

A Deep Dive into Quality

ED Medicaid Quality Subcommittee

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ED Quality Subcommittee Designated Measure

#05 (AMB-ED) \$\$	Ambulatory Care- ED Visits	This measure summarizes utilization of ambulatory care ED Visits per 1,000 member months.	NCQA	CHIPRA	Population Health	Utilization	HEDIS	NCQA Quality Compass Medicaid National 50th percentile [All LOBs (Excluding PPOs and EPOs): Average] for the year prior to the measurement year
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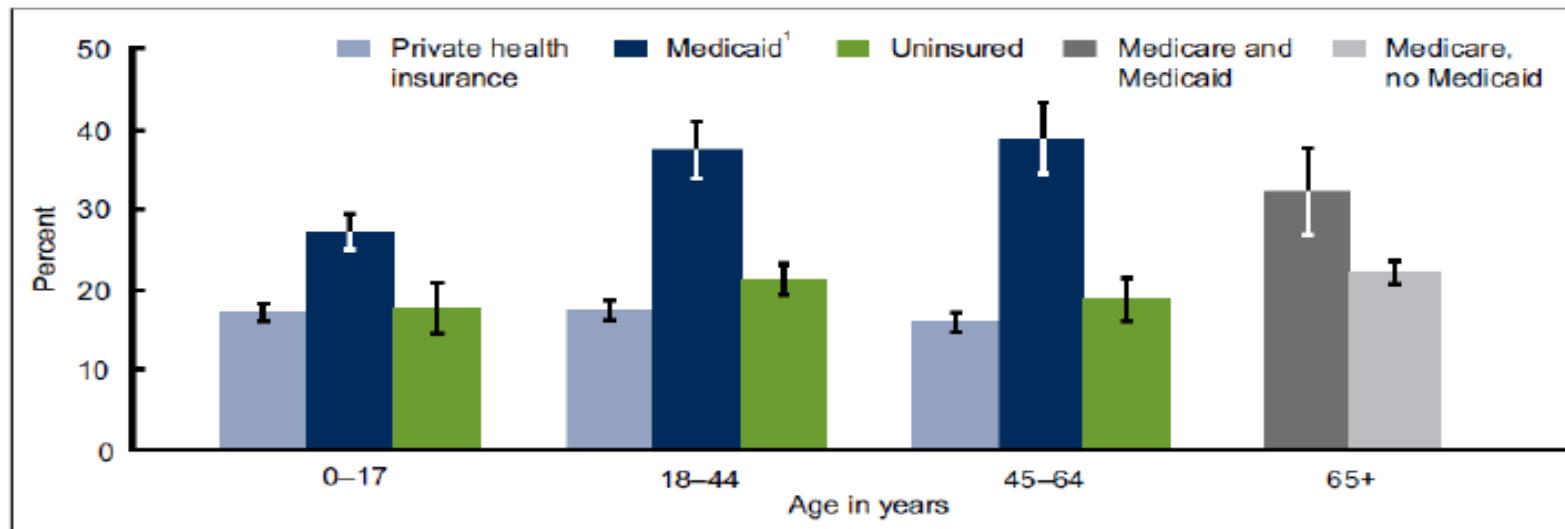
- Ambulatory Care Emergency Department Visits/1000 MM
- All ED visits (both emergent and non-emergent) that do not result in a hospital admission.

Non-Emergent/Ambulatory ED Utilization

- Patients often utilize the ED for ambulatory services because:
 - They have limited access to timely primary care services.
 - The ED provides convenient after-hours and weekend care.
 - The ED offers patients immediate reassurance about their medical conditions.
 - They are referred by outpatient providers.
 - Hospitals have financial and legal obligations to treat ED patients.
- ED Utilization is costly
 - An estimated 13% to 27% of ED visits in the United States could be managed in physician offices, clinics, and urgent care centers, saving \$4.4 billion annually (Weinick et al, 2010)
- ED visits for conditions that are preventable or treatable with appropriate primary care lower health system efficiency and raise costs. (Enard & Ganelin, 2013)

ED Utilization

- About 10-15% of all ED visits are for non-urgent or primary care treatable issues
- Medicaid beneficiaries are more likely to use the ED



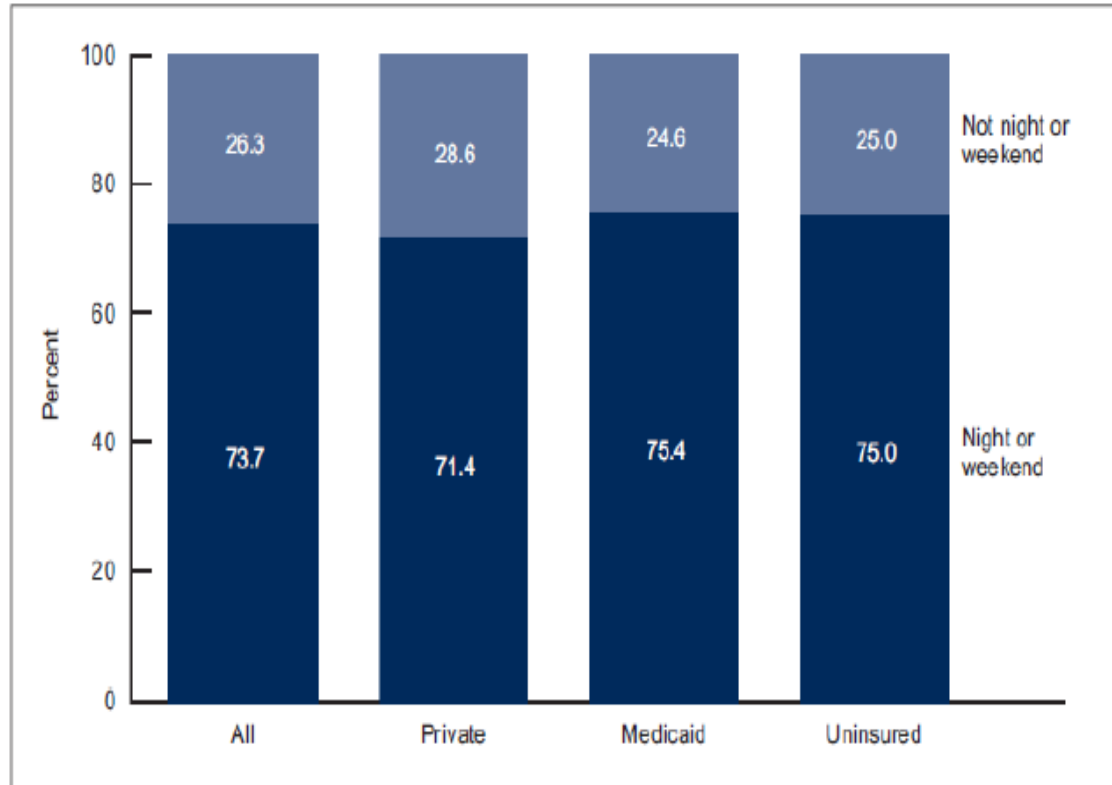
¹Includes Children's Health Insurance Program coverage.

NOTES: Error bars indicate 95% confidence intervals. Private, Medicaid, and uninsured categories are mutually exclusive. Persons with both private and Medicaid coverage are categorized as having private coverage. Access data table for Figure 2 at:

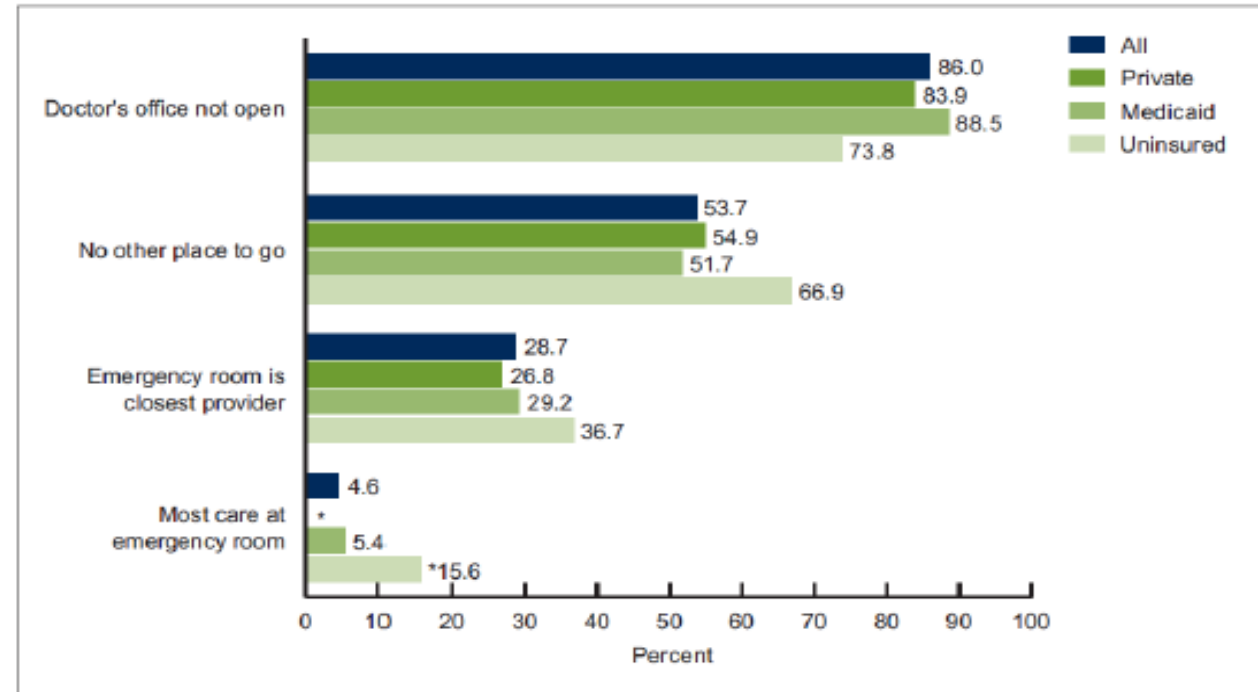
http://www.cdc.gov/nchs/data/databriefs/db38_tables.pdf#2.

SOURCE: CDC/NCHS, National Health Interview Survey.

Access Issues



SOURCE: CDC/NCHS, National Health Interview Survey, 2012.



* Estimate has a relative standard error (RSE) greater than 30% and less than or equal to 50% and is considered unreliable. Estimate should be used with caution. Data not shown have an RSE greater than 50%.
 NOTE: "Reasons other than seriousness of the medical problem" is a summary based on positive responses to any of the related detailed reasons included in this figure. Respondents could select more than one reason.
 SOURCE: CDC/NCHS, National Health Interview Survey, 2012.

How Costly?

Diagnosis	Mean total ED bill	Mean total PC office bill
Otitis media	\$410	\$157
Acute pharyngitis	\$562	\$152
Urinary tract infection	\$776	\$189

Mehrotra, et al. (2009). *Annals of Internal Medicine*. 151(5): 321-328.

Quality Subcommittee Bylaws

- The Committee's functions are advisory and shall include:
 - Monitoring ongoing metrics and ensuring findings are reported on a regularly scheduled basis (quarterly or annually)
 - For the measure designated for the ED Quality Subcommittee they received measures
 - Ensuring key quality initiatives are identified to align with regulatory and business requirements;
 - Overseeing quality improvement projects and ensuring coordination and integration of the quality improvement activities

Initial Data Provided to Committee

- AMB ED Visits (7/1/2016-6/30/2017) broken down by age, region, urban/rural, race, and divided into Total Medicaid, Expansion, and Non-Expansion.
- ED Visits by CPT Code (7/1/2016-6/30/2017) broken down by Top 10 Diagnosis Codes and divided into Total Medicaid, Expansion, and Non-Expansion.
- AMB ED Visits (7/1/2016-6/30/2017) broken down by Region and Healthy Louisiana Plans divided into Total Medicaid, Expansion, and Non-Expansion.
- ED Visits by Providers (7/1/2016-6/30/2017) – Top 10 by Region demonstrating location, member months, visits, and rate per 1,000 MM
- Performance on the measure by each plan

AMB-ED Visits Population Level Data

7/1/2016 - 6/30/2017 AMB-ED Visits											
Total Medicaid				Expansion				Non Expansion			
Age	Member Months	Visits	Rate per 1,000 MM	Age	Member Months	Visits	Rate per 1,000 MM	Age	Member Months	Visits	Rate per 1,000 MM
< 1	554,342	63,990	115.43	< 1	-	-		< 1	554,342	63,990	115.43
1 to 9	4,478,991	255,575	57.06	1 to 9	-	-		1 to 9	4,478,991	255,575	57.06
10 -- 19	4,179,518	203,059	48.58	10 -- 19	186,574	17,323	92.85	10 -- 19	3,992,944	185,736	46.52
20 -- 44	4,584,199	537,918	117.34	20 -- 44	2,879,618	300,904	104.49	20 -- 44	1,704,581	237,014	139.05
45 -- 64	2,069,373	230,348	111.31	45 -- 64	1,348,503	129,914	96.34	45 -- 64	720,870	100,434	139.32
65 -- 74	15,623	979	62.66	65 -- 74	153	10	65.36	65 -- 74	15,470	969	62.64
75 -- 84	4,861	219	45.05	75 -- 84	-	-		75 -- 84	4,861	219	45.05
85 +	2,133	116	54.38	85 +	-	-		85 +	2,133	116	54.38
Total	15,889,040	1,292,204	81.33	Total	4,414,848	448,151	101.51	Total	11,474,192	844,053	73.56
Region*	Member Months	Visits	Rate per 1,000 MM	Region*	Member Months	Visits	Rate per 1,000 MM	Region*	Member Months	Visits	Rate per 1,000 MM
Reg 1 - New Orleans	3,313,022	244,675	73.85	Reg 1 - New Orleans	1,106,986	89,025	80.42	Reg 1 - New Orleans	2,206,036	155,650	70.56
Reg 2 - Baton Rouge	2,018,257	131,484	65.15	Reg 2 - Baton Rouge	521,929	43,940	84.19	Reg 2 - Baton Rouge	1,496,328	87,544	58.51
Reg 3 - Thibodaux	1,329,659	130,933	98.47	Reg 3 - Thibodaux	354,854	43,158	121.62	Reg 3 - Thibodaux	974,805	87,775	90.04
Reg 4 - Lafayette	2,122,029	194,395	91.61	Reg 4 - Lafayette	567,604	67,328	118.62	Reg 4 - Lafayette	1,554,425	127,067	81.75
Reg 5 - Lake Charles	990,174	87,807	88.68	Reg 5 - Lake Charles	256,905	32,547	126.69	Reg 5 - Lake Charles	733,269	55,260	75.36
Reg 6 - Alexandria	1,068,874	94,119	88.05	Reg 6 - Alexandria	266,409	30,925	116.08	Reg 6 - Alexandria	802,465	63,194	78.75
Reg 7 - Shreveport	1,888,487	159,605	84.51	Reg 7 - Shreveport	492,436	52,790	107.20	Reg 7 - Shreveport	1,396,051	106,815	76.51
Reg 8 - Monroe	1,423,102	101,956	71.64	Reg 8 - Monroe	399,241	36,696	91.91	Reg 8 - Monroe	1,023,861	65,260	63.74
Reg 9 - Mandeville	1,702,064	145,395	85.42	Reg 9 - Mandeville	441,530	51,147	115.84	Reg 9 - Mandeville	1,260,534	94,248	74.77
Urban/Rural*	Member Months	Visits	Rate per 1,000 MM	Urban/Rural*	Member Months	Visits	Rate per 1,000 MM	Urban/Rural*	Member Months	Visits	Rate per 1,000 MM
Urban	11,717,307	943,079	80.49	Urban	3,292,303	329,426	100.06	Urban	8,425,004	613,653	72.84
Rural	4,138,361	347,290	83.92	Rural	1,115,591	118,130	105.89	Rural	3,022,770	229,160	75.81
Race	Member Months	Visits	Rate per 1,000 MM	Race	Member Months	Visits	Rate per 1,000 MM	Race	Member Months	Visits	Rate per 1,000 MM
White	5,940,562	468,119	78.80	White	1,737,865	172,815	99.44	White	4,202,697	295,304	70.27
Black / African American	7,977,139	701,549	87.94	Black / African American	2,113,306	235,874	111.61	Black / African American	5,863,833	465,675	79.41
Indian / Alaska Native	87,753	7,892	89.93	Indian / Alaska Native	24,363	2,567	105.36	Indian / Alaska Native	63,390	5,325	84.00
Asian	195,886	5,281	26.96	Asian	69,376	1,636	23.58	Asian	126,510	3,645	28.81
Hawaiian / Pacific Islander	28,839	1,945	67.44	Hawaiian / Pacific Islander	4,124	244	59.17	Hawaiian / Pacific Islander	24,715	1,701	68.82
Hispanic	542,467	30,662	56.52	Hispanic	101,952	6,946	68.13	Hispanic	440,515	23,716	53.84
Other	187,261	13,732	73.33	Other	48,049	5,076	105.64	Other	139,212	8,656	62.18
Unknown / Missing	929,133	63,024	67.83	Unknown / Missing	315,824	22,995	72.81	Unknown / Missing	613,309	40,029	65.27

AMB-ED Visits by CPT and Top Diagnosis Data

7/1/2016 - 6/30/2017 ED Visits By CPT Code-Top 10 Diagnosis Codes											
Total Medicaid				Expansion				Non Expansion			
CPT Code	Diagnosis Code	Description	Visits	CPT Code	Diagnosis Code	Description	Visits	CPT Code	Diagnosis Code	Description	Visits
99281-99282	J06	Acute upper resp infections of multiple and unsp sites	18,434	99281-99282	M54	Dorsalgia	4,427	99281-99282	J06	Acute upper resp infections of multiple and unsp sites	16,137
	M54	Dorsalgia	9,510		K08	Other disorders of teeth and supporting structures	3,129		H66	Suppurative and unspecified otitis media	6,572
	J02	Acute pharyngitis	8,950		M25	Other joint disorder, not elsewhere classified	2,815		J02	Acute pharyngitis	6,545
	H66	Suppurative and unspecified otitis media	7,333		K02	Dental caries	2,634		S01	Open wound of head	5,935
	K08	Other disorders of teeth and supporting structures	6,755		L02	Cutaneous abscess, furuncle and carbuncle	2,518		S00	Superficial injury of head	5,720
	S01	Open wound of head	6,698		J02	Acute pharyngitis	2,305		M54	Dorsalgia	5,083
	M25	Other joint disorder, not elsewhere classified	6,376		J06	Acute upper resp infections of multiple and unsp sites	2,297		B34	Viral infection of unspecified site	4,425
	L02	Cutaneous abscess, furuncle and carbuncle	6,246		M79	Oth and unsp soft tissue disorders, not elsewhere classified	2,278		Z04	Encounter for examination and observation for other reason	4,222
	S00	Superficial injury of head	6,174		Z76	Persons encountering health services in other circumstance	1,915		R21	Rash and other nonspecific skin eruption	3,916
	M79	Oth and unsp soft tissue disorders, not elsewhere classified	5,958		K04	Diseases of pulp and periapical tissues	1,841		R10	Abdominal and pelvic pain	3,753
99283	J06	Acute upper resp infections of multiple and unsp sites	62,189	99283	M54	Dorsalgia	21,433	99283	J06	Acute upper resp infections of multiple and unsp sites	51,889
	M54	Dorsalgia	45,553		M25	Other joint disorder, not elsewhere classified	12,161		J02	Acute pharyngitis	32,891
	J02	Acute pharyngitis	42,223		J06	Acute upper resp infections of multiple and unsp sites	10,300		H66	Suppurative and unspecified otitis media	26,272
	M25	Other joint disorder, not elsewhere classified	30,091		J02	Acute pharyngitis	9,332		M54	Dorsalgia	24,120
	H66	Suppurative and unspecified otitis media	28,113		L02	Cutaneous abscess, furuncle and carbuncle	8,608		R11	Nausea and vomiting	19,499
	R10	Abdominal and pelvic pain	23,872		K08	Other disorders of teeth and supporting structures	8,174		M25	Other joint disorder, not elsewhere classified	17,930
	R11	Nausea and vomiting	23,347		M79	Oth and unsp soft tissue disorders, not elsewhere classified	7,987		R10	Abdominal and pelvic pain	16,130
	L02	Cutaneous abscess, furuncle and carbuncle	21,644		R10	Abdominal and pelvic pain	7,742		B34	Viral infection of unspecified site	15,357
	M79	Oth and unsp soft tissue disorders, not elsewhere classified	21,186		R51	Headache	6,313		M79	Oth and unsp soft tissue disorders, not elsewhere classified	13,199
	N39	Other disorders of urinary system	18,368		N39	Other disorders of urinary system	6,231		S00	Superficial injury of head	13,195
99284-99285	R10	Abdominal and pelvic pain	100,775	99284-99285	R10	Abdominal and pelvic pain	40,889	99284-99285	R10	Abdominal and pelvic pain	59,886
	R07	Pain in throat and chest	79,913		R07	Pain in throat and chest	33,790		R07	Pain in throat and chest	46,123
	M54	Dorsalgia	36,046		M54	Dorsalgia	16,515		R50	Fever of other and unknown origin	20,995
	R11	Nausea and vomiting	28,647		R51	Headache	10,585		J45	Asthma	20,412
	N39	Other disorders of urinary system	27,775		R11	Nausea and vomiting	8,894		R11	Nausea and vomiting	19,753
	J45	Asthma	26,347		N39	Other disorders of urinary system	8,558		M54	Dorsalgia	19,531
	R51	Headache	26,058		M25	Other joint disorder, not elsewhere classified	8,109		N39	Other disorders of urinary system	19,217
	R50	Fever of other and unknown origin	22,943		R45	Symptoms and signs involving emotional state	7,306		R51	Headache	15,473
	R45	Symptoms and signs involving emotional state	20,707		M79	Oth and unsp soft tissue disorders, not elsewhere classified	6,075		J06	Acute upper resp infections of multiple and unsp sites	15,433
	J06	Acute upper resp infections of multiple and unsp sites	20,097		J45	Asthma	5,935		D57	Sickle-cell disorders	14,736

AMB-ED Visits by Region and Plan

7/1/2016 - 6/30/2017 AMB-ED Visits By Region/Healthy Louisiana Plan

Total Members				
Region	Plan	Member Months	Visits	Rate per 1,000 MM
Total	ATHA BETTER HEALTH OF LOUISIANA	4,419,665	32,739	31.43
	AMERIGROUP LOUISIANA INC	2,468,828	242,557	86.18
	AMERINEALTH CARITAS LOUISIANA	2,234,348	186,481	83.46
	LOUISIANA HEALTHCARE CONNECTIO	5,236,738	419,388	78.16
	UNITED HEALTHCARE OF LOUISIANA	4,548,334	362,837	73.78
	Total	15,562,585	1,268,662	81.52

Region	Plan	Member Months	Visits	Rate per 1,000 MM
Req 1 - New Orleans	ATHA BETTER HEALTH OF LOUISIANA	288,422	22,386	73.83
	AMERIGROUP LOUISIANA INC	588,684	45,813	76.47
	AMERINEALTH CARITAS LOUISIANA	457,637	35,221	76.35
	LOUISIANA HEALTHCARE CONNECTIO	378,228	63,389	74.43
	UNITED HEALTHCARE OF LOUISIANA	365,375	68,033	74.41
	Total	3,258,633	248,648	73.84
Req 2 - Baton Rouge	ATHA BETTER HEALTH OF LOUISIANA	419,814	3,682	84.93
	AMERIGROUP LOUISIANA INC	229,385	16,328	75.54
	AMERINEALTH CARITAS LOUISIANA	337,333	23,288	63.82
	LOUISIANA HEALTHCARE CONNECTIO	588,564	33,413	65.42
	UNITED HEALTHCARE OF LOUISIANA	783,842	48,384	61.62
	Total	4,373,335	123,325	65.53
Req 3 - Thibodaux	ATHA BETTER HEALTH OF LOUISIANA	76,584	8,885	184.64
	AMERIGROUP LOUISIANA INC	247,384	22,878	181.68
	AMERINEALTH CARITAS LOUISIANA	164,624	17,344	185.36
	LOUISIANA HEALTHCARE CONNECTIO	357,453	32,883	31.86
	UNITED HEALTHCARE OF LOUISIANA	431,728	48,587	38.55
	Total	4,387,387	128,743	38.48
Req 4 - Lafayette	ATHA BETTER HEALTH OF LOUISIANA	126,243	13,376	185.35
	AMERIGROUP LOUISIANA INC	335,338	32,834	95.36
	AMERINEALTH CARITAS LOUISIANA	288,637	24,888	32.34
	LOUISIANA HEALTHCARE CONNECTIO	736,238	68,557	88.32
	UNITED HEALTHCARE OF LOUISIANA	682,338	53,356	86.32
	Total	2,883,378	131,123	31.48
Req 5 - Lake Charles	ATHA BETTER HEALTH OF LOUISIANA	49,873	4,813	111.88
	AMERIGROUP LOUISIANA INC	125,433	12,855	182.76
	AMERINEALTH CARITAS LOUISIANA	31,474	3,544	184.34
	LOUISIANA HEALTHCARE CONNECTIO	561,747	43,363	77.28
	UNITED HEALTHCARE OF LOUISIANA	149,787	15,676	184.74
	Total	374,434	86,273	88.83
Req 6 - Alexandria	ATHA BETTER HEALTH OF LOUISIANA	58,578	6,216	186.13
	AMERIGROUP LOUISIANA INC	188,273	15,663	86.88
	AMERINEALTH CARITAS LOUISIANA	184,333	16,483	88.78
	LOUISIANA HEALTHCARE CONNECTIO	384,378	33,645	87.33
	UNITED HEALTHCARE OF LOUISIANA	235,573	28,336	87.86
	Total	4,842,327	32,263	88.52
Req 7 - Shreveport	ATHA BETTER HEALTH OF LOUISIANA	126,274	11,241	32.38
	AMERIGROUP LOUISIANA INC	377,333	25,255	31.86
	AMERINEALTH CARITAS LOUISIANA	334,483	28,642	86.43
	LOUISIANA HEALTHCARE CONNECTIO	543,515	43,553	73.27
	UNITED HEALTHCARE OF LOUISIANA	568,866	47,843	84.22
	Total	4,852,628	157,848	84.27
Req 8 - Houma	ATHA BETTER HEALTH OF LOUISIANA	72,643	5,284	85.48
	AMERIGROUP LOUISIANA INC	234,368	16,748	71.28
	AMERINEALTH CARITAS LOUISIANA	186,548	14,487	77.24
	LOUISIANA HEALTHCARE CONNECTIO	588,483	33,432	65.24
	UNITED HEALTHCARE OF LOUISIANA	488,188	23,681	73.37
	Total	4,334,726	188,832	74.76
Req 9 - Mandeville	ATHA BETTER HEALTH OF LOUISIANA	111,228	18,338	33.41
	AMERIGROUP LOUISIANA INC	285,413	25,375	31.48
	AMERINEALTH CARITAS LOUISIANA	241,865	18,814	83.44
	LOUISIANA HEALTHCARE CONNECTIO	787,322	56,435	73.88
	UNITED HEALTHCARE OF LOUISIANA	355,524	34,435	88.42
	Total	4,678,853	143,483	85.65

Engagement				
Region	Plan	Member Months	Visits	Rate per 1,000 MM
Total	ATHA BETTER HEALTH OF LOUISIANA	545,384	52,255	35.83
	AMERIGROUP LOUISIANA INC	734,235	75,282	182.46
	AMERINEALTH CARITAS LOUISIANA	635,233	63,867	39.23
	LOUISIANA HEALTHCARE CONNECTIO	1,184,634	123,632	184.41
	UNITED HEALTHCARE OF LOUISIANA	1,231,334	126,554	182.77
	Total	4,331,688	448,858	184.78

Region	Plan	Member Months	Visits	Rate per 1,000 MM
Req 1 - New Orleans	ATHA BETTER HEALTH OF LOUISIANA	171,443	13,144	76.67
	AMERIGROUP LOUISIANA INC	133,447	16,888	88.25
	AMERINEALTH CARITAS LOUISIANA	165,372	12,733	76.75
	LOUISIANA HEALTHCARE CONNECTIO	268,823	24,581	82.74
	UNITED HEALTHCARE OF LOUISIANA	232,488	24,488	82.74
	Total	1,838,833	87,656	88.41
Req 2 - Baton Rouge	ATHA BETTER HEALTH OF LOUISIANA	64,373	5,675	84.36
	AMERIGROUP LOUISIANA INC	72,744	5,338	87.82
	AMERINEALTH CARITAS LOUISIANA	76,588	5,453	88.58
	LOUISIANA HEALTHCARE CONNECTIO	147,688	3,852	83.74
	UNITED HEALTHCARE OF LOUISIANA	177,223	15,563	87.81
	Total	583,445	43,382	85.24
Req 3 - Thibodaux	ATHA BETTER HEALTH OF LOUISIANA	48,838	4,536	119.42
	AMERIGROUP LOUISIANA INC	53,275	7,258	122.45
	AMERINEALTH CARITAS LOUISIANA	47,538	5,678	119.42
	LOUISIANA HEALTHCARE CONNECTIO	78,182	3,477	124.34
	UNITED HEALTHCARE OF LOUISIANA	123,582	15,264	123.51
	Total	348,655	42,285	124.85
Req 4 - Lafayette	ATHA BETTER HEALTH OF LOUISIANA	65,817	7,668	116.58
	AMERIGROUP LOUISIANA INC	31,248	18,723	116.87
	AMERINEALTH CARITAS LOUISIANA	75,872	8,617	113.57
	LOUISIANA HEALTHCARE CONNECTIO	163,245	21,847	123.33
	UNITED HEALTHCARE OF LOUISIANA	167,352	18,188	115.15
	Total	568,444	66,163	118.85
Req 5 - Lake Charles	ATHA BETTER HEALTH OF LOUISIANA	22,547	2,883	124.32
	AMERIGROUP LOUISIANA INC	33,238	5,464	138.22
	AMERINEALTH CARITAS LOUISIANA	31,347	4,843	123.47
	LOUISIANA HEALTHCARE CONNECTIO	188,348	13,251	124.67
	UNITED HEALTHCARE OF LOUISIANA	58,856	5,516	138.47
	Total	252,338	32,883	127.42
Req 6 - Alexandria	ATHA BETTER HEALTH OF LOUISIANA	28,456	3,243	114.18
	AMERIGROUP LOUISIANA INC	45,835	5,138	113.31
	AMERINEALTH CARITAS LOUISIANA	44,723	5,476	122.43
	LOUISIANA HEALTHCARE CONNECTIO	79,888	3,333	117.62
	UNITED HEALTHCARE OF LOUISIANA	62,387	7,385	117.83
	Total	268,467	38,553	113.38
Req 7 - Shreveport	ATHA BETTER HEALTH OF LOUISIANA	68,486	6,222	183.38
	AMERIGROUP LOUISIANA INC	78,188	8,868	113.43
	AMERINEALTH CARITAS LOUISIANA	73,847	8,423	182.34
	LOUISIANA HEALTHCARE CONNECTIO	147,524	12,282	184.48
	UNITED HEALTHCARE OF LOUISIANA	143,141	16,481	183.37
	Total	485,856	52,224	187.67
Req 8 - Houma	ATHA BETTER HEALTH OF LOUISIANA	33,482	3,572	38.47
	AMERIGROUP LOUISIANA INC	63,826	5,147	88.83
	AMERINEALTH CARITAS LOUISIANA	54,275	4,383	31.34
	LOUISIANA HEALTHCARE CONNECTIO	113,854	18,787	83.34
	UNITED HEALTHCARE OF LOUISIANA	118,535	18,822	37.82
	Total	333,563	36,231	32.86
Req 9 - Mandeville	ATHA BETTER HEALTH OF LOUISIANA	52,875	5,586	187.27
	AMERIGROUP LOUISIANA INC	79,825	3,364	118.45
	AMERINEALTH CARITAS LOUISIANA	53,885	5,315	117.83
	LOUISIANA HEALTHCARE CONNECTIO	132,381	16,833	124.14
	UNITED HEALTHCARE OF LOUISIANA	188,634	12,383	113.38
	Total	434,281	58,353	116.62

Non Engagement				
Region	Plan	Member Months	Visits	Rate per 1,000 MM
Total	ATHA BETTER HEALTH OF LOUISIANA	468,361	48,484	86.44
	AMERIGROUP LOUISIANA INC	1,234,882	137,275	73.16
	AMERINEALTH CARITAS LOUISIANA	1,238,815	123,414	77.13
	LOUISIANA HEALTHCARE CONNECTIO	4,112,184	238,236	78.68
	UNITED HEALTHCARE OF LOUISIANA	3,317,548	236,343	74.24
	Total	14,238,385	827,842	73.71

Region	Plan	Member Months	Visits	Rate per 1,000 MM
Req 1 - New Orleans	ATHA BETTER HEALTH OF LOUISIANA	188,673	3,162	84.38
	AMERIGROUP LOUISIANA INC	383,237	23,813	74.54
	AMERINEALTH CARITAS LOUISIANA	234,725	22,482	77.87
	LOUISIANA HEALTHCARE CONNECTIO	783,337	47,722	67.27
	UNITED HEALTHCARE OF LOUISIANA	674,686	44,533	66.43
	Total	2,478,686	153,832	78.58
Req 2 - Baton Rouge	ATHA BETTER HEALTH OF LOUISIANA	24,832	4,287	77.86
	AMERIGROUP LOUISIANA INC	154,244	18,238	78.82
	AMERINEALTH CARITAS LOUISIANA	264,482	15,444	57.38
	LOUISIANA HEALTHCARE CONNECTIO	338,876	23,264	53.52
	UNITED HEALTHCARE OF LOUISIANA	686,613	32,741	53.37
	Total	4,464,258	85,343	58.63
Req 3 - Thibodaux	ATHA BETTER HEALTH OF LOUISIANA	36,486	3,463	35.23
	AMERIGROUP LOUISIANA INC	158,826	14,828	33.78
	AMERINEALTH CARITAS LOUISIANA	117,823	11,674	33.76
	LOUISIANA HEALTHCARE CONNECTIO	273,851	23,332	83.61
	UNITED HEALTHCARE OF LOUISIANA	368,146	33,243	38.38
	Total	358,652	86,538	38.27
Req 4 - Lafayette	ATHA BETTER HEALTH OF LOUISIANA	88,426	5,788	34.46
	AMERIGROUP LOUISIANA INC	244,138	21,311	87.27
	AMERINEALTH CARITAS LOUISIANA	192,765	16,183	83.38
	LOUISIANA HEALTHCARE CONNECTIO	586,485	47,518	84.81
	UNITED HEALTHCARE OF LOUISIANA	445,888	34,248	76.35
	Total	4,528,334	124,366	81.73
Req 5 - Lake Charles	ATHA BETTER HEALTH OF LOUISIANA	38,526	2,416	38.22
	AMERIGROUP LOUISIANA INC	85,663	7,481	86.48
	AMERINEALTH CARITAS LOUISIANA	86,427	5,435	31.33
	LOUISIANA HEALTHCARE CONNECTIO	452,837	38,418	66.51
	UNITED HEALTHCARE OF LOUISIANA	33,654	3,468	31.32
	Total	748,884	54,198	75.33
Req 6 - Alexandria	ATHA BETTER HEALTH OF LOUISIANA	38,114	2,367	38.53
	AMERIGROUP LOUISIANA INC	135,238	18,233	77.88
	AMERINEALTH CARITAS LOUISIANA	148,284	18,327	77.34
	LOUISIANA HEALTHCARE CONNECTIO	385,118	24,252	74.48
	UNITED HEALTHCARE OF LOUISIANA	174,186	13,831	76.12
	Total	784,868	61,748	78.33
Req 7 - Shreveport	ATHA BETTER HEALTH OF LOUISIANA	65,865	5,518	83.73
	AMERIGROUP LOUISIANA INC	133,251	16,335	82.28
	AMERINEALTH CARITAS LOUISIANA	254,683	28,883	88.23
	LOUISIANA HEALTHCARE CONNECTIO	434,361	34,227	76.44
	UNITED HEALTHCARE OF LOUISIANA	418,325	34,442	75.86
	Total	4,362,664	184,816	76.64
Req 8 - Houma	ATHA BETTER HEALTH OF LOUISIANA	33,461	2,632	73.37
	AMERIGROUP LOUISIANA INC	165,142	18,681	64.13
	AMERINEALTH CARITAS LOUISIANA	154,343	3,424	74.42
	LOUISIANA HEALTHCARE CONNECTIO	384,358	22,425	58.88
	UNITED HEALTHCARE OF LOUISIANA	283,553	18,773	64.86
	Total	4,884,157	63,861	63.73
Req 9 - Mandeville	ATHA BETTER HEALTH OF LOUISIANA	33,452	4,884	81.21
	AMERIGROUP LOUISIANA INC	286,834	16,611	88.68
	AMERINEALTH CARITAS LOUISIANA	151,381	11,833	78.23
	LOUISIANA HEALTHCARE CONNECTIO	375,821	48,336	78.25
	UNITED HEALTHCARE OF LOUISIANA	246,838	13,846	77.16
	Total	4,233,878	32,256	74.86

AMB-ED Top 10 Utilizers by Region

7/1/2016 - 6/30/2017 ED Visits By Provider-Top 10 By Region								
Reverse Codes Included: '450', '451', '452', '456', '459', '981'								
Region 1--New Orleans								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
73035	OCHSNER MEDICAL CENTER	1516 JEFFERSON HWY	NEW ORLEANS	LA	701210000	3,313,022	62,402	18.84
76565	UNIVERSITY MEDICAL CENTER	2000 CANAL ST	NEW ORLEANS	LA	70123018	3,313,022	40,463	12.22
73448	CHILDRENS HOSPITAL-N ORLEAN	200 HENRY CLAY	NEW ORLEANS	LA	701185720	3,313,022	38,820	11.72
76379	TULANE UNIVERSITY HOSP & CL	1415 TULANE AVE	NEW ORLEANS	LA	701122600	3,313,022	31,792	11.41
70438	OCHSNER MEDICAL CTR-KENNE	180 W ESPLANADE AVE	KENNER	LA	700652467	3,313,022	32,393	9.36
73278	WEST JEFFERSON MEDICAL CTR	1101 MEDICAL CENTER BLVD	MARRERO	LA	700723147	3,313,022	27,567	8.32
170018	NEW ORLEANS EAST HOSPITAL	5620 READ BLVD	NEW ORLEANS	LA	701273106	3,313,022	19,765	5.97
72047	TOURO INFIRMARY	1401 FOUCHER ST	NEW ORLEANS	LA	701150000	3,313,022	16,279	4.91
170010	ST BERNARD PARISH HOSPITAL	8000 W JUDGE PEREZ DR	CHALMETTE	LA	700431668	3,313,022	14,045	4.24
73518	EAST JEFFERSON GENERAL HOS	4200 HOUMA BLVD	METAIRIE	LA	700062970	3,313,022	12,651	3.82
Region 2--Baton Rouge								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
72016	OUR LADY OF THE LAKE REGION	5000 HENNESSEY BLVD	BATON ROUGE	LA	708080000	2,018,257	78,419	38.85
70073	OCHSNER MEDICAL CENTER BA	17000 MEDICAL CENTER DR	BATON ROUGE	LA	708160000	2,018,257	31,901	15.81
72002	BATON ROUGE GENERAL MEDIC	3600 FLORIDA BLVD	BATON ROUGE	LA	708060000	2,018,257	18,785	9.31
76773	ST ELIZABETH HOSPITAL	1125 W HWY 30	GONZALES	LA	707370000	2,018,257	16,026	7.94
72010	LANE REGIONAL MEDICAL CEN	6300 MAIN ST	ZACHARY	LA	70794037	2,018,257	15,015	7.44
73456	WOMANS HOSPITAL FOUNDATIO	100 WOMANS WAY	BATON ROUGE	LA	708175100	2,018,257	9,725	4.82
73052	POINTE COUPEE GENERAL HOSP	2202 FALSE RIVER DR	NEW ROADS	LA	707600000	2,018,257	6,362	3.15
74329	PREVOST MEMORIAL HOSPITAL	301 MEMORIAL DR	DONALDSONVIL	LA	703460000	2,018,257	4,339	2.45
73481	WEST FELICIANA PARISH HOSP	5266 COMMERCE ST	ST FRANCISVIL	LA	707150000	2,018,257	2,776	1.38
70533	LOL REG MED CTR P5Y UNIT	5000 HENNESSY BLVD	BATON ROUGE	LA	708080000	2,018,257	715	0.35
Region 3--Thibodaux								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
72027	TERREBONNE GENERAL MEDIC	8166 MAIN ST	HOUMA	LA	703603404	1,329,659	26,550	19.97
73684	THIBODAUX REGIONAL MEDICA	602 N ACADIA RD	THIBODAUX	LA	703101000	1,329,659	22,857	17.19
70024	TECHE REGIONAL MEDICAL CEN	1125 MARGUERITE ST	MORGAN CITY	LA	703801855	1,329,659	20,212	15.20
73322	LEONARD J CHABERT MEDICAL	1978 INDUSTRIAL BLVD	HOUMA	LA	703637055	1,329,659	19,907	14.97
73435	OCHSNER ST ANNE GENERAL HO	4608 HWY 1	RACELAND	LA	703940000	1,329,659	11,453	8.62
72006	FRANKLIN FOUNDATION HOSP	1097 NORTHWEST BLVD	FRANKLIN	LA	705383724	1,329,659	7,463	5.61
72018	ST CHARLES PARISH HOSPITAL	PAUL MAILLARD RD	LULING	LA	700700000	1,329,659	7,182	5.40
72022	ST JAMES PARISH HOSPITAL	1645 LUTCHER AVE	LUTCHER	LA	700715190	1,329,659	7,128	5.36
72008	LADY OF THE SEA GENERAL HOS	200 W 134TH PLACE	CUT OFF	LA	703454143	1,329,659	4,418	3.32
70007	ASSUMPTION COMMUNITY HOS	135 HWY 402	NAPOLEONVILL	LA	703900000	1,329,659	3,786	2.85
Region 4--Lafayette								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
73009	LAFAYETTE GENERAL MED CEN	1214 COOLIDGE ST	LAFAYETTE	LA	705101000	2,122,029	45,659	21.52
72015	OPELOUSAS GENERAL HEALTH S	539 E PRUDHOMME ST	OPELOUSAS	LA	705700000	2,122,029	29,598	13.95
72042	UNIVERSITY HOSPITALS & CLINI	2330 W CONGRESS ST	LAFAYETTE	LA	705064205	2,122,029	23,653	11.15
72033	IBERIA GENERAL HOSP & MED C	2315 E MAIN ST	NEW IBERIA	LA	705604031	2,122,029	22,551	10.63
76496	WOMENS AND CHILDRENS HOSH	4600 AMBASSADOR CAFFER	LAFAYETTE	LA	705080000	2,122,029	21,763	10.26
70052	MERCY REGIONAL MEDICAL CEN	800 E MAIN ST	VILLE PLATTE	LA	705864618	2,122,029	18,432	8.16
73025	ACADIA GENERAL HOSPITAL INC	1305 CROWLEY RAYNE HWY	CROWLEY	LA	705268202	2,122,029	12,704	5.99
73374	ABBEVILLE GENERAL HOSPITAL	118 N HOSPITAL DR	ABBEVILLE	LA	705100580	2,122,029	11,602	5.47
72044	OUR LADY OF LOURDES REG ME	4801 AMBASSADOR CAFF PK	LAFAYETTE	LA	705086917	2,122,029	11,212	5.28
73473	ST MARTIN HOSPITAL	210 CHAMPAGNE BLVD	BREAUX BRID	LA	705173700	2,122,029	11,146	5.25

Region 5--Lake Charles								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
72046	LAKE CHARLES MEMORIAL HOSP	1701 OAK PARK BLVD	LAKE CHARLES	LA	706101000	990,174	31,333	31.64
76767	LAKE AREA MEDICAL CENTER	4200 NELSON RD	LAKE CHARLES	LA	706054118	990,174	21,200	21.41
73048	WEST CALCASIEU CAMERON HOS	701 CYPRESS ST	SULPHUR	LA	706630000	990,174	14,928	15.08
72024	CHRISTUS ST PATRICK HOSPITA	524 DR MICHAEL DEBAKEY DR	LAKE CHARLES	LA	706015725	990,174	11,711	11.83
72003	BEAUREGARD MEMORIAL HOSP	600 S PINE ST	DERIDDER	LA	706340720	990,174	10,567	10.67
72007	JENNINGS AMERICAN LEGION HO	1634 ELTON RD	JENNINGS	LA	706432614	990,174	8,574	8.63
73423	OAKDALE COMMUNITY HOSPITAL	120 N HOSPITAL DR	OAKDALE	LA	714633035	990,174	4,443	4.49
74179	DEQUINCY MEMORIAL HOSPITAL	110 W FOURTH ST	DEQUINCY	LA	706330000	990,174	1,726	1.74
73469	ALLEN PARISH HOSPITAL	108 N 6TH ST	KINDER	LA	706493519	990,174	1,499	1.51
70571	LAKE CHARLES MEMHOSP-DPP	1701 OAK PARK BLVD	LAKE CHARLES	LA	706101000	990,174	871	0.88
Region 6--Alexandria								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
73010	RAPIDES REGIONAL MED CENTER	808 30101/211 4TH ST	ALEXANDRIA	LA	713010101	1,068,874	50,198	46.96
72020	CHRISTUS ST FRANCES CABRINI	3330 MASONIC DR	ALEXANDRIA	LA	713010000	1,068,874	22,035	20.62
74561	BYRD REGIONAL HOSPITAL	1020 FERTITTA BLVD	LEESVILLE	LA	714460000	1,068,874	9,990	9.35
73053	AVOUELLES HOSPITAL	4231 HWY 1192	MARKSVILLE	LA	713514711	1,068,874	8,493	7.95
73024	WINN PARISH MEDICAL CENTER	301 W BOUNDARY	WINNFIELD	LA	714833427	1,068,874	4,999	4.68
73223	RIVERLAND MEDICAL CENTER	1700 EE WALLACE BLVD N	FERRIDAY	LA	713342239	1,068,874	4,932	4.62
73516	BUNKIE GENERAL HOSPITAL	427 EVERGREEN ST	BUNKIE	LA	713220000	1,068,874	4,451	4.16
73497	LASALLE GENERAL HOSPITAL	187 NINTH ST	JENA	LA	713420000	1,068,874	4,179	3.91
73011	HARDTNER MEDICAL CENTER	1102 N PINE RD	OLLA	LA	714650000	1,068,874	3,235	3.09
3647	CHRISTUS ST FRANCES CABRINI	3330 MASONIC DR	ALEXANDRIA	LA	713010000	1,068,874	153	0.14
Region 7--Shreveport								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
74757	WILLIS-KNIGHTON MEDICAL CEN	2600 GREENWOOD RD	SHREVEPORT	LA	711030000	1,888,487	62,284	32.98
73774	UNIVERSITY HEALTH SHREVEPOR	1501 KINGS HWY	SHREVEPORT	LA	711040228	1,888,487	37,343	19.77
76505	WILLIS KNIGHTON BOSSIER HLTH	2400 HOSPITAL DR	BOSSIER CITY	LA	711110000	1,888,487	25,508	13.51
76708	MINDEN MEDICAL CENTER	1 MEDICAL PLAZA	MINDEN	LA	710553230	1,888,487	14,306	7.58
72014	NATCHITOCHES REGIONAL MEDI	501 KEYSER AVE	NATCHITOCHES	LA	714576018	1,888,487	12,215	6.47
74437	CHRISTUS HEALTH SHREVEPORT	1453 E BERT KOUNS INDUSTRI	SHREVEPORT	LA	711055634	1,888,487	9,213	4.88
73440	CLAIBORNE MEMORIAL MEDICAL	620 E COLLEGE ST	HOMER	LA	710400000	1,888,487	5,256	2.78
76081	SABINE MEDICAL CENTER INC	240 HIGHLAND DR	MANY	LA	714493718	1,888,487	5,017	2.68
74328	DESOTO REGIONAL HEALTH SYST	207 JEFFERSON ST	MANSFIELD	LA	710520000	1,888,487	4,707	2.49
76793	SPRINGHILL MEDICAL CENTER	2001 DOCTORS DR	SPRINGHILL	LA	710750000	1,888,487	4,477	2.37
Region 8--Monroe								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
73957	ST FRANCIS MEDICAL CENTER	309 JACKSON ST	MONROE	LA	712011901	1,423,102	24,799	17.43
72037	UNIVERSITY HEALTH CONWAY	4864 JACKSON ST	MONROE	LA	712026400	1,423,102	23,821	16.74
76562	NORTHERNLOUISIANA MEDICAL	4011 VAUGHAN AVE	RUSTON	LA	712709590	1,423,102	14,471	10.17
73139	GLENWOOD REGIONAL MEDICAL	502 HCHILLMAN RD	WEST MONROE	LA	712910000	1,423,102	13,740	9.65
72013	MOREHOUSE GENERAL HOSP	323 W WALNUT AVE	BASTROP	LA	712200000	1,423,102	8,640	6.07
73489	FRANKLIN MEDICAL CENTER	2106 LOOP RD	WINNERSBORO	LA	712953344	1,423,102	6,338	4.48
72011	HADISON PARISH HOSPITAL	900 JOHNSON ST	TALLULAH	LA	712824537	1,423,102	4,993	3.51
73571	RICHARDSON MEDICAL CENTER	254 HWY 7048	RAIVILLE	LA	712693624	1,423,102	4,931	3.46
74357	UNION GENERAL HOSPITAL	901 JAMES AVE	FARMERVILLE	LA	712410000	1,423,102	3,993	2.74
73107	JACKSON PARISH HOSPITAL	165 BEECH SPRINGS RD	JONESBORO	LA	712510000	1,423,102	3,775	2.65
Region 9--Mandeville								
Provider ID	Provider Name	Provider Address	Provider City	Provider State	Provider Zip	Member Months	Visits	Rate per 1,000 MM
72024	NORTH OAKS MEDICAL CENTER I	15790 PAUL VEGA MD DR	HAMMOND	LA	704031434	1,702,064	40,716	23.92
72025	ST TAMMANY PARISH HOSPITAL	1202 S TYLER ST	COVINGTON	LA	704323230	1,702,064	15,313	9.00
72031	SLIDELL MEMORIAL HOSPITAL	1001 GAUSE BLVD	SLIDELL	LA	704590000	1,702,064	15,114	8.88
72041	LALLIE KEMP REGIONAL MED CTR	52579 HWY 51 SOUTH	INDEPENDENCE	LA	704430000	1,702,064	11,945	7.02
170014	OUR LADY OF THE ANGELS HOSPI	433 PLAZA ST	BOGALUSA	LA	704273729	1,702,064	11,487	6.75
74461	OCHSNER MEDICAL CENTER	100 MEDICAL CENTER DR	SLIDELL	LA	704610000	1,702,064	10,246	6.02
73404	RIVERSIDE MEDICAL CENTER	1900 S MAIN ST	FRANKLINTON	LA	704382838	1,702,064	8,615	5.06
76483	LAKEVIEW REGIONAL MEDICAL C	95 JUDGE TANNER BLVD	COVINGTON	LA	704327500	1,702,064	7,962	4.68
73511	HOOD MEMORIAL HOSPITAL	301 W WALNUT ST	AMITE	LA	704220000	1,702,064	7,144	4.20
73405	ST HELENA PARISH HOSPITAL	16874 HWY 43	GREENSBURG	LA	704414834	1,702,064	2,344	1.67

AMB-ED Performance by Plan

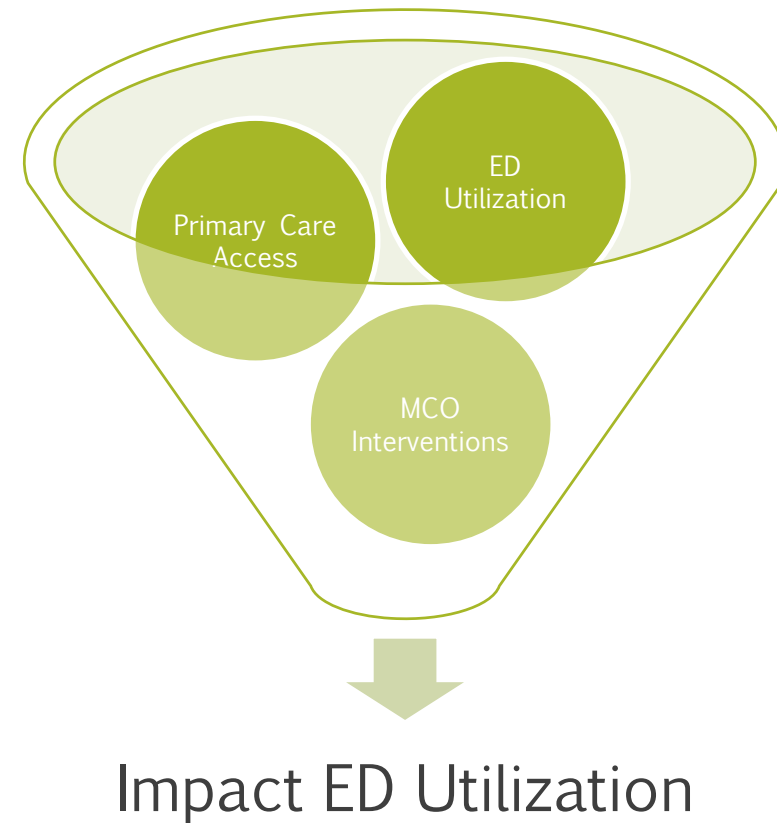
Identifier	Measures	2017 (MY 2016) Quality Compass National - All LOBs (Excluding PPOs): 50th Percentile Benchmark	2017 Statewide Average	2017 Aetna (MY 2016)	2016 Aetna (MY 2015)	2017 Healthy Blue (MY 2016)	2016 Health Blue (MY 2015)	2017 AmeriHealth (MY 2016)	2016 AmeriHealth (MY 2015)	2017 LHC (MY 2016)	2016 LHC (MY 2015)	2017 United (MY 2016)	2016 United (MY 2015)
Incentive Measures													
#05 (AMB-ED)	Ambulatory Care Emergency Department Visits/1000 MM **	62.70	73.88	91.45	90.22	78.65	78.69	81.68	78.38	67.62	67.39	72.49	67.67

Initial Data Evaluation

- Patient-Centered Information
 - Age, Region, Urban/Rural, Ethnicity
 - Total Medicaid, Expansion, and Non-Expansion Medicaid
 - Top diagnosis separated by coding
- Hospital-Centered Information
 - ED “Hot Spots” by location (region & hospital)
 - Claims Driven billing information and no clinical data
- MCO Performance by plan and per region
- Overall
 - More questions and need for deeper dive into understanding the data

ED Quality Subcommittee Initial Conclusion

- ED Utilization is a multi-faceted issue beyond this subcommittee and current data provided.
- To make an impact:
 - Better understanding of the data (Work with outside entities on data needs).
 - Collaboration needed with other committees (Internal Medicine, Pediatrics, Behavioral Health, Dental, LTSS)
 - Collaboration with MCOs
 - Patient-Centered



ED Quality Subcommittee Discussion

- ED Utilization is impacted by:
 - Access to primary care
 - Access to urgent care
 - Case Management Utilization
 - MCO programs and interventions

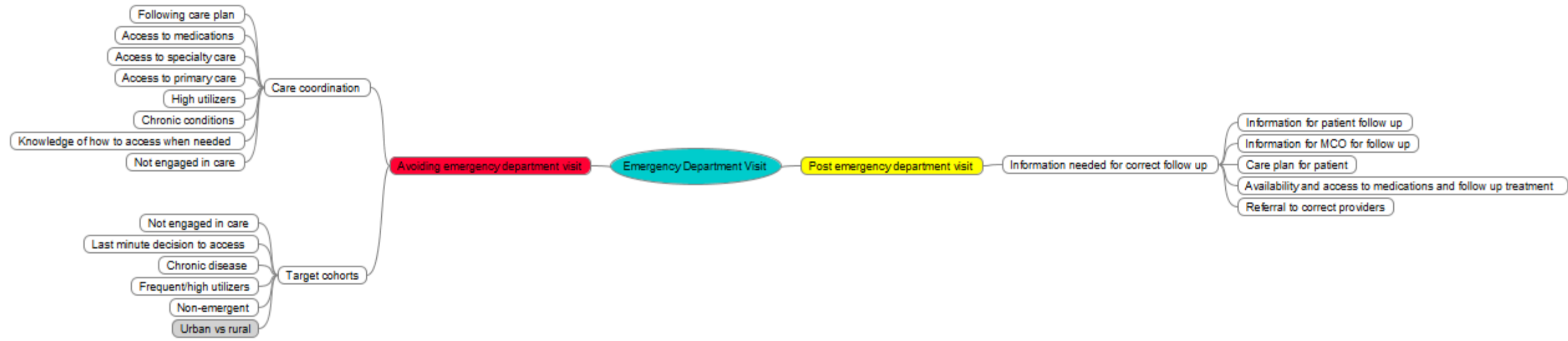
- Need to evaluate the measure from:
 - Pre-ED Visit (outside committee control)
 - During ED Visit (under their control)
 - Post ED Visit (outside committee control)

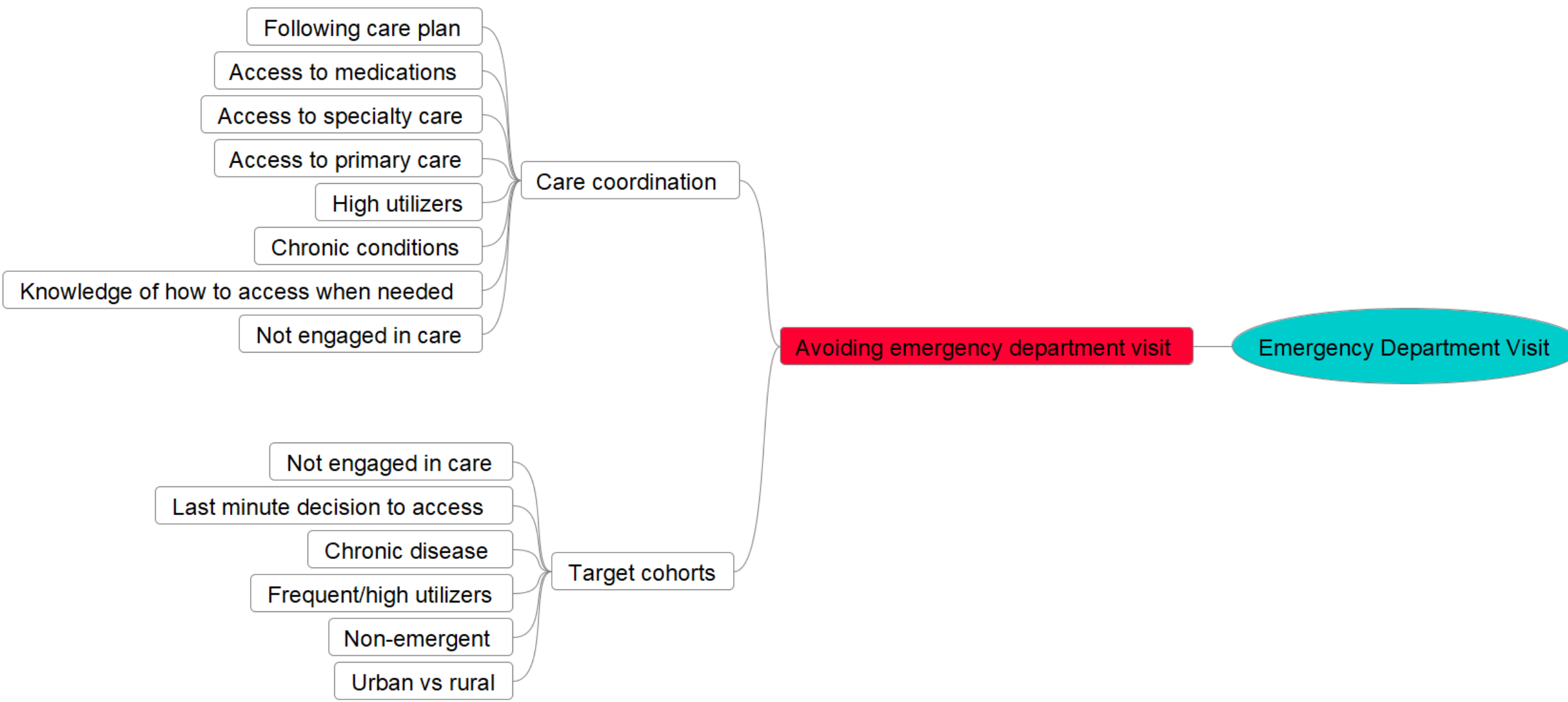
ED Quality Subcommittee Recommendation for “Point of Care” Patient Information to Impact Measure

- Diagnosis
- Medications
- Primary Care Provider – Whether assigned, accurate, and last visit?
- Case Manager - Whether assigned, accurate, last visit, current plan?
- Prior ED-Visits – When? Where? Diagnosis?
- Recent Hospitalizations – When? Where? Diagnoses?

Pre and Post ED Factors Contribute to Measure

- Primary Care Access
- PCPs with extended hours
- Patient-Centered Medical Homes (PCMH)
- Urgent care centers, Retail clinics
- Telemedicine, Physician Telephone consults
- Case management
- Community Health Workers
- Patient Education Efforts
- Nurse line calls
- Patient Financial Incentives
- ADT notifications
- Secure Messaging
- ED diversion programs
- Unified care plans
- Direct outreach and automated calls (clinical and non-clinical)





Emergency Department Visit

Post emergency department visit

Information needed for correct follow up

Information for patient follow up

Information for MCO for follow up

Care plan for patient

Availability and access to medications and follow up treatment

Referral to correct providers

Deeper Dive into the Data

(Age Disparities and Medicaid Expansion Changes)

Age	Total Medicaid	Expansion	Non-Expansion	Difference
<1	115.43	-	115.43	-
1 - 9	57.06	-	57.05	-
10 - 19	48.58	92.85	46.52	+46.33
20 - 44	117.34	104.49	139.05	-34.56
45 - 64	111.31	96.34	139.32	-42.98
65 - 74	62.66	65.36	62.64	+2.72
75 - 84	45.05	-	45.05	-
85+	54.38	-	54.38	-
Total	81.33	101.51	73.56	+27.95

Deeper Dive into the Data

(Racial Disparities with Medicaid Expansion)

Race	Total Medicaid	Expansion	Non-Expansion	Difference
White	78.80	99.44	70.27	+29.17
Black/Afr-Am	87.94	111.61	79.41	+32.20
Indian/Alaska Nat	89.93	105.36	84.00	+21.36
Asian	26.96	23.58	28.81	-5.23
Hawaii/Pacific Isl	67.44	59.17	68.82	-9.65
Hispanic	56.52	68.13	53.84	+14.29
Other	73.33	105.64	62.18	+43.46
Unknown/Missing	67.83	72.81	65.27	+7.54

Deeper Dive into the Data (Urban/Rural with Medicaid Expansion)

Urban/Rural	Total Medicaid	Expansion	Non-Expansion	Difference
Urban	80.49	100.06	72.84	+27.22
Rural	83.92	105.89	75.81	+30.08

Deeper Dive into the Data (Top Diagnosis Codes)

Total Medicaid				
Description		Visits		
	99281-99282	99283	99284-99285	Total
Acute upper resp infections of multiple and unsp sites	18,434	62,189	20,097	100,720
Dorsalgia	9,510	45,553	36,046	91,109
Acute pharyngitis	8,850	42,223		51,073
Other joint disorder, not elsewhere classified	6,376	30,091		36,467
Suppurative and unspecified otitis media	7,333	28,113		35,446
Cutaneous abscess, furuncle and carbuncle	6,246	21,644		27,890
Oth and unsp soft tissue disorders, not elsewhere classified	5,958	21,186		27,144
Other disorders of teeth and supporting structures	6,755			6,755
Abdominal and pelvic pain		23,872	100,775	124,647

Deeper Dive into the Data

(Regional Disparities with Medicaid Expansion)

Region	Total Medicaid	Expansion	Non-Expansion	Difference
1 – New Orleans	73.85	80.42	70.56	+9.86
2- Baton Rouge	65.15	84.19	58.51	+25.68
3- Thibodaux	98.47	121.62	90.04	+31.58
4 – Lafayette	91.61	118.62	81.75	+36.87
5 – Lake Charles	88.68	126.69	75.36	+51.33
6 – Alexandria	88.05	116.08	78.75	+37.33
7 – Shreveport	84.51	107.20	76.51	+30.69
8 – Monroe	71.64	91.91	63.74	+28.17
9 - Mandeville	85.42	115.84	74.77	+41.07

Deeper Dive into the Data

(Top 7 ED Utilizers)

Hospital	City	Rate per 1000 MM
Rapides Regional	Alexandria	46.96
Our Lady of our Lake	Baton Rouge	38.85
Willis Knighton	Shreveport	32.98
Lake Charles Memorial	Lake Charles	31.64
North Oaks Medical	Hammond	23.92
Lafayette General	Lafayette	21.51
Lake Area Medical Center	Lake Charles	21.41

Potential Deeper Dives into Data

- Visits by provider-geocode by patient address
 - Identify gaps in primary care access
 - Identify high utilizers by geocode
 - Identify overuse by cohorts (not engaged in care, non-emergent, etc)
- Data of overuse by FFS versus MCO
- Compare professional billing versus facility billing

Deeper Dive into Quality Measures Relationship

Identifier	Measures	2017 (MY 2016) Quality Compass National - All LOBs (Excluding PPOs): 50th Percentile Benchmark	2017 Statewide Average	2017 Aetna (MY 2016)	2017 Healthy Blue (MY 2016)	2017 AmeriHealth (MY 2016)	2017 LHC (MY 2016)	2017 United (MY 2016)	Proposed Subcommittee Assignment
#05 (AMB-ED)	Ambulatory Care Emergency Department Visits/1000 MM **	62.70	73.88	91.45	78.65	81.68	67.62	72.49	Emergency Medicine
#02 (AWC)	Adolescent Well Care Visit	50.12%	54.70%	42.82%	47.24%	52.33%	52.64%	63.88%	Pediatric
#13 (W15)	Well-Child Visits in the First 15 Months of Life - Six or more well-child visits	62.06%	56.06%	53.94%	58.49%	59.71%	52.29%	57.55%	Pediatric
#14 (W34)	Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	72.45%	65.68%	53.94%	63.49%	62.76%	66.13%	68.19%	Pediatric
Monitored Measures									
HEDIS									
#31 (CAP)	Child and Adolescents' Access to Primary Care Practitioners								Pediatric
	12-24 Months	95.70%	96.17%	92.45%	95.63%	96.04%	96.67%	96.84%	
	25 Months-6 Years	87.87%	87.64%	75.26%	85.15%	86.92%	87.97%	89.61%	
	7-11 Years	90.77%	89.29%	76.22%	86.12%	87.88%	89.29%	91.83%	
	12-19 Years	89.52%	88.47%	75.28%	85.10%	87.09%	88.35%	91.58%	
#39 (AAP)	Adults' Access to Preventive/Ambulatory Health Services	82.24%	84.45%	79.86%	83.35%	84.38%	84.40%	86.48%	Adult Medicine
	** A lower rate is desirable								

Balancing and Understanding Measures



Ambulatory ED Visits

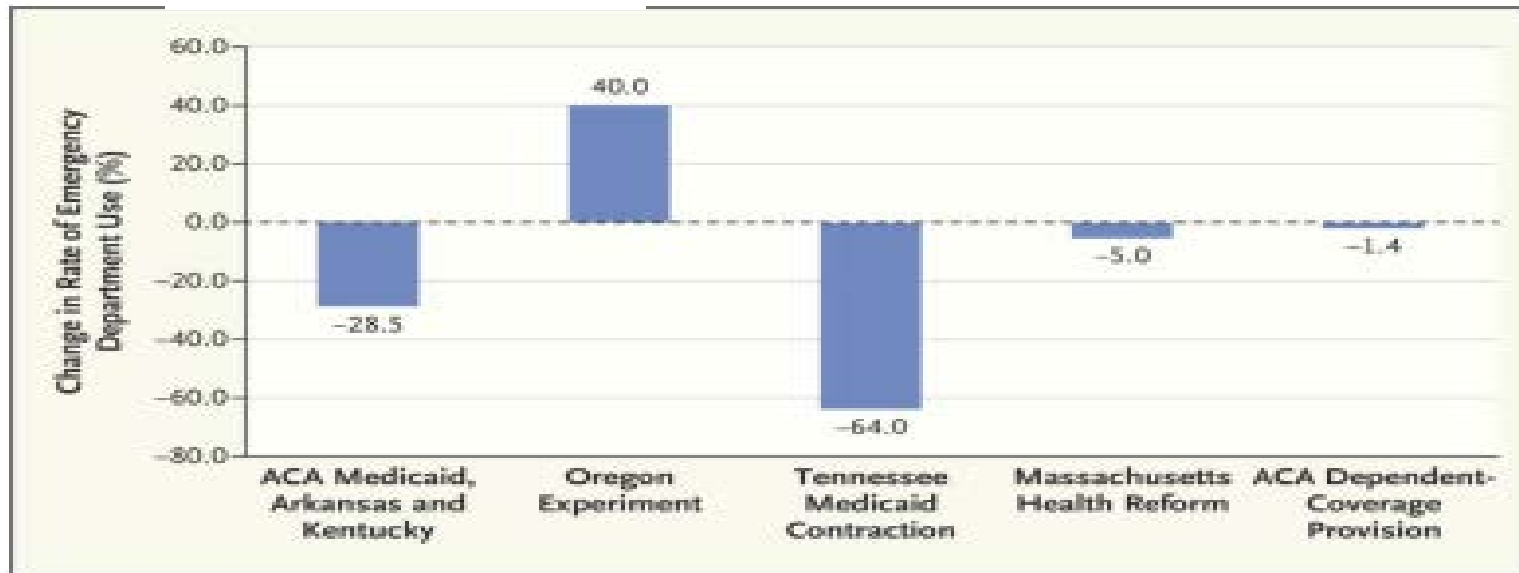
- Well-Child Visits in the First 15 Months of Life – Six or more well-child visits
- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life
- Child and Adolescents' Access to Primary Care Practitioners
- Adolescent Well Care Visit
- Adults' Access to Preventive/Ambulatory Health Services

How Many Emergency Department Visits are Really Avoidable?

How much of a problem are avoidable emergency department visits for health systems looking to reduce unnecessary utilization?



Health Insurance and Emergency Department Use — A Complex Relationship



Estimates of the Effect of Health Insurance Coverage on Emergency Department Visits. The three estimates on the left are from studies of individual-level data, whereas the two on the right are based on counts of aggregated emergency department visits.

Sommer BD and Simon K. Health Insurance and Emergency Department Use - A Complex Relationship. N Engl J Med. 2017 May 4;376(18):1708-1711.

Collaborating together, we can make a real difference in people's lives.

