Quality Management Report

2016 Q4

Quality Management Program

CMS
- STAR Ratings
- Member Satisfaction (CAHPS & HOS)
- HEDIS

DHS
- Member Incident Reporting
- Member Satisfaction Surveys
- Pay for Performance
- Annual Quality Reviews
- DHS Quality Indicator Monitoring
- Member Advisory Committees

DHS and CMS
- Quality Performance Metrics
- Performance Improvement Projects
- Grievances and Appeals
- Utilization Management
2017 Medicare Star Ratings

★★★★★

4 stars – above average

- Overall Rating: Care Wisconsin Health Plan, Inc. (Contract H5209)
- Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

Member Satisfaction Results

Partnership Results for All Questions

- Best
- 2nd Best

<table>
<thead>
<tr>
<th>Month</th>
<th>Best</th>
<th>2nd Best</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-16</td>
<td>75%</td>
<td>13%</td>
</tr>
<tr>
<td>Feb-16</td>
<td>76%</td>
<td>13%</td>
</tr>
<tr>
<td>Mar-16</td>
<td>74%</td>
<td>15%</td>
</tr>
<tr>
<td>Apr-16</td>
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<td>13%</td>
</tr>
<tr>
<td>May-16</td>
<td>72%</td>
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<tr>
<td>Jun-16</td>
<td>53%</td>
<td>15%</td>
</tr>
<tr>
<td>Jul-16</td>
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<tr>
<td>Aug-16</td>
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<td>Nov-16</td>
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<tr>
<td>Dec-16</td>
<td>74%</td>
<td>14%</td>
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Member Satisfaction Results

Family Care Results for All Questions

- One of the goals of the Family Care and Partnership programs is to support people to live within their communities.
- Most members are considered to be eligible for nursing home care, so keeping permanent nursing home residency low (under 3.0%) is an indication of Care Wisconsin’s (CW) commitment to this goal. The red line below represents the 2016 results of this measure.

Permanent Nursing Home

- One of the goals of the Family Care and Partnership programs is to support people to live within their communities.
- Most members are considered to be eligible for nursing home care, so keeping permanent nursing home residency low (under 3.0%) is an indication of Care Wisconsin’s (CW) commitment to this goal. The red line below represents the 2016 results of this measure.
Appeals

- Care Wisconsin encourages members to appeal if they have concerns about decisions made to support them. A high appeal rate is not an indication that something is wrong. It is good that members are exercising their rights. We look for trends that indicate something overall may be worth taking a closer look at.

- In many cases we are able to resolve differences without a formal appeal. In those cases, members withdraw their appeals. The goal is to have on average 60% of appeals withdrawn.

Employee Satisfaction

Voluntary Turnover is the percent of employees who leave Care Wisconsin by their own choice (excludes terminations for performance or fit). The red line represents the results for 2016.
Hospitalization Rates

Hospitalizations are measured by the volume of claims paid. There is a 3 month lag in billing for hospitalizations. The different color at the end of the line shows authorization data so that we can anticipate sooner how we are doing.

The higher rate of hospitalizations for Partnership reflects a population with more illness.

Hospital Readmission Rates

A hospital readmission is defined as an admission that occurs within 30 days of a prior admission.

We are always trying to reduce the number of people who are readmitted to the hospital within 30 days of a discharge. This includes:

- Transition Support Nurse Program that follows people at high risk for readmission
- Participation in regional coalitions to work together with a variety of providers to prevent readmissions (hospitals, home care agencies, hospice, supportive home care, etc)