

BLUE CROSS AND BLUE SHIELD OF TEXAS 2024 QUALITY PERFORMANCE RESULTS

BCBSTX Quality Management/Quality Improvement Program wants to help members get the best quality of care possible. This means that members get the right amount of care, delivered at the right time and in the right setting of care. The setting of care could be either at a doctor's office, clinic or in a hospital. **Our goal is to create quality programs and services to help care for our members in cooperation with our network providers.**

Every year, the BCBSTX Quality Improvement department evaluates the care and services our members receive. This evaluation tells us if we are doing well or if we need to make changes to our programs. Each year, a new Quality Improvement Plan (QIP) is developed. It includes goals and objectives to help you, or your child stay healthy. The QIP helps us keep on track to meet the goals and objectives we set for patient safety, good health outcomes and satisfaction.

BCBSTX also has Quality Committee meetings many times a year to review our progress. These meetings help us to identify ways to improve our plan, complete projects on time and track if member needs are being met.

Some of our goals from 2023 included:

- Educating and supporting members to go to their doctor for yearly preventive care exams,
- Ensuring members with special health care needs get the appropriate care they need, and
- Improving members' access and availability to care and services.

Throughout the year, you may receive information from us based on your health diagnosis and needs. We would like for you to use this information to help improve your or your child's health.

If you would like more information about our quality and health promotion programs, please call BCBSTX Member Outreach at 1-877-375-9097 (TTY 7-1-1).

2023 GOALS ACHIEVED

Every spring, BCBSTX collects information to see if members are receiving their recommended care. The results we collected showed that some member participation in preventive care activities went up and some went down.

BCBSTX improved on some of the performance measures, but some areas that still need improvement are increasing the number of members who get immunizations and well-child or well-care checkups.

WELL-CHILD VISITS

Well-Child visits are important to ensuring that your child is healthy. During these visits, your child's doctor will provide vaccines that are due and check your child's development and growth to find or prevent any future health issues.

Well-Child Visits (15 -30 months of life)

Plan	2023 (MY 2022)	2024 (MY 2023)
CHIP	100%	66.67%

*Percentage of members 15 to 30 months of age who had two or more well-child visits during the MY.

Appropriate Treatment for Children with Upper Respiratory Infections

It is important for members to receive appropriate medical treatment for upper respiratory infections from their doctor. Our results show that most members received the appropriate treatment for upper respiratory infections in 2023.

Plan	2023 (MY 2022)	2024 (MY 2023)
CHIP	95.26%	90%

*Percentage of episodes for members 3 months of age and older with a diagnosis of upper respiratory infection that did not result in an antibiotic dispensing event.

Well-Child Visits (3-21 years of age)

Plan	2023 (MY 2022)	2024 (MY 2023)
CHIP	64.21%	64.58%

*Percentage of members 3-21 years of age who had at least 1 comprehensive well-care visit with PCP or OB/GYN during the MY.

Childhood Immunization Status

Immunizations can save your child's life. One of the best ways to protect your children's health is to make sure they are up to date with their vaccinations.

Plan	2023 (MY 2022)	2024 (MY 2023)
CHIP	N/A	50%

*Percentage of children 2 years of age who had 4 DTaP, 3 IPV, 1 MMR, 3 HiB, 3 Hep B, 1 VZV, 4 PCV, 1 Hep A, 2-3 RV and 2 Flu vaccines by their second birthday.

Weight Assessment and Counseling for Nutrition and Physical Activity

Behaviors such as eating habits and physical activity are established during childhood or adolescence. Well-care visits are opportunities for your doctor to let you know if you/your child's health and development are on track.

PLAN	2023 (MY 2022)	2024 (MY 2023)
CHIP		
BMI	91.27%	87.83%
Nutrition	84.92%	77.37%
Physical Activity	82.94%	77.13%

*Percentage of members 3-17 years of age who had an outpatient visit with PCP or OB/GYN and who had evidence of BMI percentile, Counseling for Nutrition and Counseling for Physical Activity during the MY.

Appropriate Testing for Children with Pharyngitis

Pharyngitis is redness, pain, and swelling of the throat. Treatment will depend on your child's symptoms, age, general health and how severe the condition is. It is important for members to receive appropriate testing from their doctor. Our results show that most members received the appropriate testing for Pharyngitis in 2023.

PLAN	2023 (MY 2022)	2024 (MY 2023)
CHIP	89.77%	85.85%

*Percentage of episodes for members 3 years and older where the member was diagnosed with pharyngitis, dispensed an antibiotic and received a group A streptococcus test for the episode.

CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS 5.0 (CAHPS) 2024 RESULTS

Each year, BCBSTX uses the results of an annual survey called Consumer Assessment of Healthcare Providers and Systems (CAHPS) to assess our members' health care experiences. Examples of some of the topics covered by the surveys include the following:

- Communication with health care professionals,
- Access to care and information,
- Customer service, and
- Coordination of care.

The CAHPS surveys ask members to report on their level of satisfaction. BCBSTX reviews survey results to identify opportunities where improvement is needed. The CAHPS survey results from 2023-2024 are listed below. Some areas that showed improvement include:

- Getting Care Quickly (Adult),
- Getting Needed Care (Adult),
- Customer Service (Adult) and
- Health Plan Rating (Adult)

Some areas for improvement are listed below and will be included in our 2025 Opportunities for Improvement Goals.

2024 OPPORTUNITIES FOR IMPROVEMENT GOALS:

- Getting Care Quickly (CHILD):
 - BCBSTX should make sure that appointments are made available for members who may need more urgent care. Patients should be educated on how and where to receive care after hours. This information should include information on Urgent Care Clinics that accept Medicaid and information on when a member should go to the Emergency Department (ED). BCBSTX Know before you go for Emergency Care is now available on BAM.
- Getting Needed Care (CHILD):
 - BCBSTX should continue outreach members to assist patients with scheduling, transportation assistance, and coordinating care between providers in a timely manner.
- Health Plan Rating (CHILD):
 - BCBSTX is enhancing our digital footprint to assist our members with ease of access to their health plan benefits. These efforts will continue into MY 2025.

BCBSTX TRENDED 2023-2024 CAHPS RESULTS:

Blue Cross and Blue Shield – CHILD CHIP Texas Member Survey Results			
	2023	2024	2023 Quality Compass
Getting Care Quickly (Child)	83.6%	81.9%	85.5%
Getting Needed Care (Child)	77.6%	81.7%	82.7%
Customer Service (Child)	88.7%	91.1%	87.6%
Health Plan rating (Child)	80.2%	77.7%	70.9%

If you would like more information, copies of our Annual Quality Program Plan, Work Plan or Annual Evaluation please contact:

Quality Improvement Department TX Medicaid, Government Programs
9442 Capital of Texas Hwy N., Suite 500 Arboretum Plaza II
Austin, TX 78759

If you are speech or hearing-impaired, call **7-1-1** for TTY service.

Call BCBSTX Customer Service toll free at **1-888-657-6061** from 8 a.m. to 5 p.m., Monday through Friday Central Time if you need help changing your Primary Care Physician or if you have questions about your plan benefits. You can also call them if you have questions about your benefits, or if you need help logging into BAM. Members with hearing or speech loss may call the TTY line at **7-1-1**.

To get auxiliary aids and services, or to get written or oral interpretation to understand the information given to you, including materials in alternative formats such as large print, braille or other languages, please call the BCBSTX Customer Advocate Department at the number on the back of your member ID card.

Non-Discrimination Notice

Health Care Coverage Is Important For Everyone

We do not discriminate on the basis of race, color, national origin (including limited English knowledge and first language), age, disability, or sex (as understood in the applicable regulation). We provide people with disabilities with reasonable modifications and free communication aids to allow for effective communication with us. We also provide free language assistance services to people whose first language is not English.

To receive reasonable modifications, communication aids or language assistance free of charge, please call us at **1-855-710-6984**.

If you believe we have failed to provide a service, or think we have discriminated in another way, you can file a grievance with:

Office of Civil Rights Coordinator	Phone:	1-855-664-7270 (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	1-855-661-6965
300 E. Randolph St., 35th Floor	Fax:	1-855-661-6960
Chicago, IL 60601	Email:	civilrightscoordinator@bcbsil.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You may file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, at:

US Dept of Health & Human Services	Phone:	1-800-368-1019
200 Independence Avenue SW	TTY/TDD:	1-800-537-7697
Room 509F, HHH Building	Complaint Portal:	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Washington, DC 20201	Complaint Forms:	https://www.hhs.gov/civil-rights/filing-a-complaint/index.html

This notice is available on our website at <https://www.bcbstx.com/medicaid/pdf/medicaid-non-discrimination-tx.pdf>

ATTENTION: If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-855-710-6984** (TTY: 711) or speak to your provider.

Español Spanish	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-710-6984 (TTY: 711) o hable con su proveedor.
العربية Arabic	تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (711) 1-855-710-6984 أو تحدث إلى مقدم الخدمة الخاص بك.

中文 Chinese	注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-855-710-6984 (TTY: 711) 或咨询您的服务提供商。
Français French	ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-855-710-6984 (TTY: 711) ou parlez à votre fournisseur.
Deutsch German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-855-710-6984 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.
ગુજરાતી Gujarati	ધ્યાન આપો: જો તમે બીજી ભાષા બોલો છો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક મદદ અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-710-6984 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।
Italiano Italian	ATTENZIONE: Se parli italiano, puoi usufruire gratuitamente di servizi di assistenza linguistica. Sono inoltre disponibili, senza costi, strumenti e servizi ausiliari per ricevere informazioni in formati accessibili. Chiama il numero 1-855-710-6984 (TTY: 711) o rivolgiti a un assistente.
한국어 Korean	주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-855-710-6984 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.
Diné Navajo	SHÓÓ: Diné Bizaad k'ehjí éí dinit's'á'go, t'áá nizaad k'ehjí níká a'doo wołgo bohónéedzǫ. Łahgo bee ata' hodoonigo áádóó éí doodago ałtaa át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'í'. 1-855-710-6984 (TTY: 711) jí' hodíílni éí doodago nits'íís náyaa áhályánii bich'í' hadíídzi.
فارسی Farsi	توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و تماس خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با 1-855-710-6984 (TTY: 711) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.
Polski Polish	UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-855-710-6984 (TTY: 711) lub porozmawiaj ze swoim dostawcą.
РУССКИЙ Russian	ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-710-6984 (TTY: 711) или обратитесь к своему поставщику услуг.
Tagalog Tagalog	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-710-6984 (TTY: 711) o makipag-usap sa iyong provider.
اردو Urdu	توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے مفت زبان کی مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاونامداد اور خدمات بھی مفت دستیاب ہیں۔ 1-855-710-6984 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
Tiếng Việt Vietnamese	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-855-710-6984 (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.