

VIRGINIA MEDICAID MANAGED CARE QUALITY

CONSUMER DECISION SUPPORT TOOL 2017-2018

Comparing Virginia Medicaid Managed Care Organizations

Choosing a managed care organization (MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid MCO. This tool shows how well the different MCOs provide care and services in various performance areas. The ratings for each area summarize how the MCO performs on a number of related standards.

Key

Above Virginia Medicaid MCO Average

Virginia Medicaid MCO Average

Below Virginia Medicaid MCO Average



MCO	Accreditation Level	Doctors' Communication	Getting Care	Keeping Kids Healthy	Living With Illness	Taking Care of Women
Aetna*	Accredited	★ ★	★ ★	★ ★	★ ★	★
Anthem	Commendable	★ ★	★ ★	★ ★	★	★ ★ ★
INTotal	Accredited	★ ★	★	★	★	★
Kaiser Permanente	Excellent	—	★ ★	★ ★	★ ★	★ ★ ★
Optima	Commendable	★ ★	★ ★	★	★ ★	★
VA Premier	Accredited	★ ★	★ ★ ★	★ ★	★ ★	★ ★

*formerly CoventryCares

— indicates the MCO did not have enough data to receive a rating.

What is Measured in Each Performance Area?

Doctors' Communication

- Doctors explain things well to members
- Doctors involve members in decisions about their care

Getting Care

- Members get the care they need, when they need it

Keeping Kids Healthy

- Children get regular checkups and important shots that help protect them against serious illness

Living With Illness

- Members with asthma, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine

Taking Care of Women

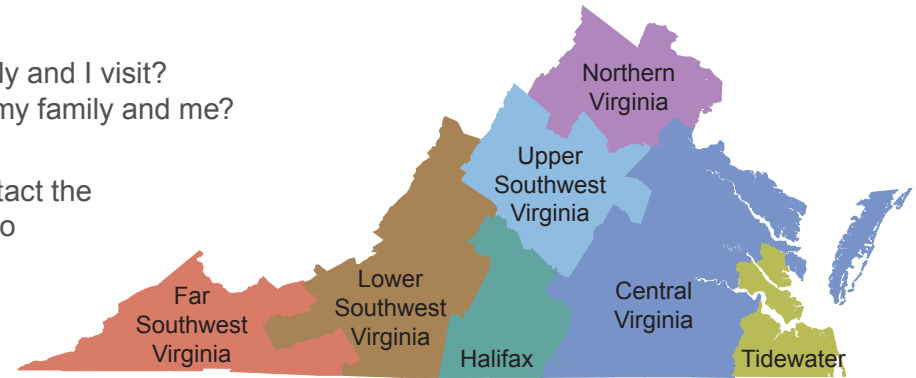
- Women get tests for breast and cervical cancer to help find these diseases early
- Moms get care before and after their baby is born to help keep mom and baby healthy

Choosing a Medicaid Managed Care Organization

Your health care is important, and choosing the MCO that best meets your needs is also important. Here are some questions to ask yourself before you pick an MCO:

- How well did each MCO perform in each performance area in this tool?
- Which MCO has all or most of the doctors, providers, and hospitals that my family and I visit?
- Which MCO has doctors with office hours and locations that are convenient for my family and me?
- Which MCO offers extra services that I want to use?

You may have other questions or concerns that are important to you. You can contact the MCOs using the information below. They can tell you which doctors are available to you and what extra services they offer. You can also call the **Medicaid Managed Care HelpLine** at 1-800-643-2273. HelpLine staff can answer your questions and help you decide which MCO is best for you and your family.



MCO	Contact Information	Available in the Following Regions
Aetna Better Health of Virginia (Aetna)*	1-800-279-1878 www.aetnabetterhealth.com/virginia	Central Virginia, Far Southwest Virginia, Halifax, Lower Southwest Virginia
Anthem HealthKeepers Plus (Anthem)	1-800-901-0020 www.anthem.com/vamedicaid	Available in all regions.
INTotal Health (INTotal)	1-855-323-5588 www.intotalhealth.org	Far Southwest Virginia, Lower Southwest Virginia, Northern Virginia, Upper Southwest Virginia
Kaiser Permanente	1-855-249-5025 thrive.kaiserpermanente.org/medicaid/virginia	Northern Virginia
Optima Family Care (Optima)	1-800-881-2166 www.optimahealth.com/plans/family-care	Available in all regions.
Virginia Premier Health Plan (VA Premier)	1-800-727-7536 www.virginiapremier.com	Available in all regions.

*formerly CoventryCares

Information as of December 2017



For More Information:

Visit the Virginia Department of Medical Assistance Services online at: www.dmas.virginia.gov and Virginia's Medicaid Managed Care online at: www.virginiamanagedcare.com.

About This Tool

The 2017 Virginia MCO Consumer Decision Support Tool utilizes results from HEDIS and CAHPS. Calendar year 2016 data were used to derive 2017 reporting year rates. This report was compiled by Health Services Advisory Group, Inc. (HSAG) in collaboration with the Department of Medical Assistance Services (DMAS).

About the Accreditation Levels

Accreditation levels as of December 2017 are based on compliance with the National Committee for Quality Assurance's (NCQA's) rigorous requirements and the MCOs performance on Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measures. The highest level of accreditation an MCO can receive is Excellent, followed by Commendable, and then Accredited. For more information regarding accreditation levels as of December 2017, visit: <http://www.ncqa.org/Programs/Accreditation/health-plan-hp/Accreditation-Levels>.