

# Quality Report



Paramount Elite is highly committed to prevention, targeting efforts on educating our members and primary care providers to which age-appropriate preventive services and screenings are recommended according to National Guidelines. With our senior population living longer, and at risk for acquiring chronic conditions, our focus on prevention is crucial to preserve wellbeing and quality of life.

Outreach activities throughout the year included notification of missing preventive services to both members and their primary care provider, targeted mailings and telephonic outreach to high risk individuals encouraging flu vaccinations, eye exams, non-compliant statin medications, breast cancer screenings, fracture follow-up with members and providers, education of our robust smoking and tobacco cessation benefits and numerous educational articles in our Elite newsletter. In addition, Paramount's Behavioral Health Clinical Director was instrumental in having a two-question depression screening embedded into the electronic medical record of ProMedica physicians to more easily identify and refer members with depression.

## Colon Cancer Screening



Paramount identified Elite members who had not been screened for colorectal cancer. These members were mailed a Fecal Immunochemical Test (FIT) Kit with directions on using it and returning it to ProMedica Labs. The FIT Kit identifies any occult (hidden) blood found in the stool. According to the United States Preventive Services Task Force (USPSTF), the Fit Test offers an increase in accuracy for detecting colorectal cancer early since the results of the test are not affected by food or medication.

All test results will be communicated to Paramount by ProMedica Labs. Paramount will notify the member's Primary Care Provider of the results and request the Provider follow up with the patient for positive (unfavorable) test results.

## CMS STAR Ratings

On an annual basis, the Centers for Medicare and Medicaid Services (CMS) rates Medicare Advantage (MA) plans such as Paramount Elite on a scale of 1 to 5 stars, with 5 stars representing the highest quality plans. The score provides a measure of a plan's quality and is a cumulative indicator of quality of care, access to care, plan responsiveness, and beneficiary satisfaction with the plan. These ratings are published in the annual "Medicare & You Handbook" and posted on the Medicare.gov web site each fall to assist beneficiaries in their enrollment choice. CMS' star rating system consists of 43 quality measures and assigns scores to each one. Plan performance on STAR Ratings is assessed each year and may change from one year to the next.

A Paramount interdepartmental work group was established in 2013 to focus on improvement in STAR measures. As a result, Paramount Elite achieved an overall rating of 4 Stars and we are proud to have scored a 4 or 5 Star on 32 of the medical care, satisfaction and medication-related measures for 2021 Stars (2020 HEDIS & CAHPS results).

### Overall Star Rating for Paramount Elite



#### **5 STAR Measures**

- ★ Annual Flu Vaccine
- ★ Monitoring Physical Activity
- ★ Adult BMI Assessment
- ★ Getting Needed Care
- ★ Getting Appointments and Care Quickly
- ★ Customer Service
- ★ Complaints about the Health Plan
- ★ Members Choosing to Leave the Plan
- ★ Health Plan Quality Improvement
- ★ Reviewing Appeal Decisions
- ★ Appeals Auto-Forward
- ★ Appeals Upheld
- ★ Complaints about the Drug Plan
- ★ Members Choosing to Leave the Plan
- ★ Drug Plan Quality Improvement

## Member Satisfaction

Each year Paramount measures member satisfaction with the quality of the care and services they receive. CAHPS\*\*\* 4.0 satisfaction surveys are conducted as part of our HEDIS\*\* review. These surveys are important in helping us understand how better care and service can be provided to Paramount members. The survey also allows for health plan comparisons to be seen across the nation.

#### **Measures Scoring in the Top 33% of 2021 NCQA Accreditation Benchmarks:**

- ★ Rating of Health Plan
- ★ Rating of Health Care Quality
- ★ Getting Needed Prescription Drugs
- ★ Getting Care Quickly
- ★ Customer Service
- ★ Getting Needed Care
- ★ Annual Flu Vaccine



Paramount Effectiveness of Care Adjusted Rates and Percentile Ranking Compared to NCQA's 2021 Accreditation Benchmarks.

#### **Measures Scoring at or above the top 33rd percentile of 2021 NCQA Accreditation Benchmarks:**

- ★ Transitions of Care – Inpatient Admission
- ★ Transitions of Care – Discharge Information
- ★ Engagement in AOD Treatment
- ★ Follow-up After ED Visit for Multiple High-risk Conditions
- ★ Hospitalizations for Potentially Preventable Complications
- ★ Hospitalizations Encounters – Inpatients
- ★ Diabetes: BP < 140/90
- ★ Harmful Drug- Dx Interactions Total
- ★ Medicine Reconciliation Post Discharge
- ★ COPD- Bronchodilator
- ★ Statin Therapy – CVD Engagement
- ★ Statin Therapy – Diabetes Engagement
- ★ Depression – Acute Phase
- ★ Depression – Continued Treatment
- ★ Opioids at a High Dosage
- ★ Avoid use of Opioids from Multiple Prescribers and Multiple Pharmacies

\* 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)