

Harmony Health Plan of Missouri  
Quality Improvement Program Evaluation  
2010 Summary

Harmony Health Plan of Missouri services Missouri Medicaid members in 13 counties in the Eastern Region of Missouri. Harmony assists members as they move through the managed care system, reducing barriers to care, and supporting members in reaching optimal health.

The Quality Improvement Program is established to provide the structure and key processes that enable the health plan to carry out its commitment to ongoing improvement of care and service, and improvement of the health of its members. The Quality Improvement Program assists Harmony to achieve these goals.

Quality Improvement Programs objectives direct personnel, activities, and resources to achieve Program goals. Objectives address activities planned, methodologies, persons responsible, and time frames for meeting each objective. Quality Improvement Program objectives are reviewed and revised annually or more frequently as needed.

In 2010, Harmony Health Plan of Missouri completed the following activities:

- In 2010, Harmony Health Plan successfully transitioned behavioral health management to Magellan Health Services an NCQA accredited behavioral health care organization. Opportunities for Improvement identified for 2011 include increasing Continuity and Coordination of Care between Medical and Behavioral Practitioners and Monitoring of Members with Co-Existing Medical and Behavioral Disorders.
- In 2010, the health plan conducted the Consumer Assessment of Health Plans Survey (CAHPS) with results not meeting NCQA's 75<sup>th</sup> Quality Compass percentile. The health plan's barrier in meeting goal is the percentage of ineligible member responses. The health plan will utilize newsletters to educate members prior to the next CAHPS survey mailing.
- The GeoAccess report indicated Harmony meet 99% compliance with geographic distribution of primary care practitioners, specialists, and hospitals for Basic, Urban, and Rural counties.
- Harmony successfully completed the 2010 Healthcare Effectiveness Data Information Set (HEDIS) data collection process and analysis. Harmony works with practitioners in providing non-compliance lists and reminders throughout the year to improve compliance with HEDIS measures.
- Implemented member and provider initiatives identified in Process Improvement Project (PIP) based Asthma Management, Childhood Obesity, Improving Oral Health, Adolescent Well Care, and Medical Home Disparities.

Additional activities Harmony Health Plan conducted in 2010 were:

- Increase enrollment in our prenatal Harmony Hugs program
- Satisfaction with Utilization Management Survey
- Medical Record Review

- Guideline Management: Clinical Practice and Preventive Guidelines
- Lead Management Case Management
- Completion of the External Quality Review Organization audit by Behavioral Health Concepts

The Quality Improvement Program Description and Work Plan govern the program structure and activities for a period of one calendar year. At least annually, the Quality Improvement Department facilitates a formal evaluation of the Quality Improvement Program.

If you would like a more detailed description of the quality management programs, goals, processes and outcomes as they relate to health care benefits and service, please contact:

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