

Stars Solutions Predict Client Care Gap for New Measure, Then Make Timely, Meaningful Changes



Client: Health Plan Primarily Located in the Southwest with 5,000+ Medicare Members and 10,000 Commercial Members



BACKGROUND: With the cut points that the Centers for Medicare and Medicaid Services (CMS) uses for Star Ratings continually changing and new measures periodically being added, this health plan utilizes Elixir's innovative Stars Estimator tool to help predict Star Ratings. The Stars Estimator is part of a multifaceted solution known as the Stars Targeted Analytics & Reporting (STAR) Tool that includes five tools to help clients manage Star Ratings. The Stars Estimator evaluates current Stars scores and determines any gaps to the next highest and lowest cut points. Using the Stars Estimator tool, data predicted that this client might be negatively impacted by the Statin Use in Persons with Diabetes (SUPD) measure that was being newly implemented at the time.



SOLUTION: Through Elixir's Adherence Intervention Management (AIM) solution, a data-driven, member-centric care management program that targets at-risk members with diabetes, hypertension and high cholesterol, we were able to identify 175 diabetic members who were not taking a statin therapy. Elixir then initiated a prescriber outreach and education program about the importance of statin use in reducing cardiovascular disease in diabetics. Our specially trained Care Navigators also counseled these members on how to begin a statin, the cardiovascular advantages and possible side effects.



RESULTS: Elixir sent faxes to 200 associated prescribers, notifying them of this potential gap in care. We were able to engage 55 of those providers via telephone, providing educational resources on the importance of statins. We conducted monthly outreach with the 175 identified members, which resulted in a 45% engagement rate and 50 members initiating a statin therapy within eight months, an increase from 71% to 80%. This outreach resulted in the plan receiving a 4-Star rating for the SUPD measure for that year. The plan also received a score of 5 in this category for the Healthcare Effectiveness Data and Information Set (HEDIS).

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