



Department of Consumer & Business Services

Insurance Division — 2

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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: Health Net Health Plan of Oregon, Inc Filing date: 6/29/05
2. Company address: 13221 SW 68th Parkway, Suite 200
City, state, ZIP: Tigard, OR 97223
3. Company Web site: www.healthnet.com
4. Name, e-mail address, and phone number of the person completing this form:
Camille Cadran, camille.r.cadran@healthnet.com, 503-213-5121
5. Name, title and department of manager responsible for oversight of quality assessment:
Camille Cadran, Quality Improvement Manager, Quality Improvement Department

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:
Members can report Quality of Care concerns to any Health Net Associate, but the majority of concerns are communicated to Sales, Health Services and Customer Service Representatives.
Health Net Oregon Customer Service Representatives, 13221 SW 68th Parkway, Suite 200, Tigard, OR 97223 1-888-802-7001, service@healthnet.com
URL, or the publication title, date, and page: 2004 Quality Improvement Program Description, pg. 4-3.
7. Name, title and department of the designee for providers to contact with their concerns about quality of care:
Health Net Oregon Customer Service Representatives, 13221 SW 68th Parkway, Suite 200, Tigard, OR 97223 1-888-802-7001, service@healthnet.com
URL, or the publication title, date, and page: 2004 Quality Improvement Program Description, pg. 4-3
8. Does the company use formal program evaluation to maintain and improve the quality of its health services?
 No Yes Who conducts program evaluation? VP of Health Services
URL, or the publication title, date, and page: 2004 Quality Improvement Program Description, entire document
9. How often does the company conduct a formal, systemwide quality assessment?
 Never Semiannually Annually Biennially Other (specify): _____
URL, or the publication title, date, and page: 2004 Quality Improvement Program Evaluation, entire document.
10. Does the company systematically assess its enrollees' satisfaction with quality of care?

No Yes Specify means and frequency:

Member satisfaction is measured through an informal process of reviewing member complaints, grievances and appeals to identify trends and to make recommendations to the Health Plan related to benefit changes and process improvements that will improve care and service to members. The process is completed on an annual basis, typically in the first quarter. Information/feedback from Associates, member committees, providers, brokers/agents and surveys are also used to evaluate Health Plan satisfaction.

URL, or the publication title, date, and page: 2004 Quality Improvement Program Description, pg. 4-2.



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

No Yes Name and title of person who determines priorities:

Health Plan Medical Director and Professional Review Committee

URL, or the publication title, date, and page: 2004 Quality Improvement Program Description, pg. 4-3.

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

Main goal:

Develop and maintain an integrated Quality Improvement Program that provides structure for promoting and achieving excellence in all areas through continuous quality improvement.

Status:

Key Indicators which focus on the quality of services provided to members are measured and reported on a regular basis in the Quality Improvement Committee and Board of Directors. Quality initiatives are implemented to address Indicators that did not meet their established standard. 10 out of 16 measurements were met in 2004.

Rx Initiative implemented which included the implementation of a continuity of care policy and the modification of prior authorization criteria. The outcome of the initiative was positive based on a significant reduction in the total number of A&G related to Pharmacy benefits post implementation.

Other goal: **Monitor the quality of care and services provided by participating providers, medical groups, organizational providers, managed behavioral health organizations, and delegated entities to Health Net members.**

Status:

Quality Indicators are established which alert UM staff of any potential quality of care/safety or service issues. Cases are forwarded to the Medical Director and Professional Review Committee for review, when indicated.

Health Net contracts with the Ambulatory Record Certification (ARC) to conduct site and medical record reviews. Medical Record reviews were conducted on 473 physicians with 98% receiving a passing score. Site reviews were completed on 74 Physicians with 100% receiving a passing score.

A total of 284 potential Quality of Care/Safety and Service cases were identified in 2004. Standard of care was not met in 3% of these cases and required an intervention which could include a request for a quality of care review by the organization, letter to the provider, and tracking/trending.

An annual assessment was completed on all Delegated entities for service levels and regulatory compliance. Monthly/Quarterly reports submitted by the Delegates were reviewed on a regular basis. Corrective Action Plans were implemented to address any identified concerns.

Grievance and Appeals are not delegated. This function is maintained by Health Net as a way to monitor the service/quality levels of a Delegate.

Goal:

Use an ongoing, systematic approach to monitor, evaluate, and improve the quality, appropriateness, availability, and accessibility of medical care and services provided to Health Net members.

Status:

Inter-Rater Reliability audit process implemented to ensure consistency of application of medical necessity criteria among reviewers. Baseline audit, staff training and re-testing was completed in 2004 with all staff meeting established performance target.

Educational trainings were offered to participating providers by Health Net through sponsorship of Pri-Med Conferences, a presentation on Practice Variations, and internal provider trainings.

Access standards were met by 99.9% of contracted PCPs and OB-GYN as measured by the Ambulatory Records Certification (ARC).

HNOR monitors network adequacy to ensure members have appropriate access to primary and specialty care. Reports are submitted to regulatory agencies per state requirements.

Physicians and facilities are credentialed and recredentialed according to regulatory requirements. Seventy-one percent (71%) of physicians were recredentialed and 1,888 were credentialed in 2004. 236 Facilities were credentialed and 92 were recredentialed in 2004.

Goal: **Identify opportunities for improvement of the health status of members through the development and implementation of health promotion, preventive education, and disease management programs.**

Status:

Health Net Oregon implemented Decision Power, a disease management/health coaching program designed to provide members with tools to increase their health care knowledge and decision making skills. Members identified with a chronic disease(s) receive disease management materials and health screening reminders specific to their health condition. Health Net continued to offer its Quitting Matters Tobacco Cessation Program, although utilization of the program was extremely poor. A thorough evaluation of the program began in Q4 with changes to be made in 2005.

Health Net continued it's education -based prenatal program with 13% of expecting members participating in the program. Health Net distributed 104 helmets in it's bike safety program compated to 53 in 2003.

Goal:

Status:

URL, or the publication title, date, and page: **2004 Quality Improvement Program Evaluation, entire document.**

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

No Yes How? **Medical Director is chair of the Quality Improvement Committee. External providers participate in 3 out of 5 Quality Improvement sub-committees.**

URL, or the publication title, date, and page: **2004 Quality Improvement Program Description, pg. 3-3.**

14. Does the company credential providers?

No Yes Credential(s) awarded: **Providers are credentialed in accordance with industry (NCQA) standards and regulatory requirements, which may include but is not limited to, education/training, licensure, professional liability insurance and history of claims, and sanctions, and professional standing.**

URL, or the publication title, date, and page: **2004 Quality Improvement Program Description, pg. 4-3.**

15. Does the company use clinical practice guidelines?

No Yes Specify type or source: **EBM Solutions, Hayes Directory, The British Medical Journal Clinical Evidence Guidelines**

URL, or the publication title, date, and page: **2004 Quality Improvement Program Description, pg. 4-3. (See also 2004 Utilization Management Program Description, pg. 2-11)**

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

<p>The following preventive health benefits are available either as base benefits or as a preventive rider depending on plan type and member age.</p>	<p>Circumcisions for newborn male children are covered.</p>
<p>Routine Physical Examinations are covered according to established age schedule.</p>	<p>Prostate screening examination and PSA (Prostate Specific Antigen) test are covered every other year for males age 55 or older.</p>
<p>Immunizations and inoculations routinely administered are covered. Immunizations for the purpose of travel are not covered.</p>	<p>Counseling and assessment for birth control are covered. Diaphragms and non-hormonal contraceptive devices, contraceptive injectables, and Norplant are covered when provided in the doctor's office.</p>
<p>Vision screening to determine the need for vision correction is covered. Eye examinations for refractions are not covered. All types of vision hardware and corrective appliances are excluded except as provided under Medical Supplies of the Basic Benefit Schedule.</p>	<p>Benefits for preventive care services covered under Preventive Riders are payable at benefit levels indicated in the member's benefit schedule.</p>

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

<p>Tobacco cessation advice given to smokers:</p>	<p>Phone-based tobacco cessation program is available to all Health Net members.</p> <p>Education classes are supported through Health Net Oregon's Wellness PayBack Benefit, which provides up to \$50 reimbursement for an annual max of \$150, for members who complete a tobacco cessation class at a hospital or clinic.</p> <p>Healthy Decision Kit mailed to Health Net Oregon members in Q4 which included information regarding tobacco cessation.</p>
<p>URL, or the publication title, date, and page:</p>	<p>Members also have access to a number of phone-supported and home-study health and fitness related programs through Health Net's Healthyroads for Living Programs including Tobacco Cessation.</p> <p>2004 Quality Improvement Program Evaluation, pp. 3 & 11</p>

Diabetes education and home monitoring::

Benefits for diabetes education classes are covered through Health Net Oregon according to mandated state benefits.

Members identified with Diabetes as being high risk are contacted by a Decision Power RN who discusses the importance of regular diabetic screenings, self-management skills, blood glucose monitors, specific health concerns, and provides additional resources to the member, as needed.

Members also have access to a number of phone-supported and home-study health and fitness related programs through Health Net's Healthyroads for Living Programs including Type 1 and Type 2 Diabetes Education.

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

2004 Quality Improvement Program Evaluation, pp. 3 & 10.

Pregnancy care begun within first 13 weeks:

Health Net Oregon's Pregnancy Matters Prenatal Program rewards expecting members who receive care in their first trimester and complete a carseat education program with a \$40 gift card redeemable at Toys-R-Us. In addition, members who enroll in the Pregnancy Matters Prenatal Program by their second trimester receive the prenatal guide, "What to Expect When You're Expecting" which includes information on the importance of early and regular prenatal care.

Healthy Decision Kit mailed to Health Net Oregon members in Q4 which included information regarding pregnancy.

Maternal Health Guidelines are included on Health Net Oregon's web site at www.healthnet.com.

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

2004 Quality Improvement Program Evaluation, pp. 3 & 11.

Childbirth education and parenting support:

Health Net Oregon's Pregnancy Matters Prenatal Program helps give prospective parents the information and resources they need to stay healthy during a pregnancy, including a copy of the book "What to Expect When You're Expecting" which includes information and resources on childbirth and parenting skills.

Members also have access to a number of phone-supported and home-study health and fitness related programs through Health Net's Healthyroads for Living Programs including Prenatal Fitness.

Parenting and Childbirth Education classes are supported through Health Net Oregon's Wellness PayBack Benefit provides up to \$50 reimbursement for an annual max of \$150, for members who take health education, fitness or safety classes, including childbirth classes, newborn care, and breastfeeding, at any hospital or clinic.

Maternal Health Guidelines are included on Health Net Oregon's web site at www.healthnet.com.

URL, or the publication title, date, and page:	2004 Quality Improvement Program Evaluation, pp. 3 & 11.
Immunizations by child's second birthday:	<p>Healthy Decision Kit mailed to Health Net Oregon members in Q4 which included information regarding preventive health guidelines.</p> <p>Preventive Health Guidelines are included on Health Net Oregon's web site.</p>
URL, or the publication title, date, and page:	<p>2004 Quality Improvement Program Evaluation, pp. 3 & 11.</p> <p>Health Net Oregon's Website is available for members at www.healthnet.com.</p>
Nutrition:	<p>Wellness PayBack Benefit provides up to \$50 reimbursement for an annual max of \$150, for members who take health education, fitness or safety classes, including weight management or nutrition classes, at any hospital or clinic.</p> <p>Members also have access to a number of phone-supported and home-study health and fitness related programs through Health Net's Healthyroads for Living Programs including Nutrition.</p>
URL, or the publication title, date, and page:	<p>Health Net Oregon's Website is available for members at www.healthnet.com.</p>
Cardiovascular health:	<p>Health Net Oregon's Health Club Discount Program provides members with membership discounts at participating clubs and facilities. Programs available include aerobics, weight training, yoga, tai chi, circuit training and others.</p> <p>Education classes are supported through Health Net Oregon's Wellness PayBack Benefit that provides reimbursement of up to \$50 for an annual max of \$150 when members complete any "healthy heart" type of class at a hospital or clinic.</p> <p>Members identified with Cardiovascular Disease as being high risk are contacted by a Decision Power RN who discusses the importance of regular screenings, self-management skills, specific health-related concerns, and provides additional resources to the member, as needed.</p> <p>Members also have access to a number of phone-supported and home-study health and fitness related programs through Health Net's Healthyroads for Living Programs including Healthy Heart topics, (Cholesterol and Blood Pressure).</p>
URL, or the publication title, date, and page:	2004 Quality Improvement Program Evaluation, pp. 3 & 10.

A \$40 gift card redeemable at Toys-R-Us is provided to expectant members who receive prenatal care in their first trimester and who complete the entire Pregnancy Matters Prenatal Program which includes an carseat safety education.

Injury prevention:

Health Net Oregon's Head's Up! Bike Safety Program provides members, ages 1 to 16, and their parents with information on safe cycling and the importance of wearing a helmet. Each member who completes the program is eligible to receive a free bike helmet.

Wellness PayBack Benefit provides up to \$50 reimbursement for an annual max of \$150, for members who take health education, fitness or safety classes including first aid and CPR at any hospital or clinic.

2004 Quality Improvement Program Evaluation, pp. 3 & 11.

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

Health Net Oregon's Website is available for members at www.healthnet.com.
