



Tennessee UnitedHealthcare Insights: Your quarterly update



Our Quality Management program

UnitedHealthcare Community Plan of Tennessee wants to help you provide the best care and service to your patients. That's why we have a Quality Management (QM) program. Our QM program helps us learn what we can do better and improve.

Our QM program has several member health programs, which can help with:

- Health conditions, such as asthma, diabetes, heart disease, depression, bipolar disorder and schizophrenia
- Maternal and neonatal health
- Staying healthy with shots, screenings and tests
- Improving member safety
- Ensuring doctors and other health care professionals meet our standards

We use national standards to see how well our QM program works. The National Committee for Quality Assurance (NCQA) writes the standards and compares the quality programs of health plans. We measure our progress using NCQA's HEDIS® and Consumer Assessment of Healthcare Providers & Systems (CAHPS®) standards. NCQA provides HEDIS and CAHPS results in a national report card.

The following table highlights our 2022 TennCare CAHPS and HEDIS report card and compares our results to national averages.

2022 adult CAHPS highlights				
Measure	UnitedHealthcare Community Plan Middle Tennessee	UnitedHealthcare Community Plan East Tennessee	UnitedHealthcare Community Plan West Tennessee	National quality benchmarks*
Rating of health plan*	66.45%	61.25%	64.79%	62.02%
Rating of personal doctor*	63.87%	73.64%	68.07%	68.48%
Rating of all health care*	53.92%	57.66%	50.48%	56.73%
Rating of specialist*	N/A	N/A	N/A	67.46%
How well doctors communicate	N/A	95.45%	95.54%	92.92%
2022 child+ CAHPS highlights				
Rating of health plan*	78.13%	76.72%	72.63%	72.31%
Rating of personal doctor*	77.06%	77.45%	69.34%	94.58%
Rating of all health care*	69.47%	78.44%	63.73%	70.20%
Rating of specialist*	N/A	N/A	N/A	72.18%
How well doctors communicate	91.53%	94.80%	N/A	94.58%
2022 HEDIS measures				
Women's health				
Breast cancer screening	49.40%	50.48%	51.56%	50.95%
Timeliness of prenatal care	78.83%	85.16%	71.78%	85.40%
Postpartum care	76.40%	80.29%	68.86%	77.37%

+ Population eligible members were ages 17 years and younger as of 12/31/2022

* Percentage reflects members who rated their plan/provider 9 or 10 on a scale of 0-10, 10 being best. N/A assigned when number of respondents total less than 100# Percentage reflects respondents indicating 'always' or 'usually'

** National average is based on the HEDIS measurement year 2021 NCQA 50th percentile

2022 HEDIS measures

Diabetes care

Hemoglobin A1c control <8%	63.02%	66.42%	59.85%	50.12%
Retinal eye exam performed	57.18%	54.01%	56.69%	51.09%
Diabetic blood pressure control<140/90	71.53%	74.70%	67.88%	60.83%

Early and periodic screening, diagnosis and treatment (EPSDT) services well care

6 or more well care visits in first 15 months of life	66.22%	67.67%	44.77%	55.64%
2 or more well care visits between 15 months and 30 months of life	73.55%	70.39%	55.35%	65.89%
Child and adolescent well care visits ages 3-21	53.26%	51.44%	47.87%	48.94%
Completed childhood immunizations recommended by age 2	35.04%	34.55%	21.17%	34.79%
Completed recommended adolescent immunization recommended by age 13	31.87%	30.90%	33.58%	35.04%

Behavioral health

Antidepressant medication management- effective continuation phase treatment	49.78%	53.51%	44.11%	42.96%
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What you can do to help

Please partner with us by actively participating in our QM programs you may be enrolled in. We need your help to make sure we are providing the best service to our members.

Resources

Learn more about our [quality health programs](#). If you would like a paper copy of the QM program description, please contact Provider Services at **800-690-1606**.

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Behavioral health care after an emergency department visit or inpatient hospitalization

A guide for primary care providers (PCPs)

Helping patients get care

If any of your patients have a mental health (MH) or substance use disorder (SUD) diagnosis, you play an important role in making sure they get follow-up care after discharge. You can help improve patient outcomes by scheduling or referring a post-discharge appointment within 7 days of an emergency room visit.

The following chart helps identify your next steps after you discharge the patient.¹

 Patient diagnosis	Discharged from inpatient hospital	Discharged from emergency department
 Mental health	Refer patient to an MH practitioner	See or refer patient and bill with an MH diagnosis
 Substance use	See or refer patient and bill with a SUD diagnosis	See or refer patient and bill with a SUD diagnosis

Why behavioral health (BH) care is important

- Patients receiving medication from a PCP still need post-discharge therapy with a BH clinician
- Refer patients to BH treatment and emphasize the importance as a supplement to medication therapy
- A licensed master's level clinician (therapist or social worker) can provide supportive therapy
- If you cannot schedule or refer a patient within 7 days of discharge, they need to be seen by a BH specialist within 30 days of discharge

How to make a referral for BH treatment

- [liveandworkwell.com](https://www.liveandworkwell.com) - Patient education and MH/SUD health care professional information; use guest access code "clinician"
- Call the MH/SUD phone number on the back of the patient's health plan ID card
- For patients with SUDs, call the SUD Helpline at **855-780-5955**



Find **resources** to assist you after the member has been discharged.

¹ Based on the following HEDIS® measures: Follow-up after hospitalization for mental illness, follow-up after emergency department visit for mental illness, follow-up after emergency department

TennCare and CoverKids renewals

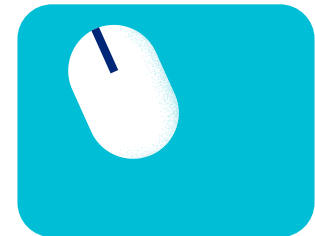
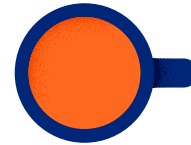
It's time for your patients to renew TennCare and CoverKids. You can help your patients prepare for renewals.

Please advise your patients to complete the following:

- Verify their contact information with TennCare
- Open and respond to all mail from TennCare

How your patient can complete the renewal process

- Online at TennCareConnect.tn.gov
- Call 855-259-0701
- In-person at a Department of Human Services kiosk or submit documents to TennCare
- Mail the signed renewal packet to the address listed in the renewal packet



For more information, go to the [TennCare website](https://TennCareConnect.tn.gov).