



Member Enrollment Guide to the Quality of NH Medicaid Health Plans

Choosing the managed care plan that works best for you and your family is important. One thing to think about before you decide is how well the different plans perform. NH compares Medicaid health plans using over 100 measures that can be found at: <https://medicaidquality.nh.gov/>. This brief report shows how Medicaid managed care plans compared in 2017 using a few of those measures.

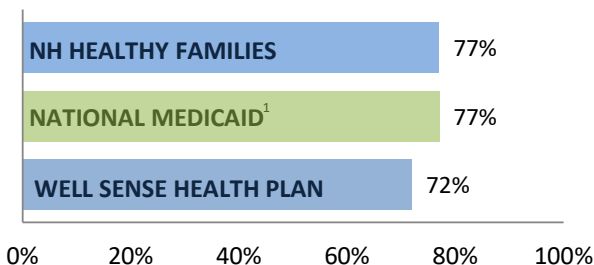
NCQA Medicaid Health Insurance Plan Ratings 2018–2019

National Committee for Quality Assurance (NCQA) rates Medicaid health plans on a scale of 0–5, where 5 is the highest score and 0 is the lowest score. The overall score considers the rating for customer satisfaction, prevention and treatment. Below are the NH Medicaid plan ratings:

- Boston Medical Center Health Plan Inc. (d/b/a Well Sense Health Plan) rated 4.5 out of 5.
- Granite State Health Plan d/b/a New Hampshire Healthy Families rated 4 out of 5.

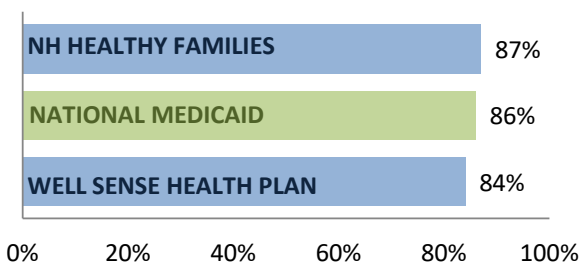
Rating of Health Plan - Adults

This measure captures the percent of adults who gave their health plan a rating of 8, 9 or 10 on a scale of 1 through 10. The lowest rating is a 1 and the highest is a 10.



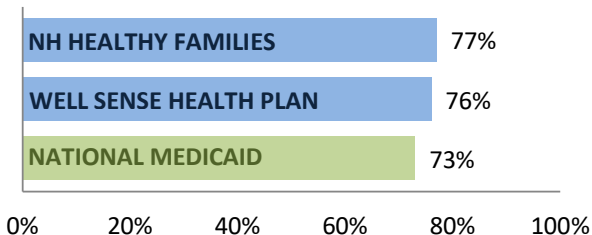
Rating of Health Plan - Children

This measure captures the percent of parents or guardians who gave their child’s health plan a rating of 8, 9 or 10 on a scale of 1 through 10. The lowest rating is a 1 and the highest is a 10.



Well Child Visits for Children Age 3 - 6

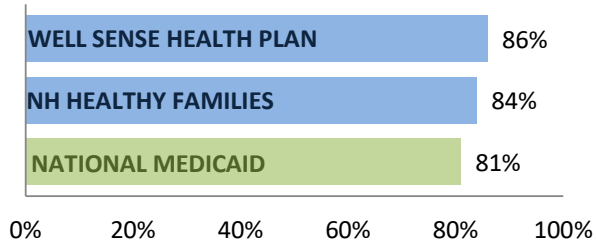
This measure captures the percent of children 3-6 years of age who had at least one well child visit with a primary care provider.²



The information used for this report was reviewed for accuracy. The most current information available was used for this report (Data Source: National Committee for Quality Assurance [NCQA] Healthcare Effectiveness Data and Information Set [HEDIS®] & Consumer Assessment of Healthcare Providers and Systems [CAHPS®] 2015). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

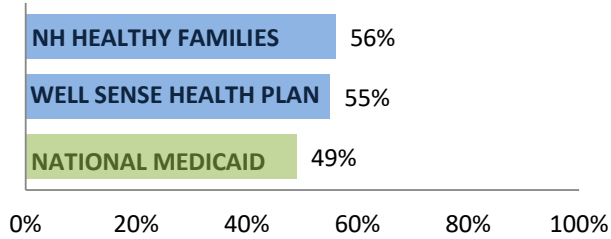
Prenatal Care

This measure captures the percent of pregnant women who received a prenatal visit within the first trimester or within 42 days of enrolling in the health plan.³



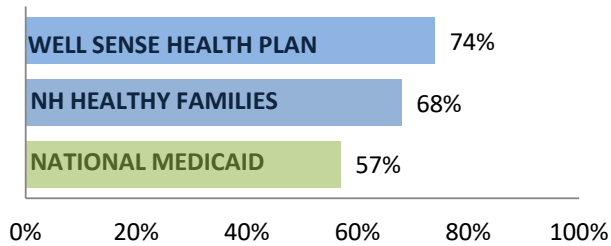
Diabetes Care

This measure captures the percent of adults 18-75 years of age with diabetes whose blood glucose is being adequately controlled.⁴



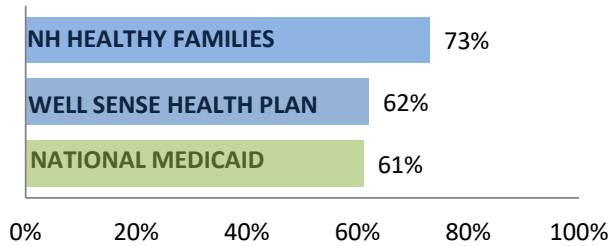
High Blood Pressure

This measure captures the percent of adults 18-59 years of age with a history of high blood pressure whose blood pressure is being adequately controlled.⁵



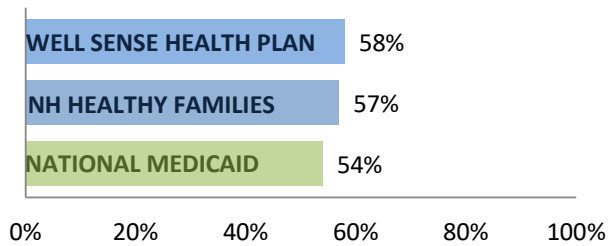
Asthma

This measure captures the percent of members 5-85 years of age whose chronic condition is being managed with appropriate medications.⁶



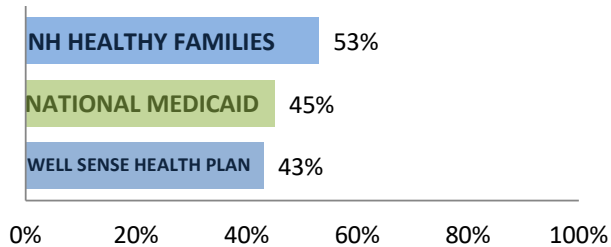
Depression

This measure captures the percent of adults age 18 and older with major depression who remained on anti-depressant medication.⁷



Attention Deficit Hyperactivity Disorder

This measure captures the percent of children 6-12 years of age who saw a doctor after they started taking medication for attention deficit hyperactivity disorder.⁸



1 National Average of Medicaid Managed Care Plans 2018 NCQA Quality Compass. 2 HEDIS Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life. 3 -HEDIS Prenatal and Postpartum Care: Timeliness of Prenatal Care 4 - HEDIS Comprehensive Diabetes Care HbA1c control <8%. 5 -HEDIS Controlling High Blood Pressure 6 - HEDIS Asthma Medication Ratio 50% 7 - HEDIS Antidepressant Medication Management: Initiation Phase 8 - HEDIS Follow up Care for Children Prescribed ADHD Medication: Initial Phase