



2020 Annual HEDIS®/Quality Rating System Reports

Blue Cross and Blue Shield of Texas (BCBSTX) has a Quality Improvement Program (QIP) to better serve you. QIP’s purpose is to monitor and improve the care and service our members receive. We focus on encouraging preventive health and safety, and provide education related to chronic conditions.

Health Care Effectiveness Data and Information Set (HEDIS®) is a standard way to measure important areas of care and service. The HEDIS measures were developed by the National Committee for Quality Assurance (NCQA). They are widely used to measure health care performance in the United States.

The Centers for Medicare and Medicaid Services has a similar set of measures, the Quality Rating System (QRS). They measure similar areas of care and are specifically for those members enrolled in marketplace health care plans.

The table summarizes how BCBSTX is doing on selected measures.

Care Provided to BCBSTX Members	2019 Quality Compass 50 th Percentile National Average	Blue Essentials HMO HEDIS Rates				Blue Advantage HMO QRS Rates			
		2017	2018	2019	2020	2017	2018	2019	2020
Adult BMI Assessment	83.85%	18.50%	22.64%	27.79%	30.60%	71.60%	80.99%	83.33%	84.58%
Childhood Immunization • Combination 3 Rate: 4 DTaP; 3 IPV; 1 MMR; 3 Hib; 3 Hep B; 1 VZV; 4 PCV	78.10%	55.40%	58.27%	49.14%	74.85%	72.90%	71.94%	71.93%	82.16%
Breast Cancer Screening	71.75%	60.80%	61.63%	60.74%	63.55%	57.40%	57.95%	58.25%	61.53%
Cervical Cancer Screening	74.51%	67.00%	67.23%	68.02%	68.22%	47.30%	46.96%	53.28%	55.96%
Colorectal Cancer Screening	62.31%	37.90%	42.71%	41.50%	41.70%	37.50%	45.01%	48.18%	50.36%
Appropriate Testing for Children with Pharyngitis	88.31%	81.10%	87.67%	79.90%	70.38%	72.20%	76.07%	77.48%	79.69%
Medication Management for People with Asthma • Total – Medication Compliance 75%	53.07%	43.40%	39.71%	42.86%	51.21%	48.00%	54.89%	59.15%	61.11%
Comprehensive Diabetes Care • Hemoglobin A1c (HbA1c) Testing • HbA1c Control (<8.0%) • Eye Exam (Retinal or Dilated Exam) • Medical Attention for Nephropathy	91.24% 58.39% 51.63% 89.50%	84.10% 28.30% 21.00% 87.50%	87.89% 22.23% 25.23% 88.15%	87.38% 29.98% 25.36% 88.82%	86.98% 31.93% 26.17% 88.81%	88.80% 47.80% 34.30% 89.00%	89.29% 46.72% 28.74% 89.05%	54.50% 31.39% 31.39% 92.21%	90.22% 56.69% 31.87% 90.51%
Appropriate Treatment for Children with Upper Respiratory Infections	91.48%	75.10%	81.05%	82.11%	64.27%	75.80%	77.38%	77.22%	80.07%
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis	34.41%	21.80%	22.59%	25.02%	31.48%	18.50%	22.00%	21.50%	43.03%
Prenatal and Postpartum Care • Timeliness of Prenatal Care • Postpartum Care	86.43% 76.35%	64.60% 31.60%	66.49% 36.82%	67.04% 38.25%	54.18% 54.44%	79.80% 65.60%	89.10% 68.62%	83.61% 65.00%	81.75% 77.13%



2020 Annual HEDIS®/Quality Rating System Reports (cont.)

Key Accomplishments in Key Preventive 2020 Measures

Blue EssentialsSM Demonstrated improvement in:

- Adult BMI Assessment – 2.81 percentage point increase
- Childhood Immunization Combination 3 – 25.71 percentage point increase
- Breast Cancer Screening – 2.83 percentage point increase
- Cervical Cancer Screening – 0.20 percentage point increase
- Colorectal Cancer Screening – 0.20 percentage point increase
- Medication Management for People with Asthma-Compliance 75% - 8.35 percentage point increase
- HbA1c Control <8% - 1.95 percentage point increase
- Eye Exam-Retinal or Dilated – 0.81 percentage point increase
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis – 6.46 percentage point increase
- Postpartum Care – 16.19 percentage point increase

Blue Advantage HMOSM (Retail) demonstrated improvement in:

- Adult BMI Assessment – 1.25 percentage point increase
- Childhood Immunization Combination 3 – 10.23 percentage point increase
- Breast Cancer Screening – 3.28 percentage point increase
- Cervical Cancer Screening – 2.68 percentage point increase
- Colorectal Cancer Screening – 2.18 percentage point increase
- Appropriate Testing for Children with Pharyngitis – 2.21 percentage point increase
- Medication Management for People with Asthma-Compliance 75% – 1.96 percentage point increase
- Hemoglobin A1c Testing – 0.93 percentage point increase (from 2018)
- HbA1c Control <8% – 2.19 percentage point increase
- Eye Exam-Retinal or Dilated – 0.46 percentage point increase
- Appropriate Treatment for Children with Upper Respiratory Infections – 2.85 percentage point increase
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis – 21.53 percentage point increase
- Postpartum Care – 12.13 percentage point increase

QIP partnered with Network to develop a PCP Toolkit to promote the use of telehealth to encourage reaching out to members. A Childhood & Adolescent Access to Primary Care (CAP) letter and email campaign were developed to outreach providers to encourage them to use telehealth to complete the CAP visit.

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QIP developed the following Tip Sheets:

- Initiation and Engagement of Alcohol
- Children and Adolescents' Access to Primary Care Practitioners
- Controlling Blood Pressure
- Childhood Immunization Status (Combination 3)
- Colorectal Cancer Screening
- Spirometry Testing in COPD
- Follow-up After Hospitalization for Mental Illness
- Follow-up After Emergency Department Visit for Alcohol and other Drug Abuse or Dependence
- Follow Up After Emergency Department Visit for Mental Illness

The Tip Sheets can be found at http://www.bcbstx.com/provider/clinical/quality_improvement_hedis_tip_sheet.html and www.bcbstx.com/provider/clinical/bhh_tipsheets.html.

How You Can Help

While BCBSTX provides education and resources to our members, your support in these efforts can help your patients get their appropriate preventive care screenings and routine monitoring of chronic health conditions. An established process to identify gaps in care, dedicated outreach staff are just a couple ways you can improve your patients' health outcomes.

HEDIS is a registered trademark of NCQA