



BlueCross BlueShield of New Mexico

2015 Quality Improvement Program Evaluation: Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Health Care Service Corporation, Inc. as described in detail in the 2015 annual evaluation of the Quality Improvement and Utilization Management programs.

2015 Accomplishments

1. Successful and timely submission of desktop evidence for BH Independent URAC HUM Accreditation by April 1, 2015. Received full re-accreditation with no findings in July 2015.
2. Partnered in the successful completion of seven (7) URA certificate renewals with BCBSTX and one (1) with BCBSOK.
3. Coordination of Care forms to be used as a tool for providers to communicate with other professionals were approved and posted on all plan websites.
4. Completed annual review and revision of BH Privacy Policies.
5. Demonstrated improved outcomes resulting from the BH Case Management programs through use of the SF-12 and SF-8 Health Survey data.
6. Transitioned from the SF-12 Survey to the SF-8 Survey in BH and additional Medical Programs to improve outcome measurement and integration and co-management of BH and Medical case management programs.
7. Sustained a high level of overall member satisfaction (96%) with BCBS Behavioral Health for the 3rd consecutive year.
8. Received "The Most Ethical Company in the World" Award.
9. Deployment of the Inpatient Review List in the Utilization Management department.
10. Implementation of facility scorecard calls to focus on readmissions.
11. After Hours department continues to take on additional responsibility across all lines of business.
12. Reached target for the Special Beginnings QIP for the first time in Q3 2015, showing an increase in collaboration between SB and BH CM.
13. Retired Patient Safety Program (PSP) Engagement QIP after successfully meeting target for 13 consecutive quarters.
14. Implemented Psychological/Neuropsychological Testing Authorization Program (PNTAP) in outpatient in April 2015.
15. Implemented specialty programs in case management department, including Active Specialty Management and Longitudinal Case Management.
16. Maintained high level of overall provider satisfaction (95%), with an increase for NM (92% to 93%) and TX (91% to 97%).
17. Exceeded the 90% target for PCP Coordination for all quarters in 2015.

Program Focus for 2016

Based on the review of the 2015 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the HCSC BH QI Work Plan for 2016 include:

1. Successfully achieve URAC CM re-accreditation in partnership with BCBSTX;
2. Participate in the preparations and mock surveys with BCBSNM in pursuit of NCQA Health Plan re-accreditation.
3. Continue to collect and submit BH materials for The Most Ethical Company in the World Award for 2016;
4. Maintain a high level of satisfaction among providers and members;
5. Increase the rate of 7-day and 30-day ambulatory follow-up after psychiatric hospitalization for mental health;
6. Continue to monitor member accessibility and availability to the full range of behavioral health services through member satisfaction ratings and complaint assessment;
7. Ensure appropriate safeguarding of member personal health information (PHI) and sensitive personal information (SPI);
8. Improve the integrated delivery of behavioral health and medical care to members with co-morbid conditions;
9. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers;
10. Ensure the BH Care Management program is compliant with, and responsive to, applicable requirements of health benefit plan sponsors, federal and state regulators, and appropriate certification or accreditation entities;
11. Increase the knowledge and skill bases of BH staff across functional areas;
12. Foster a supportive environment that encourages behavioral health providers to improve the safety of their practice;
13. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan that are aimed at improving member experience, member satisfaction and member health and wellness; and
14. Incorporate the NCQA and URAC standards to ensure the BH Program's approach meets the cultural and linguistic needs of the membership.