

# MEDICAID MINUTE

from the West Virginia Association of Health Plans

Welcome to Medicaid Minute from the West Virginia Association of Health Plans. Every month you can expect our newsletter to provide you with the most up to date information about the work Managed Care Organizations are doing within the Medicaid Program and for our state. We want to serve as a resource for your Medicaid questions.

## MCOs Exceed Member Satisfaction in Child Services

In order to satisfy the contractual agreement between each Managed Care Organization in West Virginia and the Bureau of Medical Services, the MCOs must conduct a survey to determine levels of member satisfaction. The survey focuses on measures taken from the adult and child member populations. The data collected will indicate to each plan what they are doing well while uncovering areas of improvement.

These surveys were administered in 2019 but are based on medical information and operations carried out in 2018. Qlarant, a solutions based company, provided a detailed report showing a combined average on how well the plans performed in certain areas against the national average. The aggregate results within the child population shows the three MCOs excelled in all areas of care when compared to the national average. Two of the highest measures were found in Getting Needed Care and Getting Care Quickly. These resulted in a score of 91.68% and 95.86% respectively, nearly 7% above the national average.

The MCOs of West Virginia are always looking to exceed plan performance and improve outcomes. We are proud of our efforts in providing excellent care and service to our Medicaid members, especially children.



West Virginia Association of  
**HEALTH PLANS**

## WV Medicaid Highlights\*

Total enrollment in WV Medicaid:

524,398 members

MCO Total Enrollment:

409,108 members

SSI Enrollment:

41,656

Expansion Enrollment:

163,724

TANF Enrollment:

203,728

MCO Age Demographics:

42% are 19 years old or younger

32% are 20-39 years old

26% are 40 years old or older

\* Data Source: DHHR report 8-1-20

## Good News Stories



This year The Health Plan has given \$100,000 to eleven non-profit organizations throughout the state of WV. COVID-19 has put a strain on local food banks, pantries and community kitchens, and THP wants to do their part in assisting these organizations in their efforts to help these communities.

