



# Operational Efficiency and Quality Committee

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February 20, 2025



**FLORIDA HEALTHY KIDS CORPORATION**  
**Operational Efficiency and Quality Committee Charter**

**Purpose**

The purpose of the Operational Efficiency and Quality Committee (“Committee”) of the Board of Directors (“Board”) of Florida Healthy Kids Corporation (“Corporation”) is to assist the Board in overseeing the efficient provision of quality services to Florida KidCare families, as well as vetting procurement and contracting documents.

**Membership**

The committee shall comprise at least five (5) members, including at least three (3) members of the Board. An individual may represent multiple roles, but shall retain only one vote. Committee membership may include one or more of the following roles:

1. A Committee Chair who is a director of the Board with the experience and ability to manage the Committee’s duties and responsibilities.
2. A Vice Chair who is a member of the Board.
3. A Florida board-certified pediatrician or family medicine physician.
4. A licensed Florida dentist.
5. A representative from the Department of Children and Families.
6. A representative from the Agency for Health Care Administration.
7. A representative from the Department of Health.
8. A representative of the children’s health advocate community.
9. An adult family member of a Florida Healthy Kids enrollee.

All members of the Committee shall:

1. Be free of any conflict of interest that may interfere with the exercise of independent judgment regarding the operational management of the Corporation.
2. Be able to read and understand the Corporation’s procurement and contract documents, quality reports, charts, tables, and other information pertaining to operational efficiency and quality management or undergo an orientation provided by corporate staff within a reasonable time of appointment.
3. Have a general understanding of and/or experience in contracting matters; the provision of call center, eligibility, medical, and/or dental services; or undergo an orientation provided by corporate staff within a reasonable time of appointment.

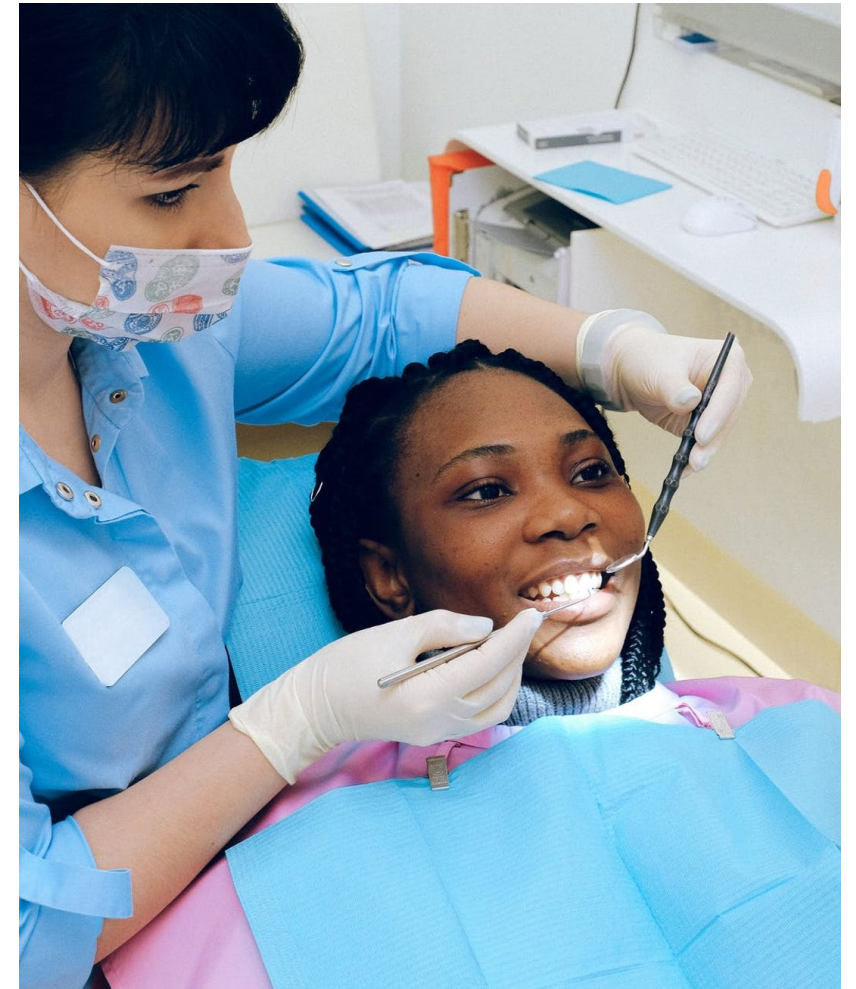
## Committee Duties and Responsibilities

The Committee shall have the following duties and responsibilities; however, items within the Committee's purview may be brought to the Board without first being heard by the Committee.

1. Provide guidance on opportunities to improve patient health outcomes, and customer service, as well as process efficiencies between the Corporation and Florida KidCare agency partners.
2. Monitor and advise on the delivery and quality of health and dental benefits and services provided to Florida Healthy Kids enrollees, which may include, but is not limited to, review of the following:
  - a. Reports by the Corporation's external quality review organization or FHKC staff
  - b. Federally required performance improvement projects
  - c. ~~Vendor exemption requests (e.g., board certification and access standard waivers)~~
3. Monitor and advise on the delivery and quality of eligibility and related services provided to Florida KidCare enrollees.
4. Review procurement documents.
5. Review contracts and amendments with an annual value of more than \$50,000 per year. Contract amendments pertaining only to rate or cost adjustments are reviewed by the Finance and Audit Committee.
6. Provide guidance on any significant, related compliance issues, such as legal, ethical, or other issues raised in connection with litigation, contingencies or claims, and any material reports or inquiries received from regulators or governmental agencies.
7. At least on an annual basis, advise on corporate or governance documents.
8. Conduct other activities at the direction of the Board.

# MCNA Performance Improvement Project Topics\*

- **Clinical:** Improving sealant receipt on permanent first molars
  - **PIP Study Question:** Will targeted member and provider interventions to members turning 10 years old improve the percentage of members receiving sealants by the 10th birthdate, by two percentage points over baseline during the measurement year?
- **Non-clinical:** Increasing the rate of providers reporting member no-shows using CDT Codes
  - **PIP Study Question:** Will targeted provider interventions increase the percentage of providers reporting member no-shows using CDT code, D9986 – missed appointment, by two percentage points over baseline during the measurement year?



# Reducing Dental Care Disparities for Children with Special Health Care Needs

**July 2024**

Approval to  
initiate a new  
dental PIP

**August to  
November 2024**

Health plan  
outreach

**January 2025**

Dental plan  
action and next  
steps (PIPs)

# Quality Reports

Compliance Assessment Performance Improvement Projects

Performance Measure Validation

Performance Improvement Projects

Network Adequacy Validation



## **2024 Compliance Assessment Standards for 2023 Activities**

- Availability of Services
- Assurances of Adequate Capacity and Services
- Grievances and Appeals
- Practice Guidelines
- Health Information Systems
- Quality Assessment and Performance Improvement

### 2025 Standards

- Coordination and Continuity of Care
- Coverage and Authorization of Services
- Subcontractual Relationships and Delegation

### 2026 Standards

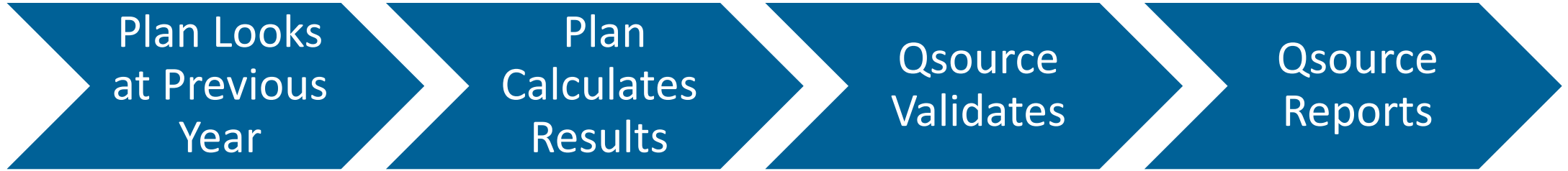
- Enrollee Information
- Enrollee Rights and Protections
- Provider Selection Credentialing/Recredentialing



# Compliance Assessment Results

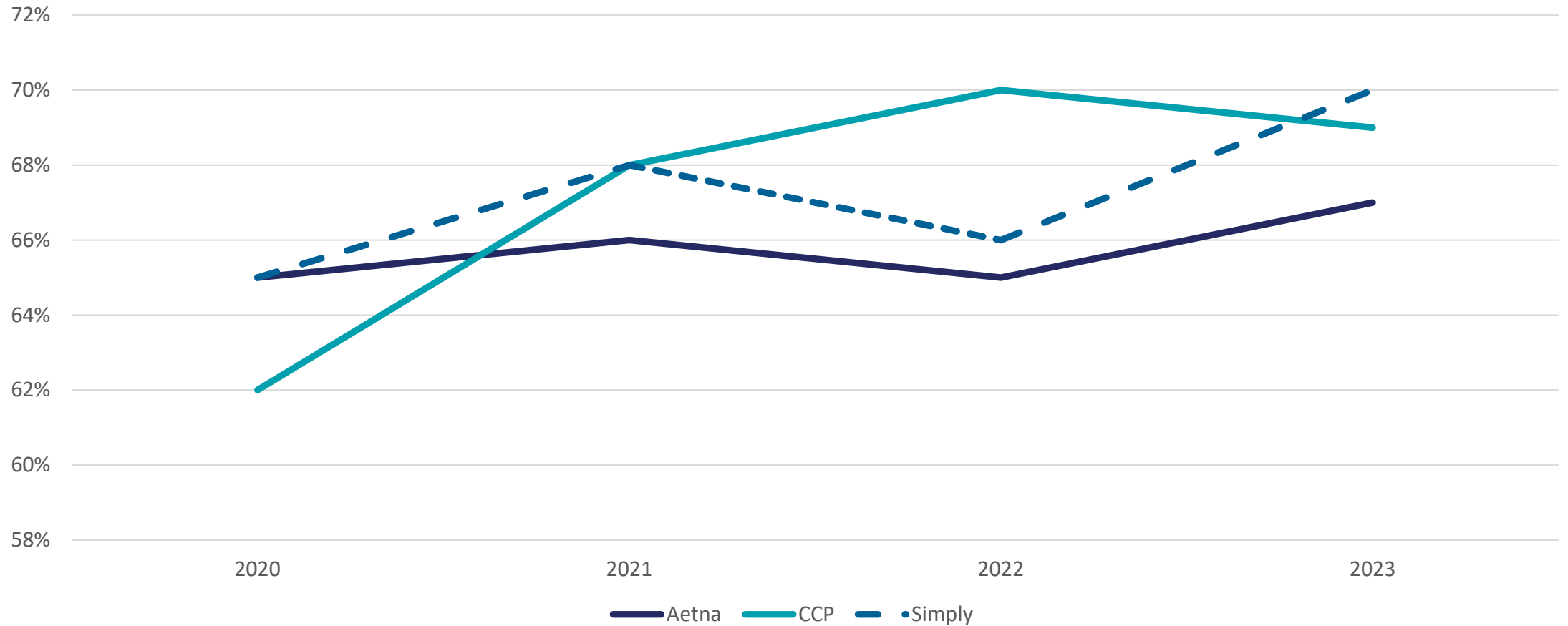
| Plan       | Overall Score | Availability of Services | Assurances of Adequate Capacity and Services | Grievances and Appeals | Practice Guidelines | Health Information Systems | Quality Assessment and Performance Improvement |
|------------|---------------|--------------------------|--|------------------------|---------------------|----------------------------|--|
| Aetna      | <b>100%</b>   | 100%                     | 100%   | 100%                   | 100%                | 100%                       | 100%   |
| CCP        | <b>99.29%</b> | 100%                     | 100%   | 95.71%                 | 100%                | 100%                       | 100%   |
| Simply     | <b>99.52%</b> | 100%                     | 100%   | 97.14%                 | 100%                | 100%                       | 100%   |
| DentaQuest | <b>93.10%</b> | 100%                     | 100%   | 98.57%                 | 100%                | 80.00%                     | 80.00%   |
| Liberty    | <b>98.72%</b> | 92.31%                   | 100%   | 100%                   | 100%                | 100%                       | 100%   |
| MCNA       | <b>100%</b>   | 100%                     | 100%   | 100%                   | 100%                | 100%                       | 100%   |

# Performance Measures

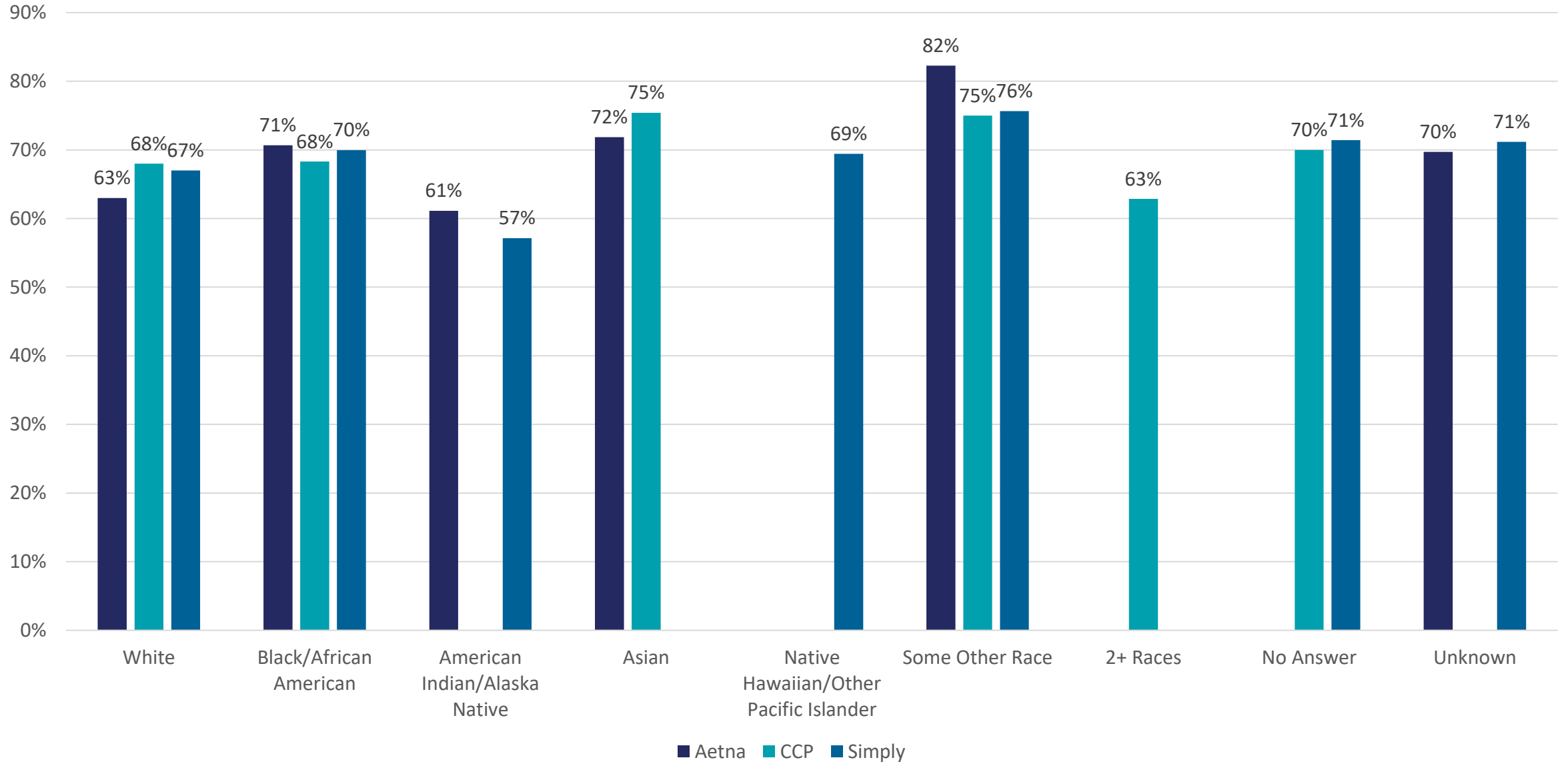


- Health: 24 performance measures
- Dental: 10 performance measures
- More than 100 submeasures based on age and/or enrollment per plan

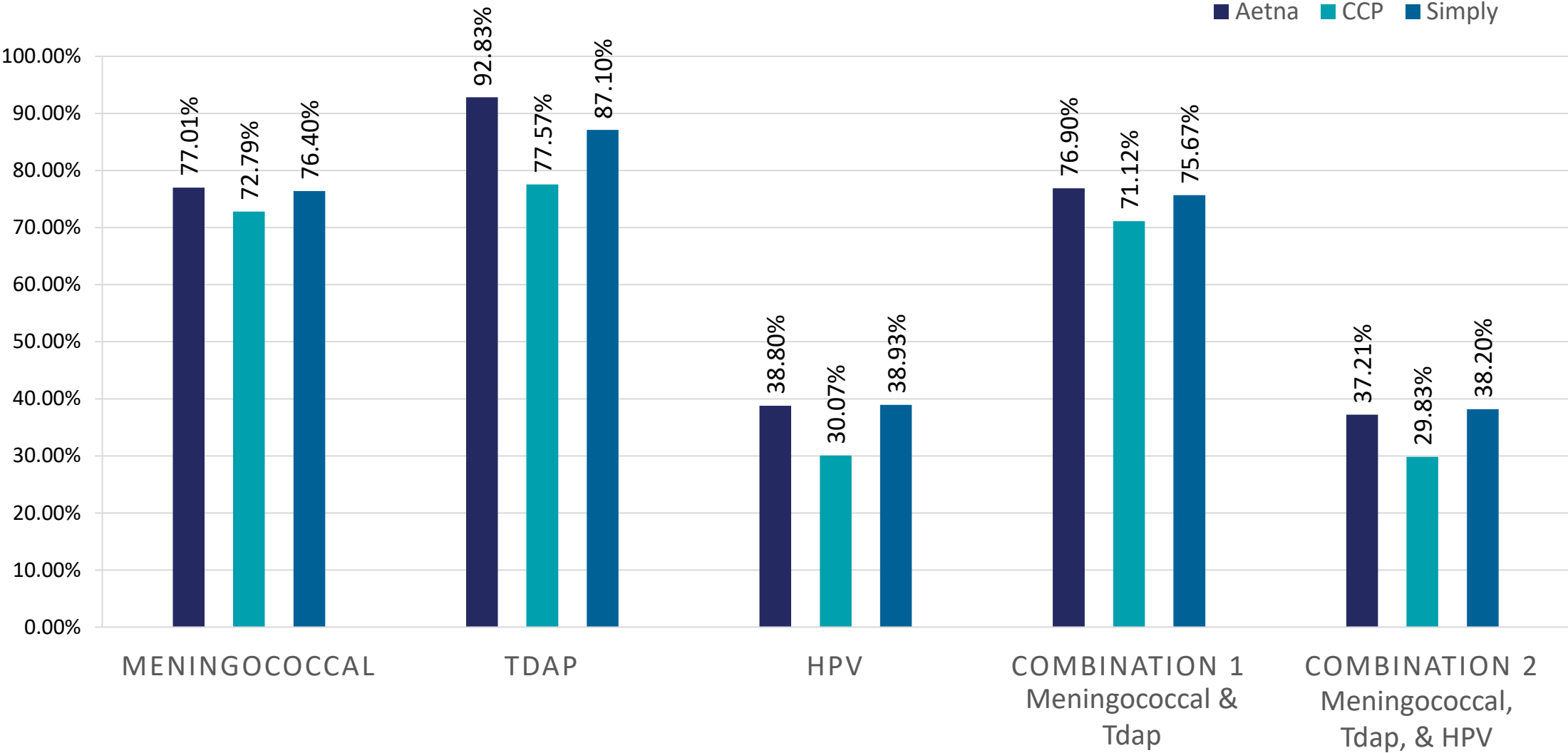
# Child & Adolescent Well-care Visits Total, Over Time



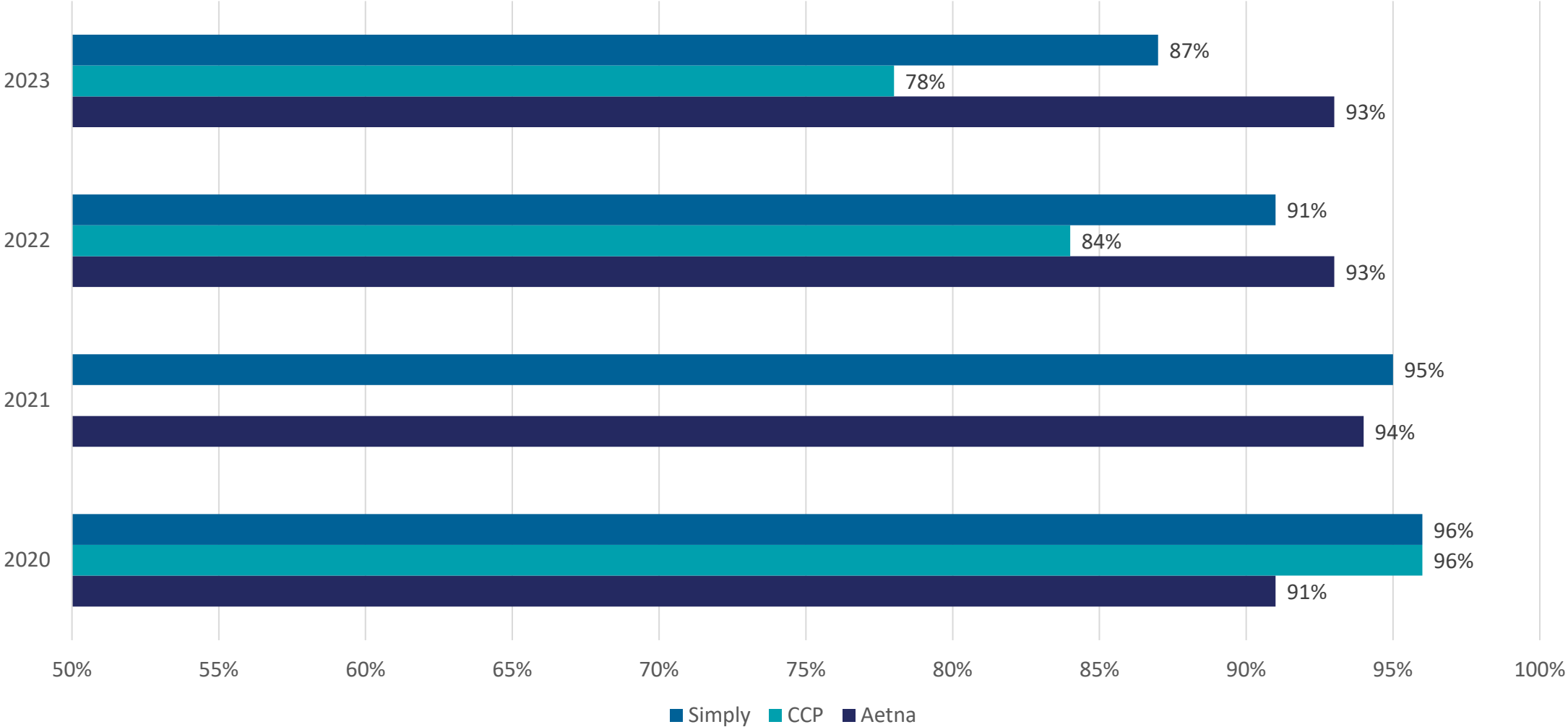
# Child & Adolescent Well-Care Visits



# Adolescent Immunizations

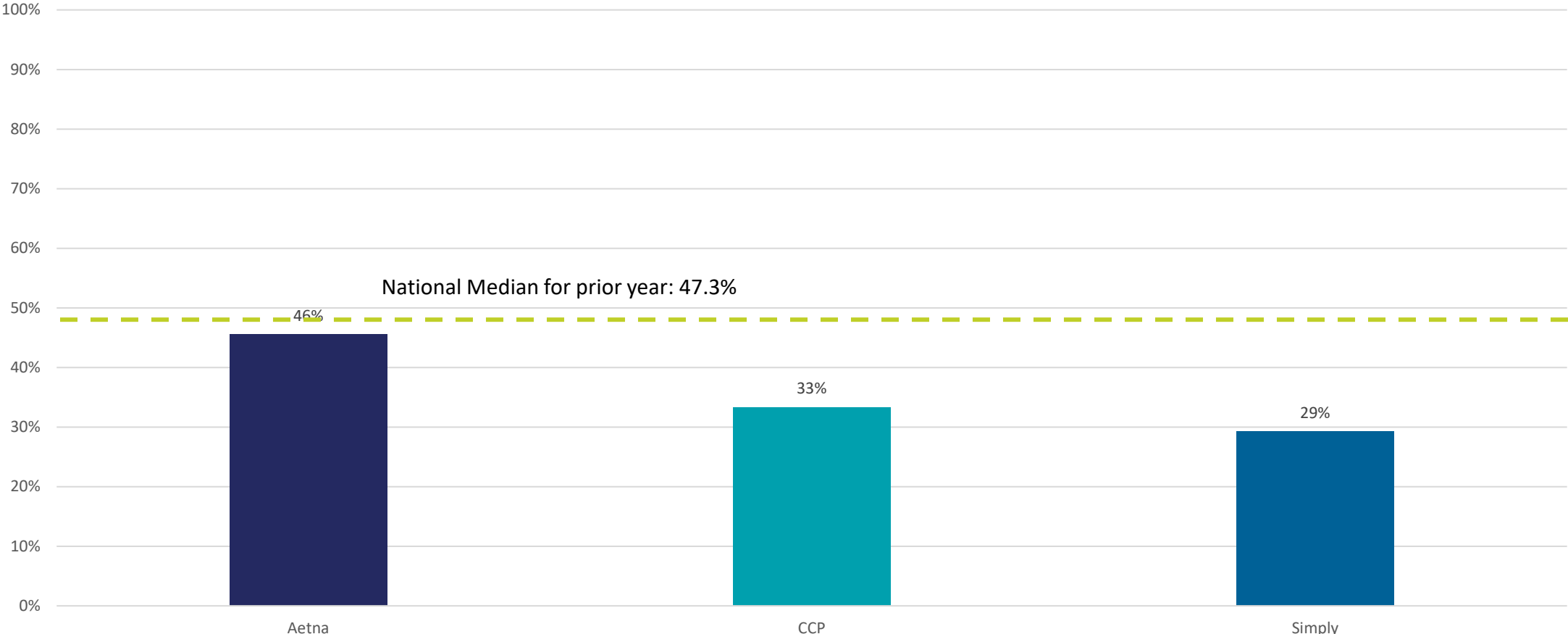


# Tdap, Over Time



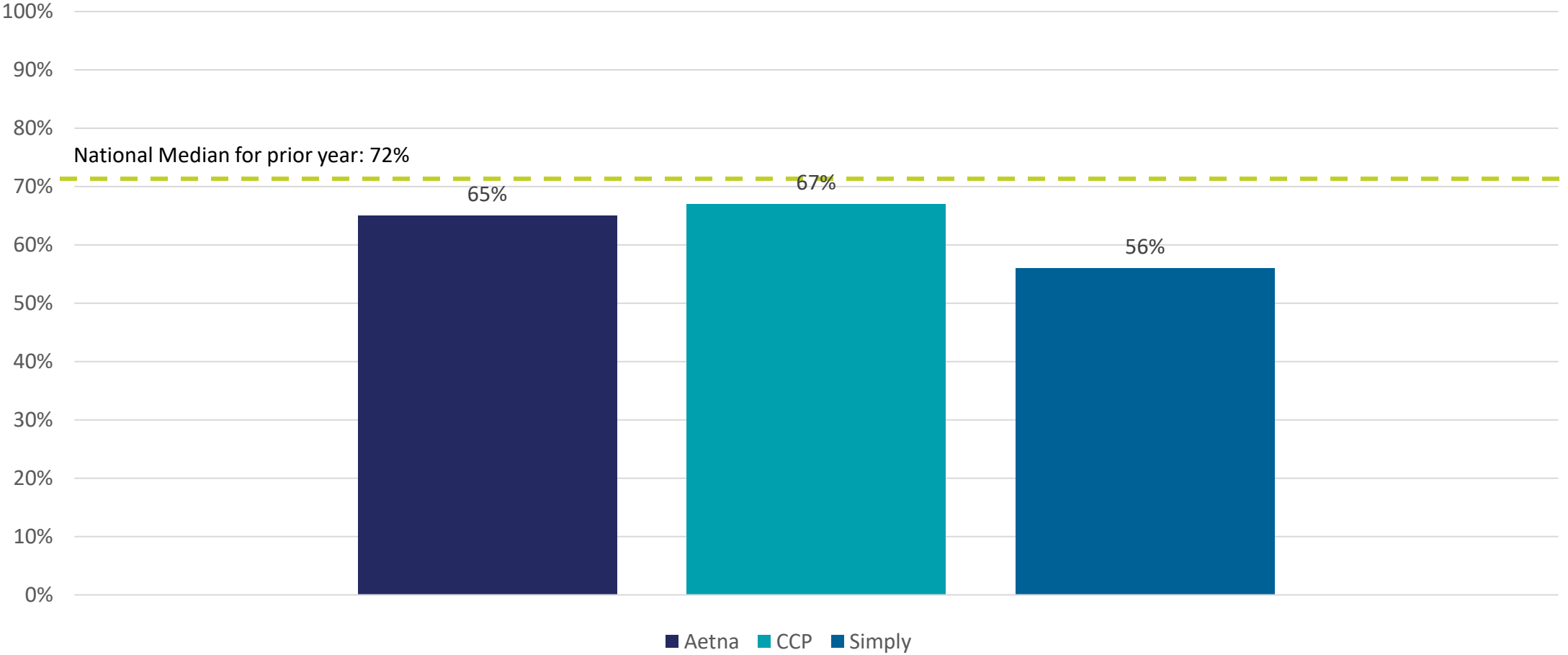
Source: Qsource 2024 Performance Measure Validation Reports

# Follow-Up after Hospitalization for Mental Illness – 7 Days



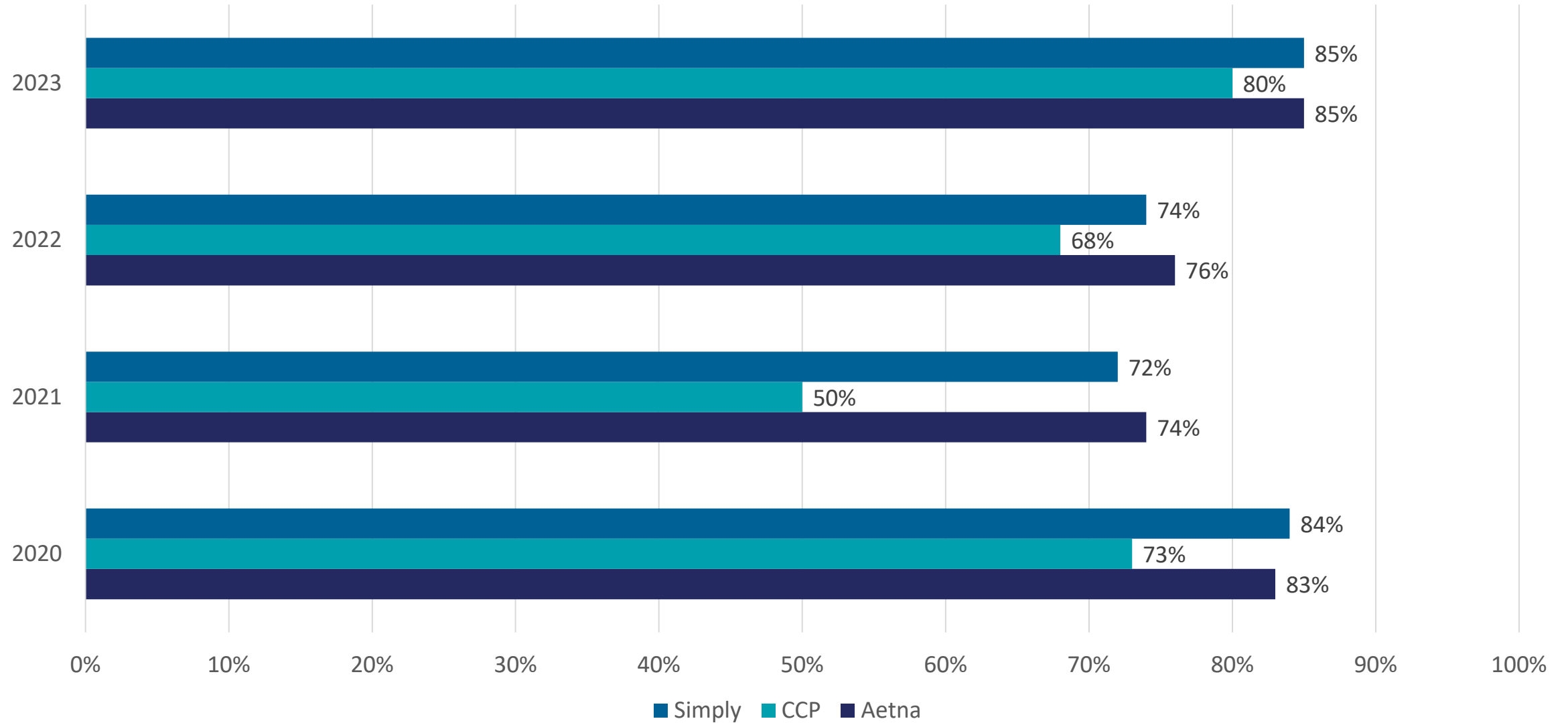
Source: Qsource 2024 Annual Network Adequacy Reports

# Follow-Up after Hospitalization for Mental Illness – 30 days

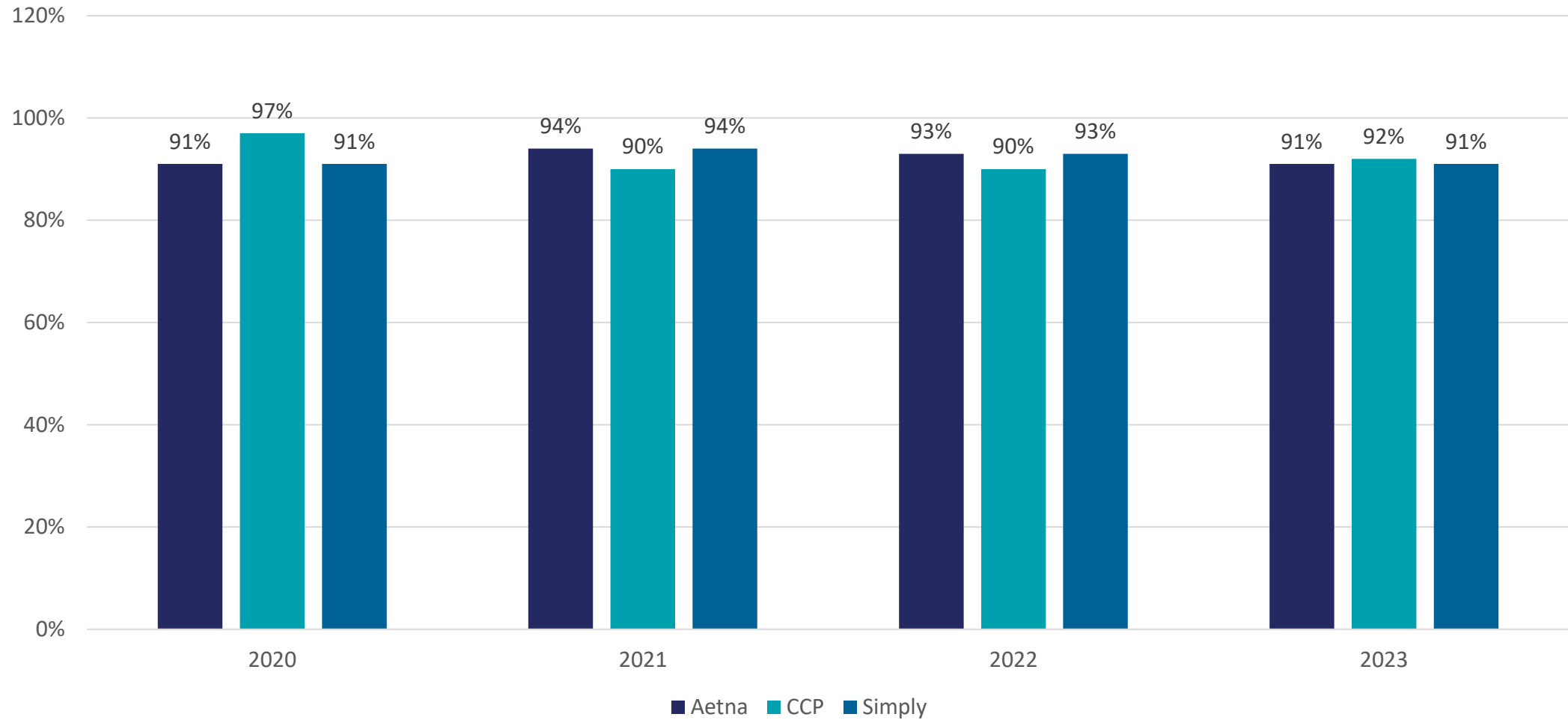




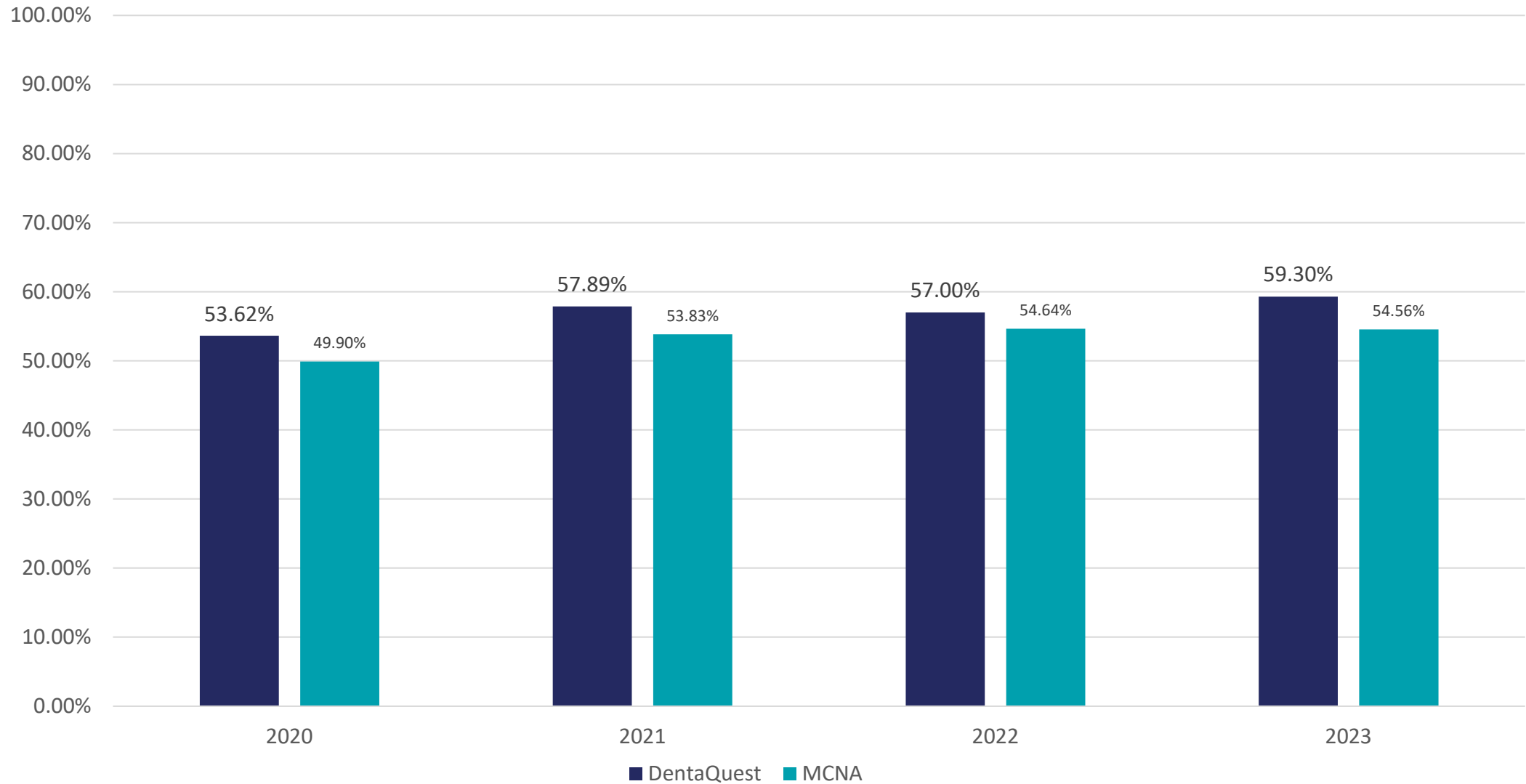
# Appropriate Testing for Pharyngitis



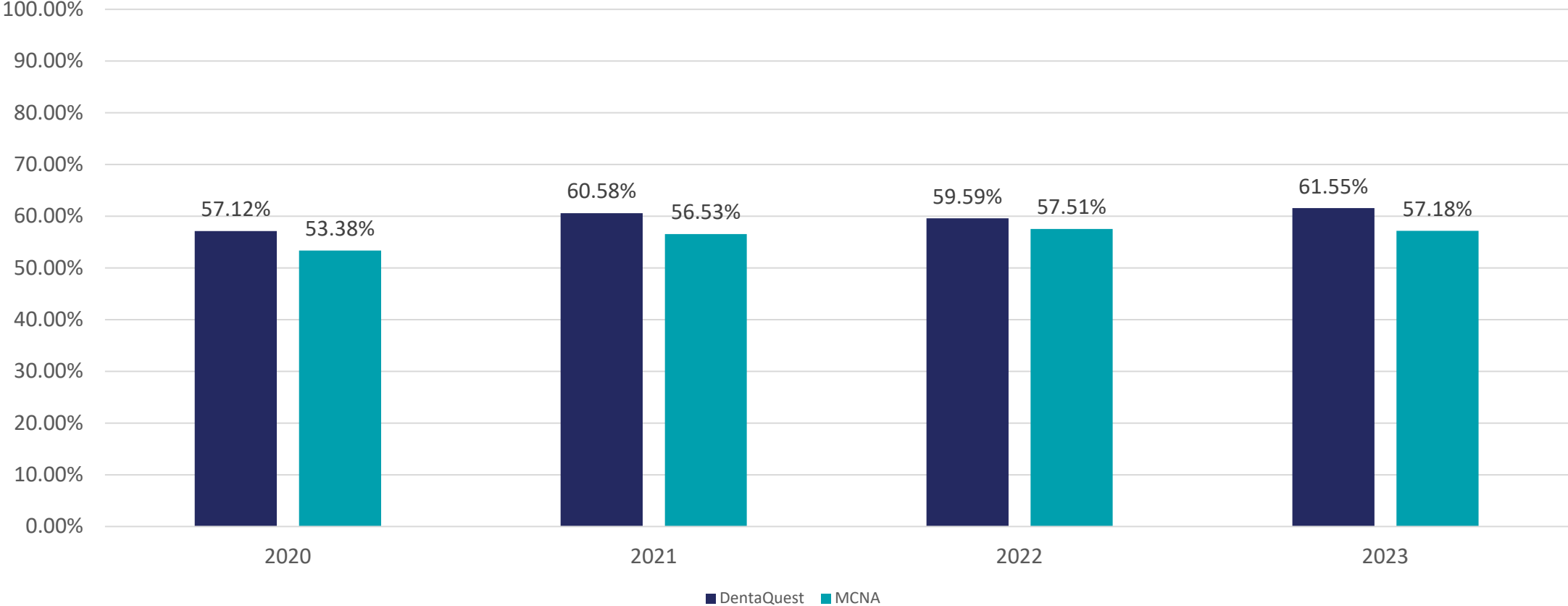
# Appropriate Treatment for Children with Upper Respiratory Infection



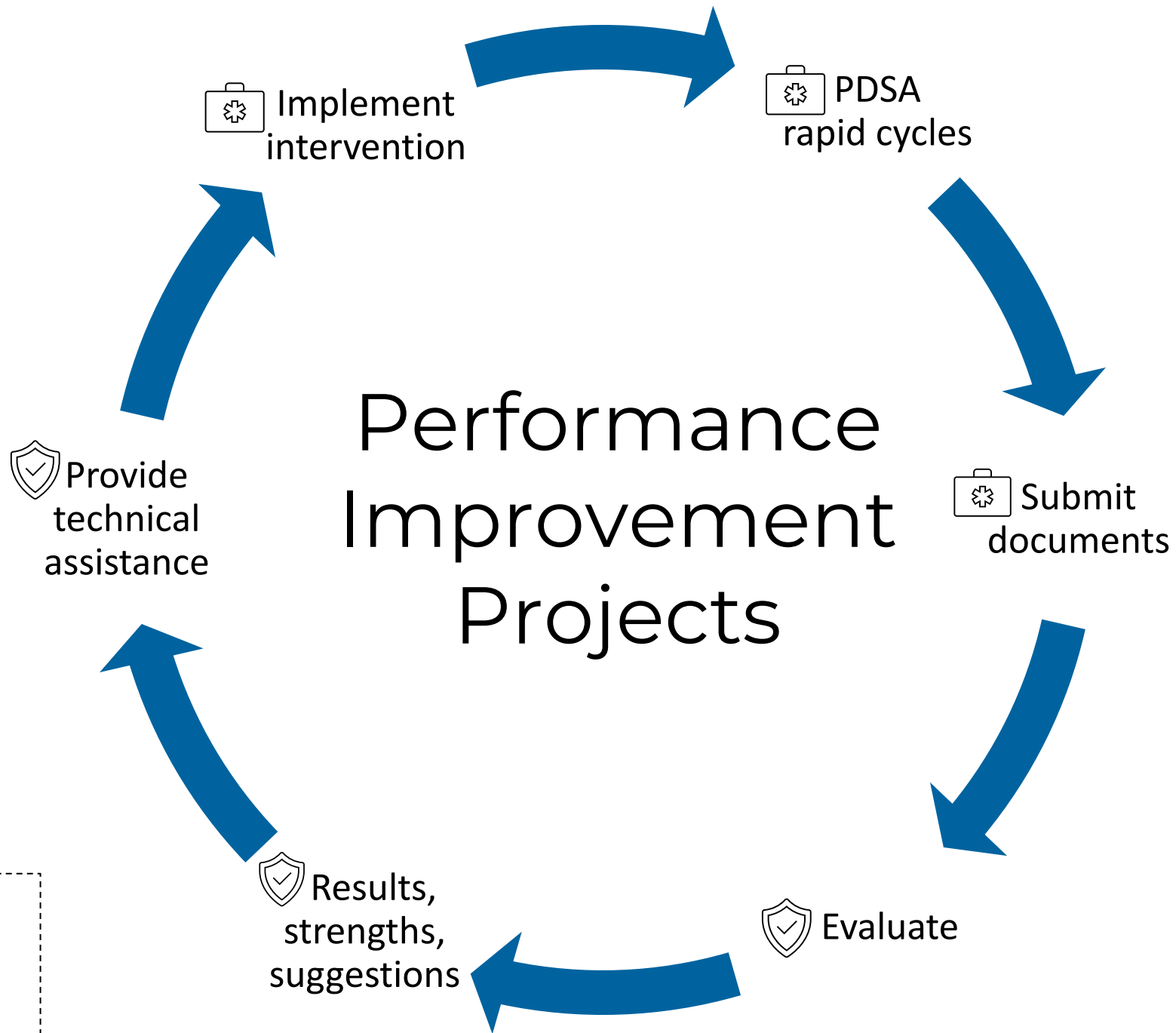
# Enrollees Receiving Preventive Dental Services



# Enrollees Enrolled 11 Months Receiving Any Dental Service

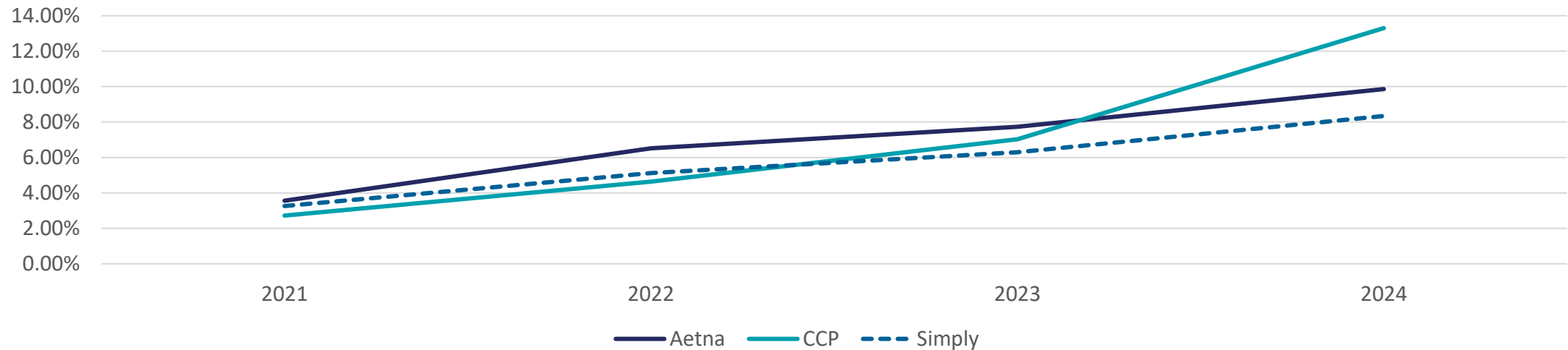


Source: Qsource 2024 Performance Measure Validation Reports



# Health Clinical PIP: Screening for Depression & Follow-up Ages 12-17

| Plan   | Validation Score | Validation Rating 1 | Validation Rating 2 | Key Measure |
|--------|------------------|---------------------|---------------------|-------------|
| Aetna  | 100%             | High Confidence     | High Confidence     | 9.86%       |
| CCP    | 93.18%           | High Confidence     | High Confidence     | 13.30%      |
| Simply | 91.49%           | High Confidence     | High Confidence     | 8.34%       |



# Health Administrative Non-clinical PIPs

| Plan   | PIP Topic   | Validation Score | Validation Rating 1 | Validation Rating 2 | Key Measure                                |
|--------|---|------------------|---------------------|---------------------|--|
| Aetna  | Timely Follow-up for Patients After They Have Been Hospitalized for Mental Illness—7-Days           | <b>100%</b>      | High Confidence     | High Confidence     | 45.08%                                     |
| CCP    | Follow-up After Hospitalization for Mental Illness—7 Days   | <b>85.42%</b>    | Moderate Confidence | Moderate Confidence | 32.61%                                     |
| Simply | Improving Care Coordination to Improve Follow-up Care for Children Prescribed ADHD Medication (ADD) | <b>100%</b>      | High Confidence     | High Confidence     | Initial Rx: 47.63%<br>Continued Rx: 69.42% |

# Dental Clinical PIP: Preventive Dental Services

| Plan       | Validation Score | Validation Rating 1 | Validation Rating 2 | Key Measure |
|------------|------------------|---------------------|---------------------|-------------|
| DentaQuest | 100%             | High Confidence     | Low Confidence      | 48.80%      |
| Liberty    | 96.77%           | High Confidence     | Moderate Confidence | 43.88%      |
| MCNA       | 100.00%          | High Confidence     | Low Confidence      | 40.44%      |





# Dental Administrative Non-clinical PIPs

| Plan       | PIP Topic                                  | Validation Score | Validation Rating 1 | Validation Rating 2 | Key Measure |
|------------|--|------------------|---------------------|---------------------|-------------|
| DentaQuest | Increasing After Hours Care                | <b>97.50%</b>    | High Confidence     | Low Confidence      | 48.26%      |
| Liberty    | Access to Care in Rural and Urban Counties | <b>81.81%</b>    | Moderate Confidence | Moderate Confidence | 96.47%      |
| MCNA       | Annual Dental Visit                        | <b>100.00%</b>   | High Confidence     | Moderate Confidence | 57.36%      |

# Network Adequacy

- Point in time assessment: March 2024
- Time and distance standards for urban and rural areas
- Detailed provider types: 13 for health and 3 for dental
- Appointment availability, including communication to members and providers



# Health Network Adequacy Standards

Time 

Distance >> 

| Provider Type                                 | Urban | Rural | Urban | Rural |
|---|-------|-------|-------|-------|
| Primary Care Provider (PCP) – Family Medicine | 20    | 20    | 20    | 20    |
| PCP – Pediatrics                              | 20    | 30    | 20    | 30    |
| Allergy & Immunology                          | 30    | 60    | 30    | 45    |
| Dermatology                                   | 30    | 60    | 30    | 45    |
| Obstetrics & Gynecology                       | 30    | 30    | 30    | 30    |
| Optometry                                     | 30    | 60    | 30    | 45    |
| Otolaryngology (ENT)                          | 30    | 60    | 30    | 45    |
| Behavioral Health – Pediatric                 | 30    | 60    | 30    | 45    |
| Behavioral Health – Other                     | 30    | 60    | 30    | 45    |
| Specialist – Pediatric                        | 20    | 40    | 20    | 30    |
| Specialist – Other                            | 20    | 20    | 20    | 20    |
| Hospital                                      | 30    | 30    | 20    | 30    |
| Pharmacy                                      | 15    | 15    | 10    | 10    |

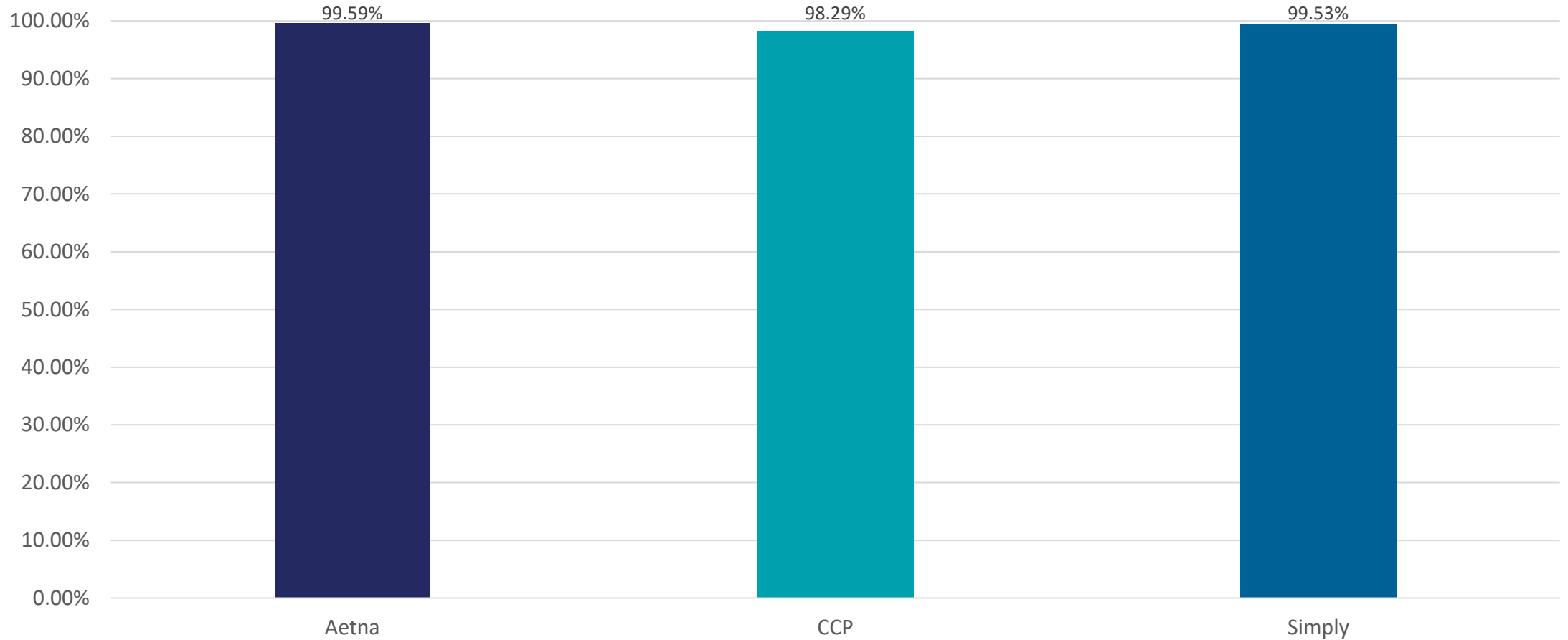
# Dental Network Adequacy Standards

Time 

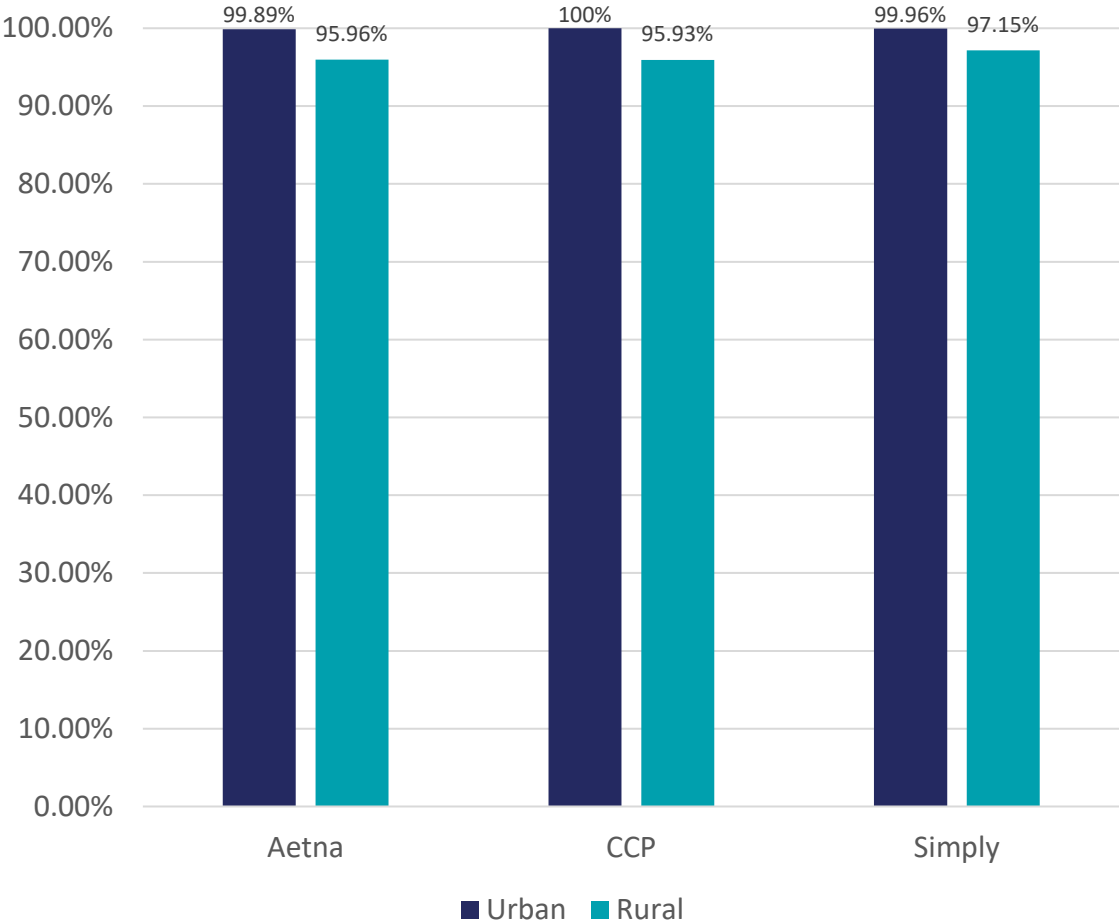
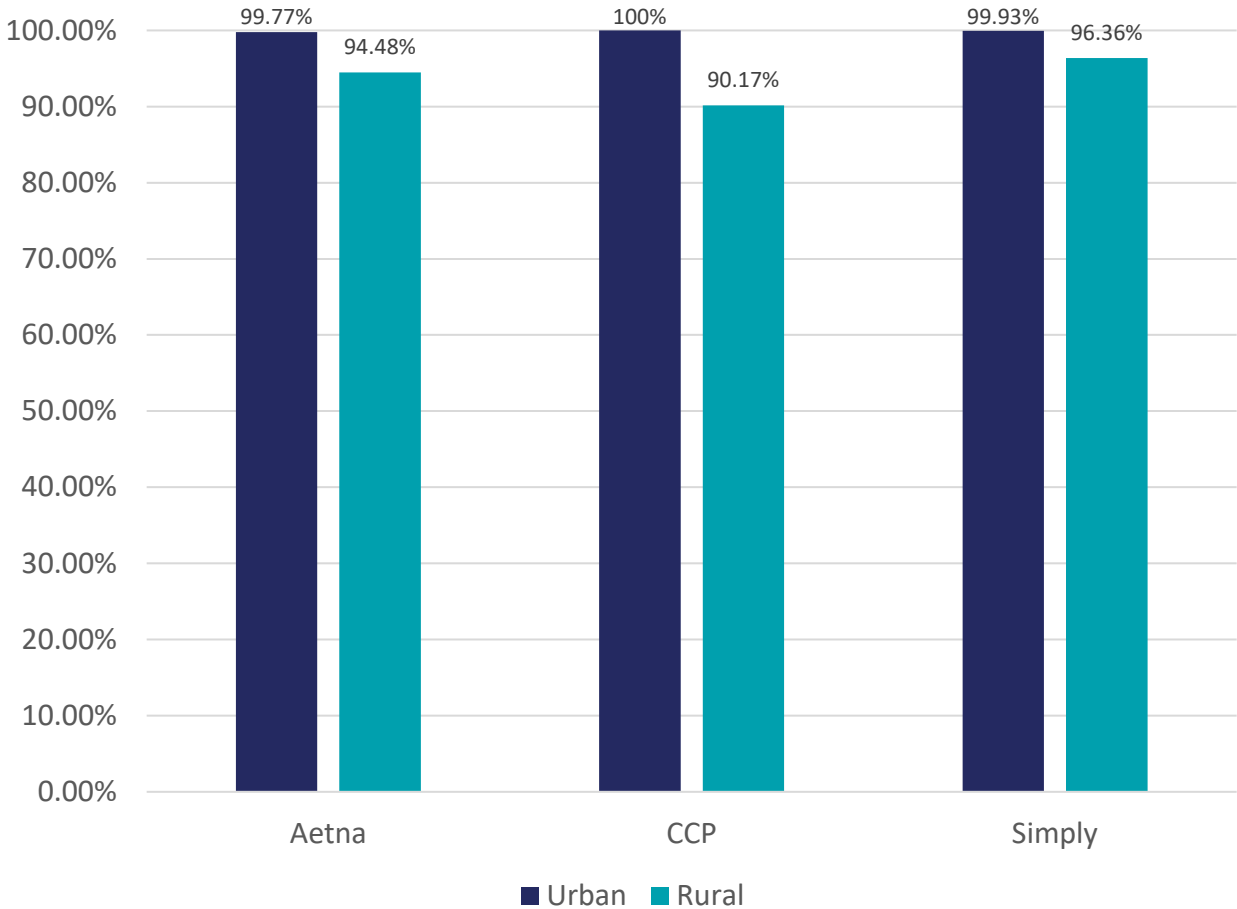
Distance >> 

| Provider Type         | Time  |       | Distance |       |
|-----------------------|-------|-------|----------|-------|
|                       | Urban | Rural | Urban    | Rural |
| Primary Care Dentists | 20    | 30    | 20       | 30    |
| Dental Specialists    | 20    | 40    | 20       | 30    |
| Orthodontists         | 30    | 70    | 20       | 50    |

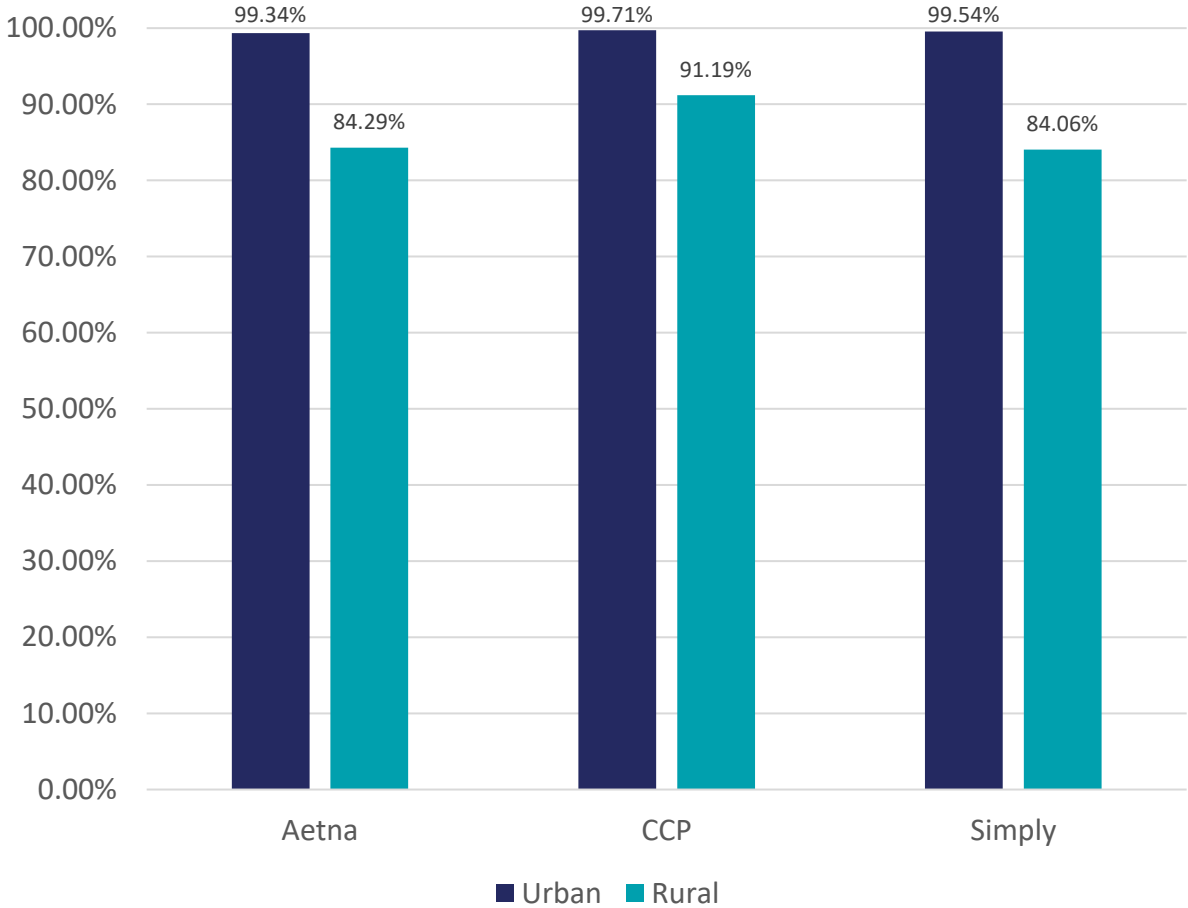
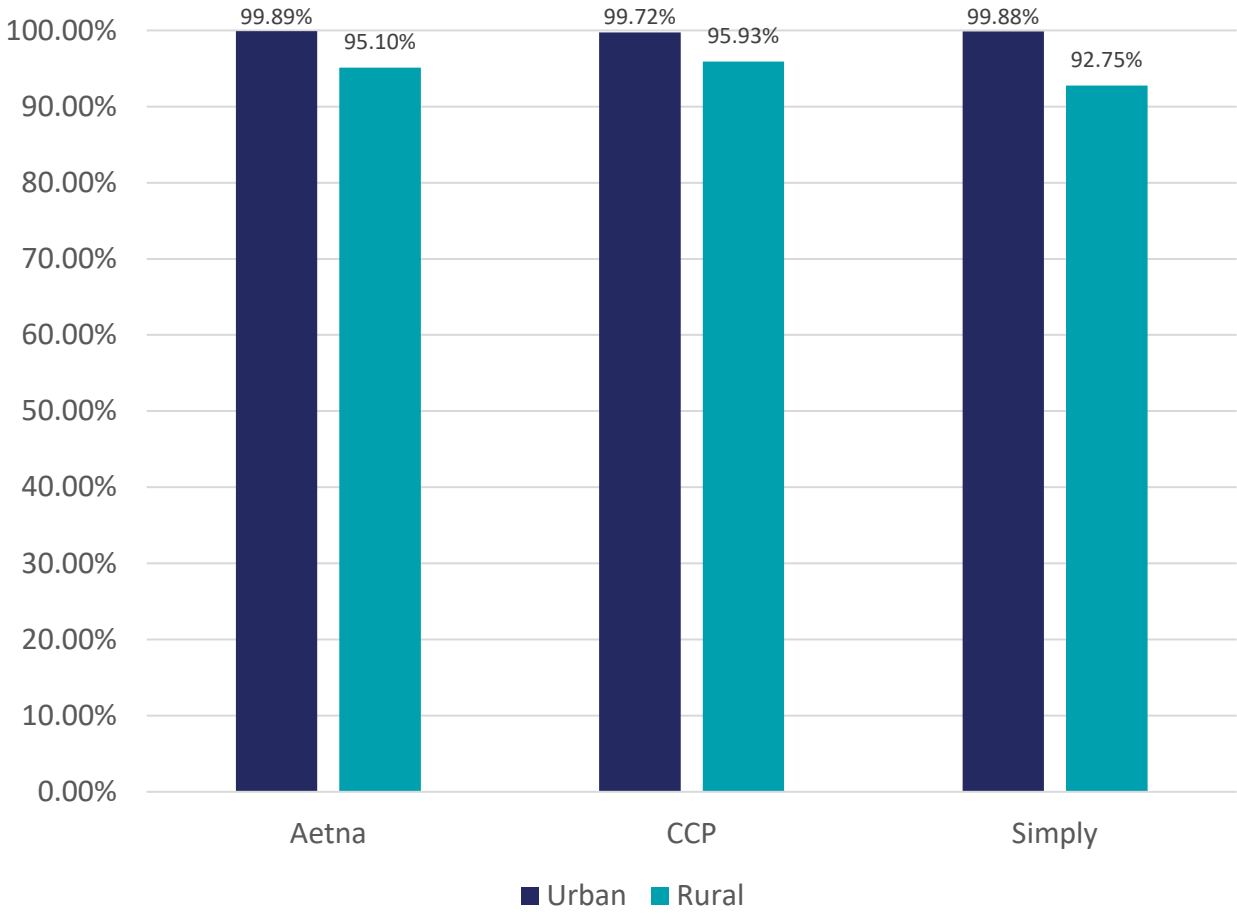
# Health Overall Weighted Network Adequacy Score



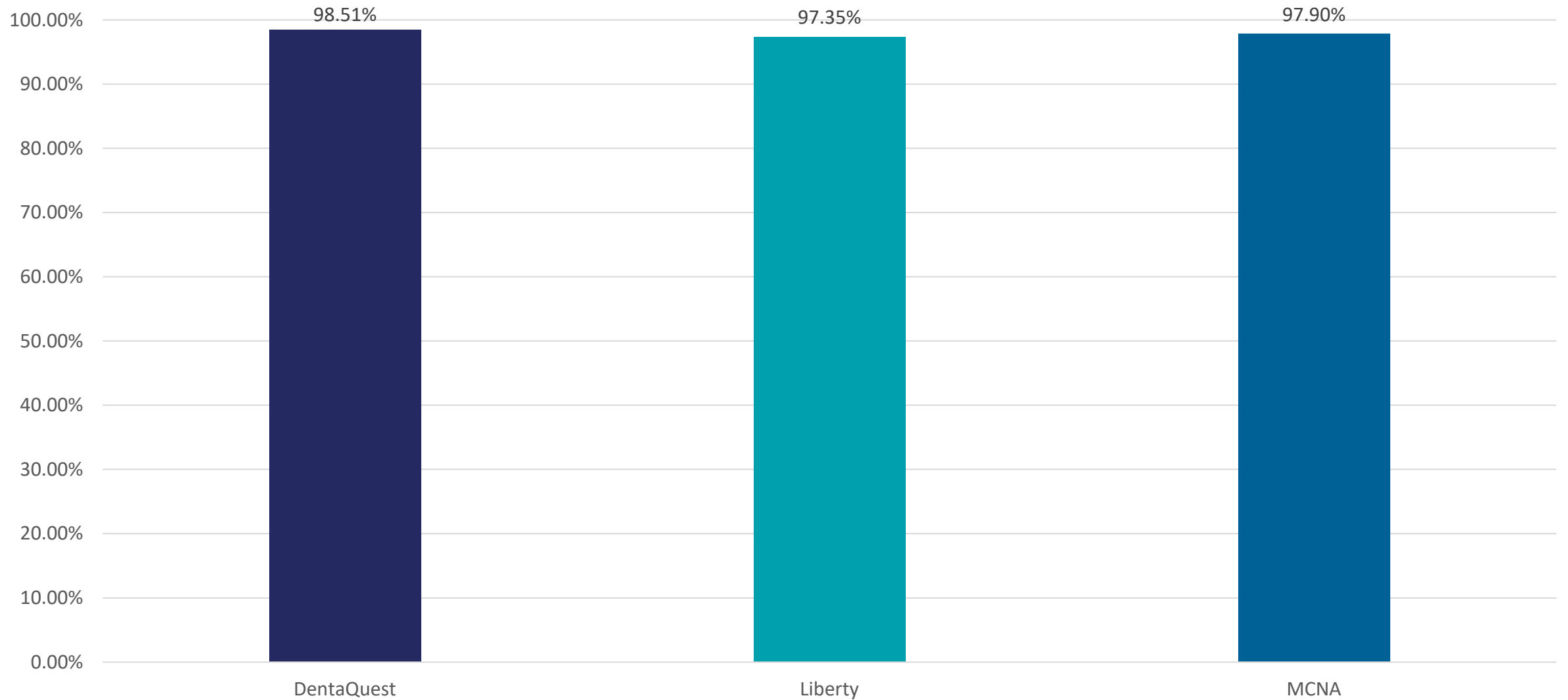
# Family Medicine



# Pharmacy

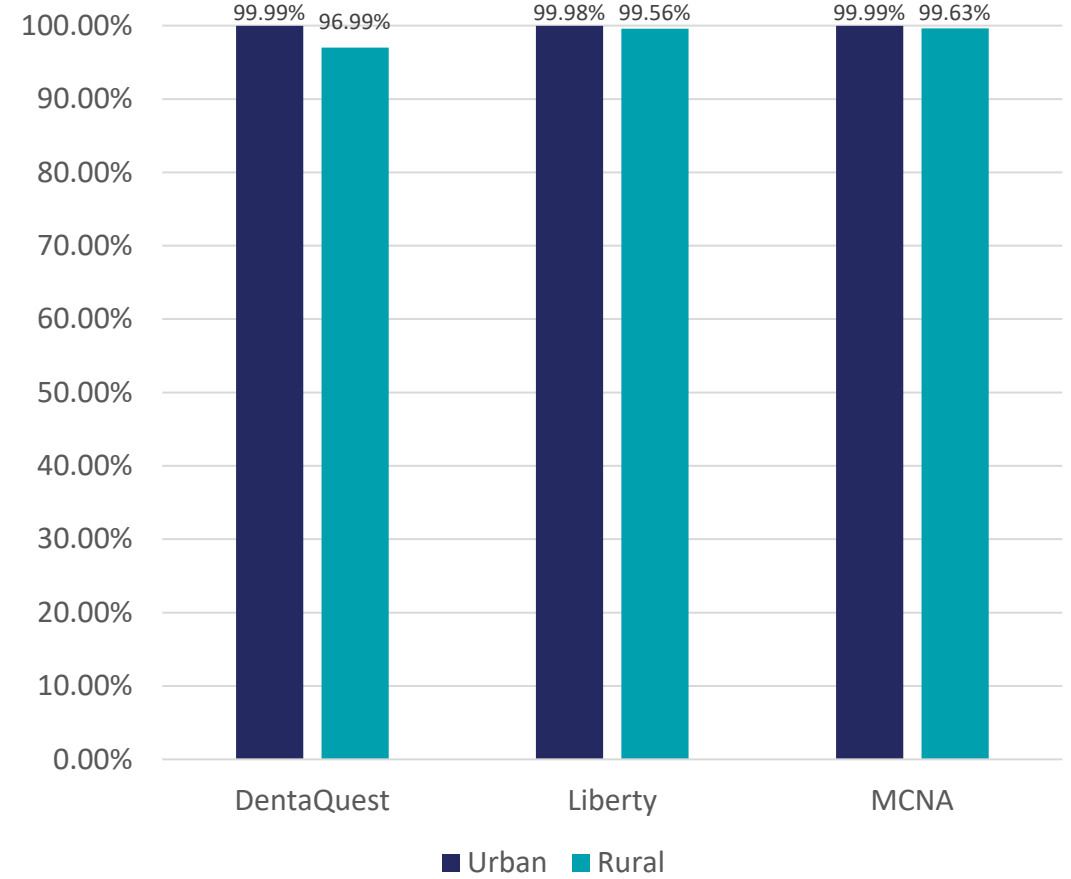
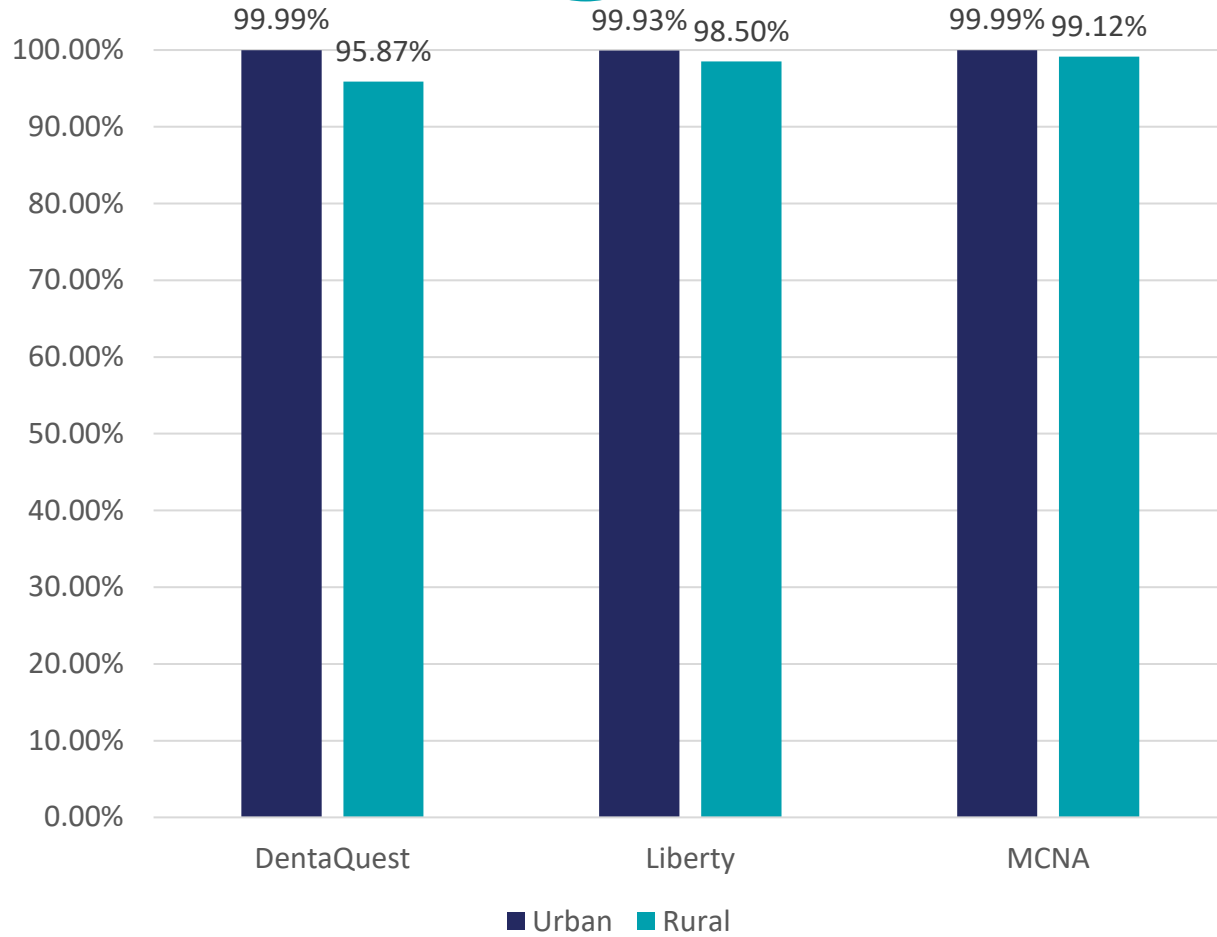


# Dental Overall Weighted Network Adequacy Score

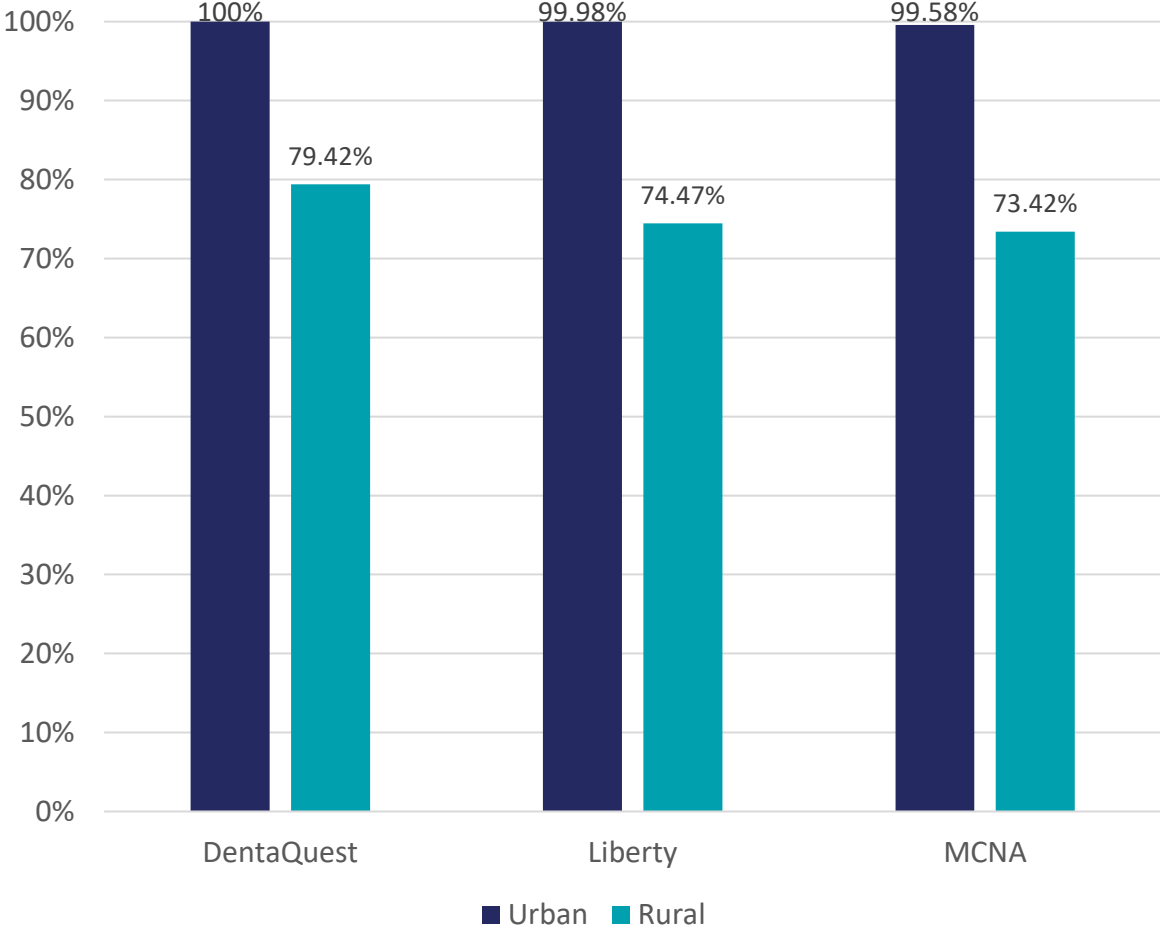
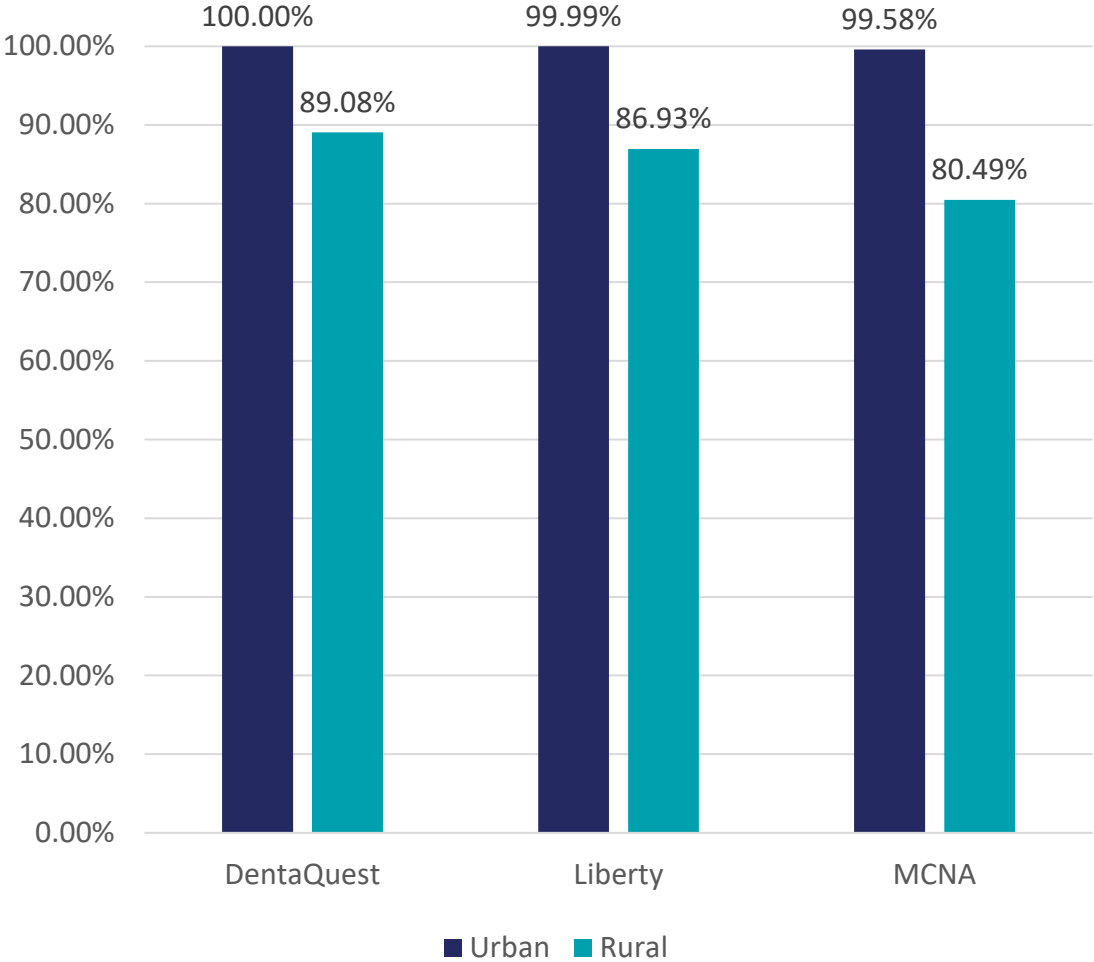




# Primary Care Dentists



# Orthodontists





# 2024 Performance Standards

## Maximus - Call Center

79.9%

**Incoming Calls Answered**  
80% answered within 60 seconds.

100.0%

**Response to Contacts from Customers**  
100% answered within 2 business days

97.7%

**Abandon Call Rate**  
Less than 95% of all calls abandoned

94.3%

**Average Monitoring Score**  
90% for tenured agents

99.9%

**Blocked Call Rate**  
Less than 99% of incoming calls blocked

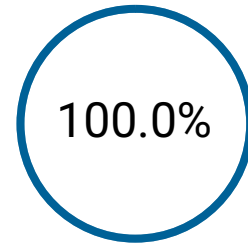
98.5%

**First Call Resolution**  
86% of initial calls are addressed during the first call

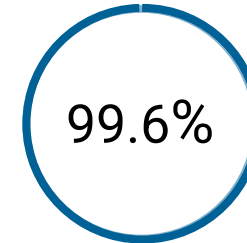


# 2024 Performance Standards

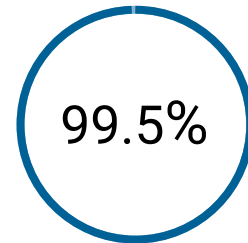
## Maximus - Eligibility Processes



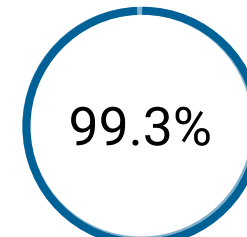
Applications Processing  
100% within 7 business days



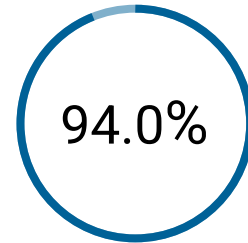
Outgoing Correspondence  
100% mailed within 1 business day, 2 business days for web letters



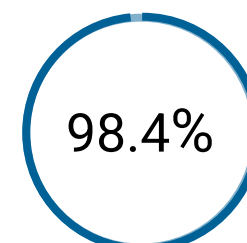
Eligibility Processing Accuracy  
97% of application eligibility accuracy



Outgoing Correspondence Accuracy  
97% processed accurately



Incoming Correspondence  
100% linked and processed within 4 business days

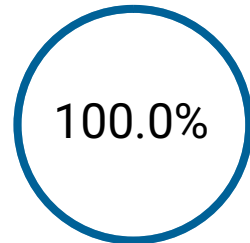


Returned Mail Processed  
100% within 3 business days of receipt



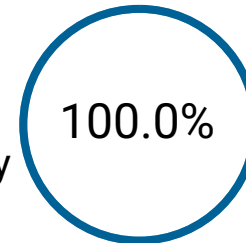
# 2024 Performance Standards

## Maximus - Financial



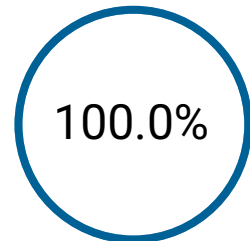
Premium Payment Processing

100% within one business day of receipt



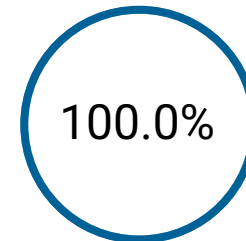
Accounts Refund Processing

100% submitted to FHKC by the 20th day of each month



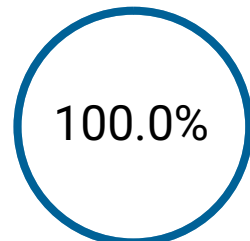
Payment Transaction Accuracy

99% error-free



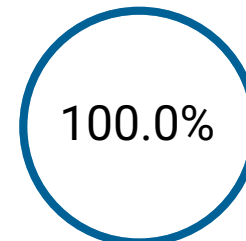
Account Refund Accuracy

99% error-free



NSF Payments Processing

100% within two business days of receipt



Account Financial Balance Accuracy

100% of financial account balances are error-free

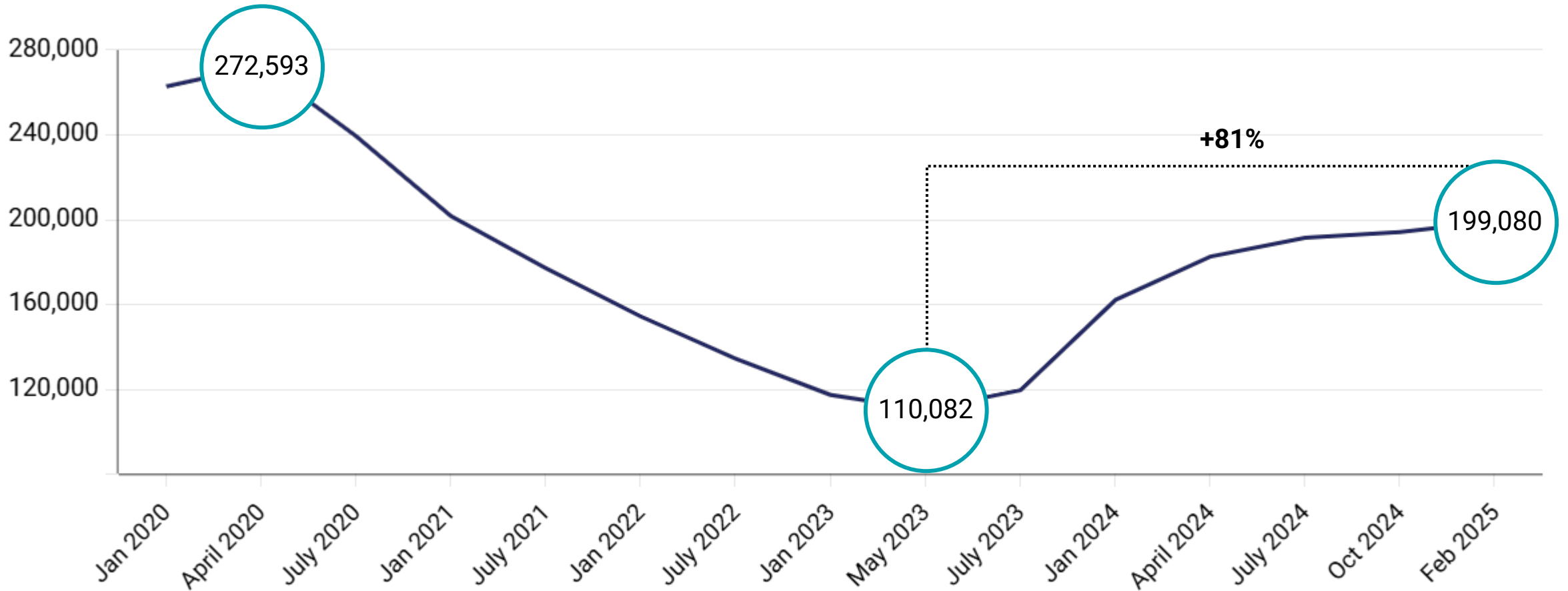
# COO Report

- Federal CMS Unwinding Audit
- Enrollment



# KidCare Enrollment

CMS Health Plan, Healthy Kids CHIP and Full Pay, MediKids CHIP and Full Pay



Presentation

# Resources

## Annual Quality Reports

Qsource 2024 Reports

## Performance Guarantees

Maximus Monthly Performance Standard Reports Calendar Year 2024

## KidCare Enrollment

FHKC February 2025 Enrollment Data