

## G.9 Health Outcomes

### REQUIREMENT: RFP Section 60.7.G.9

#### 9. Health Outcomes

Describe what measures beyond traditional Healthcare Effectiveness Data and Information Set (HEDIS) scores the Contractor would recommend to determine that its Care Management, Care Coordination, and Utilization Management services and policies are having a meaningful impact on the health outcomes of Kentucky SKY Enrollees.

**Molina focuses our performance improvement activities on improving the overall health of the Enrollees we serve. We design and monitor measures that reflect Enrollee needs to assure we are directly impacting Enrollees' lives by connecting them to care and supporting them to build resiliency.**

Molina will look beyond the traditional Healthcare Effectiveness Data and Information Set (HEDIS) measures to evaluate our care management, care coordination, and utilization management services and policies and design targeted interventions to improve outcomes. We will work with the Department of Medicaid Services (the Department) to develop initiatives to implement targeted approaches to improve the health of Enrollees in a cost efficient and effective manner via joint meetings with the Department, Department of Community Based Services, and Department of Juvenile Justice.

Molina will develop performance measures specific to the needs of the Enrollees we serve. For example, the more adverse childhood events a child experiences, the greater his or her chances of experiencing lasting, poor health outcomes. According to a 2017 Generations United study, “Children in Foster Care are at least five times more likely to have anxiety, depression and/or behavioral problems than children not in Foster Care.” Molina will monitor specific outcome measures related to trauma-informed care, a framework we use to address and mitigate the effects of adverse childhoods events.

Additionally, ***almost half—42%—of the children in Kentucky’s Foster Care system have been prescribed at least one psychotropic medication, almost double the national average.*** Antipsychotics, antidepressants, drugs for attention deficit disorder and attention deficit hyperactivity disorder, anti-anxiety medications, and mood stabilizers are some of the more commonly used psychotropic drugs. While they produce good results among most children and adolescents, they also can cause worrisome side effects in others, and their interactions with each other can create problems as well. As described in the tables below, Molina will work to monitor and reduce where possible the usage of psychotropic medications in our Enrollees.

Lastly, children entering Foster Care often come with little or no documentation of medical care, are considered children with special healthcare needs, and are more likely to have:

- Gaps in preventive services
- Developmental disabilities
- Behavioral health needs

Several performance measures listed in the following table were selected specifically to measure how Molina will address gaps in care, and appropriately link Enrollees to needed behavioral health services, including services using the High Fidelity Wraparound Approach.

Tables G.9-1 through G.9-3 outline the non-HEDIS performance measures we recommend to determine the effectiveness of our Care Management, Care Coordination, and Utilization Management services and policies for the SKY program. These measures reflect specific measures to assess our processes for assessing and serving SKY Enrollees.

**Table G.9-1. Molina’s non-HEDIS Utilization Measures**

Measure	Numerator	Denominator
EPSDT visits	Children with a first EPSDT visit within five days of enrollment	All SKY Enrollees
Psychotropic medications	Percentage of Enrollees with one or more prescriptions for psychotropic medications	All SKY Enrollees
Polypharmacy	Number of Enrollees prescribed psychotropic medications across two or more classes	All SKY Enrollees
Psychotropic medications by age	Number of Enrollees prescribed one or more psychotropic medications in the following age bands: <ul style="list-style-type: none"> <li>• 0-5</li> <li>• 6-12</li> <li>• 13-17</li> <li>• 18-26</li> </ul>	All SKY Enrollees
Psychotropic medications with therapeutic interventions	Percentage of Enrollees prescribed psychotropic medications with a corresponding therapeutic intervention	All SKY Enrollees
Enrollees receiving behavioral health services	Percentage of Enrollees with a behavioral health diagnosis and an outpatient behavioral health service	All SKY Enrollees
Decertification of services	Number of decertifications that were reported to DCBS seven days before the effective date	All SKY Enrollees
Out of state care	Number of Enrollees placed out of state for care	All SKY Enrollees
Trauma-Informed Care	Percentage of Enrollees who received a service delivered by a Provider trained in Trauma-Informed Care	All SKY Enrollees

**Table G.9-2. Molina’s Care Management Measures**

Measure	Numerator	Denominator
Time from Enrollment to Health Risk Assessment	Percentage of Enrollees with an initial Health Risk Assessment that includes a trauma screening within five business days of Enrollment	All SKY Enrollees
Timeliness of the Enrollee Needs Assessment	Percentage of Enrollees who received the Enrollee Needs Assessment within 21 calendar days of enrollment	All SKY Enrollees
High Fidelity Wraparound Approach	Percentage of Enrollees in Complex Care Coordination who receive services using a High Fidelity Wraparound Approach	SKY Enrollees in Complex Care Coordination

**Table G.9-3. Molina’s Care Coordination Measures**

Measure	Numerator	Denominator
Caregiver satisfaction	Percentage of Enrollee caregivers who report being satisfied with the care coordination services provided by Molina	All SKY Enrollees
DCBS Social Service Worker satisfaction	Percentage of DCBS Social Service Workers who report being satisfied with the care coordination services provided by Molina	All SKY Enrollees

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Measure	Numerator	Denominator
Youth satisfaction with transition services	Percentage of Enrollees in Aging Out services who report that the transition services they received helped to prepare them for adulthood	SKY Enrollees in Aging Out services
Adoption Assistance retention	Percentage of Enrollees in Adoption Assistance who choose to remain in the SKY program	SKY Enrollees in Adoption Assistance

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