

Improving Quality and Satisfaction for Medicaid Health Plan Members 2023

Measuring Key Areas of Quality

Health Plan of Nevada (HPN) measured many key areas of quality in 2023. To review the success of the health plan, HPN collects and reports on a national set of performance measures. These performance measures are called the Healthcare Effectiveness Data and Information Set (HEDIS®). Health plans across the country use these different measures to look at how well a health plan is doing at improving quality for health plan members.

Key Areas of Focus

Child and Teen Health

- Access to primary care practitioners
- Well child visits
- Childhood and adolescent immunizations

Chronic Conditions

- Comprehensive diabetes care (such as eye exams, hemoglobin A1c testing, blood pressure control, medical attention/monitoring for kidney disease)
- Controlling high blood pressure

Women's Health

- Breast cancer screening
- Cervical cancer screening
- Prenatal and postpartum care

Medicaid members may be enrolled in one of two health plans under Health Plan of Nevada – Medicaid or Nevada Check Up.

- Adults and children enrolled in HPN Medicaid receive services through the Temporary Assistance for Needy Families/Child Health Assurance Program.
- Children enrolled in Nevada Check Up receive services under the State Children's Health Insurance Program.

Progress in 2022: Improving Quality for Health Plan of Nevada Members

Health Plan of Nevada saw improvements in many key HEDIS measures in 2022. The largest increases were seen in the:

- Number of adult diabetic members who had an adequately controlled blood glucose level.
 - Increased by 1.45 percentage points from the 2021 reported rate.
- Number of adult diabetic members who had a screening or monitoring test for kidney disease.
 - Increased by 3.52 percentage points from the 2021 reported rate.
- Number of adult diabetic members whose blood pressure was adequately controlled (less than 140/90).
 - Increased by 5.84 percentage points from the 2021 reported rate.
- Number of adult diabetic members who had a retinal eye exam.
 - Increased by 5.84 percentage points from the 2021 reported rate.
- Number of members with a diagnosis of hypertension and whose blood pressure was adequately controlled (less than 140/90).
 - Increased by 1.43 percentage points from the 2021 reported rate.
- Number of well child visits in the first 15 months of life.
 - Increased by 4.60 percentage points from the 2021 reported rate.
- Number of women who received timely postpartum care.
 - Increased by 2.63 percentage points from the 2021 reported rate.
- Number of women who received cervical cancer screening.
 - Increased by 1.82 percentage points from the 2021 reported rate.
- Number of women who received breast cancer screening.
 - Increased by 3.83 percentage points from the 2021 reported rate.

Health Plan of Nevada is working to increase our rates in other areas that did not improve or change.

Focused actions are being taken to improve the number of members who:

- Receive childhood and adolescent immunizations.
- Receive childhood weight assessment and counseling for nutrition and physical activity.
- Receive timely prenatal care.

Looking at Key Areas of Satisfaction for Health Plan Members

Health Plan of Nevada also measures how satisfied health plan members are with the health plan and the health care they have received. In 2023, surveys were sent to adults enrolled in HPN Medicaid and parents of children enrolled in HPN Medicaid or Nevada Check Up. HPN contracts with an outside survey firm to conduct the survey.

Four Areas of Satisfaction

Rating of Health Plan

- This rating looks at the percentage of members who rated the health plan as a 9 or 10 on a 10-point scale.

Rating of All Health Care

- This rating looks at the percentage of members who rated the health care they received a 9 or 10 on a 10-point scale.

Getting Needed Care

- This rating looks at the percentage of members who stated that it was always or usually easy to get appointments with specialists and to get needed care, tests or treatment.

Getting Care Quickly

- This rating looks at three key areas. The three areas focused on how many members responding to the survey stated that:
 - It was always or usually easy to get care as soon as they thought it was needed.
 - It was always or usually easy to get an appointment at a doctor's office or clinic as soon as they thought it was needed.
 - It was always or usually easy to get in to see the person they came to see within 15 minutes of the appointment time.

2023 Survey Results: HPN Medicaid Adult

In 2022, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2023 survey results below were then compared against these goals.

Rating of Health Plan

- The goal from Health Plan of Nevada was to have 63.1 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2023 survey results: 65.4 percent of health plan members rated the health plan as a 9 or 10 on a 10-point scale. This is a decrease of 6.1 percentage points from last year.
- The goal of 63.1 percent satisfaction was met.

Rating of Health Care

- The goal for HPN is to have 56.7 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2023 survey results: 55.9 percent of health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is a decrease of 7.9 percentage points from last year.
- The goal of 56.7 percent satisfaction was not met.

Getting Needed Care

- The goal of HPN is to have 78.8 percent of health plan members rate that they were always or usually able to get needed care.

- 2023 survey results: 75.6 percent of health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests or treatment they thought were needed. This is a decrease of 10.2 percentage points from the last year.
- The goal of 78.8 percent was not met.

Getting Care Quickly

- The goal for HPN is to have 78.2 percent of health plan members rate that they were always or usually able to get care quickly.
- 2023 survey results: 78.5 percent of health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic and get in to see the person they came to see within 15 minutes of the appointment time. This is a decrease of 1 percentage point over last year.
- The goal of 78.2 percent was met.

2023 Survey Results: HPN Medicaid Child

In 2022, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2023 survey results below were then compared against these goals.

Rating of Health Plan

- The goal from Health Plan of Nevada was to have 70.7 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2023 survey results: 75.3 percent of health plan members rated the health plan as a 9 or 10 on a 10-point scale. This is a decrease of 0.1 percentage points from last year.
- The goal of 70.7 percent satisfaction was met.

Rating of Health Care

- The goal for HPN is to have 69.4 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2023 survey results: 69.1 percent of health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is a decrease of 3.4 percentage points from last year.
- The goal of 69.4 percent satisfaction was not met.

Getting Needed Care

- The goal of HPN is to have 80.6 percent of health plan members rate that they always or usually get needed care.
- 2023 survey results: 81.1 percent of health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests or treatment they thought were needed. This is a decrease of 0.7 percentage points from the last year.
- The goal of 80.6 percent was met.

Getting Care Quickly

- The goal for HPN is to have 82.7 percent of health plan members rate that they always or usually get care quickly.
- 2023 survey results: 86.6 percent of health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic and get in to see the person they came to see within 15 minutes of the appointment time. This is an increase of 6.0 percentage points over last year.
- The goal of 82.7 percent was met.

2023 Survey Results: Nevada Check Up

In 2022, goals for improvement were set by the health plan's Quality Improvement Committee for the four key areas of satisfaction. The 2023 survey results below were then compared against these goals.

Rating of Health Plan

- The goal from Health Plan of Nevada was to have 70.7 percent of health plan members rate the health plan as a 9 or 10 on a 10-point scale.
- 2023 survey results: 81.5 percent of health plan members rated the health plan as a 9 or 10 on a 10-point scale. This is the same result as last year.
- The goal of 70.7 percent satisfaction was met.

Rating of Health Care

- The goal for HPN is to have 69.4 percent of health plan members rate the health care they received as a 9 or 10 on a 10-point scale.
- 2023 survey results: 73.5 percent of health plan members rated the health care they received as a 9 or 10 on a 10-point scale. This is an increase of 0.2 percentage points from last year.
- The goal of 69.4 percent satisfaction was met.

Getting Needed Care

- The goal of HPN is to have 80.6 percent of health plan members rate that they always or usually get needed care.
- 2023 survey results: 88.6 percent of health plan members stated that it was always or usually easy to get appointments with specialists and to get care, tests or treatment they thought were needed. This is a decrease of 1.8 percentage points from the last year.
- The goal of 80.6 percent was met.

Getting Care Quickly

- The goal for HPN is to have 82.7 percent of health plan members rate that they always or usually get care quickly.
- 2023 survey results: 86.9 percent of health plan members stated that it was always or usually easy to get needed care, get an appointment at a doctor's office or clinic and get in to see the person they came to see within 15 minutes of the appointment time. This is a decrease of 1.7 percentage points over last year.
- The goal of 82.7 percent was met.

Going Forward into 2024

Health Plan of Nevada realizes that there is always room for improvement, and we will continue to put projects into place that will improve the quality of health care and services for health plan members. If you have questions or concerns, please call Member Services at the number listed on the back of your health plan ID card. If you are hearing impaired, dial 711.