



Healthy Behaviors Evaluation 2018-2019

MCO Name: [South Florida Community Care Network dba Community Care Plan](#)

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Overview: Community Care Plan began the Member Rewards program in March 2017. Members were notified of the program during on-boarding calls, member flyers, CCP website, direct outreach calls, case managers, member services, and texting campaigns. CCP has incentive rewards in place for:

- Pregnancy: Complete timely prenatal and postpartum visit
- Well Child Visits: Seven completed visits in the first 15 months of life and annual well visit ages 2 – 19
- Well Adult Visits: annual well visit ages 20+
- Diabetes: Annually complete hemoglobin A1c, urine for microalbumin, and dilated eye exam
- Substance Use Disorder
- Tobacco Cessation
- Obesity Management

The amounts differ based on the complexity of the healthy behavior.

Behavior	Incentive Amount	Goal	Enrolled in Program / Participation	Evaluation
Pregnancy	\$50.00	Complete timely prenatal and postpartum visit	Rewards 35/35=100%	<p>Of the 35 enrollees that completed both timely prenatal and postpartum visits, 20 enrollees were actively engaged in infant care, successfully completing 6 or more well visits in the first 15 months of life. All of the 20 enrollees continue to be engaged in care with their physicians and or OB/GYNs.</p> <p>Of the other 15 enrollees, CCP does not find that their infant was enrolled in CCP. It is not known if the infant was adopted out, enrolled in another health plan, or deceased.</p> <p>Unable to contact and returned mail resulted in a great number of rewards being returned to the vendor and/or unredeemed.</p> <p>HEDIS measure PPC – Met All Criteria 481/817=-58.8%</p>
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$50.00	Seven completed visits in the first 15 months of life	108/108 = 100%	<p>Any cause Emergency Department use: Prior to Healthy Behavior: 57 of the enrollees had 126 ED visits – an average of 2.2 visits per enrollee. Following the healthy behavior reward the number of enrollee seen in the ED dropped to 34 with only 58 visits, dropping to 1.7 visits per enrollee, mostly respiratory/croup related.</p> <p>HEDIS measure W15 – 78.81%</p>
Behavior	Incentive Amount	Goal	Participation	Evaluation
Diabetes	\$30.00	Annually complete diabetes screenings: Hemoglobin A1c Urine Microalbumin Dilated Retinal Exam	184/184= 100%	<p>Any cause Emergency Department use: Prior to Healthy Behavior: 113 of the enrollees had 365 ED visits – an average of 3.2 visits per enrollee. Following the healthy behavior reward the number of enrollee seen in the ED dropped to 63 with 159 visits, dropping to 2.5 visits per enrollee.</p>

Behavior	Incentive Amount	Goal	Participation	Evaluation
				Of the diabetics participating in the Healthy Behaviors program, they had an average hemoglobin A1c of 7.9. HEDIS measure – CDC eye, A1c, and nephropathy = 80.6%
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$10.00	annual well visit ages 2 – 11	2775/2775=100%	Any cause Emergency Department use: Prior to Healthy Behavior: 963 of the enrollees had 1644 ED visits – an average of 1.7 visits per enrollee. Following the healthy behavior reward the number of enrollee seen in the ED dropped to 498 with 720 visits, dropping to 1.4 visits per enrollee. Common childhood illnesses were the main diagnoses treated after hours. HEDIS measure – CAP = 90.7%
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Child Visits	\$20.00	Annual well visit ages 12 – 19	1357/1357=100%	Any cause Emergency Department use: Prior to Healthy Behavior: 330 of the enrollees had 387 ED visits – an average of 1.2 visits per enrollee. Following the healthy behavior reward the number of enrollee seen in the ED dropped to 72 with 147 visits = 2.0 visits per enrollee. The top diagnoses were respiratory, fever, viral infection. HEDIS measure – CAP = 86.43%
Behavior	Incentive Amount	Goal	Participation	Evaluation
Well Adult Visits	\$20.00	Annual well visit ages 20 +	260/260=100%	Any cause Emergency Department use: Prior to Healthy Behavior: 129 of the enrollees had 660 ED visits – an average of 5.1 visits per enrollee. Following the healthy behavior reward the number of enrollee seen in the ED was 216 with 296 visits = 1.3 visits per enrollee. The top diagnoses were sickle cell crisis, chest pain, UTI and headache HEDIS measure – AAP=68.24% Ages 20 to 44 are the lowest at 48.44%

Behavior	Incentive Amount	Goal	Participation	Evaluation
				Ages 65+ are the highest at 90.15%
Substance Use Disorder	\$40.00	Completion of the Substance Use Disorder Program with Carisk	12/14 = 85.7%	<p>Of the 12 enrollees that completed the program: 4 enrollees have had no ED visits or inpatient admissions. 9 enrollees have had no inpatient admissions</p> <p>Pre-program completion: 21 ED visits and 18 inpatient admissions</p> <p>Post-program completion: (removing 2 outliers listed below) 13 ED visits (1 enrollee for alcohol, 1 for bipolar disorder, others were physical health related) and 3 inpatient admissions (cellulitis, chest pain)</p> <p>1 enrollee has had 12 ED visits and 6 inpatient admissions related to physical (cancer and kidney failure) and behavioral issues (depression).</p> <p>1 enrollee has had 17 ED visits and 1 inpatient admission related to physical (pregnancy) and behavioral issues (addiction).</p>
Tobacco Cessation	\$50.00	Complete a tobacco cessation program and submit proof of completion from the AHEC Tobacco Cessation Counselor or Instructor	None	NA
Obesity Management	\$50.00	Complete six (6) month program including 2 PCP visits and 3 visits with a Registered Dietician in combination with Case Management	None	NA