Ohio Department of Medicaid

Methodology
- 2025 MCO Report Card -

Hilary Metelko Rosebrook and Jon Barley, ODM

Ohio Department of Medicaid

Purpose of the MCO Report Card

To provide **Medicaid consumers** with a tool to **determine which MCO** would best meet their needs.

The report card is targeted towards a consumer audience; therefore, it must be **user friendly**, **easy to read**, and address **areas of interest** for consumers.

Department of Medicaid

MCO Report Card Domain Measures (Definitions)

Access to Care

- Being able to use health care services when you need them to achieve the best health outcomes

Administrative Ease

- Practices or measures that simplify and streamline administrative tasks, reducing paperwork and bureaucracy

Specialized Care

- How well your health plan helps with dental care, opioid use disorder, and quitting tobacco

Member Experience

- Members' experiences with the MCO

Ohio Department of Medicaid

Measures Included in Each Domain

Access to Care

- Timeliness of primary care appointment availability
- Rate of PCPs accepting new patients
- Provider directory accuracy
- Access to preventive/ambulatory health services (Adult)

Administrative Ease

- Standard Prior Authorization Timeliness
- Expedited Prior Authorization Timeliness
- Percent of Prior Authorization Appeals Sustained
- Dental PA Approval Rate
- Call Center Accuracy--overall response accuracy

Specialty Care

- Oral Evaluation, Dental Services (Ages 0-20)
- Use of Pharmaco-therapy for OUD (total)
- Tobacco Use Screening and Cessation (Ages 18+)

Member Experience

- Rating of All Health Care
- Getting Care Quickly
- Getting Needed Care
- Overall Health Plan Rating
- Customer Service

Ohio Department of Medicaid

Methods (illustrations follow)

Measure weights assigned based on type of measure:

- Process measure = 1; Patient experience measure = 1.5; Outcome measure = 3

Data converted to ratings using percentile distribution tiers (10th, 33rd, 66th, and 90th)

- CAHPS data based on NCQA Quality Compass 2024
- Other measure percentile distribution tiers based on participating MCOs (7)
- Measure weight assignments multiplied by the plan rating, resulting in weighted plan rating.
- Prior authorization measures are the only measures where lower score is better

Weighted ratings within each domain summed and divided by the sum of the weights for the average rating. NCQA rounding rules applied.

Percentile Distribution	Plan Rating	Weighted Plan Rating
Below the 10th percentile	1	1 * measure weight
At or between the 10th and 32nd percentiles	2	2 * measure weight
At or between the 33rd and 65th percentiles	3	3 * measure weight
At or between the 66th and 90th percentiles	4	4 * measure weight
At or above 90th percentile	5	5 * measure weight

Department of Medicaid

Domain Measure:
Access to Care

Contributing Measure	Data Source	Weight
New Patient - well visit appt. within 30 days	IPRO Access Surveys (IPRO) Spring 2024, Fall 2024	1
New Patient - sick visit appt. within 72 hours	IPRO Access Surveys (IPRO) Spring 2024, Fall 2024	1
Rate of PCPs accepting new patients (confirmed by survey)	IPRO Access Surveys (IPRO) Spring 2024, Fall 2024	1
Provider directory accuracy	IPRO Access Surveys (IPRO) Spring 2024, Fall 2024	1
Adults' Access to Preventive/Ambulatory Health Services, Total (HEDIS)	HEDIS MY2024	1

Ohio Department of Medicaid

Domain Measure:
Ease of Using Plan

Contributing Measure	Data Source	Weight
Percent of standard PA requests processed timely (10 calendar days)	ODM	1
Percent of expedited PA requests processed timely (48 hours)	ODM	1
Percent of PA appeals sustained (remained with original determination)	ODM	1
Dental PA Approval Rate	ODM	1
Call Center Accuracy	Call Center Survey Report (2025)	1

Department of Medicaid

Domain Measure:
Specialized Care

Contributing Measure (Adult + Child)	Data Source	Weight (Adult + Child)
Oral Evaluation, Dental Services (Ages 0-20)	HEDIS MY2024	1
Use of Pharmacotherapy for Opioid Use Disorder (Total)	HEDIS MY2024	1
Tobacco Use Screening and Cessation 18+ (Non-HEDIS)	ODM MY2024	1

Department of
Medicaid

Domain Measure:
Member Experience

Contributing Measure (Adult + Child)	Data Source	Weight (Adult + Child)
Rating of All Health Care (8,9,10)	CAHPS MY '24	3
Getting Care Quickly (Always + Usually)	CAHPS MY '24	3
Getting Needed Care (Always + Usually)	CAHPS MY '24	3
Rating of Health Plan (8,9,10)	CAHPS MY '24	1
Customer Service (Always + Usually)	CAHPS MY '24	3

Ohio Department of Medicaid