

# Executive Summary

## Introduction

The Georgia Department of Community Health (DCH), Division of Managed Care and Quality submitted a State Plan Amendment in 2004 for a full risk mandatory Medicaid Managed Care program which is called Georgia Families. Georgia Families is a new program for specific Medicaid eligible members and includes PeachCare for Kids™ members which is Georgia's State Children's Health Insurance Plan (SCHIP). The program is a partnership between DCH and private Managed Care Organizations (MCO) which are full-risk Health Maintenance Organizations (HMO) licensed by the Department of Georgia Insurance and Safety Fire (DOI). In the State of Georgia, MCOs are referred to as Care Management Organizations (CMO). Amerigroup Community Care, Peach State Health Plan and WellCare of Georgia, Inc. manage the care of approximately 970,000 members under this program as of June 2007. The CMOs strive to contain health expenditures, increase member access to care and improve quality of care through activities such as utilization management, provider contracting, case and disease management programs, and performance improvement projects.

Section 1932(c)(1) of the Social Security Act sets forth specifications for Quality Assessment and Performance Improvement strategies that states must implement to ensure the delivery of quality health care by all Managed Care Organizations. The purpose of this Strategic Plan is to provide an explanation as to how Georgia will **assess** the quality of care delivered through the CMOs and how Georgia, based on this assessment, will **improve** the quality of care delivered to the citizens enrolled in the Plan.

The Centers of Medicare and Medicaid Services (CMS) expect the written quality strategies of each state to:

- Provide an Overview / Introduction of the Managed Care program including the history, objectives and performance targets
- Assess the quality and appropriateness of care and services delivered to Georgia Families members, the level of contract and regulatory compliance of CMOs, and the level of impact of Health Information Technology changes/evolution on the program
- Share interventions planned to improve the quality of care delivered to Georgia Families members
- Describe frequency of assessments of strategy performance, frequency of reporting strategy updates to CMS, and summary of evaluation methods and performance targets

## Goal

It is the goal of DCH to assure that the care provided within the managed care structure is of acceptable quality, assures accessibility, provides continuity, and maximizes efficiency. Specific activities to achieve these goals include:

- Promotion of an organization wide commitment to quality of care and service
- Improvement and enhancement of the quality of patient care provided through ongoing, objective, and systematic measurement, analysis, and implementation of performance improvement programs
- Promotion of a system of health care delivery that provides coordinated and improved access to comprehensive health care, and enhanced provider and client satisfaction

- Promotion of acceptable standards of health care within managed care programs by monitoring internal/external processes for improvement opportunities

### Objectives

The objectives are:

1. **Children's Preventive Health:** Over the next five years the state will strive to meet or exceed the Healthcare Effectiveness Data and Information Set (HEDIS) 2006 90<sup>th</sup> percentile in managed care eligible children with well-child visits during their first 15 months of life (Georgia's Baseline: 47.7 percent of children with six or more visits; HEDIS 90<sup>th</sup> percentile = 68.6 percent; 75<sup>th</sup> percentile = 59.2 percent; 50<sup>th</sup> percentile = 50 percent).
2. **Children's Preventive Health:** In collaboration with Georgia's Immunization program, over the next five years, the Division of Managed Care and Quality will demonstrate an improvement of 5 percentage points in the number of managed care eligible children less than 36 months of age compliant with an immunization 4:3:1:3:3:1\* series (Georgia's Baseline: 76.8 percent).
3. **Children's Preventive Health:** In collaboration with Georgia's Childhood Lead Poisoning Prevention Program (GCLPPP), the Division of Managed Care and Quality will demonstrate an improvement of 10 percentage points in the number of one year old and two year old managed care eligible children receiving a screening for blood lead over the next five years (Georgia's Baseline: Age 9 – 15 months- 27.1 percent and Age 21 – 27 months- 21.7 percent).
4. **Access to Preventive/Ambulatory Health Services:** Within the next five years the Division of Managed Care and Quality will demonstrate an improvement of 10 percentage points in the number of enrolled members age 21 and older who had an ambulatory or preventive care visit. This will bring Georgia to the 90<sup>th</sup> percentile level for managed Medicaid plans for adults aged 21- 44 years old (based on HEDIS 2006). (Georgia Baseline: 78.9 percent; HEDIS 90<sup>th</sup> percentile = 87 percent; HEDIS 75<sup>th</sup> percentile = 83.7 percent; HEDIS 50<sup>th</sup> percentile = 79 percent)
5. **Diabetes:** Within the next five years, the state will demonstrate an improvement of 20 percentage points in the managed care eligible members with diabetes who had at least one HbA1c test. This will bring Georgia to the 75<sup>th</sup> percentile of managed Medicaid plans (based on HEDIS 2006). (Georgia Baseline: 65.3 percent Ages 18 – 75; HEDIS 90<sup>th</sup> percentile = 88.8 percent; HEDIS 75<sup>th</sup> percentile = 84.9 percent; HEDIS 50<sup>th</sup> percentile = 77.4 percent)
6. **Asthma:** Within the next five years the state will demonstrate an improvement of five percentage points in the managed care eligible members with asthma that received appropriate medications. This will bring Georgia to the 95<sup>th</sup> percentile of managed Medicaid plans (based on HEDIS 2006). (Georgia Baseline: 88.5 percent; HEDIS 95<sup>th</sup> percentile = 92.5 percent; 75<sup>th</sup> percentile = 89.7 percent; 50<sup>th</sup> percentile = 87.1 percent)

7. **Maternal and Child Health**: Within the next five years the State will demonstrate a 10 percent decrease in the rate of managed care low birth weight babies. This will lead to a reduction the rate of low birth weight babies from 9.3/1000 to 8.4/1000 live births and ultimately improve Georgia's infant mortality rates.

DCH is working collaboratively with the CMOs and key health care stakeholders to achieve the goals and objectives in the strategic plan. The Department has developed an implementation plan that outlines the activities required for meeting each objective and it is monitoring the progress toward the goals on a quarterly basis.

\*(4 DTP [Diphtheria, Tetanus, and Pertussis], 3 Polio, 1 MMR [Measles, Mumps, and Rubella], 3 Hib [Haemophilus Influenza Type B], 3 Hep B [Hepatitis B], and 1 Varicella)