Evaluation of Integrated Managed Care in North Central

FINDINGS THROUGH March 2019

David Mancuso, PhD
Director, DSHS Research and Data Analysis Division
Facilities, Finance, and Analytics Administration

January 2020
Overview

• Evaluation Questions
• Measurement Approach
• Findings
  – Access to Care
  – Quality of Care
  – Coordination
  – Utilization
  – Social Outcomes
Evaluation Questions

• Relative to the experience in other regions, is the shift to Integrated Managed Care in North Central associated with:
  – Improved *access* to needed services including behavioral health treatment?
  – Improved *quality* and *coordination* of physical and behavioral health care?
  – Reduced potentially avoidable *utilization* of emergency department (ED), medical and psychiatric inpatient, and crisis services?
  – Improved beneficiary level of functioning and quality of life, as indicated by *social outcomes* such as:
    ▶ Improved employment market outcomes,
    ▶ Increased housing stability, and
    ▶ Reduced criminal justice involvement?
  – Reduced *disparities* in access, quality, health service utilization, and social outcomes between Medicaid beneficiaries with serious mental illness and/or SUD, relative to other Medicaid beneficiaries?
Measurement Approach

• Behavioral health integration changes how the state delivers Medicaid physical and behavioral health services through health plans, or county or state government agencies that performed health-plan functions such as:
  – Building and maintaining a provider network
  – Authorizing services
  – Managing utilization

• Our measurement approach leverages tools commonly used to assess relative health plan performance:
  – HEDIS® (Healthcare Effectiveness Data and Information Set)
  – State-developed HEDIS®-like measures designed to fill measurement gaps in areas that are of particular importance to Medicaid clients with behavioral health needs

• Difference-of-difference evaluation design: we compare changes in outcomes for Medicaid enrollees in North Central relative to the experience in the balance of the state
Findings

• Comparison of relative change across 32 metrics

• Change measured from CY 2017 baseline period to 12-month period ending March 31, 2019

• Of the 32 outcome measures analyzed:
  – 4 showed statistically significant relative improvement for Medicaid beneficiaries residing in the North Central region
  – 25 showed no significant difference between the North Central region and balance of state
  – 3 showed a statistically significant relative decline in the North Central region
PART 1

Access to Care
Adults’ Access to Preventive/Ambulatory Health Services *(HEDIS®)*

**AGE 20 to 64**

**North Central**

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>83.1%</td>
<td>83.0%</td>
</tr>
</tbody>
</table>

**Statewide**

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.3%</td>
<td>78.7%</td>
</tr>
</tbody>
</table>

Relative change *not statistically significant*

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Substance Use Disorder Treatment Penetration

AGE 10 to 64

North Central

BEFORE CY 2017  23.0%
AFTER 4/1/2018 to 3/31/2019  26.8%

Relative change not statistically significant

Statewide

BEFORE CY 2017  30.1%
AFTER 4/1/2018 to 3/31/2019  34.8%

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Medication Treatment for Opioid Use Disorder

AGE 18 to 64

North Central

Before CY 2017: 35.0%

After 4/1/2018 to 3/31/2019: 44.8%

Statewide

Before CY 2017: 41.1%

After 4/1/2018 to 3/31/2019: 52.6%

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Mental Health Service Penetration - Broad Definition

AGE 6 to 64

**North Central**

- **BEFORE CY 2017**: 50.1%
- **AFTER 4/1/2018 to 3/31/2019**: 54.6%

**Statewide**

- **BEFORE CY 2017**: 52.3%
- **AFTER 4/1/2018 to 3/31/2019**: 54.5%

Relative change statistically significant at \( p < .05 \)

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Cervical Cancer Screening (HEDIS®)

AGE 21 to 64

North Central

BEFORE CY 2017
57.2%

AFTER 4/1/2018 to 3/31/2019
56.0%

Statewide

BEFORE CY 2017
53.2%

AFTER 4/1/2018 to 3/31/2019
53.8%

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

Includes All Counties

Chelan, Douglas, Grant, Okanogan

BEFORE CY 2017
0%

AFTER 4/1/2018 to 3/31/2019
56.0%

North Central

Statewide
Chlamydia Screening in Women *(HEDIS®)*

AGE 18 to 24

**North Central**

- **BEFORE CY 2017**: 49.7%
- **AFTER 4/1/2018 to 3/31/2019**: 50.5%

**Statewide**

- **BEFORE CY 2017**: 56.5%
- **AFTER 4/1/2018 to 3/31/2019**: 55.7%

Relative change not statistically significant

**SOURCE:** DSHS Research and Data Analysis Division, Client Outcomes Database
PART 2

Quality of Care
All-Cause 30-Day Readmission (HEDIS®)

AGE 18 to 64

North Central

BEFORE CY 2017

Chelan, Douglas, Grant, Okanogan

9.7%

AFTER 4/1/2018 to 3/31/2019

10.1%

Relative change not statistically significant

Statewide

BEFORE CY 2017

13.0%

AFTER 4/1/2018 to 3/31/2019

12.6%

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Psychiatric 30-Day Readmission (HEDIS®)

AGE 6 to 64

North Central

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.3%</td>
<td>14.4%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.3%</td>
<td>12.8%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Antidepressant Medication Management
Acute Phase Treatment (HEDIS®)
AGE 18 to 64

North Central

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

48.0%
46.3%

Relative change
not statistically significant

Statewide

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

51.6%
52.4%

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Antidepressant Medication Management Continuation Phase Treatment (HEDIS®)

AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>32.0%</td>
<td>33.0%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>35.5%</td>
<td>37.6%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Adherence to Antipsychotics for Persons with Schizophrenia (HEDIS®)
AGE 18 to 64

North Central

Before CY 2017: 52.9%
After 4/1/2018 to 3/31/2019: 68.0%

Statewide

Before CY 2017: 54.4%
After 4/1/2018 to 3/31/2019: 65.8%

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
PART 3

Coordination
Diabetes Screening for People with Schizophrenia/Bipolar Disorder (HEDIS®)

AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th>beforE CY 2017</th>
<th>AFTer 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.4%</td>
<td>80.5%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>beforE CY 2017</th>
<th>AFTer 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>79.3%</td>
<td>78.1%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Alcohol or Drug Dependence within 7 Days (HEDIS®)

AGE 13 to 64

North Central

BEFORE CY 2017
9.9%

AFTER 4/1/2018 to 3/31/2019
18.8%

Statewide

BEFORE CY 2017
13.4%

AFTER 4/1/2018 to 3/31/2019
15.3%

Includes All Counties

Chelan, Douglas, Grant, Okanogan

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Alcohol or Drug Dependence within 30 Days (HEDIS®)

AGE 13 to 64

North Central

BEFORE CY 2017 17.5%
AFTER 4/1/2018 to 3/31/2019 28.6%

Statewide

BEFORE CY 2017 21.6%
AFTER 4/1/2018 to 3/31/2019 24.7%

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Mental Illness within 7 Days (HEDIS®)

AGE 6 to 64

North Central

83.5%

73.6%

Statewide

66.6%

64.3%

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Mental Illness within 30 Days (HEDIS®)

AGE 6 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>88.1%</td>
<td>82.4%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes All Counties</td>
<td>76.0%</td>
<td>74.4%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
PART 4

Utilization
Emergency Department Utilization per 1000 Coverage Months

AGE 18 to 64

North Central

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

66.7

66.2

Statewide

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

52.6

52.7

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

DSHS | Facilities, Finance, and Analytics Administration | Research and Data Analysis Division ● January 2020
Inpatient Utilization per 1000 Coverage Months
AGE 18 to 64

North Central

Statewide

9.2
9.8

B E F O R E
C Y 2 0 1 7
A F T E R
4/1/2018 to
3/31/2019

9.3
9.5

B E F O R E
C Y 2 0 1 7
A F T E R
4/1/2018 to
3/31/2019

Relative change
not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
PART 5

Social Outcomes
Percent Homeless - Narrow Definition
(ACES Living Arrangement Data)
AGE 18 to 64

North Central

Statewide

2.8% BEFORE CY 2017
3.0% AFTER 4/1/2018 to 3/31/2019

5.1% BEFORE CY 2017
5.5% AFTER 4/1/2018 to 3/31/2019

Relative change not statistically significant

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Percent Homeless - Broad Definition
(ACES Living Arrangement Data)
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th>Chelan, Douglas, Grant, Okanogan</th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10.0%</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>Include All Counties</th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.7%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Percent Employed
(ESD Quarterly Wage Match)
AGE 18 to 64

North Central

57.5%

55.0%

Statewide

48.3%

46.2%

Relative change
not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019
Percent Arrested
(WSP WASIS Match)
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE</th>
<th>AFTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>7.1%</td>
<td>7.0%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE</th>
<th>AFTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes All Counties</td>
<td>6.5%</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

Relative change statistically significant at $p < .05$

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Questions?

CONTACTS:
David Mancuso, PhD • 360.902.7557
Director, Research and Data Analysis Division
DSHS Facilities, Finance, and Analytics Administration
david.mancuso@dshs.wa.gov

Alice Lind
Alice.lind@hca.wa.gov