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Quality Improvement Program

Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan) is improving the quality of care for our members. We created a Quality Improvement (QI) Program to help you become healthy and stay healthy. The main goal of this program is to make sure you receive quality care and services that are safe for your healthcare needs.

Wellcare Prime has a medical director who oversees all of the QI Program activities. These activities will look at your health in different ways. Activities include preventive health, acute and chronic care, behavioral health, over-and under-utilization, continuity and coordination of care, and patient safety. All of these activities will make sure that you are receiving the highest quality of care.

Healthcare Effectiveness Data and Information Set (HEDIS®)

Every year, Wellcare Prime is measured on the progress of our quality goals. The tool to measure our progress is called the Healthcare Effectiveness Data and Information Set, or HEDIS®. HEDIS® scores let Wellcare Prime know which program activities are needed to help improve the healthcare of our members.

Below are results for selected measures from the last three calendar years for the Medicare-Medicaid Plan (MMP):

Measure	CY 2020	CY 2021	CY 2022
Diabetes HgbA1c Adequate Control (<8%)	60.1%	63.75%	61.56%
Diabetes HgbA1c Poor Control (>9)	33.82%	27.25%	30.17%
Diabetes Eye Exam	58.64%	52.80%	50.61%
Controlling High Blood Pressure <140/90	53.77%	56.69%	61.80%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Wellcare Prime also uses a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to ask our members how we are doing. Every year, you will have a chance to fill out the survey. You can tell us about your member experience and the services you received. You can also tell us about the availability of your primary care provider (PCP) and how you were treated. The CAHPS results are reviewed by Wellcare Prime. The results show us where we need to make improvements.

Below are results for selected measures from the last three calendar years for the MMP:

Measure CAHPS	2021 MMP CAHPS	2022 MMP CAHPS	2023 MMP CAHPS
Getting Needed Care	83.8%	82.3%	85.3%
Getting Care Quickly	80.2%	74.9%	76.1%
Rating of Health Plan	77.2%	87.6%	70.7%
Rating of Personal Doctor	80.3%	91.3%	77.9%
Rating of Health Care Quality	64.1%	83.8%	60.9%
How Well Doctors Communicate	91.8%	92.4%	93.3%
Customer Service	93.1%	88.8%	91.1%

Clinical Practice Guidelines (CPGs)

Wellcare Prime adopts evidence-based clinical practice guidelines (CPGs) to assist our practitioners and members with making decisions regarding appropriate healthcare for specific clinical circumstances. These guidelines include clinical, preventive, and behavioral practice guidelines. Preventive guidelines are available to our members on the Wellcare Prime website. Wellcare Prime monitors HEDIS® data for certain measures to determine practitioner’s adherence to the practice guidelines related to these measures. Results based on HEDIS data are published on the Wellcare Prime website.

Below are the results for the audited CPGs based on CY 2021 and CY 2022 HEDIS® data:

Measurement Year (MY)	HgbA1C Adequate Control < 8	HgbA1c Poor Control >9 (Lower is better)	Blood Pressure Control For Diabetes	Eye Exam	Controlling High Blood Pressure (BP <140/90)
2022	61.56%	30.17%	59.12%	50.61%	61.80%
2021	63.75%	27.25%	50.85%	52.80%	56.69%

In summary, Wellcare Prime's primary quality improvement goal is to improve our members' health status through a variety of meaningful quality improvement initiatives implemented across all care settings and aimed at improving quality of care and services delivered.

If you have questions or would like more information about Wellcare Prime's QI Program, call 1-855-735-4398 and ask for the Quality Improvement Department.

Wellcare Prime (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid, to provide benefits of both programs to enrollees.