



AETNA BETTER HEALTH® Premier Plan Of Michigan

Quality Report 2020

The Quality Report is a focus on Population Health. Aetna's goal is to promote wellness and prevention for all enrollees with the Plan. This report is published to communicate rates related to the delivery of healthcare to Aetna Medicaid members at the provider level.

Provider (PCP) reports: These quarterly reports are available on the provider portal, to the PCPS to provide information on their performance with select HEDIS measures on preventative and chronic care conditions. The selected measures provide valuable information on the delivery of quality health care and recommendations for improving rates in the PCP profile.

Gaps-in-Care (GIC): Each month, a refreshed listing of Aetna members assigned to a PCP panel is populated in the provider portal <https://www.aetnabetterhealth.com/michigan>. The report outlines HEDIS measures that a patient may be due for such as Colorectal cancer screenings, diabetic care, and breast cancer screenings. The monthly GIC report is a useful tool for Providers when contacting members for overdue services as these metrics are also linked to pay for quality.

HEDIS: HMO industry tool used to compare the delivery of health care. Year over year HEDIS data is evaluated to identify trends and patterns with a focus on variances. Our overall goal is to meet the 75th NCQA percentile in every HEDIS measure. We recognize that partnering with our network physicians & their office staff is key to achieve the better health outcomes for our members. Thank you for all your support and work in the transmission of medical records to support HEDIS reporting.

Consumer Assessment of Healthcare Providers and System (CAHPS): Evaluates a member's experiences and satisfaction with their Health Plan and the services rendered. The survey's goal is to understand and measure the patient's interactions with their Health Plan and health care providers to improve their overall experience. Our goal is to meet the 75th NCQA percentile.

For more information, please visit our website www.aetnabetterhealth.com/michigan.

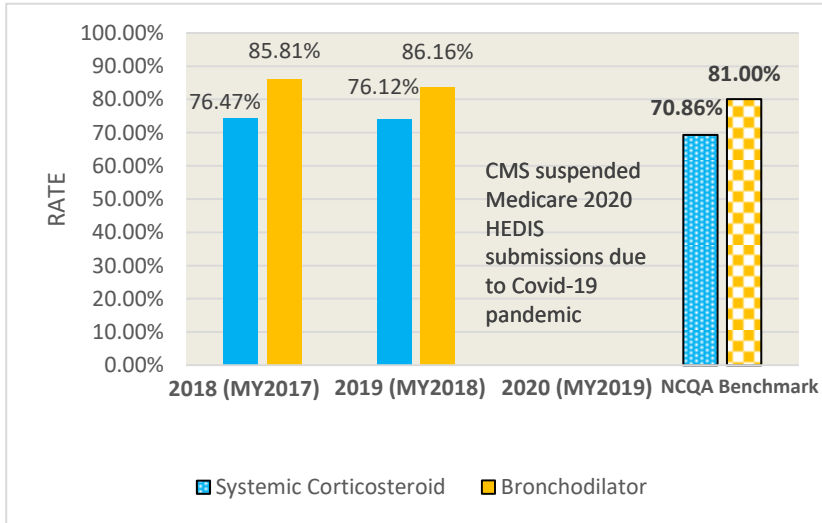
Aetna thanks you for participating in our network, for the quality health care you provide our members and for your cooperation in our annual review process.

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HEDIS Annual Report Data 2020 (MY2019)

Respiratory Conditions

Pharmacotherapy Management of COPD Exacerbation (PCE)

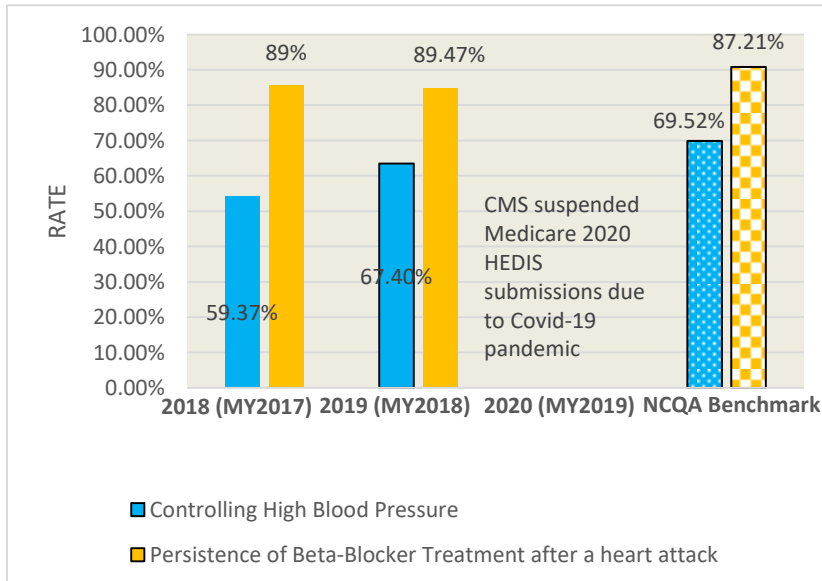


The percentage of COPD exacerbations for members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1–November 30 of the measurement year and who were dispensed appropriate medications.

- The 2020 (MY 2019) PCE rate was not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

Cardiovascular Conditions

Effectiveness of Care: Cardiovascular



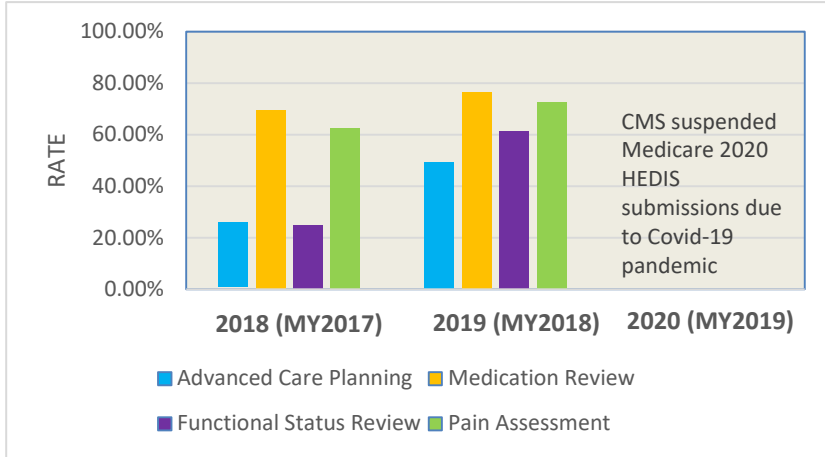
Controlling High Blood Pressure: the percentage of members with a diagnosis of hypertension and whose BP was adequately controlled per HEDIS technical specifications.

Persistence of Beta-Blocker Treatment: the percentage of members 18 or older who were hospitalized with a diagnosis of acute myocardial infarction (AMI) and received persistent beta-blocker treatment for six months after discharge as defined by HEDIS technical specifications.

- The 2020 (MY 2019) rates were not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

HEDIS Annual Report Data 2020 (MY2019)

Prevention and Screening Care of Older Adults (COA)



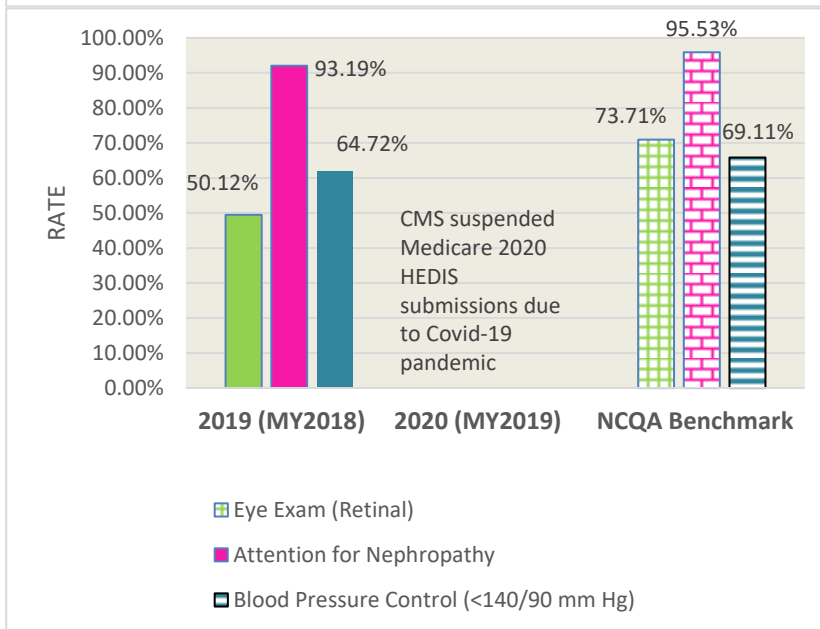
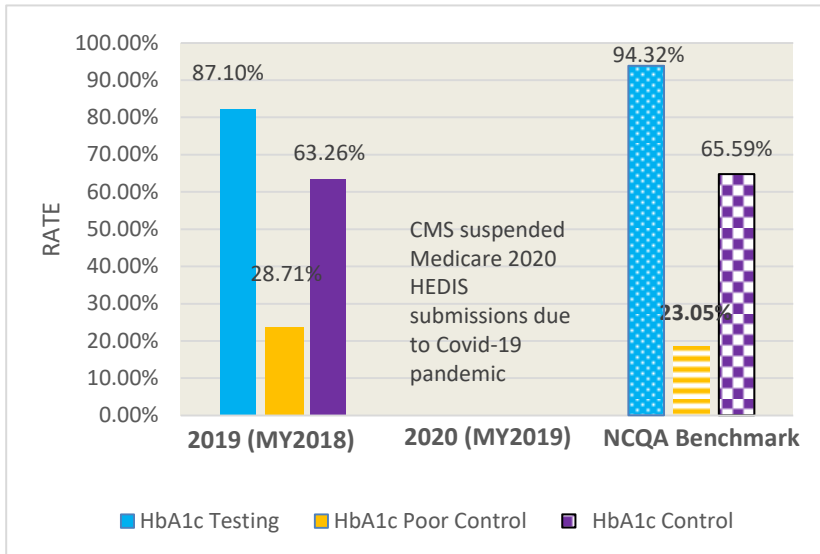
The percentage of adults 66 years or older who had each of the following during the measurement year.

- Advanced Care Planning
- Medication Review
- Functional Status Review
- Pain Assessment

The 2020 (MY 2019) Care for Older Adults rates were not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

Diabetes

Comprehensive Diabetic Care (CDC)



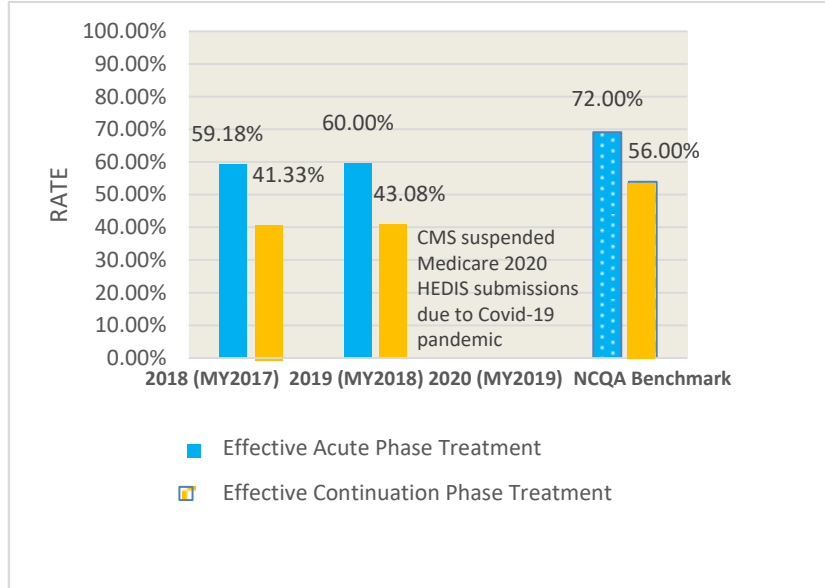
The percentage of members with diabetes (type 1 and type 2) who had each of the following as defined by HEDIS technical specifications:

- HbA1c Testing not reported
- HbA1c poor control not reported
- HbA1c Control not reported
- Retinal Eye Exams not reported
- Medical Attention for Nephropathy not reported
- Blood Pressure Control not reported

The 2020 (MY 2019) Comprehensive Diabetes Care rates were not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

Behavioral Health

Antidepressant Medication Management (AMM)

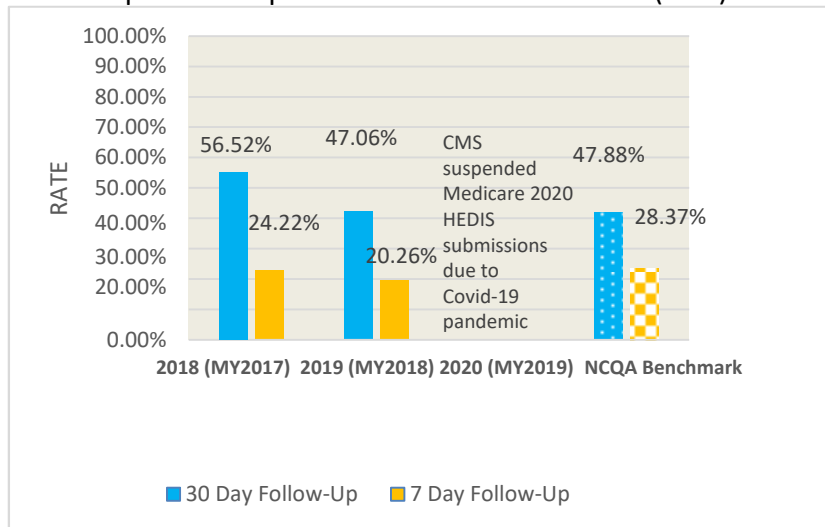


AMM

The percentage of members who were treated with antidepressant medication with a diagnosis of major depression and who remained on antidepressant medication treatment.

- The 2020 (MY 2019) AMM rates were not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

Follow-Up after Hospitalization for Mental Illness (FUH)



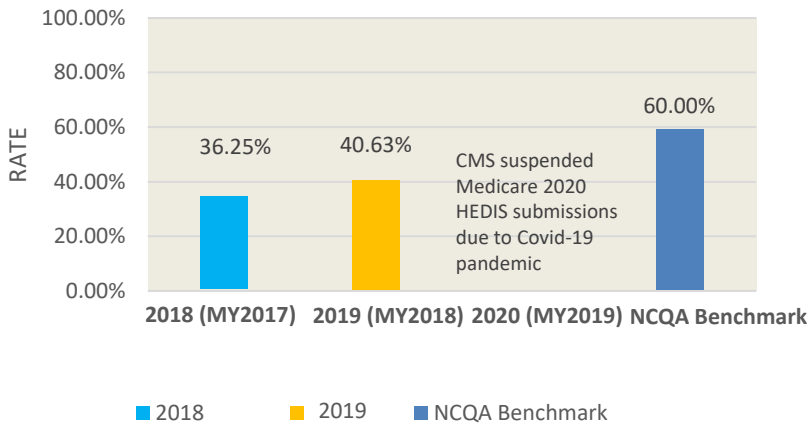
FUH

The percentage of discharges for members who were hospitalized for treatment of selective mental illness diagnoses who had follow-up with a mental health practitioner.

- The 2020 (MY 2019) FUH rates were not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic

Medication

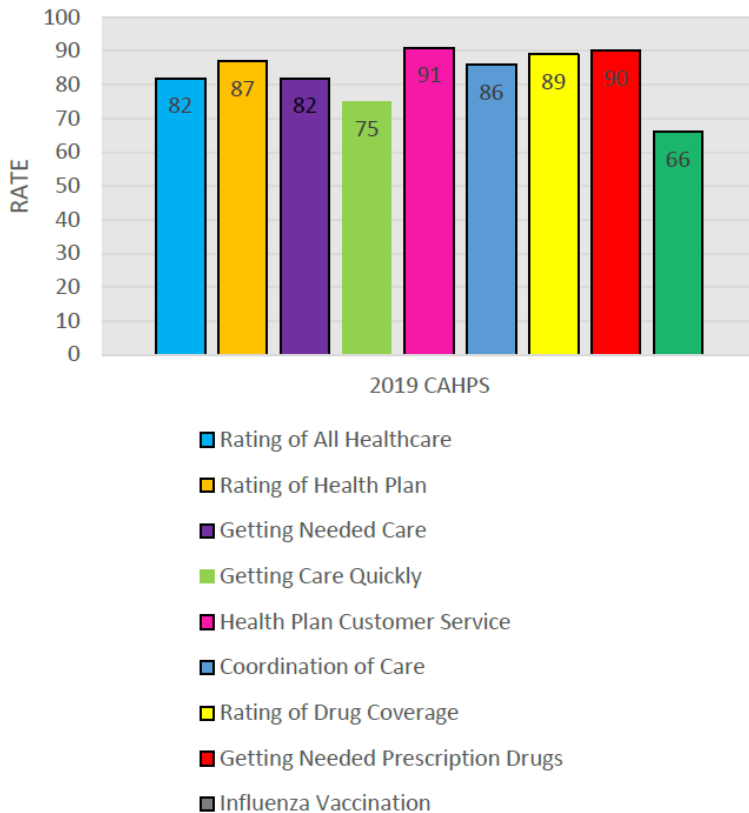
Medication Reconciliation Post Discharge (MRP)



MRP

The percentage of discharges for whom medications were reconciled the date of discharge through 30 days after discharge per HEDIS technical specifications.

- The 2020 (MY 2019) MRP rate was not reported as CMS suspended Medicare 2020 (MY2019) HEDIS submissions due to the Covid-19 pandemic



CAHPS

For public reporting a 0-100 scale is shown in the bar graph. Rating of all Healthcare, Rating of Health Plan, Coordination of Care, and Advising Smokers and Tobacco users to quit ranked in the 50th percentile in 2019 (MY2018). Health Plan Composites Getting Needed Care and Getting Care Quickly scored in the 25th percentile in 2019 (MY2018). Rating of all Health Care rated below the 25th percentile in 2019 (MY2018) Rating of Specialist, Flu and pneumococcal vaccinations could not be reported due to low denominator.

2020 (MY2019) CAHPS reporting was suspended due to the Covid-19 pandemic therefore 2019 (MY2018) rates are listed.