



Department of Consumer & Business Services

Insurance Division — 2

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Quality Assessment
Annual Summary

Quality assessment annual summary for 2006.

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: 6/2007
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, camille.r.cadran@healthnet.com, 503-213-5121

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, however, 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: 2006 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:
Providers can report Quality of Care concerns to any Health Net Associate, however, the majority of concerns are communicated to Health Services and/or Provider Network Management. 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: 2006 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: 2006 Utilization Management Program Evaluation

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: 2006 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 a formal 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. 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: 2006 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: 2006 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 that 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 meetings. Quality initiatives are implemented to address Indicators that did not meet their established standard.

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 clinical 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. A total of 185 potential Quality of Care/Safety and Service cases were identified in 2006. Through a comprehensive review it was determined that standard of care was met in all cases and no additional interventions were required. An annual assessment was completed on all Delegated entities for service levels and regulatory compliance. Due diligence reviews were also completed on those entities requesting to be delegated for administering services. Monthly/Quarterly reports submitted by the Delegates were reviewed on a regular basis. Corrective Action Plans were implemented, as needed, to address any identified concerns. Grievance and Appeals are not delegated to Delegated Entities. This function is maintained by Health Net as a way to monitor the service/quality levels of a Delegate.

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 continued to offer members access to the Decision Power program, a disease management/health coaching program. A survey was administered to members to determine awareness/satisfaction of the program. 94% of users were very satisfied/satisfied with the assistance received. 80% of users felt their quality of care was improved due to speaking with a Decision Power Health Coach. Enhancements were made to HN's Quitting Matters Tobacco Cessation Program, in 3rd quarter to include both online and phone-support options for tobacco cessation. An online Weight Management and Nutrition program were also offered to members in 3rd quarter. Five additional vendors were added to the Well Rewards Discount program in 2005.**

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: **HNOR monitors network adequacy to ensure members have appropriate access to primary and specialty care and ancillary services. Access to care is monitored through formal and informal feedback from members, including but not limited to A&G and Insurance Division Inquiries/Complaints. Physicians and facilities are credentialed / recertified according to the timelines established by regulatory agencies.**

Goal:

Status:

URL or the publication title, date, and page: 2006 Quality Improvement Program Evaluation, entire document.

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

No Yes How? The Chief Medical Officer is the chair of the Quality Improvement Committee. External providers participate in 2 Quality Improvement sub-committees.

URL or the publication title, date, and page: 2006 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: 2005 Quality Improvement Program Description, pg. 4-3 & 4-4.

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: 2006 Quality Improvement Program Description, pg. 4-3. (See also 2005 Utilization Management Program Description)

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

The following preventive health benefits are available either as base benefits or as a preventive rider depending on plan type and member age.

Circumcisions for newborn male children are covered.

Routine Physical Examinations are covered according to established age schedule.

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.

Immunizations and inoculations routinely administered are covered. Immunizations for the purpose of travel are not covered.

Benefits for preventive care services covered under Preventive Riders are payable at benefit levels indicated in the member's benefit schedule.

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.

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

Tobacco cessation advice given to smokers:

Online and phone-based tobacco cessation program is available to all Health Net members. 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. [Benefit not available on some Individual and HDHP]

URL or the publication title, date, and page:

Members also have access to a number of self-help online resources and phone-supported health and fitness related programs through Health Net's Healthyroads for Living Program, including Tobacco Cessation. 2006 Quality Improvement Program Evaluation, pg. 3 and 2006 Quality Improvement Program Description, pg 4-4 .

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:

2006 Quality Improvement Program Evaluation, pg. 3 and 2006 QI Program Description, pg 4-4.

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

URL or the publication title, date, and page:

2006 Quality Improvement Program Evaluation, pg. 3 and 2006 QI Program Description, pg. 4-4.

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. [Benefit not available on some Individual and HDHP.]
Maternal Health Guidelines are included on Health Net Oregon's web site at www.healthnet.com.**

URL or the publication title, date, and page:

2006 Quality Improvement Program Evaluation, pg. 3 and 2006 QI Program Description, pg . 4-4.

Immunizations by child's second birthday:	Preventive Health Guidelines are included on Health Net Oregon's web site.
URL or the publication title, date, and page:	Health Net Oregon's Website is available for members at www.healthnet.com.
Nutrition:	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. [Benefit not available on some Individual and HDHP.] 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.
URL or the publication title, date, and page:	Health Net Oregon's Website is available for members at www.healthnet.com.
Cardiovascular health:	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. 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. [Benefit not available on some Individual and HDHP.]
	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. 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).
URL or the publication title, date, and page:	2006 Quality Improvement Program Evaluation, pg. 3 & 2006 QI Program Description, pg. 4-4.
Injury prevention:	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 a carseat safety education. 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. [Benefit not available on some Individual and HDHP.]

URL or the publication title, date, and page:

**2006 Quality Improvement Program Evaluation, pg. 3 &
2006 QI Program Description, pg. 4-4. Health Net
Oregon's Website is available for members at
www.healthnet.com.**
