

2025 Quality Improvement Work Plan Summary

Project	Objectives/Actions
<p>Project #1: Member Services Satisfaction Improvement</p> <p>Project Description: To better understand the barriers and challenges our Member Services Representatives face when servicing our members, Enterprise Research and Insights (ERI) will develop a member services employee survey. The results of this research will help call center leadership support member representative needs, identify, and assist in removing barriers, and develop additional training opportunities with the ultimate goal of improving the colleague and member experience. The goal is to increase satisfaction scores for providing help/information needed, providing complete information, and making every effort to answer questions and resolve problems by 1% each via the Voice of the Customer survey.</p> <p>Product(s): Tufts Health Plan Public Plan Products: -Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether) -One Care</p> <p>Senior Products: -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Care Partners of CT Medicare Advantage HMO, PPO</p> <p>HPHC of NE, Inc. -HMO/POS NH, RI -Exchange HMO NH</p> <p>HPHC Inc. -Comm HMO/POS MA, ME -Comm PPO MA -Exchange HMO MA, ME</p>	<p>Activity #1: Work with ERI to develop a Member Services Representatives (MSRs) survey to identify gaps in both knowledge and training. (Q1)</p> <p>Activity #2: Field the survey. (Q1)</p> <p>Activity #3: Analyze results to identify access gaps, knowledge gaps, and training opportunities.</p> <p>Activity #4: Work with call center leadership, training, and the documentation team to effect change.</p> <p>Activity #5: Field follow-up survey to measure progress: verify MSRs have access to and knowledge of tools necessary to resolve member issues.</p>
<p>Project #2: SCO Member Satisfaction</p> <p>Project Description: The THP SCO Governing Board and Advisory Committee are channels for member feedback on opportunities for quality improvement. The goal for 2025 is to hold a minimum of 2 SCO Advisory Committee meetings and 2 SCO Governing board meetings.</p> <p>Product(s): Tufts Health Plan Senior Care Options (SCO)</p>	<p>Activity #1: 2025 SCO Governing Board and Consumer Advisory Committee Workplan-Summary Document</p> <p>Activity #2: Hold two SCO Governing Board meetings</p> <p>Activity #3: Hold two SCO Consumer Advisory Committee meetings</p>

<p>Project #3: Point32Health Quality Improvement Workplan Evaluation and Program Plan Evaluation</p> <p>Project Description: This project's purpose is to ensure the Point32Health QI Workplan is comprehensive and represents all HPHC and THP products, is evaluated using the most recent HEDIS data (when applicable to the project), opportunities for improvement are assessed, and all the projects on the QI workplan are staying on track with the evaluation process. The project also includes annual evaluation of the Point32Health QI Program Plan, ensuring that the QI Program Plan is kept up to date and in compliance with all regulatory requirements.</p> <p>Product(s): All Products Tufts Health Plan Public Plan Products:</p> <ul style="list-style-type: none"> - Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether) -One Care <p>Senior Products:</p> <ul style="list-style-type: none"> -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Care Partners of CT Medicare Advantage HMO, PPO -Tufts Health Plan Senior Care Options (SCO) -HPHC Medicare Stride NH <p>HPHC of NE, Inc.</p> <ul style="list-style-type: none"> -HMO/POS NH, RI -Exchange HMO NH <p>HPHC Insurance Company (HPIC)</p> <ul style="list-style-type: none"> -Comm PPO MA, ME, NH, RI <p>HPHC Inc.</p> <ul style="list-style-type: none"> -Comm HMO/POS MA, ME -Comm PPO MA -Exchange HMO MA, ME 	<p>Activity #1: Complete HEDIS measurement and analysis</p> <p>Activity #2: Ensure 100% completion of 2024 QI Workplan project evaluations</p> <p>Activity #3: Complete the 2025 QI Program Plan evaluation</p> <p>Activity #4: Assess opportunities for improvement</p> <p>Activity #5: Assess representation of projects on Workplan, by product</p> <p>Activity #6: Complete evaluation of the QI Program</p>
<p>Project #4: Culturally and Linguistically Appropriate Services (CLAS), Stratification of data</p> <p>Project Description: The aim of this project is to improve diabetic member's kidney health evaluation in order to improve health outcomes by avoiding or delaying long-term diabetic complications. This project will focus on KED rates in Black/African American members, Spanish speaking members, and female members.</p> <p>Product(s): Tufts Health Plan Public Plan Products:</p> <ul style="list-style-type: none"> - Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether) 	<p>Activity #1: Perform provider cultural competency trainings</p> <p>Activity #2: Perform general provider education to promote awareness of measure</p> <p>Activity #3: Perform member education to promote the importance of kidney health evaluations</p>

<p>Commercial Products:</p> <p>HPHC of NE, Inc.</p> <ul style="list-style-type: none"> -Comm HMO/POS NH, RI -Exchange HMO NH <p>HPHC Insurance Company (HPIC)</p> <ul style="list-style-type: none"> -Comm PPO RI <p>HPHC Inc.</p> <ul style="list-style-type: none"> -Comm HMO/POS MA, ME -Comm PPO MA -Exchange HMO MA, ME 	
<p>Project #5: Senior Care Options Readmissions Management</p> <p>Project Description: Improving transitions between care settings is critical to improving the member’s quality of care, quality of life and health outcomes. Convening a group of clinical and operational leads in the Senior Care Options LOB to identify, track, measure and enhance initiatives focused on reducing acute inpatient readmissions. One of the main goals of the workgroup is to ensure overall patient/member safety by avoiding adverse outcomes following a discharge from a facility to the community. This project aims to promote effective processes related to care transitions to prevent medication errors, identify issues for early intervention, prevent unnecessary hospitalizations and readmissions, support member preferences/ choices, and to avoid duplication of processes and efforts to utilize resources more effectively.</p> <p>Product(s): Tufts Health Plan Senior Care Options (SCO)</p>	<p>Activity #1: Readmission Workgroup</p> <p>Activity #2: Post-Discharge Outreach</p> <p>Activity #3: Optimization of the Interdisciplinary Care Team (ICT) process</p> <p>Activity #4: Expansion of educational and clinical resources</p> <p>Activity #5: ER/ED Diversion Program--Mobile integrated health providers offering a full range of clinical responses for those in need of in-home medical care—includes instead, Dispatch, MIH Lowell</p> <p>Activity #6: Primary Care Engagement</p>
<p>Project #6: SCO performance: Increase SCO performance for HEDIS measures in 2025 SCO MOC</p> <p>Project Description: This workplan is intended to track performance of the HEDIS measures included in the SCO Model of Care.</p> <p>Product(s): Tufts Health Plan Senior Care Options (SCO)</p>	<p>Activity #1: Perform targeted outreach based on member needs.</p> <p>Activity #2: SCO Readmissions workgroup- Group of clinical and operational leads in the Senior Care Options LOB that identify, track, measure and enhance initiatives focused on reducing acute inpatient readmissions.</p> <p>Activity #3: Perform targeted outreach to members who have been discharged from the hospital.</p> <p>Activity #4: Perform targeted outreach to members to promote breast cancer screening</p> <p>Activity #5: Perform targeted outreach to members to promote colorectal cancer screening</p> <p>Activity #6: Comprehensive Health Assessment (CHA)</p>

	<p>Activity #7: Perform targeted outreach to members who are due for a BP reading or have high BP.</p> <p>Activity #8: Perform targeted outreach to diabetic members who are due for a retinal eye exam.</p> <p>Activity #9: Perform targeted outreach to members to promote screening</p> <p>Activity #10: Collect medical records from providers- Part of standard HEDIS Medical Record data collection processes which are used for all HEDIS hybrid measures for all products each year. Data collection runs from February to April with hybrid samples being pulled in January.</p> <p>Activity #11: Perform targeted outreach to members who visited the ED</p> <p>Activity #12: Perform provider and member education to support transitions of care (ToC)</p>
<p>Project #7: Patient Safety</p> <p>Project Description: Reducing hospital readmissions is important for many reasons, including patient safety, improving patient outcomes and enhancing patient satisfaction. This project aims to promote effective processes related to care transitions to prevent medication errors, identify issues for early intervention, prevent unnecessary hospitalizations and readmissions, support member preferences/ choices, improve patient safety and to avoid duplication of processes and efforts to utilize resources more efficiently.</p> <p>Product(s): Tufts Health Plan Public Plan Products: - Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether)</p> <p>Senior Products: -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Care Partners of CT Medicare Advantage HMO</p> <p>THP: -Comm HMO/POS MA -PPO MA</p> <p>HPHC of NE, Inc. -Comm HMO/POS NH -Exchange HMO NH</p>	<p>Activity #1: Perform general provider education to promote awareness of measure</p> <p>Activity #2: Perform member education</p> <p>Activity #3: CM Team will perform member outreach per ToC policy and procedure</p>

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<p>Project #8: Senior Products - Reducing Disparities: Diabetes CCIPs</p> <p>Project Description: This is a Chronic Care Improvement Program (CCIP) which is required by CMS to be completed by all Medicare Advantage Organizations. This CCIP started in 2021 for THP MA HMO, CPCT HMO, HPHC Stride NH and SCO products. In 2023 THP MA PPO and CPCT PPO products were added to the project. HPHC Stride NH is not included in the 2025 workplan since it is no longer an active product. The focus of this project is improving HbA1c levels for diabetic members. This topic was chosen due to the large number of members diagnosed with diabetes in this membership population. This CCIP will target members who have been diagnosed with Diabetes. The CCIP workgroup will create interventions for these members aimed at keeping them within a controlled HbA1c level and utilize Care Management interventions to support diabetic members in achieving a controlled HbA1c. In 2025 each product will add a health equity component to this CCIP. This will be done by reviewing the population analysis and identifying groups that have lower rates of controlled HbA1c. Each product will then create an intervention to specifically target this group to make the project more equitable.</p> <p>Product(s): Senior Products:</p> <ul style="list-style-type: none"> -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Tufts Health Plan Medicare Care Partners CT HMO, PPO -Tufts Health Plan Senior Care Options (SCO) 	<p>THPMP HMO, PPO</p> <p>Activity #1: Provider education</p> <p>Activity #2: Enrollee outreach</p> <p>Activity #3: Pharmacy medication adherence</p> <p>Activity #4: Better Together</p> <p>Activity #5: Community Health Workers</p> <p>THP SCO</p> <p>Activity #1: Provider outreach</p> <p>Activity #2: Enrollee outreach</p> <p>Activity #3: Integrated Care Management</p> <p>Activity #4: Daily Care Card</p> <p>Activity #5: Moms Meals</p> <p>CPCT HMO, PPO</p> <p>Activity #1: Internally delegated Care Management</p> <p>Activity #2: Hartford Health Care team</p> <p>Activity #3: Referrals to Community Care Management</p> <p>Activity #4: Community Care Managers outcomes related to providers</p> <p>Activity #5: Moms Meals</p>
<p>Project #9: CAHPS Quality Improvement – Access to Care</p> <p>Project Description: An enterprise-wide Access to Care Workgroup was formed during Q4 of 2023 in response to a downward trend in access to care related measure scores from the CAHPS survey. The required annual survey is a tool for collecting standardized information on enrollees’ experiences with health plans and their services. The purpose of this workgroup is to identify an enterprise-wide access to care-related opportunity for improvement and implement</p>	<p>Activity #1: Perform general provider education to promote awareness of this project and engage in discussions around access to care, and barriers that exist related to access</p> <p>Activity #2: Collaborate with internal survey resources to glean insights into CAHPS results, specific to access to care measures</p> <p>Activity #3: Provider Directory project, receive updates from the Provider Directory project regarding updating the directory</p>

<p>interventions developed to impact access to care for members ultimately improving CAHPS scores on access to care measures.</p> <p>Product(s): All Products Tufts Health Plan Public Plan Products:</p> <ul style="list-style-type: none"> - Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether) -One Care <p>Senior Products:</p> <ul style="list-style-type: none"> -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Care Partners of CT Medicare Advantage HMO, PPO -Tufts Health Plan Senior Care Options (SCO) -HPHC Medicare Stride NH <p>THP</p> <ul style="list-style-type: none"> -Comm HMO/POS MA -Comm PPO MA <p>HPHC of NE, Inc.</p> <ul style="list-style-type: none"> -HMO/POS NH -Exchange HMO NH <p>HPHC Insurance Company (HPIC)</p> <ul style="list-style-type: none"> -Comm PPO MA, ME, NH, RI <p>HPHC Inc.</p> <ul style="list-style-type: none"> -Comm HMO/POS MA, ME -Comm PPO MA -Exchange HMO MA, ME 	<p>information to ensure members have accurate provider information</p> <p>Activity #4: Tailor reporting of CAHPS/internal survey access to care measures results to CM/BH Navigators/CHW's, identify specific access activities</p>
<p>Project #10: Public Plans Coordination of Care: HEDIS SSD</p> <p>Project Description: This quality improvement project focuses on whole person care and challenges associated with this Seriously Mentally Ill (SMI) population who may suffer with paranoia, disorganized thoughts, mood dysregulation and executive functioning hurdles increasing the difficulty of managing multiple provider relations, scheduling, and keeping appointments. In addition to the obstacles of limited health literacy and social determinants of health like housing and transportation instability. Through this project mail, fax and telephonic outreach is made to high volume, low performing prescribers and to PCP, when the member is engaged, to encourage them to conduct diabetes screenings and develop a collaborative treatment team approach to care. Including PCP, BH Prescriber, BH O/P treatment team members and community support providers.</p> <p>Product(s): Tufts Health Plan Public Plan Products:</p>	<p>Activity #1: BH HEDIS/Quality improvement workgroup will meet monthly to discuss strategies for BH measure improvement and to resolve barriers. The team reviews quarterly performance for Key BH measures.</p> <p>Activity #2: The HEDIS QI team will produce and distribute monthly gaps in care reports for ACO and OneCare partners</p> <p>Activity #3: Manually add SSD MHK Alerts into the case management electronic medical record system to make CM and UM aware of members with Diabetes screening care gaps upon opening a new members case</p> <p>Activity #4: Pharmacy Antipsychotic Pre Auth approval letter to be improved with blood glucose and cholesterol screening reminder for targeted prescribing provider diabetes screening education.</p> <p>Activity #5: Targeted Provider education to promote awareness of diabetes screening for members prescribed antipsychotic medication</p>

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<p>Project #11: Enhance the Provider’s Service Experience</p> <p>Project Description: In 2023, Point32Health engaged two separate vendors to support provider services—one serving HPHC Members and another supporting Tufts Members. To improve efficiency and consistency in the provider experience, a decision was made to standardize support by consolidating all provider calls with a single vendor beginning in November 2024. This consolidation will establish a uniform service and support model for all providers, enhance visibility into provider interactions, streamline support processes, and enable more effective quality monitoring and scoring. Help desks have been integrated into the Service and Support framework to ensure a dedicated team handles all questions and supervisor requests. The time and outreach efforts are documented within the representatives' call performance metrics. Furthermore, having a single support vendor will facilitate more effective management of escalations and ongoing provider engagement.</p> <p>Product(s): All Products Tufts Health Plan Public Plan Products:</p> <ul style="list-style-type: none"> - Exchange HMO Direct -Medicaid HMO MA (MATogether) -Medicaid HMO RI (RITogether) -One Care <p>Senior Products:</p> <ul style="list-style-type: none"> -Tufts Health Plan Medicare Preferred (THPMP) HMO, PPO -Care Partners of CT Medicare Advantage HMO, PPO -Tufts Health Plan Senior Care Options (SCO) -HPHC Medicare Stride NH <p>THP</p> <ul style="list-style-type: none"> -Comm HMO/POS MA -Comm PPO MA 	<p>Activity #1: Discuss performance expectations and quality expectations with individual representatives.</p> <p>Activity #2: Monitor results for quality performance</p> <p>Activity #3: Provide feedback to partner departments.</p>

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<p>Project #12: Provider Profiling</p> <p>Project Description: THPP is required to conduct provider profiling activities for PCPs and Behavioral Health providers.</p> <p>Product(s): Tufts Health Plan Public Plan Products:</p> <ul style="list-style-type: none">-Medicaid HMO MA (MATogether)-Medicaid HMO RI (RITogether)	<p>Activity #1: Provider Satisfaction Survey</p> <p>Activity #2: Monthly Quality Reporting Meetings (UMMH ACO and CHA ACO)</p>