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Our first care is your health care
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

July 26, 2011

Mr. Richard Fredrickson
President and CEO
Bridgeway Health Solutions
1501 W. Fountainhead Parkway, Ste. 201
Tempe, AZ 85282

RE: Contractor's Performance for Acute-care Clinical Quality Measures

Dear Mr. Fredrickson:

The Arizona Health Care Cost Containment System (AHCCCS) has completed an evaluation of Contractor results for Clinical Quality Performance Measures reported in 2010. This is to advise you of regulatory action based on your contract with AHCCCS.

Notice to Cure

Contractors have been reminded that, under their contracts with AHCCCS, they may be subject to sanctions if they do not demonstrate continued improvement toward meeting and exceeding contractual Minimum Performance Standards. AHCCCS has evaluated each Contractor's final results for Healthcare Effectiveness Data and Information Set (HEDIS) measures and the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Participation Rate measure for the measurement period of CYE 2009, compared with the period of CYE 2008 and Minimum Performance Standards. Based on these results, AHCCCS is issuing a Notice to Cure for Clinical Quality Performance Measures.

The following table demonstrates how AHCCCS applied minimum standards in evaluating Contractor performance for the most recent measurement:

Data Collected in Contract Year	Measurement Period	Contract in which MPS is Specified	Report Published
CYE 2010	CYE 2009	CYE 2009	December 2010

This Performance Measure Notice to Cure applies to pediatric measures and the measure of Timeliness of Prenatal Care. AHCCCS may impose a sanction of up to \$50,000 for each measure included in this Notice to Cure, beginning with results of the CYE 2010 measurement period, which will be reported at the end of calendar year 2011. If, at that time, the Contractor has not met the MPS (Minimum Performance Standard) or has not achieved a statistically significant improvement from the CYE 2009 measurement period for any measure reported, and is performing below the statewide average, the Contractor may be sanctioned for that measure.

Corrective Action Plans Required

Per the attached table, the Contractor must submit to AHCCCS Corrective Action Plans (CAPs) for the pediatric and Timeliness of Prenatal Care measures for which it did not meet the MPS in the most recent measurement. In addition to new interventions being implemented, the Contractor should document the status of any existing CAP activities to date, an evaluation of the effectiveness of each activity/intervention based on analysis of data and trends, and a determination as to whether the intervention will continue or be replaced with another intervention in order to improve performance.

AHCCCS is not requiring CAPs for EPSDT Participation for this measurement because of a change in methodology for calculating the rate with the addition of adolescent visits every year. CAPs and sanctions may be applied if the Contractor does not show improved performance in the next measurement.

All required Corrective Action Plans must be submitted to the AHCCCS Division of Health Care Management (DHCM), Clinical Quality Management (CQM) Unit, within 30 days of the date of this notice. CAPS should be submitted via the secure server with a notification directed to the attention of Kim Elliott, PhD, CPHQ, Clinical Quality Management Administrator, at Kim.Elliott@azahcccs.gov.

If you have any questions, please contact Kim Elliott at 602-417-4782, or Kim.Elliott@azahcccs.gov.

Sincerely,



Michael Veit
Contracts & Purchasing Administrator

cc: Nicole Larson, Vice President, Operations and Compliance, Bridgeway Health Solutions
Kim Elliott, PhD, CPHQ, Clinical Quality Management Administrator, DHCM, AHCCCS
Kari Price, Assistant Director, DHCM
Shelli Silver, Assistant Director, DHCM

Performance Measure Review for Bridgeway Health Solutions

2010

2009 Performance
(meas. Period
Oct. 1, 2007, to
Sept. 30, 2008)¹

Performance
(meas. period
Oct. 1, 2008, to
Sept. 30, 2009)

**Relative
Percent
Change**

**Significance
Level²**
(p value)

**Minimum
Performance
Standard³**

**Current
Statewide
Ave.**

**NTC with the
following:**

Medicaid

Performance Measure	2009 Performance (meas. Period Oct. 1, 2007, to Sept. 30, 2008) ¹	Performance (meas. period Oct. 1, 2008, to Sept. 30, 2009)	Relative Percent Change	Significance Level ² (p value)	Minimum Performance Standard ³	Current Statewide Ave.
Children's Access to PCPs						
12-24 Months	N/A	88.8%	N/A	N/A	93%	87.5%
25 Months-6 Years	N/A	81.1%	N/A	N/A	83%	84.0%
7-11 Years	N/A	N/A	N/A	N/A	83%	82.8%
12-19 Years	N/A	N/A	N/A	N/A	81%	83.5%
Well-Child Visits—First 15 Months	N/A	N/A	N/A	N/A	65%	64.2%
Well-Child Visits—3, 4, 5, 6 Years	N/A	56.9%	N/A	N/A	64%	69.4%
Adolescent Well-Care Visits	N/A	33.0%	N/A	N/A	41%	43.0%
Annual Dental Visits—2-21 Years	N/A	65.2%	N/A	N/A	55%	64.0%
Timeliness of Prenatal Care	N/A	85.0%	N/A	N/A	80%	71.0%

Waive CAP and sanction because of change in methodology; if rate does not improve in next measurement, AHCCCS will require CAP and may issue sanction

KidsCare

Performance Measure	2009 Performance (meas. Period Oct. 1, 2007, to Sept. 30, 2008) ¹	Performance (meas. period Oct. 1, 2008, to Sept. 30, 2009)	Relative Percent Change	Significance Level ² (p value)	Minimum Performance Standard ³	Current Statewide Ave.
Children's Access to PCPs (Total)						
12-24 Months	N/A	88.2%	N/A	N/A	93%	93.0%
25 Months-6 Years	N/A	87.3%	N/A	N/A	83%	89.0%
7-11 Years	N/A	N/A	N/A	N/A	83%	89.8%
12-19 Years	N/A	N/A	N/A	N/A	81%	88.8%
Well-Child Visits—First 15 Months	N/A	N/A	N/A	N/A	65%	71.0%
Well-Child Visits—3, 4, 5, 6 Years	N/A	56.3%	N/A	N/A	64%	73.7%
Adolescent Well-Care Visits	N/A	45.2%	N/A	N/A	41%	51.7%
Annual Dental Visits—2-21 Years	N/A	71.3%	N/A	N/A	55%	74.3%

CAP

Performance Measure Review for Bridgeway Health Solutions

2010
Performance
(meas. period
Oct. 1, 2008, to
Sept. 30, 2009)

2009 Performance
(meas. Period
Oct. 1, 2007, to
Sept. 30, 2008) ¹

Relative
Percent
Change

Significance
Level ²
(p value)

Minimum
Performance
Standard ³

Current
Statewide
Ave.

NTC with the following:

Waive CAP because of change in methodology; if rate does not improve in next measurement, AHCCCS will require CAP

EPSDT Participation

N/A

63.4%

N/A

N/A

68%

73.1%

¹ Bridgeway Health Solutions became an AHCCCS Acute-care Contractor on Oct. 1, 2008, so no measurement was taken for the previous year.

² Values in bold indicate statistically significant changes from the previous to current measurement (p < .05).

³ The Minimum Performance Standard specified in the CYE 2009 Acute-care contract.