

CareSource

Quality Improvement Program

The purpose of the CareSource® Quality Improvement Program in Georgia is to ensure that CareSource has the necessary infrastructure to:

- Coordinate care
- Promote quality
- Ensure performance and efficiency on an ongoing basis
- Improve the quality and safety of clinical care and services provided to Georgia Medicaid members.

THERE ARE TWO GUIDING TENETS FOR THE PROGRAM:

Our mission, which is our heartbeat, is to make a lasting difference in our members' lives by improving their health and well-being. Our vision is to transform lives through innovative health and life services.

The Institutes for Healthcare Improvement's Triple Aim: Simultaneously improving the health of the population, enhancing the experience and outcomes of the patient, and the per capita cost of care for the benefit of communities.

The Quality Improvement program includes both clinical and non-clinical services and is revised as needed to remain responsive to member needs, provider feedback, standards of care and business needs.

CLINICAL PRACTICE GUIDELINES

CareSource recommends nationally accepted standards and guidelines to help inform and guide the clinical care provided to Georgia Medicaid members. These guidelines are accessible to health partners through the CareSource website and through focused meetings with CareSource Clinical Practice Consultants.

To ensure consistent application of the guidelines, CareSource will require health partners to use the guidelines and will measure compliance with the guidelines until ninety percent or more of health partners are consistently in compliance. CareSource will conduct a review on a quarterly basis. Each quarter, CareSource will perform a review of a minimum random sample of 50 members' medical records per evidenced-based clinical practice guidelines. CareSource appreciates health partner participation in this review process.



QUALITY METRICS

CareSource continually assesses and analyzes the quality of care and services offered to our members. This is accomplished by using objective and systematic monitoring and evaluation to implement programs to improve outcomes. CareSource uses HEDIS® as one of the elements to measure the quality of care delivered to members. Example of HEDIS measures include, but are not limited to:

- Well-child visits in the first 15 months of life
- Adolescent well-care visits
- Childhood immunizations status
- Weight assessment and counseling for nutrition and physical activity for children/adolescents
- Follow-up care for children prescribed ADHD medication
- Prenatal and postpartum care
- Comprehensive diabetes care
- Controlling high blood pressure

CareSource uses the annual member survey, Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys, to capture member perspectives on health care quality. Potential CAHPS measures include:

- Customer service
- Getting care quickly
- Getting needed care
- How well doctors communicate
- Ratings of all health care, health plans, personal doctors and specialists

EXTERNAL QUALITY REVIEW

Through CareSource's contract with the Georgia Department of Community Health (DCH), we are required to participate in periodic record reviews. The DCH retains an External Quality Review Organization (EQRO) to conduct medical record review for CareSource Georgia members. You may periodically receive requests for medical record copies from CareSource or from the DCH contracted EQRO for these purposes. Your contract with CareSource requires that health partners furnish copies of patient medical records for this purpose. EQRO and CareSource reviews are a permitted disclosure of a member's personal health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA). CareSource realizes that supplying medical records for review requires your staff's valuable time, and we appreciate your cooperation with our requests and associated timelines.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

