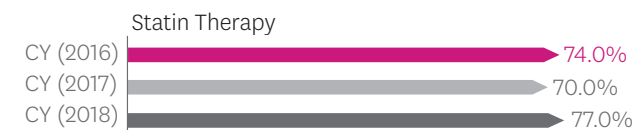
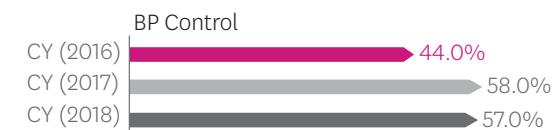
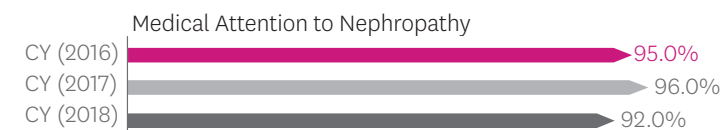


Comprehensive Diabetes Care



MMP Quality Metrics - Year 3 (CY2018)		
CMS Measures	MI MMP	Goal Met Y/N
Plan all-cause readmissions (OPE)	0.52	Y
Annual Flu vaccine	66%	Y
Follow-up after hospitalization for mental illness	42%	Y
Controlling Blood Pressure	57%	Y
Medication adherence for diabetes medications	81%	Y
Encounter Data	90%+	Y
State of Michigan Measures	MI MMP	Goal Met Y/N
Care Transition Record Transmitted to Health Care Professional	Met	Y
Medication Review (All Populations, 21 and older)	95%	Y
Documentation of Care Goals	100%	Y
Urinary Tract Infection	<4%	Y

Success Story

Michigan Complete Health (MCH) member, Bernard, has been enrolled since December 1, 2015. He is a fall risk due to seizures, is legally blind in both eyes, has hearing deficits, is a diabetic, and has behavioral health issues.

Bernard consistently declined services or was unable to reach when approached by Michigan Complete Health staff. We know now, he was afraid that a visiting care manager had the authority and inclination to place him in a nursing home. The fear was worsened by Bernard's embarrassment regarding his living situation. There was very little furniture in his apartment, he slept each night on a box spring, and the unit was unclean. For these reasons, Bernard was intentionally elusive.

During the summer of 2019, Bernard was discharged home from a rehabilitation nursing home stay that followed a hospital visit. He was sent home after being deemed able to live independently with services. The care management team used the opportunity to engage Bernard's cousin and apartment building manager in convincing Bernard that the goal was to respect his wish to remain at home and to voice a united appeal to allow MCH to coordinate his medical and environmental services.

After a few weeks of consistent interaction with MCH's care manager, Bernard allowed her to work in conjunction with an outside community resource. Bernard received a new sofa, dining room set, and new bed with linens.

There was another break-through. Bernard allowed the care manager into his apartment. While visiting, she arranged for services, scheduled appointments, and coordinated transportation related to the following:

- PCP Appointment
- Dentist Appointment
- Vision Appointment
- Hearing Appointment
- LTSS Services:
 - home delivered meals
 - light housekeeping
 - personal care and grooming

MCH's mission is to transform the health of the community through meaningful strategies, including collaboration with the people who know and care about our members.



2019

REPORT CARD

Michigan Complete Health | Michigan



Main Office
800 Tower Drive
Suite 200
Troy, MI 48098

Other Location
Lansing

At a Glance

- Services Offered | Medicare-Medicaid Plan (MMP)
- Number of Employees | 66
- First Year of Operations | 2015
- Number of Providers | 9,767
- Number of Hospitals | 37
- Number of Members | 2,441
- Number of Counties Served | 2

Innovative Programs

Personal Member Outreach and Support

The Michigan Complete Health Member Outreach program in 2019 included contacting members for key primary care provider, dental and specialist services. The outreach activity included contacting the member by phone or meeting the member at their home, scheduling appointments for members and securing transportation for the member's visit as needed.

Pulpit Power

Through our initiative outreach program "Pulpit Power," we engage a diverse blend of churches in both Macomb and Wayne counties to educate their congregants on Michigan Complete Health's (MCH) Medicare-Medicaid Plan and the MI Health Link program. We know the church as a safe haven, a place where advice is sought and peace is found. At the helm of each church is its pastor; the person responsible for ensuring that his congregant's spiritual and overall well-being is a core focus. MCH has created a number of partnerships with churches and pastors through Pulpit Power to help drive voluntary enrollment and educate congregations across our service area on the benefits of the program.

Partnerships

"At the Detroit Area Agency on Aging. It is the timely implementation of long-term services and support that means the most to us, and Michigan Complete Health exceeds our expectations. Together, we make it possible for individuals to age in place as safely and healthily as possible-and that's the winning bottom line in our partnership. It's all about service - anticipating and meeting the needs of those who depend on our care. With a solid and trusted navigator like Michigan Complete Health as a partner, we have avoided detours and stayed on course for a healthier Detroit"

Ronald Taylor, President & CEO Detroit Area Agency on Aging

"MDRC cultivates disability pride and strengthens the disability movement by recognizing disability as a natural and beautiful part of human diversity while collaborating to achieve health equity. Michigan Complete Health has been a solid and dedicated partner right from the very beginning of the plan's work to deliver integrated care through the Medicaid and Medicare dual eligible program in Southeast Michigan. What we appreciate most is Michigan Complete Health's unwavering commitment to listen to and learn the needs and challenges of our disabled members, and to lead in the delivery of comprehensive services and supports that make the difference in the quality of life of people with disabilities and older adults,"

RoAnne Chaney, Executive Director Michigan Disabilities Rights Coalition

"The Michigan Complete Health leadership team is a valuable resource for MAHP with the MI Health Link Demonstration. The team is actively engaged in providing input, suggestions and sharing insight that helps MAHP support the expansion, refinement and optimization of MI Health Link. Not only are they an asset for MAHP, they are highly regarded by the department, lawmakers and stakeholders providing education and assistance to ensure the success of the program,"

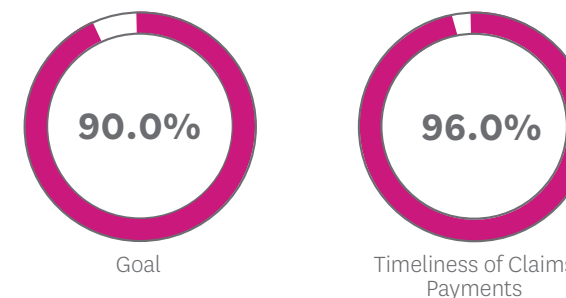
Dominick Pallone, Executive Director Michigan Association of Health Plans (MAHP)

Claims Payment

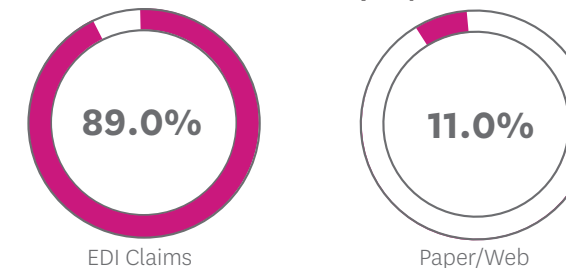
Claims Paid in 30 Days | 96.0%
Goal | 90.0%

EDI Claims vs Paper / Web Receipt
EDI 89.0% | Paper 11.0%

Claims Payment within 30 Days



EDI Claims vs Paper/Web

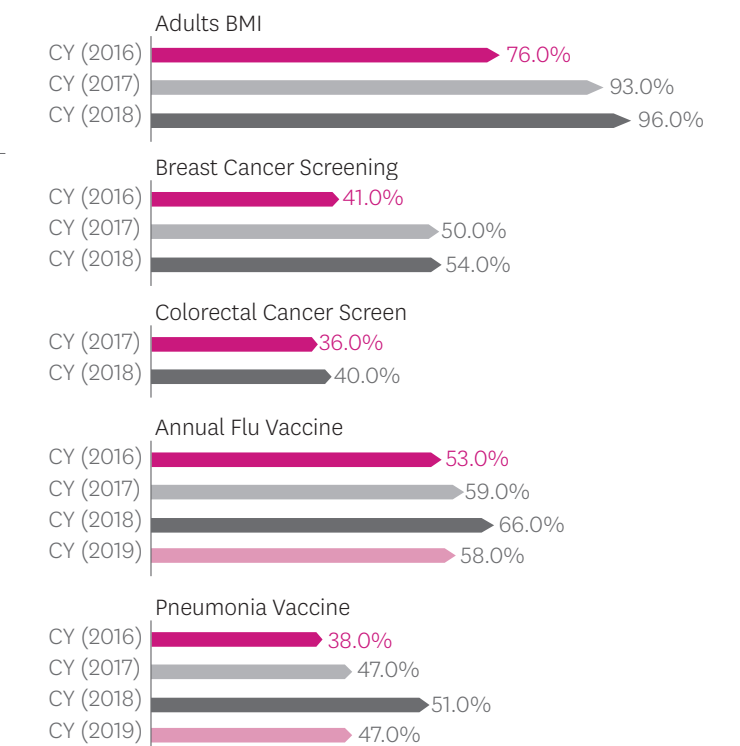


Quality Improvement Initiatives

Michigan Complete Health (MCH) members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. MCH implements initiatives for our members, then monitors and measures care and service using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Michigan Complete Health demonstrated improvement from 2016 through 2018 on multiple measures addressing important aspects of care including preventive care, medication management and chronic care indicators. Preventive care improvements were demonstrated in the assessment of adult body mass index (BMI), breast cancer screening, and colorectal cancer screening. Medication initiatives led to improvements in the annual medication review and increases in anti-depressant medication management and medication reconciliation post-discharge. Flu and pneumonia vaccine rates dropped in 2019 but remain higher than the baseline 2016 rate. Statin therapy for Diabetes improved while other diabetes care indicators declined from the prior year but remained above the baseline rates. See the table below for the HEDIS measures that improved over the two-year period.

Adult Preventive Services



Medication Management

