

September 17, 2014

Mr. James Stover
Maricopa Health Plan
2701 E. Elvira Road
Tucson, Arizona 85756

RE: Performance for Acute-Care Clinical Quality Measures

Dear Mr. Stover:

The Arizona Health Care Cost Containment System (AHCCCS) has completed the review and evaluation of Contractor results of the contractual Clinical Quality Performance Measures for Contract Year End (CYE) 2012. Performance measure rates were evaluated in two ways: whether they met the Minimum Performance Standard (MPS) outlined in Contract and whether there was a statistically significant decline in the rate from the previous measurement period. Based upon the results of the review, Contractors are subject to regulatory action including over \$1.4 million in financial sanctions.

AHCCCS places significant emphasis on the selected Performance Measures in contract as it is believed that those measures have the greatest ability to positively impact member health outcomes. For the CYE 2012 Measurement Period⁽¹⁾, a specific subset of Contract Performance Measures were selected for evaluation and reporting as AHCCCS was beginning the transition process to the new measure vendor and wanted to ensure appropriate allocation of resources to support both efforts. With such in mind, the CYE 2012 measurement period results that are included in Attachment A are only for those measures that AHCCCS officially evaluated. Regulatory action on the KidsCare performance measures is not being taken for the CYE 2012 measurement period; however, data related to KidsCare performance is provided for your review in Appendix B.

In August 2012, AHCCCS notified Contractors of Notices to Cure based on continued non-compliance with Minimum Performance Standards (MPS) outlined in contract. Over \$2.75 million in financial sanctions were initially assessed although some were waived so that resources could be redirected to the measures; additionally, Contractors were required to participate in quarterly technical assistance sessions with AHCCCS staff. While mandated technical assistance is not being required as part of this evaluation, Contractors are encouraged to reach out to AHCCCS staff for assistance if barriers exist that prevent improving and/or sustaining performance measure rates.

Notice to Cure

AHCCCS has evaluated each Contractor's final results of the Contract Performance Measures for the CYE 2012 measurement period and compared them with the CYE 2011 measurement period and the Minimum Performance Standards in the CYE 2012 Contract. Measures that are

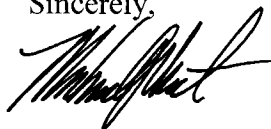
AHCCCS' cost of representation, as well as the cost of any attorney's fees and costs payable to the party bringing the action.

If you disagree with this sanction, you may file a dispute with AHCCCS using the process outlined in A.A.C. R9-34-401, et seq. The dispute must be filed in writing and must be received by AHCCCS no later than 60 days from the date of this letter. The dispute shall specify the legal and factual bases for the dispute, as well as the relief requested. Dispute letters should be sent to:

AHCCCS
Office of Administrative Legal Services
701 E. Jefferson
Phoenix, AZ 85034

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

Sincerely,



Michael Veit,
Contracts and Purchasing Administrator

cc: Jami Snyder, Contract Compliance Officer, Maricopa Health Plan
Kim Elliott, PhD, CPHQ, Clinical Quality Administrator, DHCM, AHCCCS
Kari Price, Assistant Director, DHCM, AHCCCS
Shelli Silver, Assistant Director, DHCM, AHCCCS

Attachment A: Maricopa Health Plan Performance Measure Review

Performance Analysis								Regulatory Action	
Performance Measure	CYE 2011 Performance (10/01/10-09/30/11)	CYE 2012 Performance (10/01/11-09/30/12)	Relative Percent Change	Significance Level (p value)	Minimum Performance Standard (MPS)	Current Statewide Average	Sanction (Y/N)	Notice to Cure (Y/N)	
Children's Access to Care (12-24 mo.)	95.8%	95.6%	-0.2%	0.836	93%	97.0%	N	N	
Children's Access to Care (25 mo. - 6 yrs.)	80.8%	86.3%	6.8%	<0.001	83%	87.7%	N	N	
Children's Access to Care (7 - 11 yrs.)	84.7%	86.1%	1.6%	0.060	83%	89.9%	N	N	
Children's Access to Care (12 - 19 yrs.)	79.0%	82.9%	4.9%	<0.001	81%	87.7%	N	N	
Well Child Visits (6+ by 15 mo. of age)	90.3%	78.8%	-12.7%	<0.001	65%	67.8%	Y	Y	
Well Child Visits (3-6 years of age)	55.7%	72.6%	30.3%	<0.001	66%	66.8%	N	N	
Adolescent Well Care Visits	28.4%	40.3%	42.0%	<0.001	42%	38.0%	Y	Y	
Annual Dental Visits	60.3%	59.8%	-0.8%	0.304	57%	61.8%	N	N	
EPSDT Participation	59.9%	63.7%	6.3%	<0.001	68%	65.7%	Y	Y	
EPSDT Dental Participation	25.3%	24.7%	-2.5%	0.043	46%	44.1%	Y	Y	

CAP Required (Y/N)
N
N
N
N
Y
N
Y
N
Y
Y

Attachment B: Maricopa Health Plan Performance Measure Review

Performance Analysis							
Performance Measure	CYE 2011 Performance (10/01/10-09/30/11)	CYE 2012 Performance (10/01/11-09/30/12)	Relative Percent Change	Significance Level (p value)	Minimum Performance Standard (MPS)	Current Statewide Average	
Children's Access to Care (12-24 mo.)	—	—	n/a	n/a	93%	100.0%	
Children's Access to Care (25 mo. - 6 yrs.)	91.7%	100.0%	9.1%	0.584	83%	93.9%	
Children's Access to Care (7 - 11 yrs.)	96.7%	96.8%	0.1%	1	83%	95.9%	
Children's Access to Care (12 - 19 yrs.)	88.2%	93.8%	6.3%	0.059	81%	94.0%	
Well Child Visits (6+ by 15 mo. of age)	—	0.0%	n/a	n/a	65%	0.0%	
Well Child Visits (3-6 years of age)	75.9%	100.0%	31.7%	0.029	66%	76.6%	
Adolescent Well Care Visits	51.2%	68.8%	25.5%	<0.001	42%	55.1%	
Annual Dental Visits	75.6%	79.2%	4.6%	0.248	57%	77.8%	

