

Quality Improvement Update Member 2016

Since the start of McLaren Health Plan (McLaren) in November 1997, the staff has continued to improve the health plan. Throughout 2016, McLaren has built a Quality Performance Improvement Program (QPIP) that will help you get the care you need. The QPIP has many parts that we have summarized below to help you understand our quality focus, and the goals and outcomes of the QPIP.

In order to evaluate our accomplishments and look for improvement, we looked at several areas to make sure you get high quality care.

MEETING STATE PERFORMANCE MONITORING FOR MEDICAID

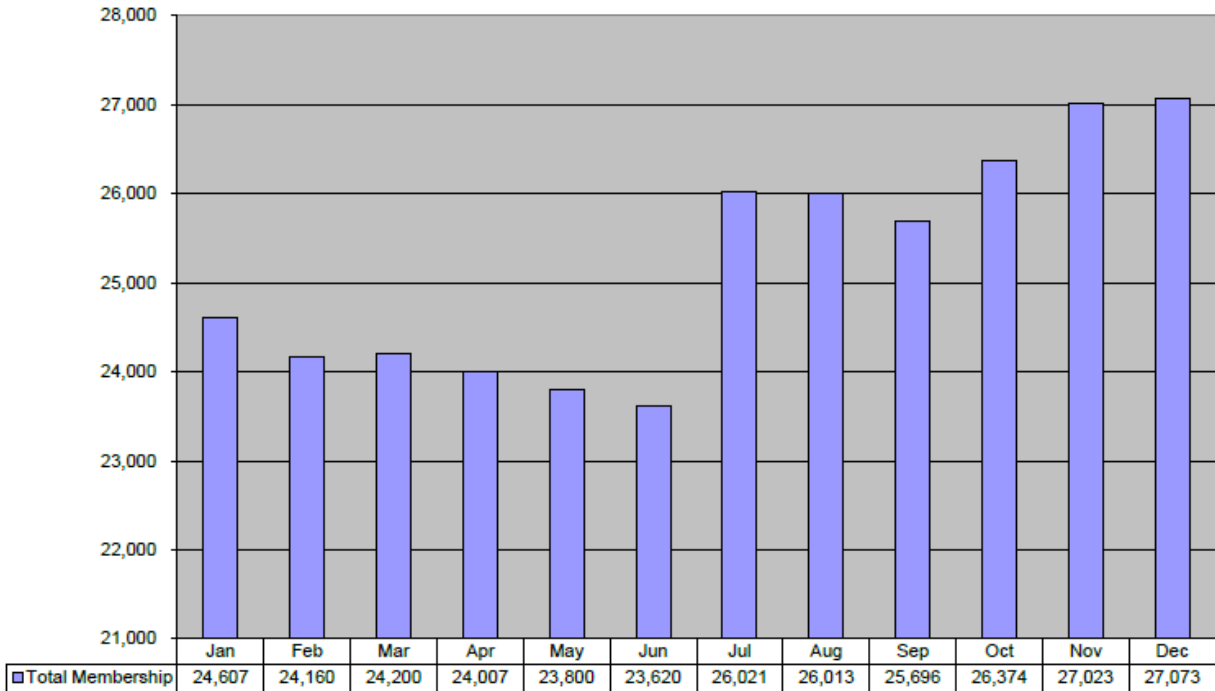
The purpose of the performance monitoring is to have a process for the checking of all health plans' performance who are working with Medicaid members. The measures range from childhood immunization rates to women's care.

McLaren exceeded most (82%) of the performance standards that had standards. There is ongoing focus on the measures with a monthly review of what we are doing to reach our members. Improvements are made as we look at member surveys, complaints and actual rates.

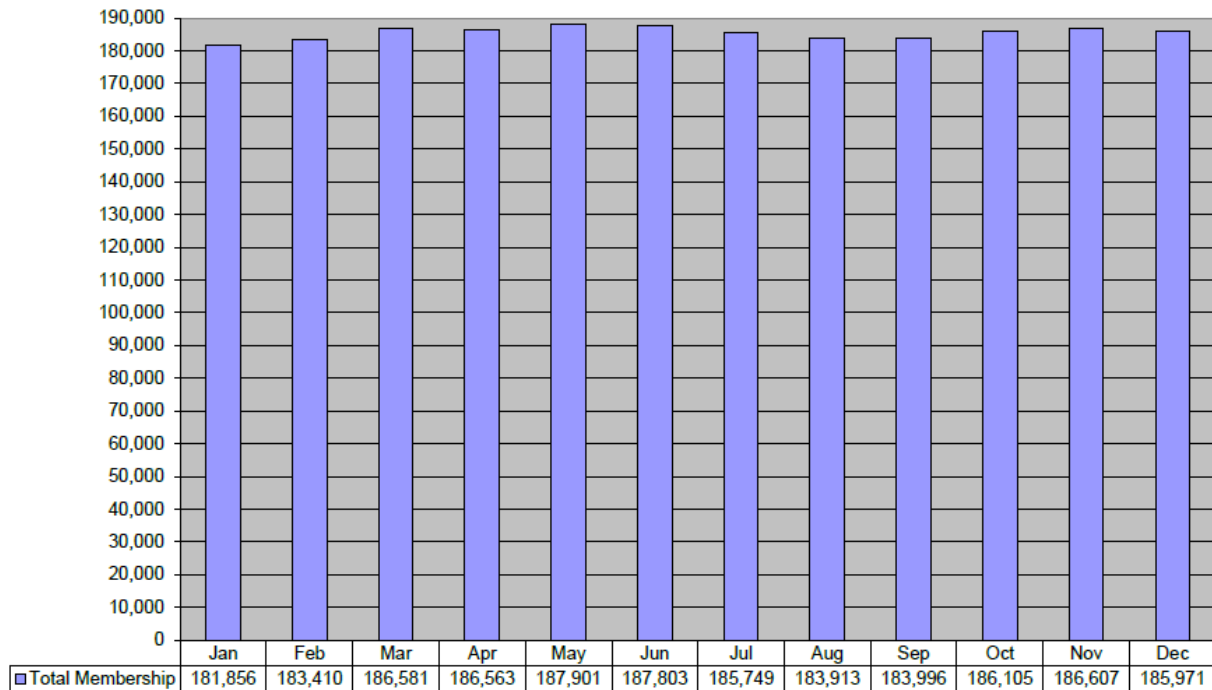
MEMBERSHIP NUMBERS

We watch the trends we have in membership growth. This helps us know if our members are happy and are staying with us. In addition, for the commercial product, the membership via the Marketplace is included and subject to all the same policies, procedures and programs as the commercial membership off the marketplace. See the following graphs:

**Commercial Membership
CY 2016**



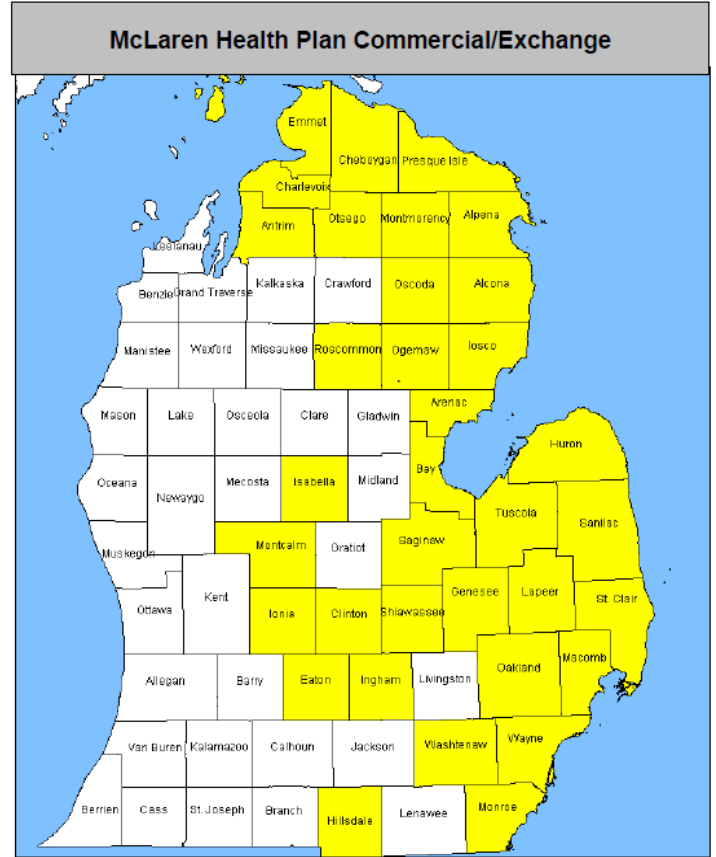
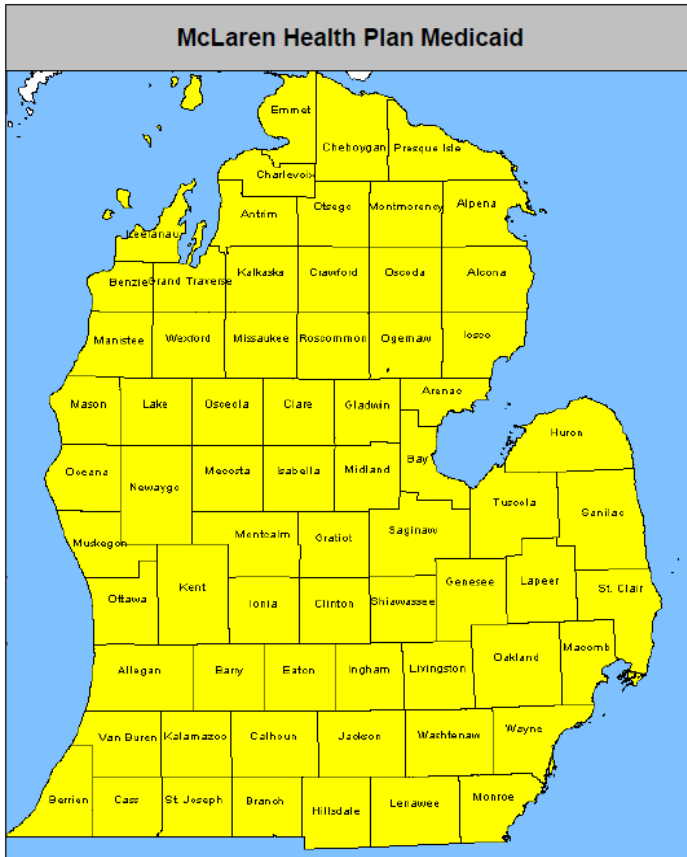
**Medicaid Membership
CY 2016**



COUNTY EXPANSION

At McLaren, we work very hard to be able to give services all over Michigan. We have to ask for county by county approval. Many factors decide if you can be in the county. Mostly, do we have enough doctors and hospitals to take care of everyone? We have expanded our counties each year. In 2017, we were approved for the whole state of Michigan for Medicaid members.

See following map for contracted counties by product:



MAINTAINING NCQA MANAGED CARE ORGANIZATION (MCO) ACCREDITATION

MHP has completed the National Committee for Quality Assurance (NCQA) accreditation process. This is an onsite review of the quality operations. MHP's score resulted in an Accredited status. This is based on CAHPS and HEDIS for 2016. MHP had received the following final 2016 scores for Medicaid:

Accreditation Category	2016	2015	2014
HEDIS*	22.48	19.28	19.67
CAHPS	7.91	6.93	7.28
STANDARDS*	48.95	48.95	53.25
TOTAL POINTS	79.35	75.17	80.21

*The HEDIS score percentage value has generally increased over the measurement years with a decrease in standards percentage score value.

*CAHPS and HEDIS are registered trademark of the National Committee for Quality Assurance (NCQA)

For McLaren Health Plan Community (commercial HMO) there were decreases in both CAHPS and HEDIS. The following final 2016 scores for Commercial, excluding Marketplace, were scored only on standards:

Accreditation Category	2016	2015	2014
HEDIS*	21.26	23.36	17.79
CAHPS	4.35	5.54	6.91
STANDARDS*	48.95	48.95	53.25
TOTAL POINTS	74.56	77.86	77.96

*The HEDIS score percentage value has generally increased over the measurement years with a decrease in standards percentage score value.

Monthly, McLaren reviews results to help improve the quality care and member satisfaction. The decrease in scores has been moved to a work group to look at what areas need the greatest work.

To let you know what has been working very well, we have listed some areas that we have improved in during 2016:

- A welcome to the Healthy Michigan (HMP) membership into our current Medicaid program.
- A new Member Outreach team that supports improving members' care. There is a focus on HEDIS scores, PCP relationships, and member satisfaction. The outreach team has touched over 75% of our contracted PCP offices.
- The number of members in our diabetic and asthma support programs continue to increase.

- Two additional health management programs, a weight management program, *Taking It Off* and a blood pressure support program, *Down With Hypertension* continued during 2016. The focus on these programs is the promotion of life style changes.
- Our McLaren MOMS support program enrolled over 3600 pregnant members.
- For Medicaid, there were 27 Key Measures from HEDIS that we worked on. 2016 results showed 22% of the measures increased.
- Lead screening remains a key performance measure. The goal is 81% of 2 year olds having had a blood lead screening. We currently are at 83% of 2 year olds.
- Our disabled population continues to be targeted with the “Let’s Connect” program. Over 6,000 members of this population were contacted with the goal of encouraging access to their PCP within 60 days of enrollment. 74% had a PCP visit within 60 days.
- The Emergency Room Program (ERP) remained focused on frequent utilizers. The foundation of the program is member education coupled with PCP awareness of the members’ visit.
- The commercial customer service team focused on issues by product line. Improvement in speed to answer and the abandonment rate were accomplished with this streamlining of staff.
- MHP delivered physician specific HEDIS reports. This increased the delivery to PCPs and our ability to provide office assistance for patient scheduling by the Member Outreach team.
- MHP has over 24 outreach programs focusing on preventive care. Customer Service and Medical Management have championed this area and there was an increase in HEDIS and State Performance rates.

McLaren is always looking for ways to improve care for our members. Our full QPIP is available upon request by calling Customer Service @ (888) 327-0671.