



## COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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John W. Hickenlooper, Governor • Susan E. Birch MBA, BSN, RN, Executive Director

July 1, 2013

The Honorable Irene Aguilar, Chair  
Senate Health and Human Services Committee  
200 E. Colfax Avenue  
Denver, CO 80203

Dear Senator Aguilar:

Enclosed please find a legislative report to the Senate Health and Human Services Committee from the Department of Health Care Policy and Financing regarding a comparison of the Medicaid managed care programs as required by Section 25.5-5-410 (SB97-005).

Section 25.5-5-410 C.R.S. requires the Department to submit a report each year on July 1, showing a comparison of the effectiveness of the Colorado Medicaid managed care organizations, including the Primary Care Physician program based on common performance standards, which include member satisfaction.

The attached "Colorado Medicaid Health Care Plan Report Card" is a tool developed by the Department to enable the Colorado Medicaid clients to make informed decisions regarding the four available managed care plans available in the state. The Report card includes information on both the quality and level of satisfaction clients have with their health plan. The Colorado Medicaid Health Care Plan Report Card does not include the Accountable Care Collaborative organizations.

If you require further information or have additional questions, please contact the Department's Legislative Liaison, MaryKathryn Hurd, at [MK.Hurd@state.co.us](mailto:MK.Hurd@state.co.us) or 303-547-8494.

Sincerely,

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

Susan E. Birch, MBA, BSN, RN  
Executive Director

Enclosure(s)

- 1 May 2012-13 Medical Premiums Expenditure and Caseload Report.
- 2 HEDIS and CAHPS are registered trademarks of the National Committee for Quality Assurance (NCQA)

Cc: Senator Linda Newell, Vice-Chair, Health and Human Services Committee  
Senator Jeanne Nicholson, Health and Human Services Committee  
Senator John Kefalas, Health and Human Services Committee  
Senator Ellen Roberts, Health and Human Services Committee  
Senator Kevin Lundberg, Health and Human Services Committee  
Senator Larry Crowder, Health and Human Services Committee  
Dave De Novellis, Health and Human Services Committee Staff  
Bettina Schneider, Budget Analyst, Office of State Planning and Budgeting  
Katherine Blair, Health Policy Advisor, Governor's Office  
Legislative Council Library  
State Library  
Susan E. Birch, MBA, BSN, RN, Executive Director  
John Bartholomew, Finance Office Director  
Suzanne Brennan, Health Programs Office Director  
Antoinette Taranto, Acting Client and Community Relations Office Director  
Lorez Meinhold, Community Partnerships Office Director  
Tom Massey, Policy and Communications Office Director  
MaryKathryn Hurd, Legislative Liaison  
Rachel Reiter, Communications Director

## **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, enrolled in a Managed Care Plan. During FY 2012-2013 the Colorado Department of Health Care Policy and Financing (the Department) worked with four managed care health plans to collect data related to the quality of care received by clients in managed care. The four managed care health plans are as follows: Denver Health Medicaid Choice, Rocky Mountain Health Plan, Program of All-Inclusive Care for the Elderly (PACE), and the Department administered Primary Care Physician Program. Denver Health Medicaid Choice and PACE are the only fully capitated risk based contracts.

Data from the FY 2012-2013, the most recent fiscal year for which complete data is available, shows the Colorado Medicaid Population distributed among the four managed care health plans as follows<sup>1</sup>:

- The monthly average number of clients enrolled in Colorado Medicaid was 678,806.
- Of those the average monthly enrollment in the contracted managed care organizations of Denver health Medicaid Choice and PACE was 52,726 clients, or eight percent of all clients.
- The average monthly enrollment in the plan type designated by the Centers for Medicare and Medicaid Services as a prepaid inpatient health plan, Rocky Mountain Health Plan was 22,690 clients, or three percent of Medicaid clients.
- The average monthly enrollment in the Primary Care Physician Program was 22,953 clients, or three percent of Medicaid clients.
- The remaining clients enrolled in Medicaid are in a Fee-for-Service Program. The average monthly enrollment in the Fee-for-Service Program was 580,437 clients, or eighty-six percent.

### **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 surveys from the *Consumer Assessment of Healthcare Providers and Systems (CAHPS)*<sup>2</sup> and quality of care performance measures included in the *Healthcare Effectiveness Data and Information Set (HEDIS)*<sup>2</sup>.

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 2012. Additional CAHPS and HEDIS data can be found in the annual budget submission.

Health and outcomes data for the PACE program is currently under development and will be ready for publication in September 2013.

1 May 2012-13 Medical Premiums Expenditure and Caseload Report.

2 HEDIS and CAHPS are registered trademarks of the National Committee for Quality Assurance (NCQA)



## 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.....	<b>A</b>
Children get the right vaccines.....	<b>A</b>
Babies get regular checkups.....	<b>A</b>
Children ages 3-6 get regular checkups.....	<b>B</b>
Children ages 12-19 get regular checkups.....	<b>A</b>
Getting care quickly.....	<b>C</b>
Parents are happy with their children's doctor.....	<b>A</b>

#### Rating care for adults

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

### Rocky Mountain Health Plan

#### Care for children and teenagers

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

#### Rating care for adults

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

### 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

### Primary Care Physician Program (PCPP)

#### Care for children and teenagers

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

#### Rating care for adults

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

### Regular Medicaid

#### Care for children and teenagers

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

#### Rating care for adults

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