

JANUARY 2024



*CDPHP Medicare HMO health plans are among the highest-rated, both in New York State and around the country, by NCQA.\**

*\*NCQA Health Plan Ratings 2023*

CDPHP® Medicare Advantage



**4.5 Stars**

Out of 5 Stars Overall from Medicare 2024

*Every year, Medicare evaluates plans based on a 5-star rating system.*

Capital District Physicians' Health Plan, Inc.

# Quality Management Program Evaluation 2023











## I. EXECUTIVE SUMMARY

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To support this pledge, and in recognition of the need for a systems-based approach to tackle the lifestyle diseases of childhood obesity and diabetes, in 2023, CDPHP partnered with the Healthy Capital District Initiative, Troy School 2 and the Troy City School District, to sponsor a Community Health Conversation on Childhood Wellness.

The goal of the conversation was to bring together representation from organizations in the community to discuss pressing childhood wellness topics including safety, mental health/emotional wellbeing, access to health care services, and nutrition security, and assess community organization appetite for exploring shared solutions to the health issues plaguing a community identified as having a higher prevalence of childhood obesity (and diabetes) as well as social vulnerability. Key findings from this conversation will provide the foundation for continued dialogue with potential community partners, and ultimately, the design of community-level intervention(s) in support of the CDPHP chronic disease pledges in 2024 and beyond.

The CDPHP Worksite Wellness programming is a critical lever for driving our organization's PHM goals in partnership with our employer group partners. Review of engagement data from our 2023 Worksite Wellness program indicates that the understood value of such programs to our employer groups continues to grow. In 2023, 101 employer groups actively engaged with CDPHP workplace health services to create customized wellness programs for their employees, this represents a nearly nine percent increase over the number of engaged employer groups partnering with CDPHP in this way in 2022. Concurrently, the volume of employer group health promotion educational activities grew by nearly 25 percent. The increasing interest of our employer group partners to work with CDPHP to drive health employee health and wellness is an incredibly important and exciting trend and CDPHP looks forward to continuing to leverage and expand upon this important work in 2024.

Across 2023, partnering with primary and specialty providers to support the health care needs of our members remained a critical PHM priority for CDPHP. As part of an ongoing effort to better understand and tailor programs to meet the needs of unique member segments, our Director of Population Health Management conducted meetings with a number of our Enhanced Primary Care (EPC) Providers to solicit their feedback regarding how CDPHP can continue to support their teams in meeting the needs of their sickest and most vulnerable patients. The input from these conversations informed short-term actions to align identified members of these populations with applicable CDPHP PHM programs and the introduction of a new component of the CDPHP 2024 EPC value-based payment model, a Provider PHM Engagement Incentive, designed to improve provider awareness of, and member engagement in, the CDPHP portfolio of PHM program offerings longer-term.

Finally, 2023 marked continued commitment to the expansion of the CDPHP PHM analytics data assets, vis-à-vis the CDPHP Corporate Analytics Member 360 initiative, which supports all PHM analytics within the organization, including ongoing member segmentation and cohort profiling which provides the foundation for understanding patterns in population demographics, chronic conditions, risk scores, cost of care, access to care, as well as program eligibility and enrollment. This data serves as the basis for identification of potential disparities in care and racial bias and directly informs new program design in alignment with identified population needs. Across 2023, exploration and expansion of efforts to expand clinical data capture of social needs screening data to inform the new HEDIS SNS-E measure remained a priority, as did continued socialization and application of the social vulnerability index (SVI), an ACS based proxy for SDOH developed in alignment with ATSDR methodologies, which CDPHP utilizes to understand patterns in social vulnerability across the communities we serve.

## E. CDPHP Specialty Transformation

Building on the success of the well-established Enhance Primary Care (EPC) Patient-Centered Medical Home model, CDPHP is committed to fostering and advancing innovative partnerships with the specialty provider community in pursuit of a Patient-Centered Neighborhood, a system encouraging shared responsibility and heightened communication between Primary Care Providers (PCPs) and Specialists to improve overall patient care, clinical quality outcomes and impact cost reduction.



















































































