

Miami Children’s Health Plan
Healthy Behaviors Annual Evaluation Report
December 1, 2019 - June 30, 2020

Healthy Behavior Incentive Programs

Miami Children’s Health Plan “MCHP” Healthy Behavior Incentive programs are designed to promote the completion of medically appropriate health and wellness activities that decrease disease burden and promote healthy lifestyles. The successful completion of member activities will be tracked via medical and pharmacy claims data, care coordination notes, and provider documentation when needed. The member must enroll in the Health Behavior Program to be eligible for incentives. Upon completion of the program, the member may receive a gift card incentive. Members can only receive an aggregate maximum annual incentive of \$50.00. MCHP’s healthy Behavior Programs are described in the below table.

Program Name	Program Overview	Program Duration	Member Qualification for Benefits
Smoking Cessation	<p>Evidence-based Smoking Cessation programs recognized by medical professionals have been shown to be an effective method of treating tobacco and nicotine abuse.</p> <p>MCHP uses a smoking cessation program as a tool to help our members improve their overall health. Smoking cessation aids such as nicotine gums and patches will be covered as part of the program.</p>	90 Days	<p>The member must agree to enrollment in the program. The care coordination team will coordinate with the member’s PCP to assist the member with obtaining any PCP prescribed clinical testing or evaluation. The care coordination team will update the PCP of the member’s progress during the enrollment period. In addition, the PCP will be notified if the member completes or fails to complete the program.</p> <p>The member will be assessed for goals and objectives. Upon enrollment into the program, the member will complete a series of tobacco cessation coach sessions to address barriers and challenges to smoking and tobacco cessation.</p> <p>Successful completion of the program will require the member to attend all coaching sessions and have goals, objectives, tools, and a plan to become nicotine and tobacco free.</p> <p>Successful Completion of the program qualifies the member to receive an incentive as above described.</p>
Weight Loss Management	Medically approved interventions with milestones for weight loss with ongoing supervision by a provider have been shown to be	90 Days	The member must agree to enrollment in the program. The care coordination team will coordinate with the member’s PCP to assist the member with obtaining any PCP prescribed

Program Name	Program Overview	Program Duration	Member Qualification for Benefits
	<p>an effective method to stimulate making healthier decisions and decrease weight. MCHP targets members with a BMI of 30 or greater for program education and enrollment. MCHP uses this program as a tool to help members better their overall health and quality of life outcomes.</p>		<p>clinical testing or evaluation. The care coordination team will update the PCP of the member's progress during the enrollment period. In addition, the PCP will be notified if the member completes or fails to complete the program.</p> <p>The member will be assessed for goals and objectives. Upon enrollment into the program, the member will complete a dietary consult and Health Coaching sessions to ensure the member understands dietary and nutrition requirements. The member will be encouraged to keep a journal that details dietary choices, barriers, successes, weight, and goals.</p> <p>The goals of the health coach sessions is for the member to teach back the information shared in each meeting and verbalize the effect of the information on the member's weight loss goals.</p> <p>Successful completion of the program requires the member to attend health coaching sessions, verbalize understanding of dietary and nutritional needs, keep an updated journal, and accomplish recommended weight loss goals as defined by the dietary consult and the member.</p> <p>Successful Completion of the program qualifies the member to receive an incentive as above described.</p>
<p>Alcohol and Substance Abuse Recovery</p>	<p>Evidence-based Alcohol and Substance Abuse interventions that are recognized by medical professionals have been shown to assist in the treatment of those with alcohol and substance addiction.</p> <p>MCHP endorses a recovery-oriented approach which leverages the entire continuum of care and incorporates community-based resources to support resilience and recovery for individuals with substance use needs. Through addressing medical, behavioral, social, and environmental components of an individual's experience, our Healthy Behaviors</p>	<p>90 days</p>	<p>The member must agree to enrollment in the program. If the member consents to PCP involvement, the care coordination team will coordinate with the member's PCP to assist the member with obtaining any PCP prescribed clinical testing or evaluation. Should the member choose not to have the PCP involved in the program, the care team will not contact the member's PCP.</p> <p>Should the member consent to PCP involvement, the care coordination team will notify the PCP of the member's enrollment in the program and update the PCP of the member's progress during the enrollment period. In addition, the PCP will be notified if the member completes or fails to complete the program.</p> <p>The member will be assessed for goals and objectives of enrollment into the program. Upon enrollment into the program, the member will</p>

Program Name	Program Overview	Program Duration	Member Qualification for Benefits
	<p>program aims to promote behavior change, awareness of resources, and access to appropriate care.</p> <p>MCHP provides members with direct and easy access to a wide range of evidence-based treatment modalities, community resources, support groups, and dedicated Care Coordinators, with the goal of increasing the likelihood of better health outcomes for the member.</p>		<p>complete a series of coaching sessions and be provided with community-based resources with the goal of helping the member learn how to independently access and utilize community resources and supports to meet medical, behavioral, social, and environmental needs. In addition, the member is encouraged to engage in activities that improve health and reduce the risk of potentially preventable events.</p> <p>Successful completion of the program requires the member to attend coaching sessions; demonstrate knowledge of condition; verbalize plan for ongoing self-management; identify healthcare team and understanding of how to engage them for support; name at least one natural support available within the community; and demonstrate awareness of how to access local recovery groups.</p> <p>Successful Completion of the program qualifies the member to receive an incentive as above described.</p>

Member Identification and Enrollment

MCHP proactively notifies members of the availability of the Healthy Behaviors Programs using the following:

- Provider and Member Handbooks
- Provider and Member web portals
- Member outreach during HRA completion
- Case Management Outreach
- Provider education during outreach visits

MCHP identifies members for enrollment into the Healthy Behaviors Programs using:

- Health Risk Assessments (HRAs)
- Self-Referrals
- Referrals from providers, family, responsible parties
- Case Management stratification and identification
- Utilization Management Referrals
- Behavioral Health Referrals
- Referrals from Community-based Organizations

Evaluation Methodology

MCHP will review each member's progress while enrolled in a Healthy Behavior Program to ensure the program meets the goals and objectives established by both MCHP and the member. We will encourage the member to provide feedback regarding the timing and duration of the coaching sessions and the members ability to access the community-based organizations to whom they have been referred. We will also share the member's experience with the PCP and other healthcare professionals, to identify opportunities for program improvement. All input will be reviewed, and proposed program changes will be evaluated using MCHP's formal quality improvement process.

Program Outcomes

MCHP saw a total of 7 members enrolled in the Healthy Behaviors Programs during this evaluation period. Healthy Behaviors Programs offer education related to lifestyle modification strategies and help to facilitate improved overall health outcomes. In parallel with the Healthy Behaviors programs, the MCHP suite of population health condition care management programs assist members in managing chronic conditions including but not limited to asthma, heart failure, diabetes, COPD, serious mental illnesses, and hypertension.

During the course of the members' enrollment in these plans, the care manager assesses the members needs and willingness to enroll in a Healthy Behavior Program for weight loss, smoking cessation, or substance abuse recovery, as part of their condition care enrollment program. The care manager describes each pertinent Healthy Behavior Program to the member, to include the guidelines and benefits for participation, program duration, program incentives, and incentive restrictions. Should the member choose not to enroll in a Healthy Behaviors Program, the member is provided with education and resource tools to manage their condition and promote healthier outcomes.

Healthy Behavior Program	Number of Enrollees Participating	Program Completion Rates	Number of Enrollees currently enrolled in programs but have not completed the Program Requirements	Program Length	Health Benefit Outcomes/Effectiveness
Smoking Cessation	3	0	0	90 Days	NA
Weight Loss	0	0	0	90 days	NA
Substance Abuse Recovery Program	4	0	0	90 days	NA

Improvement Plan

MCHP will continue to educate members and providers and encourage members to enroll into Healthy Behaviors Programs using the following:

- Continue to ensure members and providers are aware of the programs and understand the associated benefits
- Educate members who qualify for the programs
- Encourage internal teams to refer members
- Proactively identify members for outreach and enrollment
- Continue to educate and encourage community-based organization to refer members for enrollment
- Collaborate with members to determine what aspects of the program worked best and solicit any suggested changes to improve the member's experience and program outcomes

Recognizing the benefits of healthy behavior programs, MCHP will engage members and providers to solicit feedback regarding the programs and identify opportunities for program improvements to ensure members meet their goals and objectives while promoting optimal health outcomes.