

NEW YORK STATE COALITION OF PREPAID HEALTH SERVICES PLANS



# 2005

## Medicaid Managed Care Quality Update

MARCH 2006



## Medicaid Managed Care 2005 Quality Update

This report was prepared by the NYS Coalition of PHSPs (PHSP Coalition) based on findings in the 2005 Managed Care Plan Performance Report produced by the New York State Department of Health. The PHSP Coalition is an association of 14 health plans serving 1.8 million Medicaid, Family Health Plus (FHPlus), and Child Health Plus (CHPlus) beneficiaries throughout New York State. Coalition plans are sponsored by or affiliated with public and non-profit hospitals, community health centers and physicians. The majority of Coalition plans have participated in New York's Medicaid managed care program for more than a decade and some for more than two decades.

## Medicaid Managed Care Continues to Make Quality of Care Strides for New Yorkers

In the past decade, New York State has made managed care the core delivery system for its public health insurance programs. Today, nearly 3 million New Yorkers are members of health plans serving the Medicaid managed care, Family Health Plus and Child Health Plus programs. The success of the State's managed care system is not just in the numbers of people enrolled. Year after year, New York's managed care plans continue to produce quality results that exceed national averages and prior fee-for-service experience.

As reflected in this report, New York's managed care plans have made demonstrable improvements in:

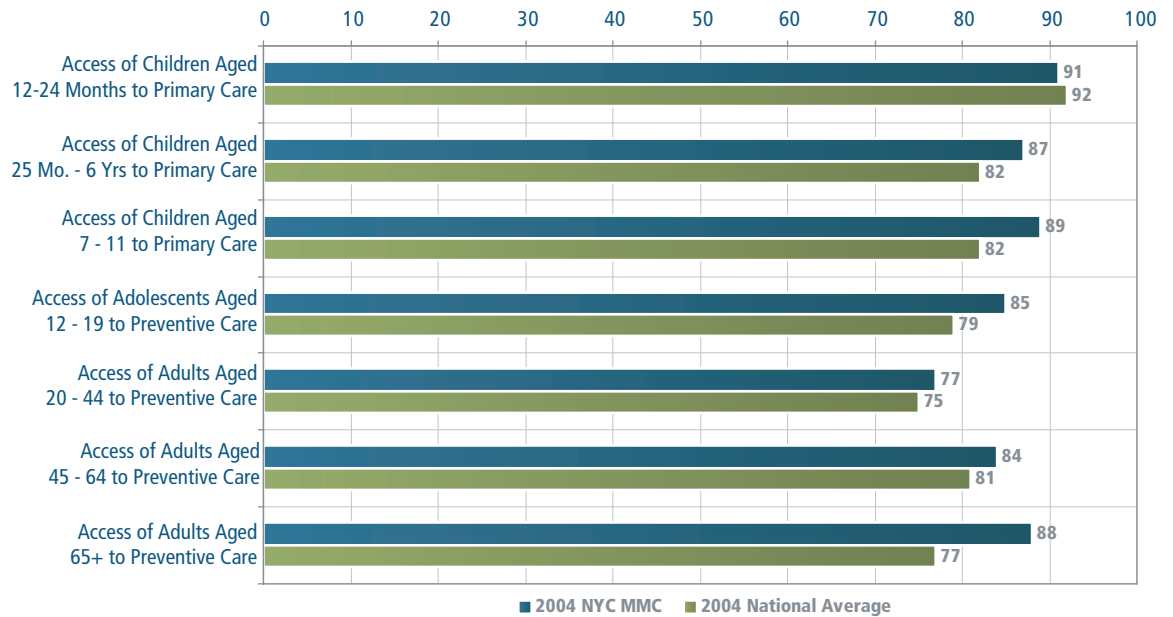
- Access to primary and preventive care
- Management of chronic conditions including asthma and diabetes
- Follow-up care for beneficiaries with mental health admissions
- Preventive care for women
- Prenatal and post-partum care

Recognizing the value of its managed care system, New York State continues to expand Medicaid managed care to higher risk populations and upstate counties.

Despite the incredible strides New York's managed care system has made, there is much more work that can be done to ensure its continued success and to build on quality of care gains. Stakeholders in New York's public health insurance programs, including health plans, providers, elected officials and program administrators, must continue to work together to reduce churning and improve continuity of coverage in the Medicaid, FHPlus and CHPlus programs. The ability of the managed care system to produce long-term results in quality of care and health outcomes relies on providing beneficiaries with continuity of health care, which is only possible with continuity of insurance coverage. Finally, churning is a primary reason why 1.2 million New Yorkers are eligible for but not enrolled in public health insurance programs.

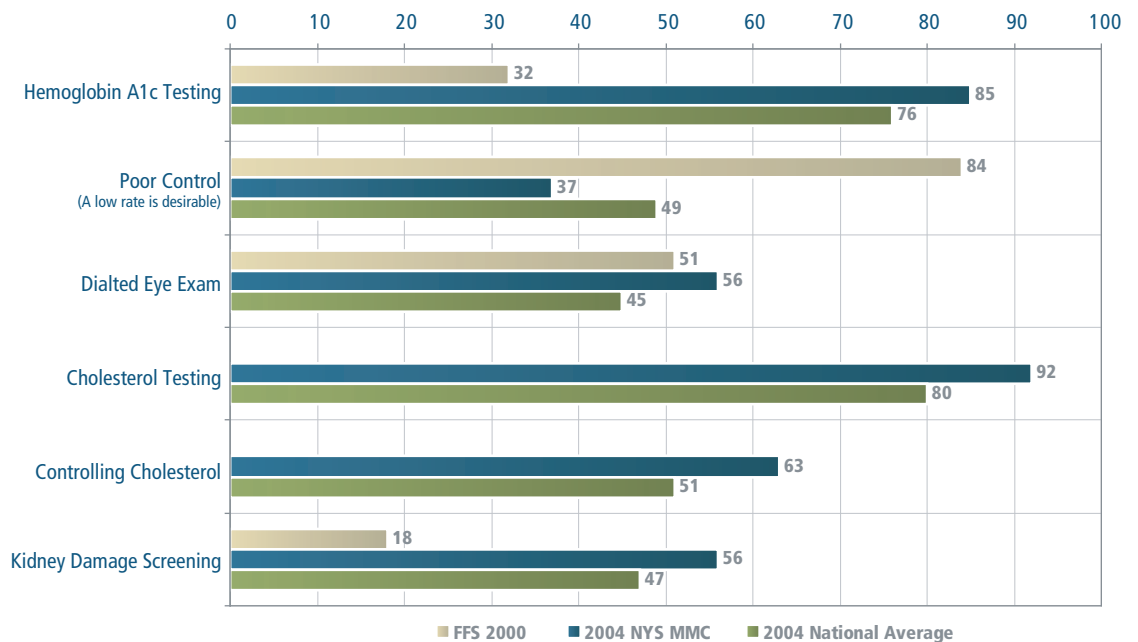
## Access To Care

New York's Medicaid managed care plans exceed the national average in improved access to essential health care for virtually all beneficiaries, and particularly for children and seniors.



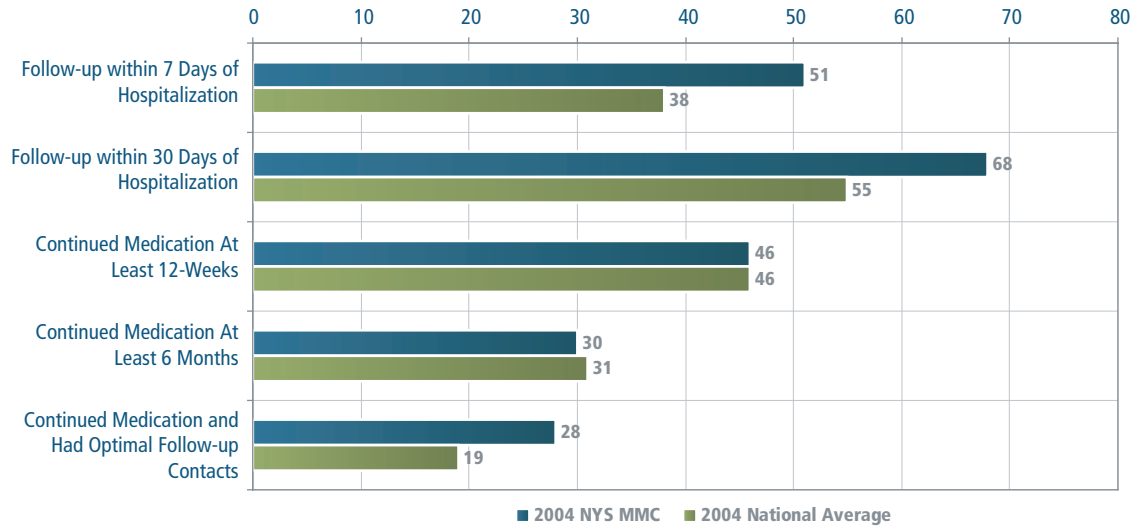
## Management Of Chronic Care

In the management of diabetes, one of the NCOA HEDIS indicators selected to measure the quality of chronic care services, New York's Medicaid managed care plans show continued improvement, surpassing national averages and Medicaid Fee-for-Service on all measures.



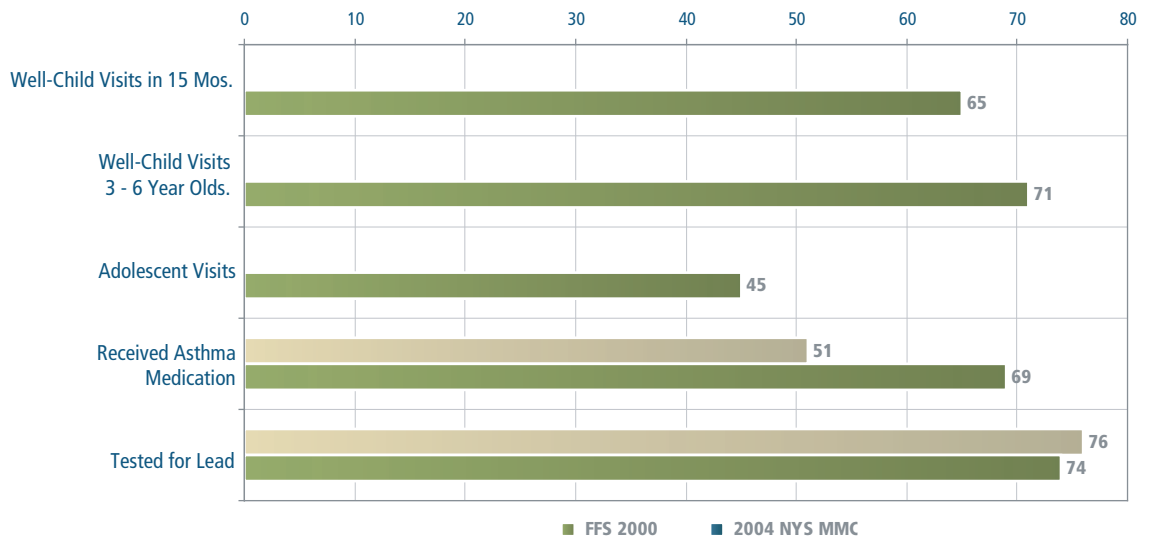
## Mental Health

In the area of mental health, New York's Medicaid managed care plans meet or exceed national averages on virtually all care quality measures, most notably in overall optimal follow-up care.



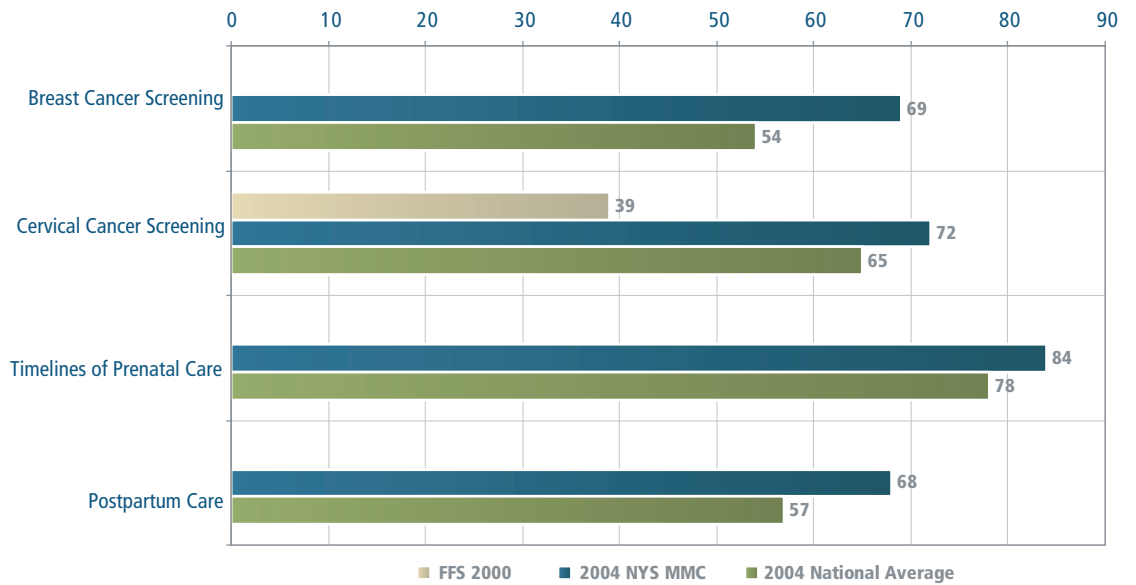
## Children's Health

In 2004, as in previous years, New York's Medicaid managed care plans continue to excel in all areas of children's health, and exceed Medicaid Fee-for-Service in appropriate asthma treatment.



## Women’s Health

New York’s Medicaid managed care plans continue to excel in providing high quality care in the area of women’s health, far exceeding national averages and Medicaid Fee-for-Service in all categories.



## Conclusion

Medicaid managed care plans and their provider partners continue to make a remarkable difference in the quality and accessibility of health care for public health insurance program beneficiaries in New York State. Today, continued progress in quality improvement is only limited by the enrollment churning which causes chronic gaps in insurance coverage for Medicaid beneficiaries. As New York State increasingly relies on managed care to deliver quality and cost savings results, fee-for-service era eligibility and renewal policies must be reformed to maximize continuity of coverage and care, and minimize administrative waste in our public health insurance programs.

For more information or to request additional copies of this report, please contact Patricia Boozang of Manatt, Phelps & Phillips, LLP at (212) 790-4500.

## Members Of The New York State Coalition Of PHSPs

Health Plan	Affiliated Organizations	Service Area
<b>Affinity Health Plan</b>	<i>Primary care provider organizations with representation on the Board of Directors:</i> Morris Heights Health Center Charles B. Wang Health Center Urban Health Plan Brownsville Multi-Service Center Community Health Care Network	New York City, Westchester, Suffolk, Rockland, Orange and Nassau Counties
<b>CenterCare</b>	Fidelis Care New York (NY State Catholic Health Plan)	New York City
<b>Community Choice Health Plan of Westchester</b>	Mt. Vernon Neighborhood Health Center Sound Shore Medical Center	Westchester, Bronx and Rockland Counties
<b>Community Premier Plus</b>	New York Presbyterian Hospital Generations Plus Network of the NYC Health and Hospitals Corporation	Bronx and New York Counties
<b>Fidelis Care New York (NY State Catholic Health Plan)</b>	Diocesan Bishops of the State and Ecclesiastical Province of New York and Catholic healthcare providers	New York City and 30 upstate Counties <sup>1</sup>
<b>HealthFirst PHSP</b>	Hospitals in all seven counties in which the plan operates. <sup>2</sup>	New York City, Nassau and Suffolk Counties
<b>Health Plus PHSP</b>	Lutheran Medical Center	New York City and Nassau County
<b>Hudson Health Plan</b>	Open Door Family Medical Centers Hudson River HealthCare	Dutchess, Orange, Rockland, Sullivan, Ulster and Westchester, Counties
<b>MetroPlus Health Plan</b>	New York City Health and Hospitals Corporation	Bronx, Kings, New York and Queens Counties
<b>The Monroe Plan for Medical Care</b>	Predominantly physicians participating in the Plan.	Monroe, Seneca, Ontario, Orleans, Yates, Livingston and Wayne Counties <sup>3</sup>
<b>Neighborhood Health Providers</b>	Brookdale Hospital and Medical Center Jamaica Hospital Medical Center	New York City
<b>New York-Presbyterian Community Health Plan</b>	New York-Presbyterian Hospital East Harlem Council for Human Services	Bronx, Kings, New York and Queens Counties
<b>Partners in Health</b>	St. Barnabas Community Enterprises, Inc.	Bronx
<b>Total Care (Syracuse PHSP)</b>	Syracuse Community Health Center	Onondaga, Oswego, and Tompkins Counties

<sup>1</sup> Capital Region - Albany, Montgomery, Rensselaer, Saratoga, Schenectady. Central Region – Broome, Cortland, Herkimer, Oneida, Onondaga, Oswego. Hudson Valley – Columbia, Dutchess, Greene, Orange, Rockland, Ulster, Westchester. Long Island – Nassau, Suffolk. New York City – Bronx, Kings, New York, Queens, Richmond. North Country – Clinton, Essex, Hamilton, Warren, Washington. Western Region – Cattaraugus, Chautauqua, Erie, Niagara, Orleans.

<sup>2</sup> Beth Israel Medical Center, Bronx-Lebanon Hospital Center, Brunswick Hospital Center, Elmhurst Hospital Center, Flushing Hospital Medical Center, Interfaith Medical Center, Jamaica Hospital Medical Center, Kingsbrook Jewish Medical Center, Lenox Hill Hospital, Long Island College Hospital, Long Island Jewish Medical Center, Maimonides Medical Center, Montefiore Medical Center, Nassau County Medical Center, North Shore University Hospital at Forest Hills, North Shore University Hospital Manhasset, NYU Downtown Hospital, Queens Hospital Center, St. John's Episcopal Hospital, St. Luke's—Roosevelt Hospital Center, Staten Island University Hospital, Stony Brook University Hospital, The Brookdale University Hospital and Medical Center, The Brooklyn Hospital Center, The Mount Sinai Hospital, The Mount Sinai of Queens Hospital, University of Brooklyn.

<sup>3</sup> The Monroe Plan serves MMC and FHP enrollees in the counties of Broome, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne and Yates. Monroe Plan also serves CHP enrollees in the same aforementioned counties, and in addition, in the counties of Chemung, Chenango, Schuyler, Steuben and Tioga.