



5701 Balloon Fiesta Pkwy NE
Albuquerque, NM 87113

2023 Program Summary

The Blue Cross Medicare Advantage Dual Care Plus Preferred (PPO SNP) program serves older adults and people with disabilities.

Benefits to being in the SNP program include:

- A care manager is assigned to coordinate benefits and services.
- Individual care plans and care teams are there to support member needs.

Quality and Performance Improvement Measures include:

1. An Initial Health Risk Assessment (HRA) is completed within 90 days of SNP enrollment. The HRA includes assessment of medical, social, functional, and behavioral health needs.
2. Another Health Risk Assessment is completed within a year of the Initial (or most recent) HRA. This helps us keep up to date with the member's progress.
3. An Interdisciplinary Care Team (ICT) is created for the member. This team is made up of the Primary Care Provider (PCP), other medical staff, and those who offer services for the member's care. An ICT meeting takes place every year.
4. An Individualized Care Plan (ICP) is completed for each member in the SNP every year.

Results of the SNP program last year:

At the end of 2023, the SNP program had 1947 members.

We hold ourselves to high standards. Every year we measure how we are doing with meeting the goals of the program. We also measure our progress in helping members stay healthy and making sure your experience is a good one. Here are our 2023 results:

	Our Goal	2023 Results
PROGRAM MEASURES		
How many members had their Initial Health Risk Assessment (HRA) completed within 90 days of enrollment (result includes all members even those who refused or were unable to be reached)	100%	39%
How many members had a repeat Health Risk Assessment within a year of the first one	100%	36%
How many members had their Interdisciplinary Care Team (ICT) Meeting completed yearly	100%	78%
How many members had an Individualized Care Plan (ICP) completed/updated yearly	100%	76%
MEDICAL OUTCOMES		
Hospitalizations per 1000 members per year	229.0 or less	Acute Hospital 182.7
Observed/Expected ratio of members readmitted to the hospital within 30 days (goal is number listed or lower)	Under age 65: 0.75 Age 65 & over: 0.71	Under age 65: 0.84 Age 65 & over: 0.62
Percent of members with medication reconciliation after hospital discharge	63%	50%
Percent of members who continue taking their oral diabetes medications	80%	82%
Percent of members who continue taking their blood pressure medications (ACE/ARBs)	84%	84%
Percent of members who continue taking their statin medications	82%	82%
Percent of members who continue taking their anti-depressant medication	57%	60%
Percent of members who continue taking their statin medications	84%	86%
Percent of members who continue taking their anti-depressant medication	75%	64%
Percent of members with BP controlled	60%	66%
Percent of members with annual flu vaccine*	70%	65%

PROGRAM MEASURES	Our Goal	2023 Results
Percent of members 66 and older who had the following services:		
Functional assessment	71%	69%
Pain assessment	81%	94%
Medication review	77%	99%
PATIENT EXPERIENCE*		Top 3 Box Score
Member satisfaction with their providers	75%	94%
Member satisfaction with their care coordination	75%	88%
Member satisfaction with their health care quality	75%	86%
Member satisfaction with overall Plan	75%	92%

Members were very satisfied with their providers and the overall SNP plan itself. We continue to work together with members to improve measured health outcomes and help with management of conditions, taking medications, and preventing unnecessary admissions to the hospital. Many of these measures are tracked in the provider's record of care and action plans may be developed to address these items.

* From a mail survey conducted October-December 2023. Overall response rate was 14%. Respondents were asked to rate on a scale of 1 to 5; 1=Strongly Disagree and 5=Strongly Agree and to self-report if the flu vaccine was obtained.

PPO Special Needs Plan provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. Enrollment in HCSC's plan depends on contract renewal.