

2017 Quality Improvement Program Evaluation



SecurityHealth PlanSM

Promises kept, plain and simple.

Quality Improvement Summary

Security Health Plan of Wisconsin, Inc. is a health maintenance organization, which was incorporated in 1986 with a sole corporate member, Marshfield Clinic.

In 2017, Security Health Plan served over 200,000 members in Wisconsin. Our plans and service area consisted of:

- Commercial – HMO, POS
- Marketplace Marketplace EPO, Marketplace POS
- Medicare Advantage Prescription Drug Plans
- Medicare Dual Special Needs Plan (D-SNP)
- Medicare Medical Saving Account (MSA)
- BadgerCare Plus Managed Care Program

In order to ensure member access to appropriate healthcare, Security Health Plan maintains a network of 100 affiliated hospitals and over 10,000 affiliated providers.

We take an integrated approach to health care by working with providers and community organizations to make a healthy difference in our members' lives. Quality improvement initiatives are undertaken in collaboration with our affiliated providers with the goal of providing consistent quality care for our members. This gives us the ability to tailor our programs to best serve our members.

To ensure quality for our members, we evaluated performance measures, satisfaction surveys and nationally-recognized quality standards. We use various measurement resources to determine our direction and focus for quality improvement initiatives.

In 2017, Security Health Plan's Quality Improvement program was successful. Our assessment was based on the following:

- *National Committee for Quality Assurance (NCQA)*
NCQA is an organization dedicated to improving health care quality. They award a "seal of excellence" to those health plans that have passed a rigorous, comprehensive review of their performance standards. The seal is a reliable indicator that a health plan is well managed and delivers high-quality care and service.
- *Healthcare Effectiveness and Data Information Set (HEDIS¹)*
HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. Because so many plans collect HEDIS data and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an "apples-to-apples" basis.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

- HEDIS addresses a broad range of important health issues. Among them are:
- Preventive services recommendations
 - Care for chronic conditions
 - Access/availability of care
 - Satisfaction with the experience of care
- *Consumer Assessment of Healthcare Providers and Systems (CAHPS^{®2}) survey*
The CAHPS survey asks members to evaluate the interpersonal aspects of health care, and their relationship with their physician. The comprehensive survey probes those aspects of care for which consumers and patients are the best source of information, as well as those issues that members identified as being important. Ensuring our members have a positive experience within our health system is an important area of focus for Security Health Plan.
 - *Medicare Health Outcomes Survey (HOS)*
The goal of the Medicare HOS program is to gather valid and reliable health status data on Medicare Advantage members to use in quality improvement activities and improving health. Security Health Plan strives to improve the health, lifestyles and overall well-being of our members.

NCQA Health Plan Ratings

Security Health Plan received high rankings for its private plans (commercial), Medicare Advantage and Medicaid. Through NCQA's Health Insurance Plan Ratings, 2017-2018, Security Health Plan's:

- Private plans (commercial) rated 4.5 out of 5
- Medicare Advantage plans rated 4.5 out of 5
- Medicaid plans rated 4 out of 5

Centers for Medicare Services (CMS) Medicare Advantage Plan Ratings

Security Health Plan received an overall rating of 4.5 in the 5-star rating that CMS uses to rate Medicare Advantage and Part D Prescription Drug plans.

Quality Rating System

Our Marketplace EPO plan earned rating of 4 out of 5 in the federally-facilitated Marketplace Quality Rating System.

Clinical Quality Improvements

Security Health Plan recognizes that keeping members informed empowers them to make educated choices that affect their health and well-being. We promoted age-appropriate health services through newsletters, personalized mailings, health and wellness information, digital health coaching, and telephonic coaching/outreach through our care management programs.

² CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality.