



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street, Denver, CO 80203-1818 • (303) 866-2993 • (303) 866-4411 Fax • (303) 866-3883 TTY
Bill Ritter, Jr., Governor • Joan Henneberry, Executive Director

October 21, 2011

The Honorable Betty Boyd, Chairman
Senate Health and Human Services Committee
200 E. Colfax Avenue, Room 346
Denver, CO 80203

Dear Senator Boyd:

Enclosed please find the Colorado Department of Health Care Policy and Financing's submission to the Senate Health and Human Services Committee on Medicaid's Managed Care and Quality.

Section 25.5-5-410, C.R.S. (2011) requires the Department to submit a report, by July 1 each fiscal year, showing a comparison of the effectiveness of the Colorado Medicaid managed care organizations and the primary care physician program based upon common performance standards that shall include, but not be limited to, recipient satisfaction.

The attached "Colorado Medicaid Health Care Plan Report Card" is a tool developed by the Department to enable the Colorado Medicaid client to make a well-informed decision regarding which of the four available health plans is best for them.

The statute also requires the Department to report on the cost-efficiency of each managed care program. This information is included in the attached report.

Questions regarding this report should be addressed to Katie Brookler, Strategic Projects at katie.brookler@state.co.us or 303-866-6173.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Susan E. Birch', is written over a light blue circular stamp.

Susan E. Birch MBA, BSN, RN
Executive Director

Enclosure: Colorado Medicaid Health Plan Report Card 2010



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street, Denver, CO 80203-1818 • (303) 866-2993 • (303) 866-4411 Fax • (303) 866-3883 TTY

Bill Ritter, Jr., Governor • Joan Henneberry, Executive Director

October 21, 2011

The Honorable Ken Summers, Chairman
House Health and Environment Committee
200 E. Colfax Avenue
Denver, CO 80203

Dear Representative Summers:

Enclosed please find the Colorado Department of Health Care Policy and Financing's submission to the Senate Health and Human Services Committee on Medicaid's Managed Care and Quality.

Section 25.5-5-410, C.R.S. (2011) requires the Department to submit a report, by July 1 each fiscal year, showing a comparison of the effectiveness of the Colorado Medicaid managed care organizations and the primary care physician program based upon common performance standards that shall include, but not be limited to, recipient satisfaction.

The attached "Colorado Medicaid Health Care Plan Report Card" is a tool developed by the Department to enable the Colorado Medicaid client to make a well-informed decision regarding which of the four available health plans is best for them.

The statute also requires the Department to report on the cost-efficiency of each managed care program. This information is included in the attached report.

Questions regarding this report should be addressed to Katie Brookler, Strategic Projects at katie.brookler@state.co.us or 303-866-6173.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Susan E. Birch'.

Susan E. Birch MBA, BSN, RN
Executive Director

Enclosure: Colorado Medicaid Health Plan Report Card 2010

Cc: Representative Ken Summers, Chairman, House Health and Human Services Committee
Representative Cindy Acree, Vice-Chairman, House Health and Environment Committee
Representative Laura Bradford, House Health and Environment Committee
Representative J Paul Brown, House Health and Environment Committee
Representative Rhonda Fields, House Health and Environment Committee
Representative Janak Joshi, House Health and Environment Committee
Representative John Kefalas, House Health and Environment Committee
Representative Jim Kerr, House Health and Environment Committee
Representative Tom Massey, House Health and Environment Committee
Representative Elizabeth McCann, House Health and Environment Committee
Representative Cherylin Peniston, House Health and Environment Committee
Representative Sue Schafer, House Health and Environment Committee
Senator Linda Newell, Vice-Chair, Senate Health and Human Services Committee
Senator Irene Aguilar, Senate Health and Human Services Committee
Senator Morgan Carroll, Senate Health and Human Services Committee
Senator Joyce Foster, Senate Health and Human Service Committee
Senator Kevin Lundberg, Senate Health and Human Services Committee
Senator Shawn Mitchell, Senate Health and Human Services Committee
Senator Ellen Roberts, Senate Health and Human Services Committee
Senator Jean White, Senate Health and Human Services Committee
Senator Brandon Shaffer, President of the Senate
Senator John Morse, Senate Majority Leader
Senator Mike Kopp, Senate Minority Leader
Representative Frank McNulty, Speaker of the House
Representative Amy Stephens, House Majority Leader
Representative Sal Pace, House Minority Leader
Legislative Council Library (4 copies)
Colorado Senate (1 copy)
Colorado House of Representatives (1 copy)
State Library (4 copies)
Susan E Birch, Executive Director
Suzanne Brennan, Medicaid Director, Medical & CHP+ Program Administration Office
Antoinette Taranto, Acting Deputy Director, Client & Community Relations Office
John Bartholomew, Chief Financial Officer
Phil Kalin, Center for Improving Value in Health Care (CIVHC) Director
Joanne Zahora, Public Information Officer
HCPF Budget Library, HCPF Budget Division



**COLORADO DEPARTMENT OF HEALTH CARE
POLICY AND FINANCING**

REPORT TO JOINT HEALTH AND HUMAN SERVICES COMMITTEE

A Comparison of the Managed Care Programs Based on Quality

C.R.S. 25.5-5-410

OCTOBER 21, 2011

A Comparison of the Managed Care Programs Based on Quality

This report describes the effectiveness of medical care given to clients in the Colorado Medicaid program. For fiscal year 2010-11 the Colorado Department of Health Care Policy and Financing worked with four health care plans to deliver medical care to Medicaid clients. The four plans are as follows: Denver Health Medicaid Choice, Rocky Mountain Health Plan, the Department administered Primary Care Physician Program, and the Department administered Fee-for-Service Program. Denver Health Medicaid Choice is the only fully capitated contract.

Fiscal year 2010-11 figures show the Colorado Medicaid population was distributed among the four health care plans as follows. These numbers were obtained from the Department of Health Care Policy and Financing [June 2011 caseload report](#).

- The monthly average number of clients enrolled in Colorado Medicaid was 560,722.
- Of those, 8 percent, or 45,919 clients, were enrolled in a managed care organization.
- There were 20,558 clients enrolled in the plan type designated by the Centers for Medicare and Medicaid Services as a prepaid inpatient health plan, Rocky Mountain Health Plan.
- There were approximately 4 percent, or 23,380 clients, enrolled in the Primary Care Physician Program.
- There were 84 percent, or 470,865 clients, enrolled in the Fee-for-Service Program.

Health and Outcomes Data

The Department has two primary activities that collect data on the performance of Colorado Medicaid health plans. These include client satisfaction information from the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) dataset and quality of care performance measures included in the Healthcare Effectiveness Data and Information Set (HEDIS[®]).

Selected data from each of these sources was used to create a Health Plan Report Card for client use. Letter grades are used in the report card to help Colorado Medicaid clients make an informed decision about which health care plan is best for them. Attached, please find the Colorado Medicaid Health Plan Report Card for 2010. Additional CAHPS[®] and HEDIS[®] data is contained in the annual budget submission.

Cost-effectiveness

Colorado statute (25.5-5-410) also requires the Department to report on the cost-efficiency of each managed care program. Rocky Mountain Health Plan has a contractual provision that provides for the Department to calculate the net savings and value to the Colorado Medical Assistance Program after payment of the Administrative Services Fee. As reported in 2009, the cost-effectiveness measurements of this health plan showed a cost avoidance of \$1,058,219 for fiscal year 2004-05, which is the most recent year cost-effectiveness was calculated. The Centers for Medicare and Medicaid Services (CMS) has requested that the Department modify how it calculates the net savings and value with Rocky Mountain Health Plan. This impacted the Department's calculation of cost-effectiveness. Implementation of the CMS changes is progressing and the Department expects that it will have updated cost and quality information to provide the General Assembly in the 2012 version of this legislative report.

Moving forward, the Accountable Care Collaborative and the Regional Care Collaborative Organizations will play a large role in providing health care to the 84 percent of clients not enrolled in managed care organizations. The Department suggests the focus of this report in future years concentrate on the performance of the Accountable Care Collaborative. Enrollment into the Regional Care Collaboratives began in Spring 2011. Data regarding the care provided to these enrollees will be available October 2013.

Primary Care Physician Program (PCPP)

Care for children and teenagers

Parents' overall rating of Health Plan.....	C
Children get the right vaccines.....	B
Babies get regular checkups.....	C
Children ages 3-6 get regular checkups.....	A
Children ages 12-19 get regular checkups.....	A
Getting care quickly.....	C
Parents are happy with their children's doctor.....	B

Rating care for adults

Overall rating of Health Plan	C
Getting care for pregnant women	B
Getting care for mom after baby is born	C
Care for heart problems	C
Getting routine care	A
Getting care when needed	A
Adults happy with their doctor	A

Regular Medicaid

Care for children and teenagers

Parents' overall rating of Health Plan.....	C
Children get the right vaccines.....	C
Babies get regular checkups.....	C
Children ages 3-6 get regular checkups.....	B
Children ages 12-19 get regular checkups.....	C
Getting care quickly.....	B
Parents are happy with their children's doctor.....	C

Rating care for adults

Overall rating of Health Plan	C
Getting care for pregnant women	C
Getting care for mom after baby is born	B
Care for heart problems	C
Getting routine care	B
Getting care when needed	C
Adults happy with their doctor	B



Colorado Medicaid Health Plan Report Card 2010



This Report Card tells you about the Medicaid health plans.

You can use this chart to help you choose the Medicaid health plan that is best for you.

The Department of Health Care Policy and Financing
Colorado.gov/hcpf

Improving access to cost-effective, quality health care services for Coloradans



How we got the grades for this report card

We asked Medicaid clients about the care they got from Medicaid health plans and Medicaid doctors. We also collected information from Medicaid doctors. Then we gave each plan a grade: **A, B or C.**

Denver Health Medicaid Choice

Care for children and teenagers

Parents' overall rating of Health Plan.....	C
Children get the right vaccines.....	A
Babies get regular checkups.....	A
Children ages 3-6 get regular checkups.....	A
Children ages 12-19 get regular checkups.....	A
Getting care quickly.....	C
Parents are happy with their children's doctor.....	A

Rating care for adults

Overall rating of Health Plan	C
Getting care for pregnant women	A
Getting care for mom after baby is born	C
Care for heart problems	A
Getting routine care	C
Getting care when needed	C
Adults happy with their doctor	A

Rocky Mountain Health Plan

Care for children and teenagers

Parents' overall rating of Health Plan.....	A
Children get the right vaccines.....	A
Babies get regular checkups.....	A
Children ages 3-6 get regular checkups.....	A
Children ages 12-19 get regular checkups.....	A
Getting care quickly.....	A
Parents are happy with their children's doctor.....	A

Rating care for adults

Overall rating of Health Plan	A
Getting care for pregnant women	A
Getting care for mom after baby is born	A
Care for heart problems	A
Getting routine care	A
Getting care when needed	A
Adults happy with their doctor	A

Accountable Care Collaborative Program

New Medicaid health plans will be included in this report card when data are available.

Stay Healthy

Take good care of yourself by:

- Exercising
- Seeing your doctor at least once a year
- Quitting smoking
- Taking your children to the dentist regularly