



2021 Annual Evaluation Summary

I. Introduction

Meridian provides Medicaid services to members in Michigan. Meridian's mission is to change the health of the community, one person at a time. Meridian's Quality Improvement Program (QI) builds activities to make sure members get quality care. To Meridian does an Annual Evaluation that includes:

- Health Care Effectiveness of Data and Information Systems (HEDIS®) and
- Member experience through the Consumer Assessment of Health Plan Survey (CAHPS). I
- Doctor satisfaction
- Clinical practice guidelines
- Provider credentialing.

II. Population Overview

Meridian has four Medicaid programs serving the lower part of Michigan. members may be put into one of our programs depending on their needs.

- Children Special Health Care Services (CSHCS)
- Temporary Assistance for Needy Families (TANF)
- Aged, Blind, and Disabled (ABAD)
- Healthy Michigan Plan (HMP)

The COVID-19 Pandemic has led to a rise in members for Meridian. This is due to members who normally did not meet Medicaid requirements before COVID-19 are now meeting those needs.

III. Quality Improvement Program

Meridian's QI program goal is for members to get high quality and cost-effective health care that is covered. This involves:

- Medical
- Behavioral health
- Dental
- Vision

All QI activities and programs involve all demographic groups, benefit packages, care settings, and service zones.

The QI program has built many plans to help health results for members. In 2021, Meridian worked with partners across the state. These partners help meet the needs of specific areas and carry out health plan programs. Meridian keeps on checking programs to make sure goals are met. All Meridian staff get trained on QI practices and patient safety.



IV. Quality Improvement Activities and Outcomes

Meridian has carried out many QI activities to help health results for members.

- **Lead Screening and Interventions-** Meridian works to connect members with high lead levels to doctors and health departments. Outreach is done by member mailings, rewards and provider education.
- **Low Birth Weight Performance Improvement Project (PIP)-** During 2021, the Low-Birth-Weight PIP focused on addressing barriers, community partners, and training to members. Meridian partnered with Henry Ford Health System's Women Inspired Network, Gleaners Food Bank, and Black Mothers Breastfeeding Association. Meridian also delivered baby boxes to members that had teaching material and baby goods.
- **Prenatal Care Performance Improvement Project-** To help increase prenatal care, Meridian gives training and rewards to members and doctors. access, Meridian has also worked to grow provider networks to raise member access.
- **Dental Initiatives-** To improve dental care for members Meridian completes phone outreach to Healthy Michigan Members to increase the HEDIS® Annual Dental Visit. Meridian has also built a joint Emergency Department Redirect Program with DentaQuest. DentaQuest helps with member outreach and connects members to in-network dental providers.
- **Health Equity Program and Interventions-** Meridian has partnered with vendors for members to complete health testing at home to help lower gaps. This includes diabetic retinal exams, home test kits for HbA1c, and Chlamydia testing. In 2021, Meridian completed two reward programs. The reward programs' goal was to involve member groups that had gaps in testing.
- **Prenatal and Postpartum Care-** In 2021, HEDIS® rates for both prenatal care and after-birth care went down. During 2021, Meridian started Smart Start for Baby and mailed prenatal packets and referred members for prenatal care completions. For after-birth care, Meridian gave member education in the mail and phone outreach. Meridian will work to fix rates in 2022 with the use of new programs and by keeping up on current ones.
- **Patient Safety-** Meridian tracks patient safety through Quality-of-Care Events; suspected acts or actions that may be harmful to the quality or safety of the member. These events are reviewed by QI. Referrals are made when needed. Other safety measures include:
 - Patient center medical homes



- Clinical practice guidelines
- Medication safety
- Member stratification
- Compliant monitoring.

Recommendations for 2022

In Meridian will focus on: COVID-19 Re-engagement, increasing HEDIS® and CAHPS rates, and reducing healthcare disparities.

- COVID-19 Re-Engagement: Due to the COVID-19 pandemic, members routine primary health care services went down. Meridian is focusing on reengaging these members through different activities like member education and awareness, help getting vaccines, and reconnecting members with primary care services.
- Increase HEDIS® Rates: Meridian will work to reduce healthcare gaps, increase immunizations, and increase health screenings in members.
- Reduce Health Disparities: In 2022, Meridian will focus on health equity to reduce racial and ethnic health disparities in health care. Meridian will continue to work with community partners, educate members and providers, and address barriers through Community Health Worker (CHW) outreach to connect members with help.