



Department of Consumer & Business Services

Insurance Division — 2

P.O. Box 14480

Salem, Oregon 97309-0405

Phone: (503) 947-7269

Fax: (503) 378-4351

350 Winter St. NE, Rm. 440, Salem, Oregon

www.oregoninsurance.org

Quality Assessment
Annual Summary

Quality assessment annual summary for 2004.

Due on June 30 for previous calendar year.

Each insurer offering managed health plans shall have a quality-assessment program that enables the insurer to evaluate, maintain, and improve the quality of health services provided to enrollees.

ORS 743.814, OAR 836-053-1170.

1. Company name: Clear Choice Health Plans a dba of Central Oregon Independent Health Services Filing date: 6/27/2005
2. Company address: 2650 NE Courtney Dr
City, state, ZIP: Bend OR 97701
3. Company Web site: www.clearchoicehp.com
4. Name, e-mail address, and phone number of the person completing this form:
Syd Benefiel, QA Specialist, sbenefiel@clearchoicehp.com 541-330-8106
5. Name, title and department of manager responsible for oversight of quality assessment:
Syd Benefiel, QA Specialist, sbenefiel@clearchoicehp.com 541-330-8106

For the following information, enter the URL, or the name of the publication in which the information appears:

6. Name, title, phone number, address, and e-mail address of the person whom enrollees can contact (other than their provider) regarding quality of care:
Mari Calvo, Grievance/Appeals/Privacy Administrator - P.O. Box 6929, Bend OR 97708
URL, or the publication title, date, and page: MemberHandbook CC Select Large Group.doc pg 51
MemberHandbook-Small Group.doc pg 53
7. Name, title and department of the designee for providers to contact with their concerns about quality of care:
Michael Patmas MD Medical Director or Syd Benefiel QA Specialist, 2650 NE Courtney Dr. Bend OR 97701
URL, or the publication title, date, and page: CCHP Provider Manual. pdf pg 16

8. Does the company use formal program evaluation to maintain and improve the quality of its health services?

No Yes Who conducts program evaluation?

The program evaluation is conducted by the Quality Assurance Specialist and overseen by the medical director, supported by the data analyst. The evaluation is reviewed by the Quality Assurance/Utilization Management Committee and receives final approval by the Central Oregon Independent Health Services (COIHS) Board of Directors.

2003 QAUM Report.doc

URL, or the publication title, date, and page:

Organizational Chart for Quality Assurance Integration
Organizational Chart for Quality Assurance Utilization Management Committee

9. How often does the company conduct a formal, systemwide quality assessment?

Never Semiannually Annually Biennially Other (specify):

The 2004 report is scheduled to be reviewed for approval August 2005.

URL, or the publication title, date, and page: 2003 QAU Management Report.doc

10. Does the company systematically assess its enrollees' satisfaction with quality of care?

No Yes Specify means and frequency:

The monitoring of complaints and grievances is one way the plan assesses enrollee satisfaction. Quarterly reports are reviewed by the CCHP Quality Assurance /Utilization Management Committee on a quarterly basis. Complaints are reviewed with patterns of dissatisfaction in mind. With only 3 complaints in 2004, no trends have been identified. A member satisfaction survey is planned for distribution to members in July 2005.

URL, or the publication title, date, and page: G&A Policy.doc pg1



11. Does the company prioritize quality-of-care concerns?

No Yes Name and title of person who determines priorities:

Yes, the company prioritizes quality-of-care concerns. The company uses the same systems for analyzing care for all health plans. Priorities are determined by the CCHP QA/UM Committee with consideration of national trends and initiatives as well as by analyzing plan specific data.

URL, or the publication title, date, and page: QA Plan 2004.doc pgs 2 and 3;section II pgs 1-13

12. List current quality-improvement goals and steps toward accomplishment:

Main goal: **The QA Committee reviewed reports at the July 2004 QA/UM meeting on the top diagnoses by cost and volume; top drugs by cost and volume. Three of the top 11 diagnoses by cost relate to pregnancy and delivery. Clear Choice Health Plans contracted with ING for Perinatal and Neonatal Case Management Services beginning in fall of 2004.**

Status: _____

Other goal: **The committee recommended the implementation of interventions designed to address self-management of depression and pain based upon the volume of antidepressants and pain medications. Due to the large percentage of members who are employees, one of the interventions has been to increase employee awareness of the Employee Assistance Program (EAP), which offers a number of free counseling visits. Utilization of that program increased in 2004. Our goal is to ensure adequate treatment for depression through pharmacology and behavioral therapy.** Status: **Utilization of the EAP increased in 2003. Review of pharmacy data shows antidepressant utilization remains strong.**

Goal: _____ Status: _____
 Goal: _____ Status: _____
 Goal: _____ Status: _____

URL, or the publication title, date, and page: _____

13. Does the company include provider participation in its quality assessment?

No Yes How? **The major process for provider participation is through the CCHP QAUM Committee. This committee is comprised of 13 members: 5 primary care physicians, 5 specialty physicians, 1 auxiliary provider, 1 hospital/clinic administration representative, and 1 health plan representative. Panel physicians also participate on the Medical Management Committee which assists the medical director with authorization decisions and reviews provider appeals of authorization denials. The 15 person COIHS Board of Directors has 6 physician members and the board has final approval of the QA Plan and Annual Report. The Medical Affairs department of the company also uses panel physicians and out of panel specialists for consultation on quality issues.**

URL, or the publication title, date, and page: **QA Committee Org Chart.ppt
 QAUM Committee Policy.doc
 Medical Management Committee Policy.doc
 QA Plan 2004.doc**

14. Does the company credential providers?

No Yes Credential(s) awarded: **Yes we make sure that providers are credentialed however Credentialing is delegated to Central Oregon Independent Practice Association.**

URL, or the publication title, date, and page: _____

15. Does the company use clinical practice guidelines?

No Yes Specify type or source: **This function for the development and biennial review of guidelines is delegated to Central Oregon Independent Practice Association. The company also uses Medicare criteria and evidence based guidelines available from UpToDate.com**

URL, or the publication title, date, and page: **Standard Review for Medical Director Policy.doc
 Practice Guidelines Policy.doc**

16. List non-mandated screening and preventive health benefits covered by any company plan:

The plan covers periodic health exams for children and adults; immunizations, excluding those for the sole purpose of travel; breast cancer screening; cervical cancer screening; prostate cancer screening; colon cancer screening; bone density scan; family planning; and diabetes self-management and instructional programs.

17. List activities (including HEDIS measures, if available) in the following areas of health promotion and disease prevention:

Tobacco cessation advice given to smokers: **The specifics of Tobacco Addiction services are described in the Summary of Benefits for each plan and are located on our website. Benefits are limited to a lifetime maximum of \$120. Utilization reports are being reviewed to determine the need for additional promotion and planning is underway for telephonic smoking cessation counselling services.**

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Diabetes education and home monitoring:: **The plan covers diabetic supplies necessary for home monitoring and covers diabetes education. The specifics of coverage can be found on the Summary of Benefits on our website. The plan did not yet have enough diabetics for a statistically significant denominator for HEDIS®. This measure will be performed when an adequate denominator is available. We currently have 27 diabetics as of December 2004.**

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Pregnancy care begun within first 13 weeks: **Maternity Case Management is available to enrollees with high risk pregnancies through the ING Rosebud program. The plan does not limit delivery Length of Stay. HEDIS® Access to Prenatal Care measure has not yet been performed. The denominator for members enrolled in 2004 is insufficient for statistical significance.**

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Childbirth education and parenting support:

URL, or the publication title, date, and page:

Immunizations by child's second birthday: **Childhood immunizations are a covered benefit. See Summary of Benefits located on website for details. The denominator for members enrolled in 2003 age 0-24 months is insufficient to provide statistical significance for HEDIS® Childhood Immunization Measure.**

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Nutrition: **Medical foods are covered for Inborn Errors of Metabolism. Nonprescription elemental enteral formula is covered when Medically Necessary. Nutritional counseling is covered for diabetes. See Member Handbooks and Summary of Benefits for details.**

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Cardiovascular health:

The plan covers lipid screening exams as well as other proven measures to screen for cardiovascular disease. The plan has strong utilization of lipid lowering medications.

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=MPSG>

Injury prevention:

The company QA Committee reviewed utilization reports on top 20 diagnoses by cost and volume at the July 2004 meeting. Injuries did not show in the top 20.

URL, or the publication title, date, and page: _____