



# CareAnalyzer<sup>®</sup> Reports



# CareAnalyzer® Introduction

- CareAnalyzer® is an analytic tool used by CHNCT for population health management and to monitor performance on a variety of quality measures.
- The tool combines elements of patient risk, care opportunities, and provider performance, including the following:
  - Current and predicted risk scores for each member using the Johns Hopkins ACG® (Adjusted Clinical Group) methodology
  - Provider performance based on quality measures
  - Utilization
  - High risk member identification
  - Gaps in Care
- The tool is available to primary care practices:
  - Practice level reports are available at both a summary and detail level, and are based on members attributed to the practice.

# Report Overview

- Claims, Member, and Provider data is utilized to create the reports.
- Reports are based on a rolling one year reporting period and are refreshed monthly.
- Reports within CareAnalyzer® are categorized into three modules and include both summary and detail reports.
- Detail Reports will not display data of members who have “Opted-Out” of sharing information.

DST Health Solutions

DSTHS CareAnalyzer®

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CA\_2013\_CHNCT1 (DB: 7.3 - SP 0)

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## CareAnalyzer®

A unique analytic tool combining elements of care opportunities, risk, and provider effectiveness to provide a more complete member assessment.

**CARE OPPORTUNITIES**

- HEDIS
  - Identify Process Gaps
  - Effectiveness of Preventive Care
  - Effectiveness of Chronic Care

**MEMBER RISK**

- Predictive Modeling
  - Improve Case Selection
  - High Risk Member Identification
  - Member Profile

**PROVIDER EFFICIENCY**

- NCOA P4P
  - Effectiveness of Care
  - Quality Improvement
  - Risk-adjusted Comparisons

**Member Care Management**

**ACG** - The ACG System is developed and maintained by The Johns Hopkins Bloomberg School of Public Health, whose goal is to promote equitable, effective and efficient health care around the globe.

**NCQA** - The National Committee for Quality Assurance (NCQA) is an independent, not-for-profit organization dedicated to improving health care quality. NCQA develops quality and performance measure standards, including the Healthcare Effectiveness Data and Information Set (HEDIS).

**DST Health Solutions** - DST Health Solutions (DSTHS) provides systems and services that support health plan business and strategic operations including claims processing, member and provider management, benefit plan management, new product development, care management and medical management, and decision support/analytics.

**DST Systems** - DST Systems provides sophisticated information processing, computer software services and business solutions to the financial services, communications and healthcare industries.

# Disease Prevalence Report



## DSTHS CareAnalyzer® Disease Prevalence by MEDC

Current Reporting Period: 11/01/2013 to 10/31/2014

Prior Reporting Period: 11/01/2012 to 10/31/2013

Selected Model: Under 65 Model

Cost Basis: Allowed Dollars

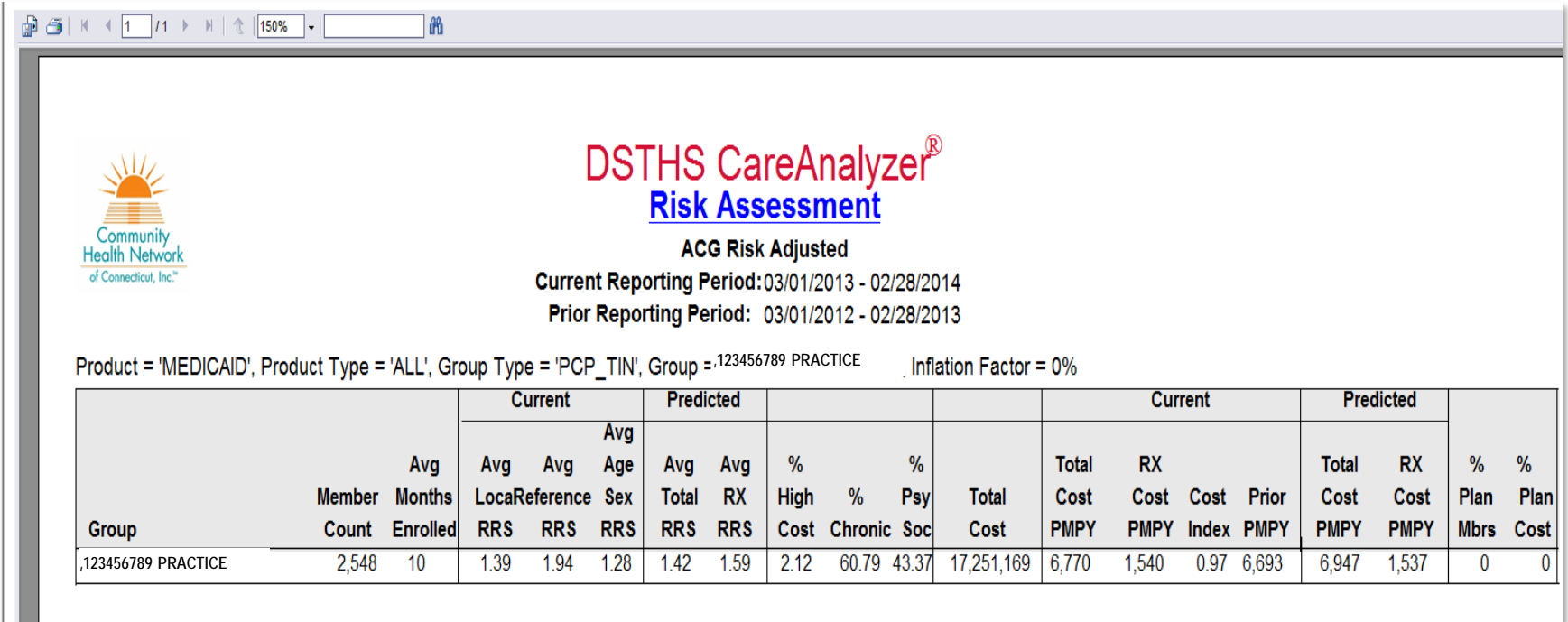
Code Type = MEDC, Selected MEDC = (Endocrine,Respiratory), Product = MEDICAID, Product Type = All, Group = 987854321

### EDC Listing

MEDC\EDC	Member Count	Total Disease Cost (\$)	Total Member Cost (\$)	Observed per 1000	Prior Year Observed per 1000	Local			Reference		
						Age/Sex Expected per 1000	Standard Morbidity Ratio	Sig	Age/Sex Expected per 1000	Standard Morbidity Ratio	Sig
MEDICAID -						Group Member Count			7,488		
END - Endocrine	1,027	3,345,167	14,935,761	137.15	108.91	96.14	1.43	+	74.77	1.83	+
<a href="#">END02 - Osteoporosis</a>	27	16,346	392,048	3.61	2.38	3.55	1.02		6.39	0.56	-
<a href="#">END03 - Short stature</a>	5	1,159	58,471	0.67	0.74	0.47	1.43	+	1.06	0.63	-
<a href="#">END04 - Hypothyroidism</a>	300	749,298	5,189,323	40.06	32.44	25.17	1.59	+	25.25	1.59	+
<a href="#">END05 - Other endocrine disorders</a>	273	472,352	3,879,192	36.46	24.10	27.41	1.33	+	24.41	1.49	+
<a href="#">END06 - Type 2 diabetes, w/o complication</a>	340	935,660	3,367,952	45.41	37.20	29.09	1.56	+	18.07	2.51	+
<a href="#">END07 - Type 2 diabetes, w/ complication</a>	199	1,209,944	4,391,707	26.58	21.57	17.36	1.53	+	6.67	3.99	+
<a href="#">END08 - Type 1 diabetes, w/o complication</a>	15	10,491	242,220	2.00	3.27	1.43	1.40	+	2.53	0.79	-
<a href="#">END09 - Type 1 diabetes, w/ complication</a>	61	170,351	1,988,489	8.15	8.18	5.14	1.59	+	2.74	2.97	+
RES - Respiratory	2,027	4,599,417	24,511,396	270.70	256.21	214.01	1.26	+	218.99	1.24	+
<a href="#">RES01 - Respiratory signs and symptoms</a>	916	1,507,384	14,729,558	122.33	106.09	77.51	1.58	+	41.31	2.96	+
<a href="#">RES02 - Acute lower respiratory tract infection</a>	462	1,227,170	7,418,848	61.70	63.68	63.84	0.97	-	78.61	0.78	-
<a href="#">RES03 - Cystic fibrosis</a>	1	63	7,779	0.13	0.15	0.02	6.50	+	0.21	0.62	-
<a href="#">RES04 - Emphysema, chronic bronchitis, COPD</a>	179	623,733	4,627,686	23.90	19.64	16.37	1.46	+	7.84	3.05	+

- Provides a view of prevalence for specific conditions for a practice's population.
- Can be viewed by either EDC's (Expanded Diagnosis Clusters) or RxMGs (Pharmacy Morbidity Groups).

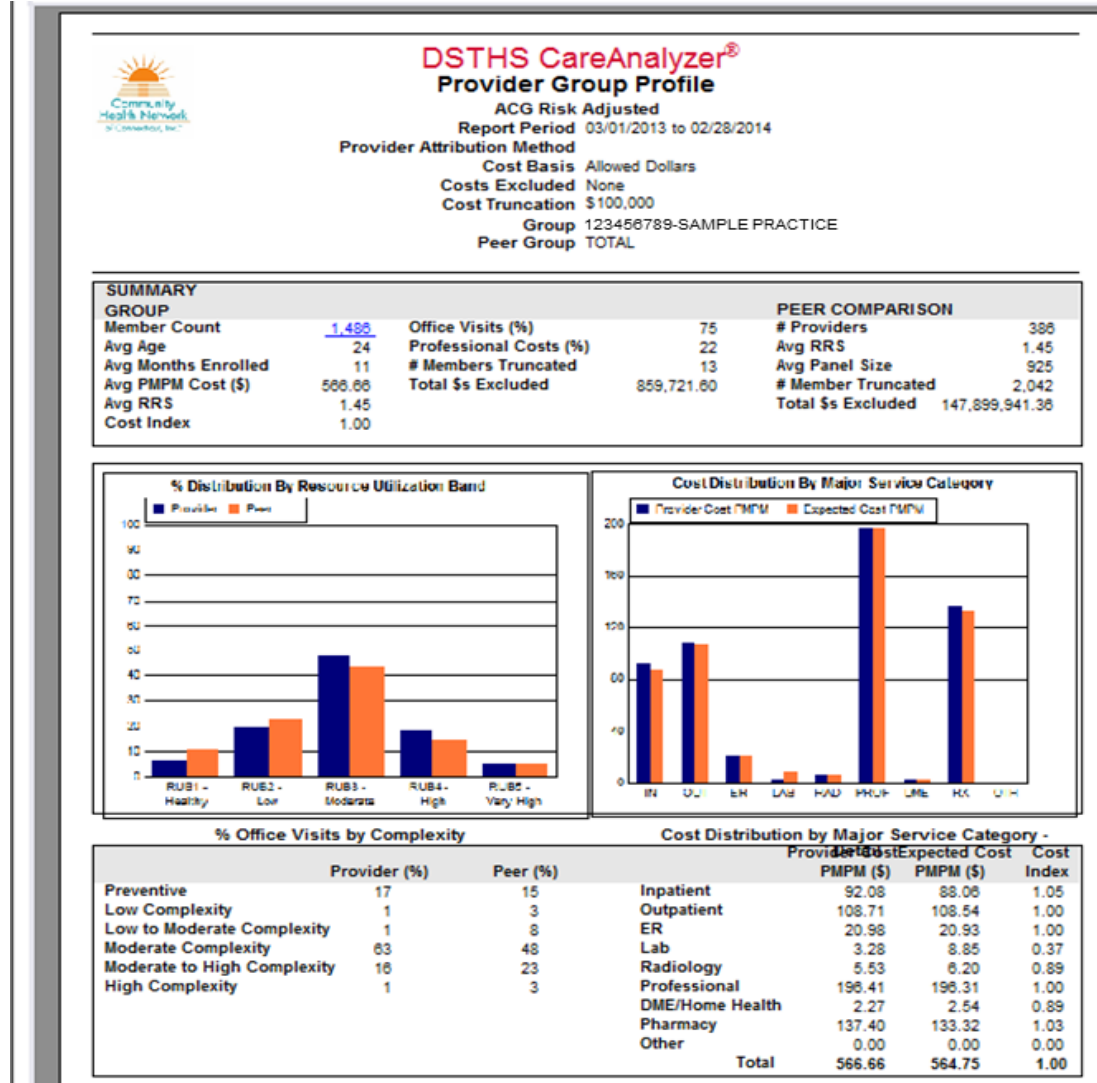
# Risk Assessment Report



- Identifies average current and predicted risk score for your population.
- RRS >1 indicates that your attributed members use more resources than the overall HUSKY population, and RRS <1 indicates that your attributed members use less resources than the overall HUSKY population.
- Identifies percent of members with chronic or psychosocial conditions.

# PCP Profile Report

- Provides a risk-adjusted comparison of total cost of care for attributed members.
- Includes distribution of Resource Utilization Bands (i.e., Risk Categories) and provides comparison to peers.





# Measuring Performance and Identifying Gaps in Care Using Quality Measures

- Twenty-nine health measures comprised of NCQA HEDIS<sup>®</sup> and CHIPRA measures are available to evaluate the performance of the practice.<sup>1</sup>
- CareAnalyzer<sup>®</sup> provides rate comparison to peers for each measure.
- Detailed information is available to identify Gaps in Care for individual members for each measure.

<sup>1</sup>NCQA - National Committee for Quality Assurance, HEDIS<sup>®</sup> - Healthcare Effectiveness Data and Information Set, CHIPRA - Children's Health Insurance Program Reauthorization Act of 2009.

# Provider Effectiveness Report

**DSTHS CareAnalyzer<sup>®</sup>**  
**Provider Effectiveness**  
**Report Period** 3/1/2013 to 2/28/2014  
**Provider Attribution Method** PCP  
**Group By** Provider Group

**Filter** Selected Rate = All, Peer Group = All, Denominator >= 30, Quartile = All, Risk Score = All, Measure = Include All

Measure	Denom	Excl	Rate	LCI	UCI	RRS	Peer Average Denom	Peer Average Rate	Peer Average RRS	# Peer MDs	Quartile
123456789 - SAMPLE PRACTICE	Total Plan										
<a href="#">Adolescent Well-Care Visits - 1 or More Visits</a>	264	0	63%	57%	69%	0.76	456	61%	0.74	239	3rd
<a href="#">Adult Access to Preventive Ambulatory Svcs - Adults Access to Preventive Services</a>	1416	0	96%	95%	97%	1.74	839	83%	1.72	263	2nd
<a href="#">Annual Monitoring for Pt on Persistent Meds - Combined</a>	324	3	89%	85%	93%	2.78	345	85%	3.23	116	1st
<a href="#">Approp URI Treatment - Approp Tx</a>	62	0	92%	84%	100%	0.76	185	93%	0.69	119	3rd
<a href="#">Asthma Medication Ratio - Performance Rate</a>	69	27	68%	56%	80%	2.42	154	65%	2.51	89	2nd
<a href="#">Avoid Tx in Adults With Acute Bronchitis - Approp Tx</a>	52	0	12%	2%	22%	1.57	87	23%	2.07	41	4th
<a href="#">Breast Cancer Screening</a>	305	1	64%	58%	70%	2.20	305	65%	2.41	113	3rd
<a href="#">Cervical Cancer Screening</a>	875	6	68%	65%	71%	1.72	607	67%	1.73	195	2nd
<a href="#">Childhood Immunization Status - Combo 2</a>	30	0	3%	0%	11%	0.43	126	6%	0.56	104	2nd
<a href="#">Childhood Immunization Status - DTaP/DT</a>	30	0	47%	27%	67%	0.43	126	46%	0.56	104	3rd
<a href="#">Childhood Immunization Status - Hepatitis A</a>	30	0	80%	64%	96%	0.43	126	83%	0.56	104	4th
<a href="#">Childhood Immunization Status - Hepatitis B</a>	30	0	13%	0%	27%	0.43	126	9%	0.56	104	1st

- Summarizes the performance of the practice with regard to individual measures of effectiveness of acute, chronic, or preventive care.
- Drill down to see a list of members who met, or did not meet, the measure criteria.



# Provider Detail Report



## DSTHS CareAnalyzer<sup>®</sup> Adolescent Well-Care Visits Details

123456789 - Sample Practice  
Report Period 10/1/2012 to 9/30/2013  
Provider Attribution Method PCP  
Primary Specialty  
Group By Provider Group  
Member Count 23  
Continuous Enrollment Eliminated  
Eligibility Requirements Eliminated  
Restricted View: Yes

Filter Numerator = All, Met Criteria = All, Measure = Adolescent Well-Care Visits

Member ID	Member Name	Numerator	Met Criteria	# Unique MDs	# Office Visits	# HEDIS Measures	RRS
012345678	Sample Member1	1 or More Visits	No	2	10	3	<a href="#">1.30</a>
123456789	Sample Member2	1 or More Visits	Yes	5	4	3	<a href="#">0.25</a>
234567891	Sample Member3	1 or More Visits	No	3	5	2	<a href="#">3.00</a>
345678912	Sample Member4	1 or More Visits	Yes	4	6	5	<a href="#">2.11</a>
456789123	Sample Member5	1 or More Visits	Yes	1	1	2	<a href="#">0.19</a>

- Identifies members who may need additional services, or who may have Gaps in Care based on specific measures.



# Using CareAnalyzer® to Identify High Risk Members

- A Member is assigned a risk score based on their age, gender, and diagnostic history during the reporting period.
- Members are also grouped into one of six Resource Utilization Bands (RUBs) or risk categories:
  - 0 – No Diagnosis
  - 1 – Healthy Users
  - 2 – Low Risk
  - 3 – Moderate or Emerging Risk
  - 4 – High Risk
  - 5 – Very High Risk
- A member's risk score represents the cost expectation of an individual compared to the average population. For example, a relative risk score of 2.5 means that the individual's healthcare costs are two and a half times more than the average population.

# High Risk Member Report Filtering Options

[Hide Filtering Criteria](#)   [Delete Filter](#)

Select Filter   Current Report -- 04/21/2014      Name     Global Filter

Product	All	Product Type	All	All	
RUB	from <input type="text"/> to <input type="text"/>	# Chronic Conditions	>	1	<input type="button" value="Program"/> In <input type="text"/>
Frailty Flag	All	Pregnancy No Delivery	All		<input type="button" value="Race_Ethnicity"/> In <input type="text"/>
Total Cost Band	All	0%	Probability High Cost	from <input type="text"/> to <input type="text"/>	<input type="button" value="Language"/> In <input type="text"/>
RX Cost Band	All	0%	Probability High Rx Cost	from <input type="text"/> to <input type="text"/>	<input type="button" value="PCP_TIN"/> In <input type="text"/>
Total \$ Predicted	All		Probability Hosp (12 mos)	from <input type="text"/> to <input type="text"/>	<input type="button" value="Case_Mgmt"/> In <input type="text"/>
# Unique MDs	All		Inpatient Admissions	All	
Coord Risk	All		30-Day Readmits	from <input type="text"/> to <input type="text"/>	
ER Services	>	1	Total RX Gaps	All	
Gaps in Care	All		RX Ingredient Count	All	<input type="button" value="Hide EDC &amp; RxMG"/>
Age	from <input type="text"/> to <input type="text"/>				
Term Date	None	<input type="checkbox"/> Use Report Period End Date as Term Date			<input type="button" value="Refresh Report"/>
Sort Order	RRS Predicted			<input type="radio"/> Asc <input checked="" type="radio"/> Desc	


  

<b>Include MEDC</b> All Administrative Allergy <b>Cardiovascular</b> Dental Ear, Nose, Throat Endocrine	<b>Include EDC</b> <input type="button" value="Refresh EDC"/> <input checked="" type="radio"/> Or <input type="radio"/> And CAR - Acute myocardial infarction CAR - Cardiac arrest, shock CAR - Cardiac arrhythmia CAR - Cardiac valve disorders CAR - Cardiomyopathy CAR - Cardiovascular disorders, other CAR - Cardiovascular signs and symptoms	<b>Exclude MEDC</b> <b>All</b> Administrative Allergy Cardiovascular Dental Ear, Nose, Throat Endocrine	<b>Exclude EDC</b> <input type="button" value="Refresh Exclude EDC"/> No All
<b>Include Major RxMG</b> All Allergy/immunology <b>Cardiovascular</b> Ears, Nose, Throat Endocrine	<b>Include RxMG</b> <input type="button" value="Refresh RxMG"/> <input checked="" type="radio"/> Or <input type="radio"/> And CAR - Cardiovascular / Chronic Medical CAR - Cardiovascular / Congestive Heart Failure <b>CAR - Cardiovascular / Disorders of Lipid Metabolism</b> CAR - Cardiovascular / High Blood Pressure CAR - Cardiovascular / Vascular Disorders	<b>Exclude Major RxMG</b> <b>All</b> Allergy/immunology Cardiovascular Ears, Nose, Throat Endocrine	<b>Exclude RxMG</b> <input type="button" value="Refresh Exclude RxMG"/> No All

# High Risk Member Report

High Risk Members

1 / 1 100%



## DSTHS CareAnalyzer® High Risk Members

ACG Risk Adjusted  
Reporting Period: 03/01/2013 to 02/28/2014  
Restricted View: No

Resource Utilization Band = All, Probability Hosp = All, Pharmacy Cost Band = All, Total Cost Band = All, Chronic Condition Count = >1, Age = All, 30-Day Readmits = All, Frailty Flag = All, Risk Poor Coord = All, Pregnancy No Delivery = All, Probability of High Cost = All, Probability High Rx Cost = All, # Unique MDs = All, Gaps in Care = All, Include MEDCs = Cardiovascular, Include EDC = All, Exclude MEDCs = All, Exclude EDC = No All, MRxMGs = Cardiovascular, RxMG = CAR - Cardiovascular / Disorders of Lipid Metabolism Exclude MRxMG = All, Exclude RXMG = No All, Product = All, Product Type = All, PCP\_TIN In 123456789-SAMPLE PRACTICE, Terminated Date = None, Total \$ Predicted = All, Total RX Gaps = All, # ER Services >1, # Inpatient Admissions = All, RX Ingredient Count = All

Record 1 - 21 of 21

Member ID	Member Name	Age	Sex	Member Months	RRS Current	RRS Predicted	Prob	Total \$ Current	Total \$ Predicted	Total \$ Cost Impact	RX \$ Current	RX \$ Predicted	Hosdom	Chronic Condition Count	# of Unique MDs	RX Ingrid Count
<a href="#">012345678</a>	SAMPLE, MEMBER 1	41	F	12	10.81	23.34	0.95	188,981	114,199	---	25,297	24,616	5	18	15	49
<a href="#">987654321</a>	SAMPLE, MEMBER 2	62	F	12	10.81	11.83	0.65	64,473	57,896	--	17,982	17,587	2	6	16	23
<a href="#">876543210</a>	SAMPLE, MEMBER 3	43	F	12	10.81	11.66	0.65	47,667	57,058	++	9,801	6,867	2	12	9	25
<a href="#">765432109</a>	SAMPLE, MEMBER 4	60	M	12	10.81	9.87	0.53	25,694	48,317	+	4,138	3,498	3	10	4	26


- Provides member's current and predicted risk score along with condition count, cost, and pharmacy utilization data.
- Assists in identifying and stratifying members for proactive, targeted care management interventions.

# Member Clinical Profile

Member Clinical Profile - Microsoft Internet Explorer provided by Community Health Network of CT

Member ID: 333333333 [Search](#) [Refresh Report](#)

1 / 1 125%



## DSTHS CareAnalyzer<sup>®</sup> Member Clinical Profile

**ACG Adjusted**  
**Report Period:** 03/01/2013 to 02/28/2014  
**Member ID:** 333333333  
**Name:** JOE SAMPLE  
**Restricted View:** Yes

[Pharmacy Adherence](#)
[EDCs](#)
[Rx-MGs](#)

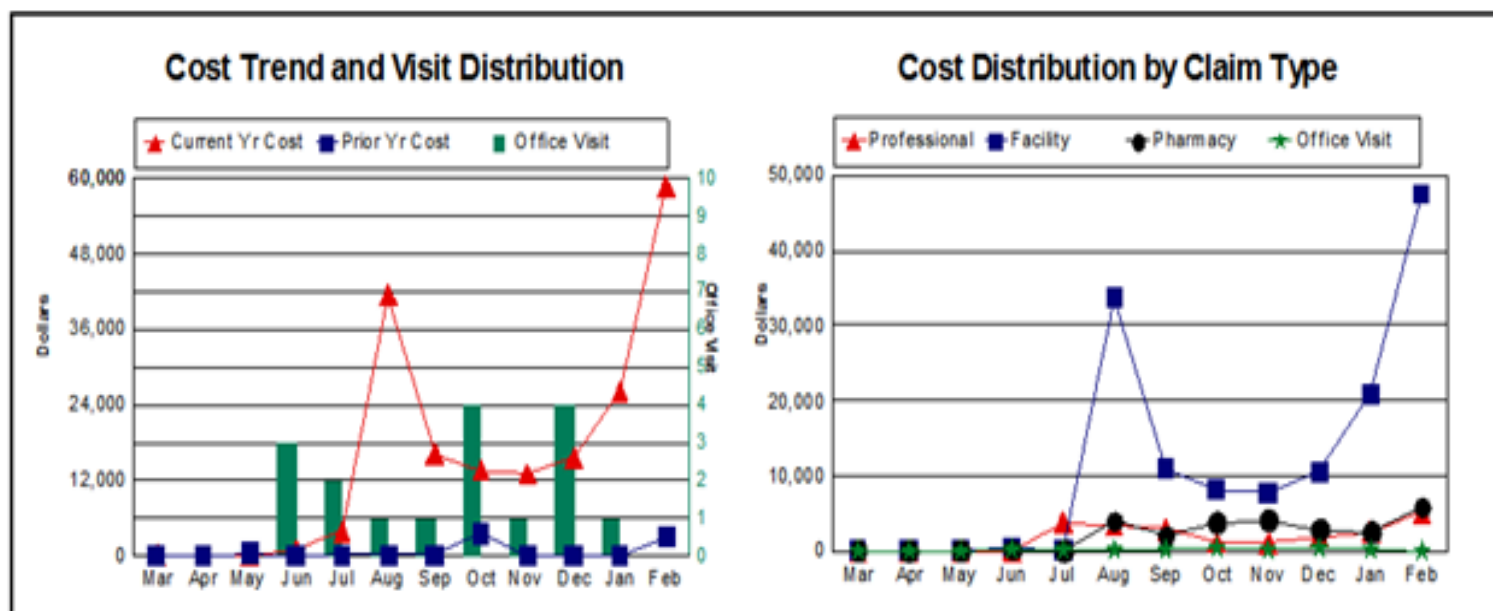
Identifying Information			
Sex	F	Product	MEDICAID
Age	41	Product Type	MLI
Member Months	12	Program	HUSKY D
Assigned PCP		Race_Ethnicity	BLACK/AFRICAN DESCNT NON-HISPANIC
Assigned PCP Specialty	31-316 - PHYSICIAN - FAMILY PRACTITIONER	Language	ENGLISH
Imputed PCP	N/A -	PCP_TIN	
Imputed PCP Specialty	N/A	Case_Mgmt	CCMS - Closed 1-6 Months

Risk and Utilization					
<b>Risk</b>		<b>Special Markers</b>		<b>Utilization</b>	
RUB	5	Chronic Condition Count	18	Ambulatory Visits	40
RRS - Current	10.81	HosDom	5	Inpatient Admissions	8
RRS - Predicted	23.34	Frailty Flag	Y	30-Day Readmits	3
Prob Hosp - 6 month	0.72	Tobacco Use	N	ER Services	3
Prob Hosp - 12 month	0.77	Substance Abuse	NR	Dialysis Services	Y
				Nursing Services	Y
				MH Services	NR
				# Unique MDs	15
				Coord Risk	High
				Ingredient Count	49

Condition Markers					
Active Cancer	NP	COPD	NP	Hypertension	TRT
Anxiety	NR	Depression	NR	Ischemic Heart Dz	TRT
Bipolar Disorder	NR	Diabetes	TRT	Migraines	NP
CHF	TRT	Disorder Lipid Metab	TRT	Parkinson's Disease	NP
Chronic Renal Failure ICD	ICD	HIV	NR	Peptic Ulcer Disease	RX
				Persistent Asthma	NP
				Rheumatoid Arthritis	NP
				Schizophrenia	NR
				Severe Pain	RX
				Transplant	NP

- Member-specific information identifying risk factors and conditions.
- Member utilization, including ER visits and readmissions.
- Sensitive conditions are only identified for members who don't opt out.

# Member Clinical Profile (cont.)



## Cost Analysis

### Total Cost \$

Actual Allowed Total	188,981.29
Actual Paid Total	189,248.19
Predicted Total	114,199.48
Probability Total Cost Outlier	95%
Probability Total Cost Outlier Prior	10%
Total Cost Band	98-99%

### RX Cost \$

Actual Rx Cost	25,296.72
Predicted Rx	24,616.02
Probability Rx Cost Outlier	98%
Probability Rx Cost Outlier Prior	1%
Rx Cost Band	98-99%



# How to Access CareAnalyzer®

- CareAnalyzer® is a web-based tool with its own distinct login separate from the Provider Portal.
- Two individual licenses are available per primary care practice.
- On-site training is available from CHNCT's Regional Network Managers.
- To request CareAnalyzer® access and training, please email [networkmanagement@chnct.org](mailto:networkmanagement@chnct.org).