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COORDINATED CARE
ORGANIZATION

2023 & 2024 Quality Measure Update

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Disclosure Statement

I do have a relevant financial relationship with commercial interest whose products or services relate to the content of this educational presentation.

Company: Moda Health, Inc./EOCCO

To ensure independent and balanced content, any conflicts of interest were resolved by making recommendations on evidence-based and structured review.

Learning Objectives

After this session, attendees should be able to:

1. Explain the importance of incentive measures and quality programs.
2. Summarize EOCCO's 2023 quality measure performance.
3. Summarize EOCCO's current and upcoming quality initiatives.

Agenda



Statewide CCO Metrics Program



2023 EOCCO Measure
Performance



2024 EOCCO Quality Initiatives &
Resources



What's Next for Quality?



Q & A





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Statewide CCO Metrics Program

CCO Incentive Measure Program

- OHA Committee selects measures and targets each year to show how well coordinated care organizations (CCOs):
 - *Improve care*
 - *Make quality care accessible*
 - *Eliminate health disparities*
 - *Curb the cost of health care*
- Measures can be based on claims, EHR, or chart review data
- CCOs are awarded quality pool funds based on annual performance
- EOCCO uses quality funds for:
 - *Quality bonus payments to physical, behavioral, and oral health providers*
 - *Enhanced PCPCH payments*
 - *Community Benefit Initiative Reinvestment (CBIR) grants*

2023 & 2024 Incentive Measures

Claims Based Measures

1. Child Immunization Status Combo 3
2. Health Assessments for Children in DHS custody
3. Immunizations for Adolescents*
4. Initiation and Engagement of SUD Treatment
5. Oral Evaluation for Adults with Diabetes
6. Preventive Dental Services, Ages 1-14**
7. Well-child Visits, Ages 3-6**

New measure for MY 2023

***2023 Challenge Pool Metric**

***2024 Challenge Pool Metric**

Chart Review/Hybrid Measures

8. Timeliness of Postpartum Care**
9. Meaningful Language Access to Culturally Responsive Health Care Services
10. System-Level Social-Emotional Health*
- 11. SDOH: Social Needs Screening & Referral**

Clinical Quality Measures

12. Depression Screening and Follow-up
13. Diabetes HbA1c Poor Control
14. Cigarette Smoking Prevalence
15. SBIRT



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2023 EOCCO Measure Performance

Incentive Measure	2023 Target	2023 Final Rate	Performance
Childhood Immunizations (Combo-3)	66.5%	64.9%	✘
Immunizations for Adolescents*	36.9%	36.5%	✘
Well Child Visits: 3-6*	65.6%	67.4%	✔
Preventive Dental Services: 1-5*	47.2%	60.7%	✔
Preventive Dental Services: 6-14	54.8%	65.6%	--
Oral Eval for Adults with Diabetes	24.0%	27.5%	✔
Assessments for Children in DHS Custody	90.0%	92.2%	✔
IET: Initiation	39.2%	37.0%	✘
IET: Engagement	15.9%	14.0%	--
Postpartum Care*	75.4%	75.7%	✔
Meaningful Language Access	77 points / 8.1%	91 points / 10.7%	✔
Social Emotional Health	Report Only	Reported	✔
SDOH: Social Needs Screening & Referral	Report Only	Reported	✔
Depression Screening	61.0%	74.6%	✔
Diabetes HbA1c Poor Control	24.8%	20.0%	✔
Cigarette Smoking Prevalence	22.9%	16.7%	✔
SBIRT - Rate 1	52.9%	55.2%	✘
SBIRT - Rate 2	28.7%	26.2%	--

2023 Performance

11 of 15 measure targets achieved

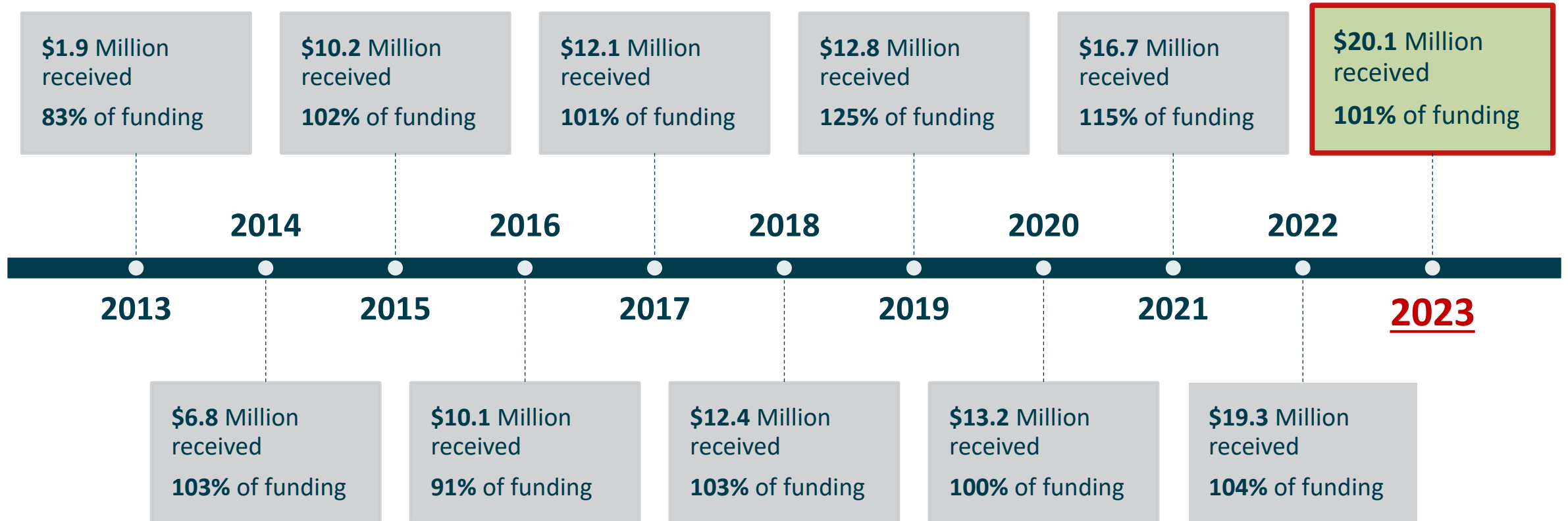


3 of 4 Challenge Pool targets achieved



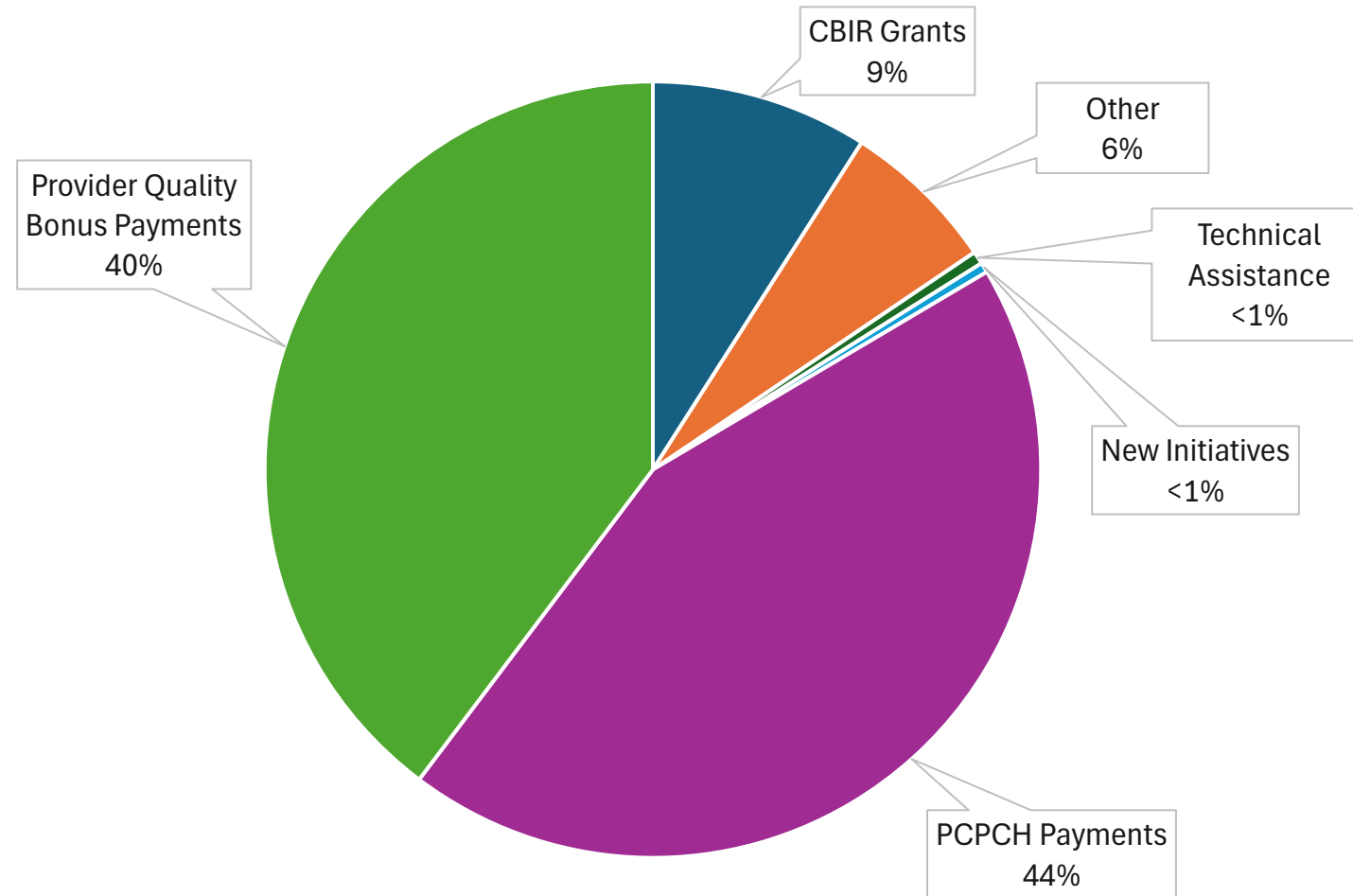
101% of Quality Pool funds earned

2013 – 2023 Quality Pool Funds



*Dollar amounts are pre-MCO tax

2015 - 2023 Quality Pool Fund Distribution



*Based on post-MCO tax dollar amounts

Join at
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#2797 567





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2024 EOCCO Quality Initiatives & Resources

2024 Incentive Measures

Claims Based Measures

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Chart Review/Hybrid Measures

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9. Meaningful Language Access to Culturally Responsive Health Care Services
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Clinical Quality Measures

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***2024 Challenge Pool Metric**

2024 Initiative Highlight: Birth Doula Resources

Measure(s) Addressed:
Prenatal/Postpartum Care

Other Focus Areas:
Women's health, mental
health, early childhood
health

Questions?
Email THW@eocco.com



Is your patient expecting a baby? Refer them to a birth doula.



EOCCO members get access to a birth doula and their services at no cost to them, including:

- Visits during and after pregnancy
- Labor and birth support
- Emotional and physical support

If your patient would like to learn more about birth doulas and the services they provide, be sure to give them EOCCO's patient-facing birth doula flyer.

Why a birth doula?
Birth doulas support all kinds of people and families, including people who:

- Speak a language other than English
- Have culturally specific needs
- Have experienced infant loss
- Are adopting or choosing adoption
- Have limited support or are single

How to connect your client with a birth doula
Make a referral using EOCCO's birth doula referral form. Visit tinyurl.com/eoccobirthdoulareferral (or scan the QR code) and enter your patient's information. EOCCO will connect your patient with a birth doula nearby and follow up with you to confirm.



EOCCO Doula Referral Form

If a pregnant member requests a Birth Doula, please complete the form below, and the THW Liaison will reach out to the patient (unless noted otherwise) to start the doula matching process.

Please share with us the due date and any other information that will help us find the best possible match for their care.

For questions, please contact THW@eocco.com.

Patient Information

Patient First Name *

Patient Last Name *

Patient Date of Birth *

Medicaid Number *

What county does the patient live in? *

This will help match the patient with a doula nearby.

Patient Address

Patient Contact Information

NOTICE! EOCCO must have a way to contact the patient. This can be through their email, phone, or the referrer. If the patient does not have an email or phone number, please note how EOCCO should contact the patient.



Patient Preferred Language *

2024 Initiative Highlight:

Teladoc Diabetes Management Program

Measure(s) Addressed:
Diabetes A1c Poor Control

Other Focus Areas:
Chronic condition management, health education, care coordination



Start using your program
Call toll-free (800) 945-4355 (TTY:1-855-636-1578)
24 hours a day, 7 days a week
Use your registration code: EOCCO


Firstname, _____

We recently sent you a letter about an important diabetes management program. The program is offered at no cost to EOCCO members ages 18 years and older with type 1 or type 2 diabetes. Register today to receive these tools to help manage diabetes, including:

- **A smart blood glucose meter.** Your meter comes charged and ready to use. It stores readings automatically to help make tracking blood sugar easier.
- **Unlimited strips and lancets.** No more worrying about running out of strips and lancets. When you're getting low, order more from your meter at no additional cost to you, and we'll ship them to you right away. Check your blood sugar as often as you want.
- **Expert coaching and support.** Get help making healthy food choices, stay active, lower stress and more.
- **Easier blood sugar tracking.** View your past readings and share reports with your provider. No need to write down your numbers.

Register to get your new meter, unlimited test strips and expert support at no additional cost to you.

Clinical outcomes



Blood glucose checks in normal range, last 90 days
70 - 180 mg/dL

✓ 17,985 TOTAL CHECKS In the last 90 days	📅 1.59 AVG CHECKS PER DAY On days when checking
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Change in estimated HbA1c for starting uncontrolled

-1.09%

Change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c >=7%) and enrolled at least 6 months

35% controlled (HbA1c <7%) at baseline
60% controlled for members enrolled 6M+

2024 Initiative Highlight: First Tooth Trainings

Measure(s) Addressed:
Preventive Dental Services

Other Focus Areas:
Oral health integration,
early childhood health



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Advantage Dental+

EOCCO & Advantage Dental Presents
A Lunch & Learn on:
First Tooth Training & Certification

Eligible for CME Category II: 1 Hour
Tuesday, October 15th, 2024
12-1PM PT

Join us for a virtual learning and certification opportunity on First Tooth, including information on oral health education, applying fluoride varnish, and billing EOCCO for services.

REGISTER HERE

Click the link above, or enter this URL into your browser to register:
<https://tinyurl.com/First-Tooth>

Questions? Email: EOCCOmetrics@modahealth.com

2023-2024 Program Stats



9 trainings held



44 individuals trained



14 types of staff trained



21 PCP clinics with trained staff

2024 Initiative Highlight:

Healthcare Interpreter Training

EOCCO committed \$1,070,000 to fund certified & qualified interpreter training

EOCCO supports OSU hybrid HCI course through scholarships, tuition reduction, & proficiency tests.

Four HCI cohorts have been held

28 individuals added to OHA HCI registry

Fall 2024 cohort in place with slots held for E.O. students

Measure(s) Addressed:
Meaningful Language Access

Other Focus Areas:
Health Equity, access to care, CLAS standards, workforce development

HEALTH CARE INTERPRETER TRAINING PROGRAM							August 2024	
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
			Informational webinar - 12pm-1pm					
8	9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24	25
26	27	28	29	30	31			
IMPORTANT AUGUST DATES			8/12 - Last day to request a Proficiency Test		8/12 - Proficiency test invitations sent to interested students		8/26 - Last day to complete proficiency testing	

							September 2024	
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
				Registration class				
1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27
28	29	30						
IMPORTANT SEPTEMBER DATES			9/8 - Registration Deadline		9/9 - Course Launch		9/13 - Zoom Welcome 12pm	


							October 2024	
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27
28	29	30						
IMPORTANT OCTOBER DATES			10/4 Week 3		10/11 Week 4		10/18 Week 5	

							November 2024	
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27
28	29	30						
IMPORTANT NOVEMBER DATES			11/7 Week 7		11/8 Week 8		11/15 Last day of the program	

2024 Initiative Highlight: Print Resource Order Form

Measure(s) Addressed:
Childhood Immunizations, Adolescent Immunizations, Well-Care Visits, DHS Assessments, Cigarette Smoking Prevalence, Prenatal/Postpartum Care, Preventive Dental, Oral Evaluation for Adults with Diabetes

Other Focus Areas:
Health education, member incentives, accessing care, non-emergent medical transportation (NEMT), pharmacy benefits



EOCCO Printed Resource Request Form

Thank you for your interest in distributing the EOCCO Resources in your community!

Please use the form below to request EOCCO printed resources for your clinic or organization. Please reference [this resource catalog](#) for the item numbers/titles below while ordering.

First Name *

Last Name *

Organization *

Email Address *

Phone Number *

Items to Order

Please select the items you wish to order. In the following section you will be able to specify the amounts and versions.

- No. 1 Cribs for Kids
- No. 2 Child Wellness: 0-24 Months
- No. 3 Childhood Immunization Incentive
- No. 4 Immunization Reminder: 0-2 years
- No. 5 Child Wellness: 3-6 years

Child wellness

No. 7 Child Wellness: 9-12 years
Flyer

- Single-sided
- Available in English & Spanish
- Flyer for parents of children ages 9-12 to promote scheduling well visits and completing immunizations

No. 8 HPV Prevention Flyer

- Double-sided
- Available in English & Spanish
- Educational flyer about HPV immunizations and prevention

Reducing Emergency Department Utilization

No. 10 Patient Resources Flyer

- Double-sided
- Available in English & Spanish
- Flyer providing location-specific information about health services available to EOCCO members
- Flyer explains which facilities may be most appropriate to contact, based on the condition one is experiencing

Version of this flyer exist for the following regions:

- Baker County
- Gilliam & Sherman Counties
- Grant County
- Harney County
- Hermiston, OR
- Lake County
- Malheur County
- Morrow County
- Pendleton, OR
- Union County
- Wallowa County
- Wheeler County

If requesting additional ED Resource flyers, please specify the county/region you are ordering for.

Smoking Cessation

No. 13 Readiness Ruler Flyer

- Double-sided
- Available in English
- Flyer with a 0-30 scale for providers to evaluate the readiness of their patients in terms of tobacco cessation

No. 14 Smoke-free home Flyer

- Double-sided
- Available in English & Spanish
- Educational flyer about the negative impacts of smoking in the home

Oral Health for Adults with Diabetes

No. 15 Oral Health Tips Flyer

- Single-sided
- Available in English
- Flyer providing detailed oral health tips for adults with diabetes

No. 16 Make sure you go to the dentist Flyer

- Single-sided
- Available in English
- Flyer encouraging members with diabetes to complete their oral health evaluations

2024 Initiative Highlight:

Measure Collaboratives & Events

Measure(s) Addressed:

Preventive Dental Services,
Initiation & Engagement of
SUD Treatment, Social-
Emotional Health for 1-5

Other Focus Areas:

Substance use disorder,
behavioral health, oral health
integration, early intervention



First Tooth Training Lunch & Learn

- Tuesday October 15th, 12pm – 1pm PT
- Registration: [tinyURL.com/First-Tooth](https://tinyurl.com/First-Tooth)



Initiation & Engagement in SUD Treatment Learning Collaborative

- Tuesday November 5th, 12pm – 1pm PT
- Registration: bit.ly/IETCollaborative1124



Social-Emotional Health Learning Collaborative

- Tuesday November 12th, 12pm – 1pm PT
- Registration link to come!



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What's Next for Quality?



2025 Incentive Measures

New measure for 2025
*2025 Challenge Pool Metric

Claims Based Measures

1. Child Immunization Status Combo 3
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5. Oral Evaluation for Adults with Diabetes
6. Preventive Dental Services, Ages 1-14*
7. Well-child Visits, Ages 3-6*
- 8. Child-level Social Emotional Health**

Clinical Quality Measures

9. Depression Screening and Follow-up
10. Diabetes HbA1c Poor Control*

Chart Review/Hybrid Measures

11. Timeliness of Postpartum Care*
12. Meaningful Language Access to Culturally Responsive Health Care Services
13. SDOH: Social Needs Screening & Referral

Retired Measures

- *Cigarette Smoking Prevalence*
- *SBIRT*
- *System-Level Social-Emotional Health*

Upcoming Priorities



Fall travel and clinic visits



Increased focus on upstream measures



2024 incentive measure reporting



Need more information?

Quality and Incentive Measures:

- EOCCOmetrics@modahealth.com
- EOCCO.com/providers/incentivemeasures
- EOCCO.com/providers/education

Traditional Health Workers: THW@eooco.com

Billing and Provider Relations: EOCCOproviderinquiry@modahealth.com



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Questions?





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Thank You!