### Follow-up After High-Intensity Care for Substance Use Disorder

