PROMOTING QUALITY

Angela Boykin
Chief Compliance/Administrative Officer, Healthy Blue
ALIGNING WITH NC MEDICAID QUALITY STRATEGY

**Better Care Delivery**
- Monitoring Access to Care
- Engaging Providers through Provider Support Plan

**Smarter Spending**
- Implementing Value Based Payment Arrangements

**Healthier People and Communities**
- Addressing Unmet Social Needs
- Aligning with North Carolina Population Initiatives
- Collaborating with Community Relations
- Offering Value-Add Programs
- Identifying Vulnerable Populations for Intensive Assistance

*Designed to bring about a whole-person-centered, well-coordinated system of care.*
Healthy Blue’s goal is to encourage innovation and improvement in:

- Outcomes
- Quality access
- Evidence-based clinical performance

Success depends on:

- Equipping physicians to proactively treat the whole person
- Or holistically coordinate the patient’s health

….not just treat a specific complaint when the patient comes for an appointment.
PROVIDER SUPPORT PLAN

Consultation and Training
- Accurate Code Capture
- EPSDT
- Member Outreach Assistance
- Cultural Diversity
- Quality Measurement
- Healthy Blue Programs
- NC Quality Initiatives

Data Support
- Encounter data
- Care needs screen info
- Population Health Mgt stratification
- Admission, Discharge, Transfer (ADT) Alerts
- Patient 360 Access

Value Based Payment Program
- Program Options
- Code Capture and Supplemental Data

Technology Assistance
- Provider Portal
- Referrals/Authorizations
- Pharmacy Inquiries
- Claims Processing
- Patient 360 Function