



Your health is important to us — and our experienced team can help you stay focused on it. To help us serve you the best we can, we closely look at the access to medical care and programs we give you each year. We measure the quality and safety of them. The results tell us what works the best and what needs to be improved. The Quality Improvement program is the process of finding how we can improve your care.

We work hard to make sure you have access to great care. We do this by:

- Having programs and services to help improve the quality of health care you get
- Providing special programs and tools for specific populations including pregnant women and new moms
- Hosting learning events to answer your questions and concerns and help you make the most of your health care
- Helping members find local programs nearby to help them get needed care and services
- Following state and federal guidelines
- Looking at our quality results to find new ways to provide care

What tells us how we're doing? Our scores in 2017 and 2018

To measure how we're doing, we use tools from professional organizations, like:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — to measure quality of care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** — a member satisfaction survey

2018 Healthcare Effectiveness Data and Information Set (HEDIS)

2017 was the first full year our members' HEDIS rates were measured. Outcomes, which are reported in 2018, for comprehensive diabetes care and childhood immunization measures were high. The information from HEDIS helps us make sure you're getting the services you need. These services help find health problems early so they can be treated sooner and keep you healthy. We keep track of over 75 items.

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

We also use the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to measure how we're doing. See below for some of our scores and how they changed from 2017 to 2018. Feedback was received from members ages 18 and older.

CAHPS health plan ratings

	2017	2018
Shared decision making	80.43%	82.10%
Getting needed care	86.45%	87.88%
Health care rating	77.03%	77.50%
Specialist rating	82.28%	83.12%
Health plan rating	75.48%	77.82%

Have questions about our Quality Improvement program, goals or CAHPS scores? Call Member Services toll free at 1-800-600-4441 (TTY 711).

Learn more about Quality Management

Have question about the Quality Management program?

Call us or write to us. We can talk to you about:

- What quality management is
- How we are doing and what our goals are
- How we are working to make things better for you

We can send you information on our Quality Management program. Call us at 1-800-600-4441 (TTY 711) Monday through Friday from 7:30 a.m. to 6 p.m. Central time.

Ask us to mail you a copy of the program with goals, processes and results. We can also tell you more about how we make sure you get quality care.