



2016 Progress Toward Goals for Special Needs Plans

The Centers for Medicare & Medicaid Services (CMS) requires Special Needs Plans (SNPs) to conduct a quality improvement program that measures the effectiveness of the Model of Care (MOC). Evaluation of the SNP MOC occurs annually through the collection, analysis and reporting of metrics from key health care domains, such as health outcomes, coordination of care and access to care.

Health Net of Arizona, Inc. (Health Net) offers three SNPs:

- Dual Eligible SNP – Health Net Amber
- Chronic SNP – Health Net Jade for diabetes and/or chronic heart failure
- Chronic SNP – Health Net Jade for cardiovascular disorders

Measurable goals for each SNP are set as compared to the previous year or to established benchmarks (refer to the table on page 2). Goals are updated or revised based on findings from the annual evaluation. Summary of actions taken in 2016 for goals not met include:

- Member and provider education on the importance of performing medication reconciliation within 30 days of an inpatient discharge and steps to decrease readmissions.
- Member outreach to encourage preventive care, such as flu vaccine, diabetic eye exam and colorectal cancer screening.
- Assisting female members who experienced a fracture to schedule a bone mineral density test.
- Provider and member education on best practices for management of high blood pressure.
- Improvements to the Customer Call Center to improve service to members experiencing issues with access to care.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at AZ_InternetProviderInquiries@healthnet.com, through the Health Net provider website at provider.healthnet.com, or by telephone at 1-800-289-2818.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO
- PPO
- CommunityCare HMO
- Centene Corporation Employee Self-Insured PPO Plan
- Medicare Advantage (HMO)
- Ambetter from Health Net (Health Insurance Marketplace)

PROVIDER SERVICES

az_internetproviderinquiries@healthnet.com
1-800-289-2818
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
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MEASURABLE GOALS FOR EACH SNP

2016 SNP GOALS	Amber	Jade	Jade CVD
	Goal Met	Goal Met	Goal Met
Increase rate of members reporting that they were able to get appointments when needed.	No	No	No
Increase rate of members reporting that they received the information needed from their case manager to meet their health needs.	No	No	No
Decrease use of high-risk medications in the elderly.	Yes	Yes	Yes
Improve rate of members reporting that they had information needed to manage their care at home after a transition.	No	Yes	Yes
Improve completion of medication reconciliation within 30 days of discharge from a hospital.	No	No	No
Increase rate of members reporting that they received a flu vaccine.	Yes	No	No
Increase rate of women with a fracture who received bone mineral density testing or medication to treat osteoporosis.	Yes*	Yes	Yes*
Decrease rate of members experiencing readmission within 30 days of a hospital discharge.	Yes	Yes	No
Amber Only Measures			
Increase rate of members reporting that they received their colorectal cancer screening.	Yes		
Increase rate of members completing a follow-up visit within 7 days after an inpatient behavioral health stay.	No		
Jade Only Measures			
Increase rate of members who have high blood pressure that is under control.		No	No
Increase rate of members reporting that their care was coordinated (includes following up to ensure lab tests are provided timely, medications reviewed, and care managed with other health services).		Yes	Yes
Increase rate of diabetic members who completed an annual retinal eye exam.		No	No
Percentage of Goals Met	50%	45%	36%
*Pooled rate for SNP sub-type used for comparison purposes due to small denominators			