

NEW YORK STATE COALITION OF PREPAID HEALTH SERVICES PLANS



MEDICAID MANAGED CARE
2004
QUALITY UPDATE

FEBRUARY 2005

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MEDICAID MANAGED CARE 2004 QUALITY UPDATE

This report was prepared by the PHSP Coalition based on findings in the 2004 Managed Care Plan Performance Report produced by the New York State Department of Health. The PHSP Coalition is an association of 15 health plans serving nearly 1.8 million Medicaid, Family Health Plus and Child Health Plus beneficiaries throughout New York State. Coalition plans are sponsored by public and nonprofit 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.

MANAGED CARE CONTINUES TO IMPROVE CARE FOR MEDICAID BENEFICIARIES

In 1995, Governor Pataki announced plans to require most New York Medicaid managed care beneficiaries to enroll in managed care plans. Ten years later, the results are clearer than ever: Medicaid managed care has increased access to high-quality health care providers for Medicaid beneficiaries and has improved the quality of care compared to the fee-for-service system.

Almost two million Medicaid beneficiaries receive their care through managed care plans, as do 700,000 Family Health Plus and Child Health Plus beneficiaries. It has taken almost two decades to build a sound managed care infrastructure and there is still more to be done. However, the results today are compelling. New York's Medicaid managed care plans have improved care over the fee-for-service system, both year-to-year and as compared to national benchmarks. We have seen demonstrable improvements in quality measures such as:

- Management of asthma medications,
- Cervical and breast cancer screening,
- Management of diabetes,
- Post-discharge follow-up for mentally ill patients, and
- Access to Board Certified providers.

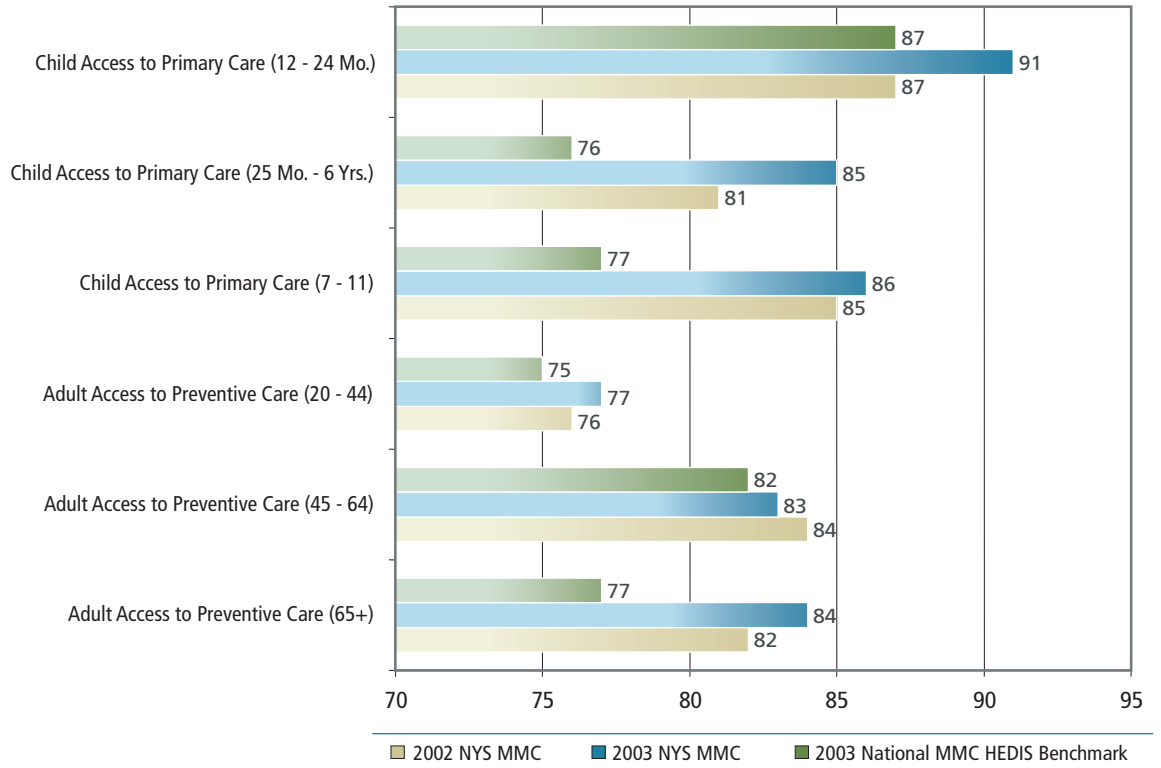
Significantly, both analyses by the New York State Coalition of PHSPs (PHSP Coalition) as well as national organizations show that managed care plans have increased the quality of care for their members while keeping Medicaid cost growth below that of fee-for-service.¹

¹The Lewin Group, *Medicaid Managed Care Cost Savings – A Synthesis of Fourteen Studies, Final Report*, Prepared for: America's Health Insurance Plans, July 2004. Available at: <http://www.ahip.org/redirect/LewinMedicaidManagedReportJuly2004.pdf>; The Lewin Group, *Medicaid Cost Containment: Reports No. 1, 2, and 3*, Prepared for The Washington State Legislature, February 2003. Available at: <http://fortress.wa.gov/dshs/maa/newsdoc/news>.

ACCESS TO QUALITY HEALTH CARE

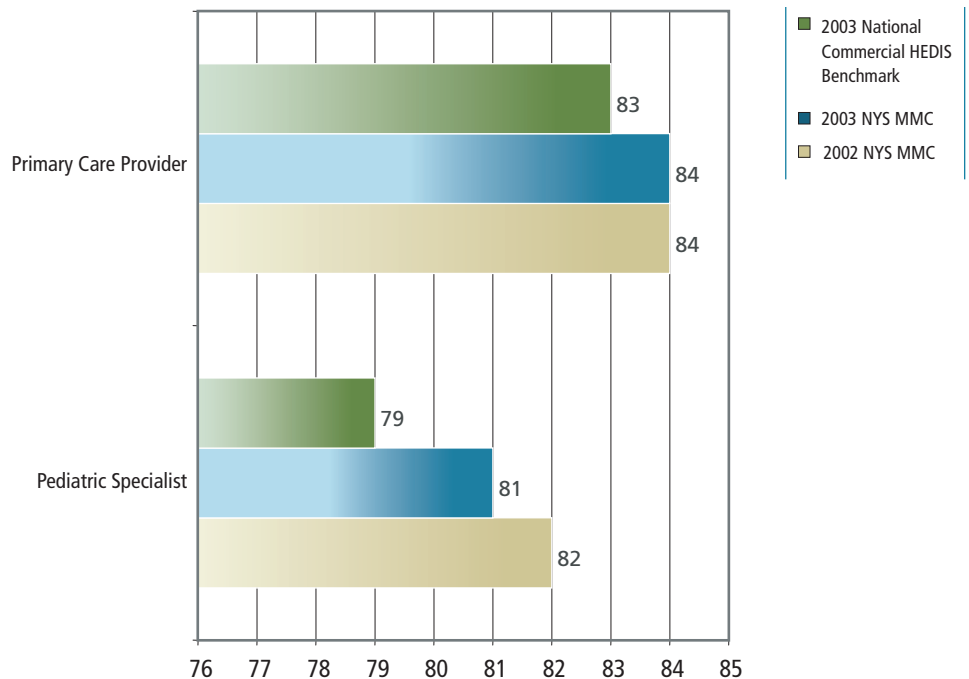
New York's Medicaid managed care plans have improved access to and utilization of essential health care.

ACCESS TO CARE



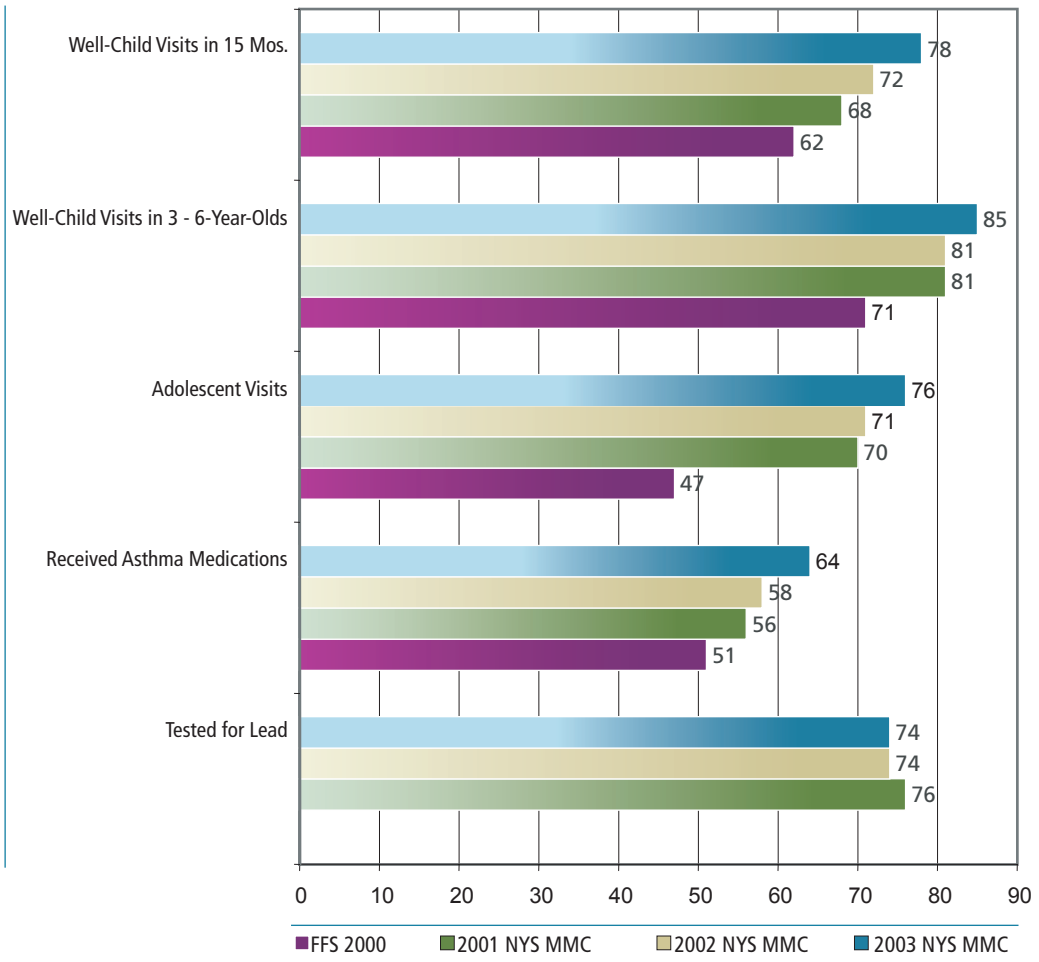
Medicaid managed care beneficiaries in New York have access to Board Certified providers at rates which exceed national averages even for *commercial* plans in the fields of primary and pediatric care.

ACCESS TO BOARD CERTIFIED PROVIDERS



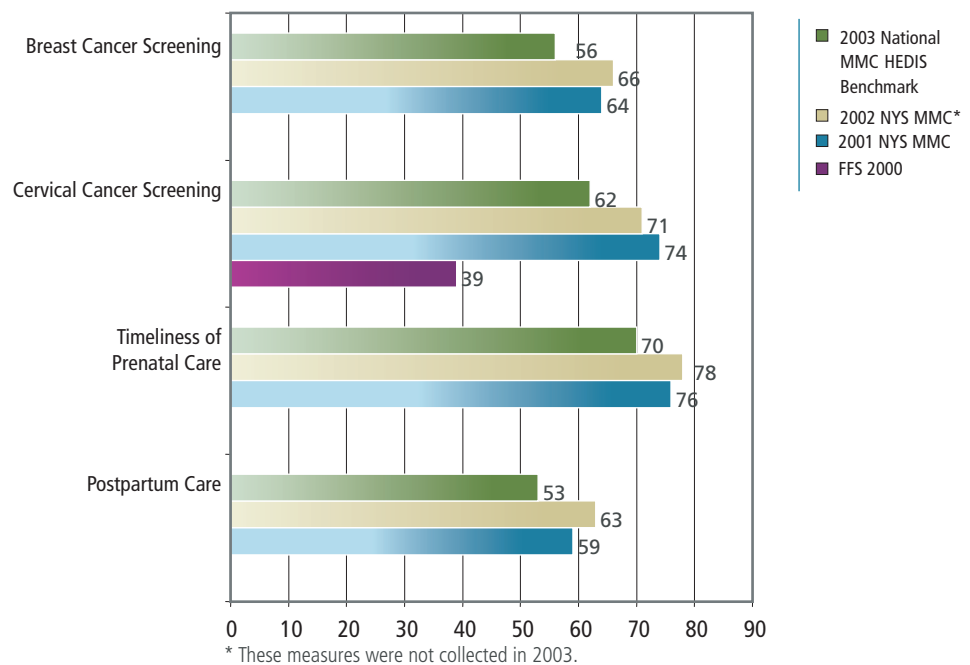
CHILDREN'S HEALTH

New York's Medicaid managed care plans also continue to improve quality in the area of children's health, most notably in the appropriate utilization of asthma medications. In all categories, children fared far better under Medicaid managed care than Medicaid fee-for-service.



WOMEN'S HEALTH

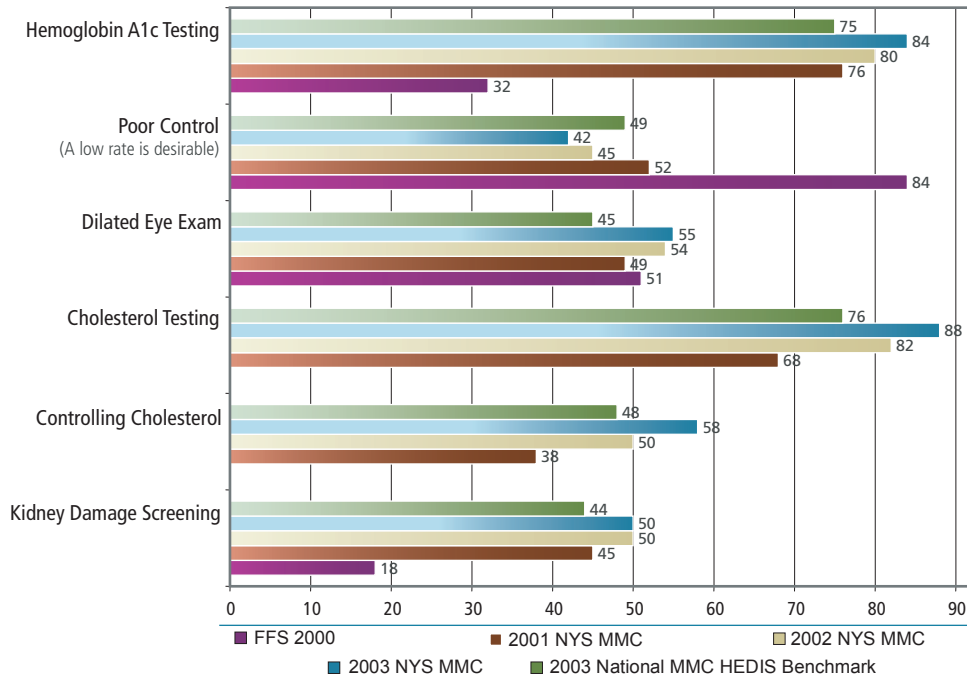
New York's Medicaid managed care plans exceed national benchmarks in key indicators for women's health. Of particular note is the significant impact Medicaid managed care plans have had on cervical cancer screening rates year-to-year and compared to fee-for-service.



MANAGEMENT OF CHRONIC CARE

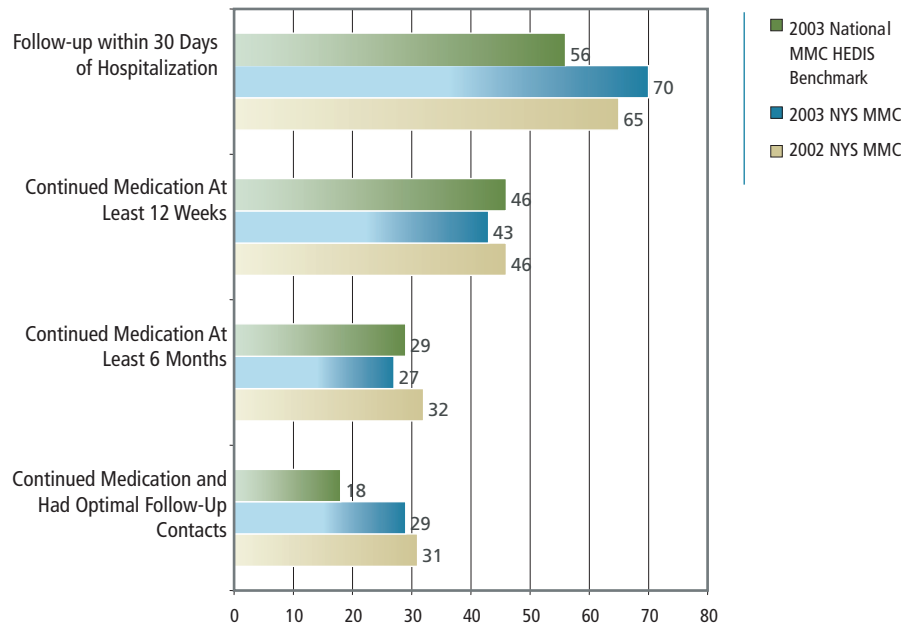
Medicaid managed care plans continue to make significant gains in the management of diabetes, one of the NCQA HEDIS indicators selected to measure the quality of chronic care delivery. For this chronic condition, Medicaid managed care plans have dramatically improved delivery of care over fee-for-service.

MANAGEMENT OF DIABETES



MENTAL HEALTH

Regular follow-up with mental health providers and access to medication is essential to the effective treatment of mental illness. New York State Medicaid managed care plans far exceed many of the national benchmarks for care for this complex population.



CONCLUSION

This report illustrates the remarkable difference Medicaid managed care plans continue to make in the quality of health care provided to Medicaid managed care enrollees in New York State. Whether it is improving access to skilled primary care for children and women, enhancing the care provided to the chronically ill or delivering critical follow-up care to those with mental illness, New York State Medicaid managed care plans and their providers have improved the quality and accessibility of health care services for Medicaid managed care beneficiaries.

For more information or to request additional copies of this report, please contact Deborah Bachrach or 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
ABC Health Plan	The Institute for Urban Family Health Beth Israel Medical Center	Bronx and New York Counties
Affinity Health Plan	<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	New York City, Westchester, Suffolk, Rockland, Orange and Nassau Counties
CenterCare	Ryan Community Health Network	New York City
Community Choice Health Plan of Westchester	Sound Shore Medical Center of Westchester Mt. Vernon Neighborhood Health Center	Westchester, Bronx and Rockland Counties
Community Premier Plus	New York Presbyterian Hospital Generations Plus Network of the NYC Health and Hospitals Corporation	Bronx and New York Counties
Fidelis Care New York (NY State Catholic Health Plan)	Diocesan Bishops of the State and Ecclesiastical Province of New York and Catholic healthcare providers	New York City, Long Island and 28 upstate counties. ¹
HealthFirst PHSP	Hospitals in all seven counties in which the plan operates. ²	New York City, Nassau and Suffolk Counties
Health Plus PHSP	Lutheran Medical Center	New York City
Hudson Health Plan	Open Door Family Medical Centers Hudson River HealthCare	Dutchess, Orange, Rockland, Sullivan, Ulster and Westchester, Counties
MetroPlus Health Plan	New York City Health and Hospitals Corporation	Bronx, Kings, New York and Queens Counties
The Monroe Plan for Medical Care	Predominantly physicians participating in the Plan.	Serves MMC and FHP enrollees in 8 upstate counties and CHP enrollees in 13 upstate counties ³
Neighborhood Health Providers	Brookdale Hospital and Medical Center Jamaica Hospital Medical Center	New York City
New York-Presbyterian Community Health Plan	New York-Presbyterian Hospital East Harlem Council for Human Services	Bronx, Kings, New York and Queens Counties
Partners in Health	St. Barnabas Community Enterprises, Inc.	Bronx
Total Care (Syracuse PHSP)	Syracuse Community Health Center	Onondaga, Oswego, and Tompkins Counties

¹ New York City and Albany, Bronx, Broome, Cattaragus, Chautauqua, Clinton, Columbia, Cortland, Dutchess, Erie, Essex, Greene, Hamilton, Herkimer, Montgomery, Nassau, Niagara, Oneida, Onondaga, Orange, Orleans, Oswego, Rensselaer, Rockland, Saratoga, Schenectady, Suffolk, Ulster, Warren, Washington and Westchester Counties.

² 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 Hospital Of Brooklyn.

³ 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.