

Quality Improvement Program



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

How we measure up

At HealthKeepers, Inc., we focus on helping our Anthem HealthKeepers Plus members get healthy and stay healthy. To help us serve you the best we can, each year we look closely at the medical care and programs you use. We measure their quality and safety. The results tell us what is working best to help improve our members' health. Plus, they tell us where we should take action. The process of figuring out how to improve your care is called the Quality Improvement Program.



WHAT WE FOCUS ON

Chronic disease and prevention: We look at chronic health problems like asthma, heart disease and diabetes. Also, we look at how to prevent disease through checkups, shots and screenings.

Behavioral health: We review behavioral and mental health problems like substance abuse, depression and disorders of the mind. We explore how doctors and therapists can best work together for the patient. We help them to be aware of each others' treatments.

Patient safety: We research the best ways to prevent and reduce medical errors.

Coordinating care: We have programs to help you and your providers work together to manage your care.

Community health: We have programs that support our mission. Our mission is to improve the health of the people in the towns and cities where we live and serve.

Service quality: We have many ways to support our value of Customer First. We find out if you're happy with your care and how you get it, with your doctors, with our service and with our health plan. We also find out what doctors think of our service. We use what is said to improve it.

Care management for members with serious health problems: We look into how well we serve members who need the most care. We help them learn how to use their health plan and follow their own care plan.



What tells us how we're doing

We test how we are doing by using a tool from an outside group of experts. The group decides what to measure and how to measure it. One tool is called the Healthcare Effectiveness Data and Information Set, or HEDIS®.* HEDIS measures the quality of many kinds of care. Almost all American health plans use HEDIS to measure care and service. We run the test each year to find out where we can improve our service.

We also use a survey that asks patients how happy they are with their care, plan and doctors. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.** CAHPS asks if you got the care you need, how easy it was to see the doctor and if the health plan gave you good service.

Plus, we get data from other surveys and tools. All these data tell us what to focus on for the next year.

What we learned

HEDIS and CAHPS

Each year, HEDIS and CAHPS report on the past year. The results below tell us how we did in 2012.

About our Anthem HealthKeepers Plus Medicaid members:

- More members with diabetes had good cholesterol levels.
- More members got help to control their high blood pressure.
- More adult members were screened for a healthy weight and body mass index.
- More members received follow-up visits after being in the hospital with behavioral health issues.
- We did a better job in getting members to talk to their doctors about their treatment and share decisions about their care.
- More members were happy with Anthem HealthKeepers Plus customer service.

Member Health Index

The Member Health Index (MHI) tracks the quality of care provided for our members. It also tracks how well our programs to manage care are working. We improved our MHI scores in many measures, including:

- Childhood Immunization
- Timeliness of prenatal care

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

** CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

And there's more good news

We also got high marks on accreditation surveys, audits to comply with laws, health training and working together to improve health.

Quality Improvement goals

This year, we want to make sure that:

- All our members get quality health care and service.
- We understand all our members' cultures and languages.
- We work to improve the health of our members.
- We help our members stay well and manage their health care needs.

How all this helps *you*

We care about what our members think of the care they get and our service. Plus, we want to know how we compare to other health plans. Finding out how we measure up helps us improve the quality of your care. And that helps us serve you better. We focus on helping you because your health is important to us.

We can translate this at no cost. Call the customer service number on your member ID card.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).



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