



## Quality Improvement Program Summary

Martin's Point Health Care (MPHC) Uniformed Services Family Health Plan (US Family Health Plan) is committed to providing care and service that meets the highest standards for safety, effectiveness, and customer experience. We continually collect and analyze data to monitor our performance and identify areas for improvement. This document provides a brief overview of the types of data we use and some of our quality improvement activities.

Standard measures of clinical quality and customer experience allow individuals to compare health plans and make informed choices when it comes to the right health plan provider for themselves and their family members. Two key measure sets are the Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®).

Nearly all health plans in the United States use HEDIS® to measure quality of care. MPHC strives to be among the best health plans in the nation by helping our health plan beneficiaries receive high quality care. In collaboration with our network providers, we support effective and affordable screening and treatment practices to prevent health issues and manage chronic conditions.

CAHPS® surveys ask health plan beneficiaries about their experiences with their health plans, prescription plans, and health care providers. The surveys focus on factors beneficiaries say are important to them such as getting care easily and quickly, quality of care provided by their primary care provider, coordination of care, and overall service quality. Our teams continually analyze CAHPS® data and other performance indicators in our mission to provide the best service to our beneficiaries. CAHPS® survey results show Martin's Point continually exceeds top benchmarks for member satisfaction.

National Committee for Quality Assurance (NCQA), the leading authority on health plan quality, issues annual ratings for commercial health plans based on combined HEDIS® performance, CAHPS® scores, and NCQA Health Plan Accreditation status. Our US Family Health Plan (in ME, NH, NY, PA, VT) in 2024 is rated at 4 out of 5 Stars. You can review our Health Plan Ratings at <https://reportcards.ncqa.org/health-plans>.

In addition to being highly rated, Martin's Point US Family Health Plan is NCQA Health Plan Accredited. This means that MPHC has elected to participate in a rigorous, comprehensive review of our performance. Martin's Point US Family Health Plan has been accredited since 2013.



While MPHC works to ensure optimal health of individual beneficiaries, we are also increasingly turning our attention toward population health concerns, a focus on the well-being of our



community. We are always innovating and looking for new ways to improve our performance as well as the health of our beneficiary populations. MPHC implements a series of quality and value improvement initiatives (QVIs) aimed at enhancing clinical outcomes, beneficiary satisfaction and cost-efficiency. The QVIs are designed to address key areas such as preventive care, chronic disease management, and behavioral health. Our focus on evidence-based practices, adopted by the National Committee for Quality Assurance (NCQA)'s Healthcare Effectiveness Data and Information Set (HEDIS®), ensures that the QVIs have measurable goals and thresholds and lead to tangible improvements in the care provided to our beneficiaries.

MPHC's population health programs are available to beneficiaries with physical health and behavioral health concerns through self-referral and through targeted outreach, based on specific criteria. This care is primarily telephonic. Our current population health programs include:

- **Resource Care Management**—Care management for short term assistance addressing needs such as community resources, access to care concerns, and addressing medical equipment needs.
- **Transitions of Care**—Care manager outreach to beneficiaries after inpatient admissions to assure the beneficiary understands their discharge instructions, including medications, understand the importance of follow up with provider within 7 days, and how to avoid readmissions.
- **Chronic Care Program**—Care management services for beneficiaries with chronic diseases such as asthma, diabetes, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), uncontrolled hypertension, and other chronic, debilitating conditions.
- **Maternity Program**—Care Management services for pregnant and post-partum beneficiaries to promote health for both mothers and newborns.
- **Behavioral Health Program**—Care management services for beneficiaries of any age with primary or secondary mental health diagnoses and/or substance abuse diagnoses. Beneficiaries recently hospitalized for a behavioral health condition and children and adolescents being treated with specific high-risk medications are a priority for this program.
- **ECHO Program**—The Extended Care Health Option (ECHO) program is offered to US Family Health Plan pediatric beneficiaries (of active-duty sponsors) who are diagnosed with autism, developmental delays, moderate or severe mental retardation, a serious physical disability, or an extraordinary physical, complex medical, or psychological condition.

**If you feel someone could benefit from care management, please call our Health Management department at 1-877-659-2403.**

MPHC creates quarterly newsletter articles, maintains health and wellness pages, and performs targeted outreaches throughout the year to beneficiaries and/or providers addressing specific gaps in care. Beneficiaries are identified through claims information. Topics addressed include:

- **Behavioral Health**
  - Follow up to intensive/inpatient care
  - Medication adherence/management



- **Heart Health**
  - Blood pressure control
  - Medication adherence/management
- **Pediatric Health**
  - Immunizations
  - Well Child Visits
- **Women's Health**
  - Breast and Cervical Cancer Screening
  - Chlamydia Screening
- **Prevention**
  - Adult Immunizations
  - Colorectal Cancer Screening
  - Low Back Pain Management
  - Smoking Cessation
- **Diabetes Health**
  - A1c Testing
  - Eye Examination/Care
  - Kidney Evaluation
- **Opioid Utilization**
  - Opioid use monitoring
  - Management for opioid use disorder
- **Respiratory Health**
  - Asthma care
  - Avoidance of Antibiotic Use
  - COPD Exacerbation Management

Overall, Martins Point has an unwavering dedication to maintaining the highest standards of care. Through our strong oversight structure, targeted interventions and robust internal monitoring processes, we are confident in our ability to deliver superior health outcomes and value to our health plan beneficiaries.

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**CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).**