

Medicaid MCO Quality Tabulations: NCQA Rating Year 2019-2020

5 Slide Series, Volume 76

September 2019

The Menges Group

Strategic Health Policy & Care Coordination Consulting

Introduction

- Every fall, the National Committee for Quality Assurance (NCQA) publishes annual Managed Care Organizations (MCO) quality ratings.
- Health plans are rated on consumer satisfaction, prevention, and treatment in three industries:
 - Commercial
 - Medicaid
 - Medicare
- Plans are rated on a 0-5 scale, with each entity given a rating rounded to nearest half number (e.g. 3.0, 3.5, etc.).
- This edition of the 5 Slide Series presents some of our tabulations of the Medicaid quality ratings for NCQA's 2019-2020 Rating Year.

Distribution of NCQA's Ratings Across the Medicaid MCO Industry

- In the 2019-2020 Rating Year, most health plans (83%) are rated between 3.0 and 4.0.
- The national average rating was approximately 3.4 in the two most recent Rating Years.
 - Ratings are based on health plans' scores across dozens of specific quality measures (most of which are HEDIS measures).

NCQA Rating	Number of Medicaid Plans with Indicated Ratings		% of NCQA Rated Plans with Indicated Ratings	
	2018-2019 Rating Year	2019-2020 Rating Year	2018-2019 Rating Year	2019-2020 Rating Year
5.0	4	2	2.3%	1.2%
4.5	9	13	5.1%	7.6%
4.0	26	25	14.7%	14.6%
3.5	76	67	42.9%	39.2%
3.0	46	50	26.0%	29.2%
2.5	13	11	7.3%	6.4%
2.0	3	1	1.7%	0.6%
1.5	0	2	0.0%	1.2%
Total	177	171	100%	100%
Average Rating	3.43	3.42		

Average Quality Ratings of Large Multi-State Chain Medicaid MCOs

- Seven large Medicaid MCO organizations received an NCQA rating in five or more states for the 2019-2020 year. These organizations' average scores are shown on the right.
- AmeriHealth Caritas (3.57), Anthem (3.47), and United (3.45) earned average quality ratings higher than the national average of 3.42.

**Average Quality Rating of Medicaid MCOs Rated in at Least 5 States
(NCQA Rating Year 2019-2020)**

National Managed Care Organization	Number of NCQA-rated Medicaid Plans 2019-2020 Rating Year	Average NCQA Rating	Ranking Among National Medicaid MCOs Operating in at Least 5 States
AmeriHealth Caritas	7	3.57	1 st
Anthem	15	3.47	2 nd
United	21	3.45	3 rd
Molina	10	3.40	4 th
Centene	15	3.30	5 th
WellCare	10	3.25	6 th
Aetna	9	3.22	7 th
USA Average (all Medicaid MCOs with a rating)	171	3.42	N/A

Highest-Rated Medicaid MCOs in Rating Year 2019-2020

Health Plan Name (Parent Entity)	State	NCQA Rating	Medicaid Enrollment Sept 2018, rounded to nearest 1,000
Jai Medical Systems Managed Care Organization, Inc.	MD	5.0	27,000
Kaiser Foundation Health Plan	MD	5.0	64,000
Allways Health Partners	MA	4.5	33,000
Capital District Physician's Health Plan	NY	4.5	81,000
Excellus Health Plan (Blue Cross Blue Shield)	NY	4.5	169,000
Excellus Health Plan (Univera Healthcare)	NY	4.5	38,000
Fallon Community Health Plan	MA	4.5	31,000
Granite State Health Plan	NH	4.5	82,000
Health Partners Plans	PA	4.5	248,000
Kaiser Foundation Health Plan	HI	4.5	30,000
Neighborhood Health Plan of Rhode Island	RI	4.5	166,000
Tufts Health Public Plans	MA	4.5	101,000
United Healthcare of New England (United Healthcare)	RI	4.5	87,000
Upper Peninsula Health Plans	MI	4.5	44,000
Vista Health Plan (AmeriHealth Caritas)	PA	4.5	197,000

Five of these health plans were among the country's top 15 NCQA-rated Medicaid MCOs *and* achieved this on a large scale of more than 100,000 Medicaid enrollees. These five are shown in bold, led by Health Partners Plans in Pennsylvania with 248,000 Medicaid members.

Highest Rated NCQA Accredited Medicaid MCO Rating Year 2019-2020, by State

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State (including partial data)	State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State (including partial data)
California	5-way tie: Alameda Alliance for Health, Community Health Group, Local Initiative Health Authority (LA Care), Orange County Health Authority (CalOptima), San Francisco Community Health Authority	4.0	20	Kansas	Two-way Tie: Sunflower State Health Plan, UnitedHealthcare of the Midwest (UnitedHealthcare Community Plan)	3.5	3
Colorado	Rocky Mountain Health Maintenance Organization, Inc.	3.5	2	Kentucky	Three-Way Tie: Aetna Better Health of Kentucky, Anthem Kentucky Managed Care Plan, WellCare of Kentucky	3.5	5
District of Columbia	AmeriHealth Caritas District of Columbia	3.5	3	Louisiana	Two-way tie: Amerihealth Caritas Louisiana, UnitedHealthcare of Louisiana	3.5	5
Delaware	Two-way tie: AmeriHealth Caritas Delaware, Highmark BCBS Health Options	3.0	2	Maryland	Two-way tie: Jai Medical Systems Managed Care Organization, Kaiser Foundation Health Plan of the Mid-Atlantic States	5.0	9
Florida	Five-way tie: Coventry Healthcare of Florida (Aetna), Humana Medical Plan, Molina Healthcare of Florida, Simply HealthCare Plans, South Florida Community Care Network (Community Care Plan)	3.5	15	Massachusetts	Three-way tie: Always Health Partners, Fallon Community Health Plan, Tufts Health Public Plan	4.5	5
Georgia	Peach State Health Plan	3.5	3	Michigan	Upper Penninsula Health Plan	4.5	11
Hawaii	Kaiser Foundation Health Plan	4.5	5	Minnesota	Blue Plus	4.0	12
Iowa	Two-way tie: Amerigroup Iowa, UnitedHealthcare Plan of the River Valley	4.0	2	Missouri	Three-way tie: Home State Health Plan, Missouri Care Incorporated, UnitedHealthcare of the Midwest	3.0	3
Illinois	Three-way tie: Cook County Health and Hospital's Systems County Care Plan, Medician Health Plan of Illinois, Molina Healthcare of Illinois	3.5	7	Mississippi	Two-way tie: Magnolia Health Plan, UnitedHealthcare of Mississippi	3.0	2
Indiana	Two-way tie: Anthem Insurance Companies (Anthem BCBS), MDwise	3.5	4	Nebraska	UnitedHealthcare of the Midlands	4.0	3

We tabulated the 37 states that reported scores for NCQA accredited plans during the 2019-2020 rating year. The table on the left shows Medicaid MCO(s) that had the highest NCQA rating in each state.

The states are continued on the next slide.

Highest Rated NCQA Accredited Medicaid MCO Rating Year 2019-2020, by State

State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State (including partial data)	State	Health Plan Name (Parent Entity)	NCQA Rating	Total Number of Plans Reporting per State (including partial data)
New Hampshire	Granite State Health Plan (NH Healthy Families)	4.5	2	Tennessee	Three-way tie: Amerigroup Tennessee, UnitedHealthcare Plan of the River Valley (BlueCare TN), Volunteer State Health Plan (BlueCare TN)	3.5	4
New Jersey	Two-way tie: AmeriChoice of New Jersey (UnitedHealthcare), Amerigroup of New Jersey	3.5	5	Texas	Amerigroup Texas, Scott and White Health Plan, Superior HealthPlan	3.5	14
New Mexico	Two-way tie: Blue Cross and Blue Shield of New Mexico, Presbyterian Health Plan	3.0	4	Utah	SelectHealth	4.0	3
Nevada	Two-way tie: Community Care Health Plan of Nevada (Anthem Blue Cross Blue Shield, Health Plan of Nevada)	3.0	3	Virginia	Three-way tie: HealthKeepers Inc., Optima Health Plan, Virginia Premier Health Plan	3.5	7
New York	Four-way tie: Capital District Physicians' Health Plan, Excellus Health Plan (BCBS), Excellus Health Plan (Univera Healthcare), HealthPlus HP	4.5	13	Washington	Four-way tie: Community Health Plan of Washington, Coordinated Care Health Plan, Molina Healthcare of Washington, UnitedHealthcare of Washington	3.5	5
Ohio	Paramount Advantage	4.0	5	Wisconsin	Three-way tie: Children's Community Health Plan, Security Health Plan of Wisconsin, UnitedHealthcare of Wisconsin	4.0	14
Pennsylvania	Two-way tie: Health Partners Plans, Vista Health Plan (AmeriHealth Caritas Pennsylvania)	4.5	10	West Virginia	Two-way tie: Coventry Health Care of West Virginia, UNICARE Health Plan of West Virginia	4.0	4
Rhode Island	Two-way tie: Neighborhood Health Plan of Rhode Island, UnitedHealthcare of New England	4.5	2				
South Carolina	Two-way tie: Molina Healthcare of South Carolina, Select Health of South Carolina	3.5	5				

5 Slide Series Overview

Our 5 Slide Series is a monthly publication whereby we briefly discuss/address a selected topic outside the confines of our client engagements.

To be added to our list to receive these as they are published (or to be removed), please email us at jmenges@themengesgroup.com or call 571-312-2360.

Address: 4001 9th Street N., Suite 227, Arlington, VA 22203

Website: www.themengesgroup.com