

PM Code	Performance Measure	2016	2017
Pregnancy Related			
PPC	Prenatal Care	85.6%	85.4%
PPC	Postpartum Care	66.6%	71.8%
Keeping Kids Healthy			
AWC	Adolescent Well-Care Visits	56.5%	56.8%
W15	Well-Child Visits, First 15 Months, Zero Visits	2.1%	1.7%
W15	Well-Child Visits, First 15 Months, 6+ Visits	70.0%	72.3%
W34	Well-Child Visits, Ages 3 - 6 years	81.3%	81.5%
CIS	Childhood Immunization Status - Combo 3	73.9%	72.5%
IMA	Immunization for Adolescents - Combo 1	80.7%	82.7%
LSC	Lead Screening in Children	71.7%	75.7%
CHL	Chlamydia Screening in Women, Ages 16-20	58.1%	66.1%
CAP	Children & Adolescents Access to PCPs - 12-24 mos.	94.5%	94.2%
CAP	Children & Adolescents Access to PCPs - 25 mos. - 6 yrs.	89.5%	88.0%
CAP	Children & Adolescents Access to PCPs - 7-11 yrs.	90.6%	90.0%
CAP	Children & Adolescents Access to PCPs - 12-19 yrs.	83.6%	83.4%
Keeping Adults Healthy			
AAP	Adults' Access to Preventive Health Services, Total	57.9%	63.9%
ABA	Adult BMI Assessment	85.6%	90.4%
BCS	Breast Cancer Screening	60.7%	61.9%
CCS	Cervical Cancer Screening	54.9%	50.0%
CHL	Chlamydia Screening in Women, Ages 21-24	67.2%	71.0%
Children's' Dental Care			
ADV	Annual Dental Visit- Total	53.2%	54.4%
Living With Illness			
CDC	Diabetes Care: HbA1c Testing	85.4%	88.1%
CDC	Diabetes Care: HbA1c - Good Control	46.9%	53.8%
CDC	Diabetes Care: Eye Exam	58.0%	66.4%
CDC	Diabetes Care: Nephropathy	91.2%	93.4%
CBP	Controlling Blood Pressure	50.0%	63.5%

Mental Health Care			
ADD	ADHD Medications Follow-up - Initiation	42.6%	41.4%
AMM	Antidepressant Medication Management - Acute	65.0%	55.0%
FHM	Follow-up after Mental Illness Hospitalization - 7 Day	48.5%	35.6%
FHM	Follow-up after Mental Illness Hospitalization - 30 Day	56.3%	56.4%
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Interventions	Item	Performance Measure
	Turnaround Time	
OB Case Managers call all pregnant members at least 4 times during pregnancy and make appointment for postpartum care.	Appeals	Acknowledgement Letter
	Appeals	Resolution of Appeal
	Grievances	Acknowledgement Letter
	Grievances	Resolution of Appeal
Text For Teens Campaign	UM Decisions	Standard Requests
	UM Decisions	Expedited Requests
	Call Answered	
	Percent of calls answered within 30 seconds	
Tool Kits to providers	Member Satisfaction	
Tool Kits to providers	Survey	Getting Needed Care
Facilitated lead analyzers to 3 large practices		
Tool Kits to providers - reminder to collect urine if teen on birth control no matter the reason	Survey	Getting Care Quickly
Call Outreach campaigns	Survey	Customer Service
	Survey	Rating of Personal Doctor
	Survey	Rating of Specialist
	Survey	Rating of Health Care
Text For Teens Campaign	Survey	Rating of Health Plan
	Member Satisfaction	
Call Outreach campaigns	Survey	Getting Needed Care
Provider Operating Reports which identify members with care gaps and Tool Kits for correct coding	Survey	Getting Care Quickly
	Survey	Customer Service
	Survey	Rating of Personal Doctor
	Survey	Rating of Specialist
Tool Kits to providers - reminder to collect urine if member on birth control no matter the reason		
Dental Outreach; gave 'script pads' with names of pediatric dentists close to pediatrician's specific office	Survey	Rating of Health Care
	Survey	Rating of Health Plan
	Provider Satisfaction	
	Survey	Overall Satisfaction
Case and Disease management; Call Campaigns, Diabetic Days, Tool Kits for providers to retake blood pressure if high at intake.	Survey	Call Center Helpfulness
	Survey	Formulary Standards of Care
	Survey	Timeliness of Claims Payment

	Survey	Encourages Preventive Care
Tool Kit for pediatricians regarding follow up visits and appropriate referral timing	Survey	Access to Case Manager
Text Campaign for medication adherence	Survey	Procedures for Obtaining PA
Intensive case management; worked with facilities to schedule after care before discharge; implemented in home visits.	Survey	Quality of Specialists
	Survey	Timeliness of Complaint Resolution

are CCP to all other Medicaid health plans performance? Paste this in your browser-> <http://www.florida>

2016	2017	Interventions
Times (in days to complete)		
4.5	1.9	Dedicated experienced staff with centralized management of complaints, grievances and appeals
14.2	13.2	
4.5	1.5	
10.1	12.4	
5.4	4.4	Re-training of staff, use of overtime, re-use of staff from other lines of business as necessary
1.7	1.5	
Answer Timeliness		
87.6%	90.2%	Hourly monitoring of queues
Satisfaction Survey Adult		
78.4%	86.5%	Streamlined prior auth processes
78.3%	83.9%	Appointment Study and re-education as needed
97.1%	85.5%	Re-training of staff, promoted 2 staff to supervisor position to take complex calls.
79.8%	86.2%	NA
80.5%	87.1%	NA
72.5%	77.5%	Call Campaigns, Reports to offices to assist in engaging members
75.1%	76.3%	Call Campaigns, Reports to offices to assist in engaging members
Satisfaction Survey CHILD		
80.5%	79.1%	Streamlined prior auth processes
86.8%	90.2%	Appointment Study and re-education as needed
87.9%	93.3%	Re-training of staff, promoted 2 staff to supervisor position to take complex calls.
93.9%	90.4%	NA
88.7%	85.5%	NA
86.8%	89.2%	Call Campaigns, Reports to offices to assist in engaging members
85.8%	89.0%	engaging members
Satisfaction Survey		
85.2%	98.2%	Monthly visits to all primary care providers;
83.2%	94.6%	
76.7%	99.4%	
76.3%	96.3%	

77.8%	99.7%	quarterly visits to all specialists.
69.4%	92.8%	C3 team assigned to each practice so office knows who is dedicated to their office.
71.30%	95.0%	Fax blasts and other communications to keep providers up to date on plan initiatives.
81.9%	98.4%	Internal Provider Hot line for quick intake and resolution of office issues.
68.90%	97.1%	
healthfinder.gov/HealthPlans/Default.aspx		