

QUALITY MANAGEMENT

Our focus is to provide high levels of quality care to our members by:

- Making sure you have access to the care you need
- Reminding you to get your care every year, with texting and calling campaigns
- Serving as a trusted partner with providers and their staff
- Providing education, programs, and healthcare resources to meet your needs
- If you have a concern about the care you received, please or call us at 1-866-899-4828 TTY/TDD 1-855-655-5303

QUALITY IMPROVEMENT PLAN

CCP wants to make sure you have the best care. CCP tracks this by using different measures of care and service. If we do not meet the mark for a measure, we work to improve our care and service. Below we show measures where CCP has met the goal, and measures CCP wants to improve.

Measures that Were Better Than Goal:

- **Pregnancy Care - 5 stars 4 years in a row**
 - Both prenatal and postpartum were at or better than **90th percentile**
 - CCP rewards you with a gift card if you have both visits done timely
 - Prenatal Care is needed for the best birth outcome
 - Postpartum Care is needed to make sure your body is healing
 - CCP has OB Case Managers to assist our pregnant members during and after their pregnancy
- **Well Child 15 months old (6+ Visits) - 5 stars 4 years in a row**
 - CCP's children had 6 or more visits bringing us to the **90th percentile**
 - A child should visit the doctor 6 or more times for a well visit before the child turns 15 months' old
 - CCP rewards you with a gift card if you meet this goal
 - CCP calls members to remind them to go to the doctor for the well visits
- **Retinal Eye Exams for Members with Diabetes – 5 stars 4 years in a row**
 - Eye examinations results were above goal at the **75th percentile**
 - A diabetic member should have an eye exam yearly to check to see if they have retinopathy (damage to the blood vessels in your eye). Having this test done every year can prevent vision loss
 - CCP rewards you with a gift card if you meet this goal
 - CCP calls and texts you to remind you to get your eye exam
 - CCP worked with PCP offices to have eye cameras in the office so you can get this exam when you go to your PCP
- **Member Survey: Rating of Personal Doctor – 95th percentile**
 - You told us that you think highly of your or your child's personal doctor
 - You get to choose your personal doctor, or have one assigned to you
 - You can change your personal doctor by email or telephone

- CCP works with your personal doctor to make sure you are getting the care you need
- **Member Survey: Rating of Customer Service**
 - You told us CCP's Member Services gives you the information you need and treats you with respect (94.6%)
 - CCP answers the phone quickly
 - CCP trains all Member Services staff to answer the questions you need, or to transfer you to get more information

Measures We Are Working to Improve:

- **Adult Access to Preventative Care**
 - An adult should go to the doctor for a well visit every year
 - CCP calls and texts you to remind you to go to your doctor
 - CCP gives you transportation* to and from your visit to the doctor
 - CCP rewards you with a gift card if you meet this goal
 - You can help by making an appointment with your doctor and visiting every year
- **Child Access to Preventative Care**
 - A child should go to the doctor for a well visit every year
 - CCP calls and texts you to remind you to go to your doctor
 - CCP gives you transportation* to and from your visit to the doctor
 - CCP rewards you with a gift card if you meet this goal
 - You can help by making an appointment with your doctor and visiting every year
- **Member Survey: Getting Needed Care**
 - You told us that sometimes you have trouble specialist appointments as soon as they are needed
 - CCP is here to help you get the care you need
 - You can help by telling CCP when you do not feel like you are getting needed care
- **Member Survey: Health Plan Rating**
 - You rated us less than the best plan
 - CCP is working hard to be the best plan
 - You can help by telling CCP when you are having trouble and we will work with you to solve the issue

*No cost rides to doctor visits if you don't have a ride.

For more information visit our website: www.ccpcares.org or call us at 1-866-899-4828
TTY/TDD 1-855-655-5303 Monday – Friday 8:00am – 7:00 pm EST.

To see all of CCP's performance measure and satisfaction results along with all of the Florida Medicaid plans visit:

<https://www.floridahealthfinder.gov/HealthPlans/Default.aspx>