



## Children's Medical Services Health Plan 2020 Healthy Behaviors Annual Evaluation Title XXI

Children's Medical Services Health Plan (CMS) believes that healthy behaviors lead to improved health outcomes. Managing medical needs, improving habits that affect health, and taking advantage of preventative screenings are important. CMS members making healthy choices receive a reward after completing a healthy behavior.

Our program includes rewards for these activities:

- Stop smoking/tobacco program
- Weight loss program
- Alcohol and substance abuse recovery
- Well-child and adolescent visits
- Prenatal and postpartum care
- Diabetes management
- Women's screening
- Annual primary care provider visit

The Healthy Behaviors Program runs on a calendar year. The evaluation period of this report is July 1, 2019 – June 30, 2020. The table below lists the number of CMS members that earned rewards during the evaluation period.

Program	Members Enrolled	Members Completed
Smoking Cessation Program	0	0
Weight Management Program	3	1
Substance Use Disorder Program	0	0
Initial Primary Care Provider (PCP) Visit	7	7
Well-Child: 0-15 Months	1	0
Annual Well-Child: 3-6 Years	10	9
Annual Primary Care Provider (PCP) Visit 5-16 years (Backpack)	0	0
Annual Adolescent Check Up	25	24
Initial Prenatal Care Visit	0	0
Second Prenatal Care Visit	0	0

<b>Program</b>	<b>Members Enrolled</b>	<b>Members Completed</b>
Postpartum Care Visit	0	0
Diabetes: Annual Eye Exam	1	0
Diabetes: Annual Ab1A1C Control	1	0
Diabetes: Blood Pressure Control	1	0
Chlamydia Screening	1	0

Members were not eligible for a Healthy Behaviors reward until October 1, 2019, which affected enrollment numbers. Other barriers include reports of difficulty accessing and navigating the website, lack of interest (not a priority), and lack of member/guardian follow through. We engaged the digital communications team regarding the opportunities identified related to the portal. The Children’s Medical Services Health Plan continues to engage members in the Healthy Behaviors Program. Provider Relations Representatives and Quality Practice Advisors educate providers on each of the available programs. Providers are encouraged to refer members to the programs. Care Management staff and Patient Care Advocates promote the programs and refer members as appropriate; i.e. tobacco users are encouraged to use the tobacco cessation program; obese members encouraged to use the weight loss program, diabetic members encouraged to use the diabetes management program, etc. They continue to work with members to schedule appointments and address care gaps (well-child visits, screenings, etc.). Additionally, Customer Service Representatives educate members about care gaps during inbound calls and offer assistance with scheduling appointments and arranging transportation.