



magnolia health™

2023
Quality
Program Description

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INTRODUCTION

Magnolia Health is a quality-driven organization that adopts continuous quality improvement as a core business strategy for the entire health plan. Magnolia Health develops and implements a quality management strategy that is embedded within every staff role and department function, approaching quality assurance, quality management, and quality improvement as a culture, integral to all day-to-day operations. Each Magnolia Health operational area has defined performance metrics, with accountability to the Quality Improvement Committee and Board of Directors.

Magnolia Health acknowledges its obligation to provide members with a level of care that meets recognized professional standards and is delivered in the safest, most appropriate setting. Magnolia Health provides for the delivery of quality care with the primary goal of improving the health status of members by supporting the physicians and providers, who know what is best for their patients.

The Magnolia Health leadership team is committed to focusing clinical, network, and operational processes towards improving the health of members (including all demographic groups and those with special health care needs), enhancing each member's experience of care and service, and lowering the per capita cost of their health care. Magnolia is also committed to improving the work life of network providers and their staff as well as their overall experience and satisfaction. The Magnolia Health Quality Program applies a systematic approach to quality using reliable and valid methods of monitoring, analysis, evaluation, and improvement in the delivery of health care systems and processes. Methods such as "Plan, Do, Study, Act" (PDSA), and other validated, data driven approaches to quality improvement, are used to monitor performance and measure effectiveness of quality improvement initiatives.

This type of methodology supports Magnolia Health to develop targeted, measurable interventions and quickly evaluate the impact of an activity on improvement goals. In many instances, Magnolia Health deploys a rapid cycling enhancement activity, designed to immediately impact process improvements to better member outcomes and member and provider satisfaction. These systematic approaches provide a continuous cycle for improving the quality of care and service for members.

The Quality Department maintains strong inter/intradepartmental working relationships, with support integrated throughout Magnolia Health to address the priorities and goals of the Quality Program and assess effectiveness of the program. Collaborative activities include development of department objectives and plans, coordination of activities to achieve department goals, and participation on quality committees as needed to support the Quality Program. The Quality Department collaborates across the health plan with several functional areas including, but not limited to, Population Health and Clinical Operations (PHCO), Pharmacy, Provider Engagement/Provider Relations, Population Health Management, Network/Contracting, Member Services, Compliance, and Grievance and Appeals.

PURPOSE

Magnolia Health is committed to the provision of a well-designed and well-implemented Quality Program. The health plan's culture, systems, and processes are structured around the purpose and mission to improve the health of all enrolled members, which includes a focus on health outcomes, as well as healthcare process measures and member and provider experience.

The Quality Program utilizes a systematic approach to quality using reliable and valid methods of monitoring, analysis, evaluation, and improvement in the delivery of health care provided to all members. Whenever possible, Magnolia Health's Quality Program supports processes and activities designed to achieve demonstrable and sustainable improvement in the health status of its members. This systematic approach to quality improvement provides a continuous cycle for assessing the quality of care and services by addressing both medical and non-medical drivers of health and promoting health equity.

Magnolia Health provides for the delivery of quality care with the primary goal of improving the health status of the members. When a member's condition is not amenable to improvement, the health plan implements measures to prevent any further decline in condition or deterioration of health status or provides for comfort measures as appropriate and as requested by the member.

In order to fulfill its responsibility to members, the community and other key stakeholders, and regulatory and accreditation agencies, the health plan's Board of Directors has adopted the following Quality Program Description. The program description is reviewed and approved at least annually by the Quality Improvement Committee and Magnolia Health's Board of Directors.

SCOPE

The scope of the Quality Program is comprehensive in nature and is designed to improve health outcomes and satisfaction for members. It addresses both the quality and safety of clinical care and quality of services provided to Magnolia Health members, including both physical health and behavioral health. Magnolia Health incorporates all demographic groups, care settings, and services in its quality management and improvement activities. Areas addressed by the Quality Program include, but are not limited to, the following:

- Access to care
- Barriers to care
- Quality of care
- Preventive health
- Emergency care
- Inpatient hospital
- Acute and chronic care
- Population health management
- Health disparity reduction
- Behavioral health
- Episodic care
- Ancillary services - DME, lab, imaging, etc.

- Continuity and coordination of care
- Patient safety
- Social determinants of health
- Administrative, member, and network services

GOALS, OBJECTIVES, AND PRIORITIES

Magnolia Health’s primary goal is to improve members’ health status through a variety of meaningful quality improvement activities implemented across all care settings and aimed at improving the quality of care and services delivered. The Quality Program focuses on the health priorities defined in the Mississippi Division of Medicaid’s Comprehensive Quality Strategy and in Magnolia Health’s mission. Performance measures are aligned to specific priorities and goals used to drive quality improvement and operational excellence.

Magnolia Health’s Quality Program priorities and goals support Centene Corporation’s purpose of *Transforming the Health of the Community, One Person at a Time* by employing the three core brand pillars: a focus on the individual; an innovative, whole-health, well-coordinated system of care; and active local and community involvement. The mission, core pillars, and health priorities are outlined in the following table:

Transforming the Health of the Community, One Person at a Time		
GOALS AND PRIORITIES		
Focus on Individuals	Whole Health	Active Local Involvement
Priorities	Priorities	Priorities
<ul style="list-style-type: none"> • Well-Coordinated, Timely, Accessible Care Delivery • Member Healthy Decisions • Home and Community Connection • Right Care, Right Place, Right Time • Member Engagement • Provider Engagement • Member Satisfaction with Provider and Health Plan 	<ul style="list-style-type: none"> • Meaningful Use of Data • Prevent and Manage Top Chronic Illnesses • Manage Co-morbid Physical and Behavioral Health Diagnosis • Manage Episodic Illnesses • Manage Rare Chronic Conditions • Screen for Unmet Needs • Remove Barriers to Care; Make It Simple to Get Well/Stay Well/Be Well • Coordination of Care Across the Health Care Continuum • Behavioral Health/Substance Use Disorder 	<ul style="list-style-type: none"> • Local Partnerships • Population Health Improvement • Preventive Health and Wellness • Maternal-Child Health Care • Prevent and Manage Obesity • Opioid Misuse Prevention and Treatment • Address Social Determinants of Health • Health Equity/Disparity Reduction

Objectives to accomplish the Quality Program goals include the following:

- Identification of priorities and goals aligning with the Mississippi Division of Medicaid’s Comprehensive Quality Strategy, Magnolia Health’s mission, and other evidence-based sources
- Conducting quality activities, including peer review activities, in accordance with all applicable state and federal confidentiality laws and regulations and taking conflicts of interest into consideration when conducting peer review activities
- A focus on cultural competency and health equity, including the identification of interventions to improve health disparities based on age, race, ethnicity, sexual orientation, gender identity, primary language spoken, etc. and by key population group
- Assessment and identification of interventions to address health disparities at both the statewide and regional level, including identifying internal priorities for disparity reduction and quality measure improvement and addressing inequalities
- A robust Quality Committee structure, including subcommittees and additional ad hoc committees as applicable, to meet the needs of the health plan, members, and providers
- Allocation of personnel and resources necessary to:
 - support the Quality Program, including data analysis and reporting
 - meet the educational needs of members, providers, and staff relevant to quality improvement efforts
 - meet all regulatory and accreditation requirements
- The technology infrastructure and data analytics capabilities to support goals for quality management and value include health information systems that provide data collection, integration, tracking, analysis, and reporting of data that reflects performance on standardized measures of health outcomes
- An ongoing documentation cycle that includes the Quality Program Description, the Quality Work Plan, and a Quality Program Evaluation; these documents demonstrate a systematic process of quality assessment, identification of opportunities, action implementation as indicated, and ongoing evaluation
- Collecting and submitting all quality performance measurement data per state, federal, and accreditation requirements, including robust performance management tracking and reporting such as:
 - The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey
 - The annual ECHO® Member Satisfaction survey
 - Healthcare Effectiveness Data and Information Set (HEDIS®) results for members (HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA))
 - CMS Core Measure Sets for Adults and Children
 - Developing additional standardized performance measures that are clearly defined, objective, measurable, and allow tracking over time
 - Administering an annual provider satisfaction survey to determine improvement activities based on identified areas of provider need/dissatisfaction
- Monitoring, assessing, and promoting patient safety, including efforts to prevent, detect, and remediate quality of care and critical incidents and a peer review process that addresses deviations in the provision of health care and action plans to improve services

- Ensuring member access to care in areas such as network adequacy, availability of services, timely appointment availability, transitions of coverage, and coordination and continuity of care, etc.
- Encouraging providers to participate in quality initiatives, giving support to providers (including a provider analytics system that delivers frequent, periodic quality improvement information to participating providers in order to support them in their efforts to provide high quality health care), and adopting and distributing evidence-based practice guidelines
- Conducting and assessing quality improvement and performance improvement projects based on demonstration of need and relevance to the population served, with improvement initiatives aligned with identified health priorities and state/federal requirements and applicable member population(s)
- Monitoring utilization patterns by performing assessment of utilization data to identify potential over- and under-utilization issues or practices using various data sources such as medical, behavioral health, pharmacy, dental, and vision claim/encounter data to identify patterns of potential or actual inappropriate utilization of services
- A Population Health Management (PHM) Strategy focused on four key areas of member health needs (keeping members healthy, managing members with emerging health risk, patient safety/outcomes across settings, and managing multiple chronic illnesses) that offers interventions to address member needs in all stages of health and across all health care settings
- Serving members with complex health needs, including members needing complex care management
- Achieving/maintaining NCQA accreditation and/or other applicable accreditations
- Monitoring for compliance with all regulatory and accreditation requirements
- Collaboration with Compliance, and other applicable departments, concerning oversight of delegated functions and services, including approval of the delegate’s programs, routine reporting of key performance metrics, and ongoing evaluation to determine whether the delegated activities are being carried out according to health plan and regulatory requirements and accreditation standards

CONFIDENTIALITY

Confidential information is defined as any data or information that can directly or indirectly identify a member or provider. Magnolia Health and all network providers and subcontractors comply with the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH), and all applicable federal and state privacy laws. The Quality Improvement Committee and its subcommittees have the responsibility to review quality of care and resource utilization, as well as conduct peer review activities as appropriate. The Quality Improvement Committee and related peer review committees conduct such proceedings in accordance with Magnolia Health’s bylaws and applicable federal and state statutes and regulations.

The proceedings of the Quality Improvement Committee, and its subcommittees, work groups, and/or any ad hoc peer review committees, are considered “Privileged and Confidential” and are

treated as such. In this regard, all correspondence, worksheets, quality documents, minutes of meetings, findings, and recommendations for the programs are considered strictly confidential and therefore not legally discoverable.

Confidential quality findings are accessible only to the following individuals/groups:

- Board of Directors
- President and Chief Executive Officer (CEO)
- Chief Medical Officer/Director, Vice President of Population Health and Clinical Operations (PHCO), Vice President/Director of Quality, and designated Quality Department staff
- Peer Review Committee
- External regulatory agencies, as mandated by applicable state/federal laws
- Health plan legal executives
- Compliance leadership

Quality Improvement Committee correspondence and documents may be made available to another health care entity's peer review committee, and/or any regulatory body as governed by law, for the purpose of carrying out or coordinating quality improvement/peer review activities; this may include a Quality and/or Credentialing Committee of a health plan-affiliated entity or that of a contracted medical group/independent physician association.

Magnolia Health has adopted the following confidentiality standards to ensure quality proceedings remain privileged:

- All peer review and quality related correspondence documents are appropriately labeled "Privileged and Confidential, Peer Review" and maintained in locked files/secure electronic files.
- Confidentiality policies and procedures comply with applicable state statutes that address protection of peer review documents and information.
- Committee members and employees responsible for Quality, Population Health and Clinical Operations (PHCO), Credentialing, and Pharmacy program activities are educated about maintaining the confidentiality of peer review documents.
- The Quality Vice President designates Quality Department staff responsible for taking minutes and maintaining confidentiality.
- For quality studies coordinated with, or provided to, outside peer review committees, references to members are coded by identification number rather than a protected health information (PHI) identifier such as medical record number or ID number, with references to individual providers by provider code number.
- Records of review findings are maintained in secured files, which are made available only as required by law or when specifically authorized in writing by the CEO, Chief Medical Director, Legal Counsel, Vice President of Population Health and Clinical Operations, or the Board of Directors Chairman.
- All participating providers and employees involved in peer review activities or who participate in quality activities or committees are required to sign confidentiality agreements.

CONFLICT OF INTEREST

Magnolia Health defines conflict of interest as participation in any review of cases when objectivity may not be maintained. No individual may participate in a quality of care or medical necessity decision regarding any case in which he or she has been professionally involved in the delivery of care. Peer reviewers may not participate in decisions on cases where the reviewer is the consulting practitioner or where the reviewer's partner, associate, or relative is involved in the care of the member, or cases in which the practitioner or other consultant has previously reviewed the case. When a practitioner member of any committee perceives a conflict of interest related to voting on any provider-related or peer review issue, the individual in question is required to abstain from voting on that issue.

CULTURAL COMPETENCY AND HEALTH EQUITY

Magnolia Health endeavors to meet the needs of all members with sensitivity to cultural needs and the impact of cultural differences on health services and outcomes. Magnolia Health is guided by policy CLAS.QI.29, which outlines requirements set by each respective state/federal contract and the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (National CLAS Standards) developed by the federal Office of Minority Health. Specifically, the Quality Program identifies and addresses clinical areas of health inequity. Magnolia Health assures communications are culturally sensitive, appropriate, and meet federal and state requirements. Magnolia Health promotes the delivery of services guided by the concept of cultural humility, which acknowledges the complexity of identities and the evolving and dynamic nature of an individual's experience and needs. To that end, we employ a system perspective that values differences and is responsive to diversity at all levels and to all members, including those with limited English proficiency, diverse cultural and ethnic backgrounds, and disabilities, and regardless of gender, sexual orientation, or gender identity. Population health management initiatives are reviewed to assure cultural issues and social determinants of health are identified, considered, and addressed. Additionally, Magnolia Health is committed to improving inequities in care as an approach to improving HEDIS measures, reducing utilization costs, and delivering locally tailored, culturally relevant care. As such, Magnolia Health has developed a health equity approach that identifies disparities, prioritizes projects, and collaborates across the community to reduce inequities through evidence-based methodologies targeting members, providers, and communities.

AUTHORITY

Magnolia Health Board of Directors has authority and oversight of the development, implementation, and evaluation of the Quality Program and is accountable for oversight of the quality of care and services provided to members. The Board of Directors supports the Quality Program by:

- Adopting the initial and annual Quality Program which requires regular reporting (at least annually) to the Board of Directors, and establishes mechanisms for monitoring and evaluating quality, utilization, and risk
- Supporting Quality Improvement Committee recommendations for proposed quality studies and other quality initiatives and actions taken

- Providing the resources, support, and systems necessary for optimum performance of quality functions
- Designating a senior staff member as the health plan's senior quality executive
- Designating a behavioral health professional to provide oversight of the behavioral health aspects of care to ensure appropriateness of care delivery and improve quality of service
- Evaluating the Quality Program Description and Quality Work Plan annually to assess whether program objectives were met and recommending adjustments when necessary

The Board of Directors delegates the operating authority of the Quality Program to the Quality Improvement Committee. Magnolia Health senior management staff, clinical staff, and network practitioners (who may include, but are not limited to, primary, specialty, behavioral, dental, and vision health care practitioners), are involved in the implementation, monitoring, and directing of the relative aspects of the quality improvement program through the Quality Improvement Committee, which is directly accountable to the Board of Directors.

The Chief Medical Director, or a designee appointed by the Magnolia Health President/CEO, serves as the senior quality executive and is responsible for:

- Compliance with state, federal, and accreditation requirements and regulations
- Chairing the Quality Improvement Committee, or designating an appropriate alternate chair, and participating as appropriate
- Monitoring and directing quality activities among personnel and among the various subcommittees reporting to the Quality Improvement Committee
- Coordinating the resolution of outstanding issues with the appropriate leadership staff, pertaining to Quality Improvement Committee recommendations, subcommittee recommendations, and/or other stakeholder recommendations
- Being actively involved in Magnolia Health's Quality Program, including activities such as: recommending quality study methodology; formulating topics for quality studies as they relate to accreditation and regulatory requirements and state and federal law; promoting participating practitioner compliance with medical necessity criteria and clinical practice and preventive health guidelines; assisting in ongoing patient care monitoring as it relates to population health management programs, pharmacy, diagnostic-specific case reviews, and other focused studies; and directing credentialing and recredentialing activities in accordance with Magnolia Health's policies and procedures
- Reporting the Quality Program activities and outcomes to the Board of Directors at least annually

The Behavioral Health Medical Director, or other appropriate behavioral health practitioner (i.e., a medical doctor or a clinical PhD or PsyD who may be a medical director, clinical director, or a participating practitioner from the organization or behavioral healthcare delegate), is the designated practitioner responsible for the behavioral health aspects of the Quality Program and is responsible for:

- Compliance with state, federal, and accreditation requirements and regulations related to behavioral health

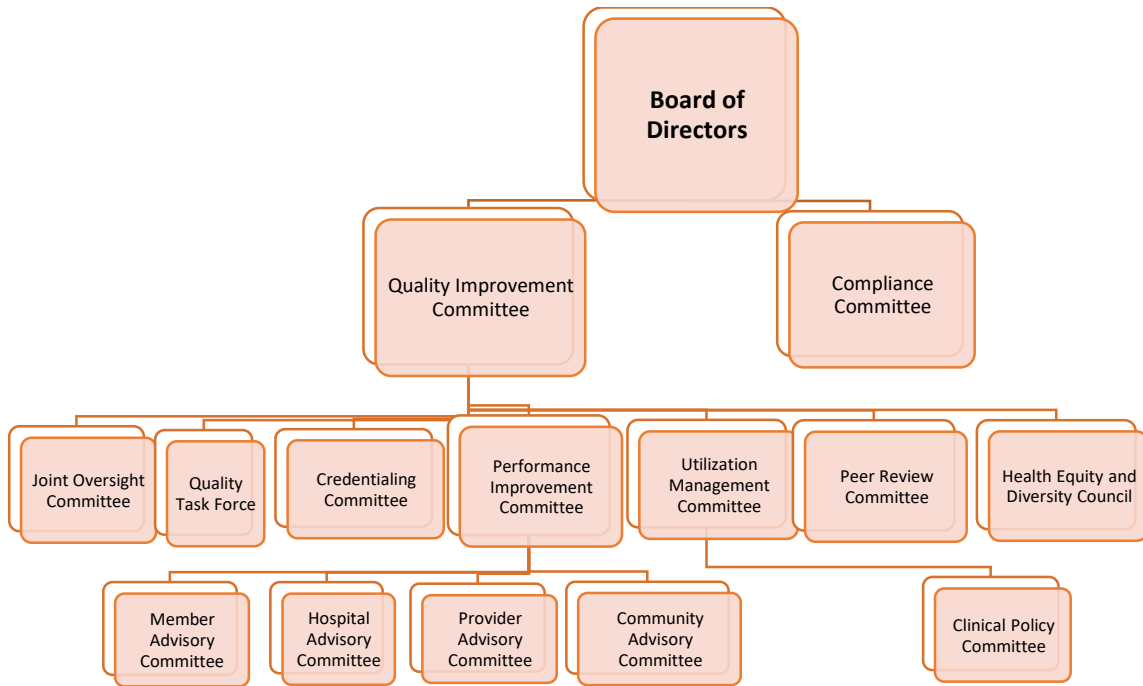
- Participating in the Quality Improvement Committee and various subcommittees reporting to the Quality Improvement Committee, as applicable to behavioral health
- Monitoring and directing behavioral health quality activities among personnel and among the various subcommittees reporting to the Quality Improvement Committee
- Providing oversight of the behavioral health aspects of care to ensure appropriateness of care delivery and improve quality of service

QUALITY PROGRAM STRUCTURE

Quality is integrated throughout Magnolia Health and represents a strong commitment to the quality of care and services for members. Magnolia Health has sufficient material resources and staff with the education, experience, and training to effectively implement the written Quality Management program and related activities. The Board of Directors is the governing body designated for oversight of the Quality Program and has delegated the authority and responsibility for the development and implementation of the Quality Program to the Quality Improvement Committee.

The Quality Improvement Committee is the senior management lead committee accountable directly to the Board of Directors and reports Quality Program activities, findings, recommendations, actions, and results to the Board of Directors no less than annually. Magnolia Health ensures ongoing member, provider, and stakeholder input into the Quality Program through a strong Quality Improvement Committee and subcommittee structure focused on member and provider experience. The Magnolia Health Quality Improvement Committee structure is designed to continually promote information, reports, and improvement activity results, driven by the Quality Work Plan, throughout the organization and to providers, members, and stakeholders. The Quality Improvement Committee serves as the umbrella committee through which all subcommittee activities are reported and approved. The Quality Improvement Committee directs subcommittees to implement improvement activities based on performance trends, and member, provider and system needs. Additional committees may also be included per health plan need, including regional level committees as needed based on distribution of membership. These committees assist with monitoring and supporting the Quality Program. The Magnolia Health committee structure is outlined below:

2023 Magnolia Health Committee Structure



Magnolia Health Committee Charters

Committee Name: Quality Improvement Committee (QIC)

Charter Statement:

The Quality Improvement Committee (QIC) is Magnolia Health Plan's (Magnolia) senior leadership committee, accountable to the Board of Directors (BOD), that reviews and monitors all clinical, physical, and behavioral health quality and service functions of Magnolia and provides oversight of all subcommittees, except for the Compliance Committee which reports directly to the BOD. The Magnolia VP for Quality Improvement, as designated by the CEO, or as designated by the BOD in the absence of a CEO, is responsible for the implementation of the QI Program.

Purpose:

The purpose of the Quality Improvement Committee (QIC) is to perform oversight of all Magnolia quality activities, to assess the appropriateness of care delivered, and to continuously enhance and improve the quality of services provided to members. The QIC will review and direct clinical, physical, behavioral health, and service operational activities provided to Magnolia members. This will be accomplished through a comprehensive, plan-wide system of ongoing, objective, and systematic monitoring, identification, evaluation, and resolution of process problems; identification of opportunities to improve member outcomes; and the education of members, providers, and staff regarding the Quality Improvement (QI), Utilization Management (UM), Credentialing, and Pharmacy programs. This is a multi-disciplinary committee of Magnolia senior leadership staff and actively involves participating network practitioners in its quality activities as available and to the extent that there is not a conflict of interest. The Committee acts as an oversight committee and receives regular reports from all Magnolia subcommittees that are accountable to and/or advise the Committee. QIC activities include, but are not limited to, review of clinical, physical, behavioral health, and non-clinical issues affecting Magnolia; coordination of actions of other subcommittees; and making decisions regarding quality improvement functions.

Objectives of the Committee and Relationship to Strategic Objectives:

- Oversight of the quality activities of the health plan to ensure compliance with contractual requirements, federal and state statutes and regulation, and requirement of accrediting bodies such as National Committee for Quality Assurance (NCQA)
- Review clinical, physical, and behavioral health quality recommendations submitted by the Quality subcommittees
- Develop the annual Quality Program Description and Quality Work Plan, incorporating applicable supporting department goals and objectives and program structure as indicated
- Collect and report data reflecting Magnolia's performance on standardized measures of health outcomes

- Establish an effective management information system to provide the framework for monitoring quality of care or service provided
- Identify opportunities for improving health outcomes
- Recommend resources necessary to support the ongoing educational needs of participating providers and Magnolia staff relative to current managed care technologies
- Annually evaluate the effectiveness of the Quality Improvement, Utilization Management, Credentialing, and Pharmacy Programs
- Annually review and approve the QI, UM, CM, Credentialing, and Pharmacy Programs
- Make recommendations to the Magnolia subcommittees regarding monitoring, follow-up, barrier analysis, and interventions required in order to improve the quality of care or service to Magnolia members
- Review/establish benchmarks or performance goals for each quality improvement initiative and service indicator
- Facilitate the identification of system-wide trends and implement corrective action in order to improve performance
- Review due diligence information for any potential delegated entity and provide oversight to those entities already delegated
- Oversee the implementation of disease management programs, health education activities, cultural competency programs, and patient safety initiatives
- Prioritize quality improvement efforts and assure the appropriation of resources required to carry out QI activities
- Adopt preventive health and clinical practice guidelines to promote appropriate and standardized quality of care
- Ongoing evaluation of the appropriateness and effectiveness of pay-for-performance and value-based contracting initiatives and support in designing and modifying the program as warranted

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, with the date and time to be determined based on availability of committee members. Meetings may be combined with the Utilization Management and/or Compliance Committee. Additional meetings may be scheduled as needed.

Committee Facilitator: VP of Quality Improvement, or designee

Committee Recorder: Administrative Assistant or QI designee
The Chair is responsible for approving the documented proceedings that reflect all QIC decisions.

Committee Composition: Chief Medical Director (Chair)
Magnolia Network Physicians (2), minimum of 1 Behavioral Health Nurse Practitioner, 1 minimum
VP of Population Health and Clinical Operations

VP of Quality Improvement
Director, Provider Relations
Director, Contracting and Network Development
Member Services
Director, Pharmacy
Director, Compliance or Compliance Officer
Operations Officer
Other Magnolia staff as requested

Ad Hoc Members: Magnolia CEO/COO/CFO/ Magnolia Administrator
VP, Government Relations and Communications

- ▶ Term limits for external participants will be 2-year appointments.
- ▶ If a participant will be absent, she/he is responsible to discuss and provide input/proxy to the Facilitator on topics to be presented whenever possible.
- ▶ If a participant cannot attend, a replacement is needed; if the participant is responsible for an agenda item, re-schedule item to the next meeting and/or use another avenue to update the group.
- ▶ Each participant is responsible to work with his/her peers to understand meeting events and assignments.

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: A minimum of 5 members, including 3 plan staff and 2 external physicians, must be present for a quorum.

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: QI designee

Agenda: The QIC Chair and/or a QI designee will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within thirty business days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Documents will be emailed, or hard copy mailed to Network Physician committee members approximately 1-2 weeks before the scheduled meeting date.

Decision Authority:

The Magnolia Board of Directors authorizes the Quality Improvement Committee to make all decisions related to the Quality Improvement Program and quality activities and processes.

- ▶ Decisions are made by consensus.
- ▶ Individuals are responsible to raise any concerns/issues at the committee meetings.

Evaluation:

The QIC will review the charter annually in conjunction with the annual QI Program Description, QI Work Plan, QI Program Evaluation, and UM Program Description.

Other:**Confidentiality:**

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name:	Credentialing Committee (CC)
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Charter Statement:

The Credentialing Committee (CC) has the responsibility for credentialing and recredentialing physicians, non-physician practitioners, facilities, long-term care providers, and other practitioners (physical and behavioral health) in the Magnolia network and to oversee the credentialing process to ensure its compliance with regulatory and accreditation requirements.

Purpose:

The Credentialing Committee shall ensure network providers, facilities, and practitioners are qualified, properly credentialed, and available for access by Magnolia members.

Objectives of the Committee and Relationship to Strategic Objectives:

1. Providing guidance to organization staff on the overall direction of the Credentialing Program
2. Reviewing and approving credentialing and recredentialing policies and procedures
3. Reviewing and recommending credentialing and recredentialing criteria

4. Final authority to approve or disapprove applications by providers for network participation status and recredentialing
5. Providing access to clinical peer input when discussing standards of care for a particular type of provider
6. Reviewing the oversight audits of delegated networks' Credentialing Program performance
7. Evaluating and reporting to Magnolia management on the effectiveness of the Credentialing Program

Committee Structure and Operation:

Meeting Frequency: This committee will meet monthly, or no less than ten times per year, to facilitate timely review of providers and to expedite network development. Additional meetings can be scheduled as needed.

Committee Facilitator: Magnolia Chief Medical Director serves as Chair. Corporate Credential Liaison will serve as Facilitator.

Committee Recorder: Administrative Assistant or Credentialing designee
The Magnolia Medical Director is responsible for approving the documented proceedings that reflect Credentialing decisions.

Committee Composition: Magnolia Medical Director
Centene Credentialing designee
Magnolia Network Physicians from the following Specialties:

- Family Practice/Internal Medicine
- OB/GYN
- High-Volume Specialists
- Behavioral Health
- Nurse Practitioner

Magnolia Medical Director may designate other members as needed to participate in the committee.

Ad Hoc Members: Magnolia CEO/COO/CFO

Attendance Requirement: Voting members must attend at least 50% of scheduled meetings.

Quorum: 50% of voting members

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling:	Administrative Assistant or Credentialing designee
Agenda:	The CC Chair and Credentialing designee will develop agenda items for the next meeting.
Minutes:	Minutes will be drafted and distributed within thirty business days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.
Handouts/Meeting Packets: Copies will be provided by email to the meeting attendees.	
Decision Authority:	
The Quality Improvement Committee has delegated to the Credentialing Committee (CC) the responsibility for credentialing and recredentialing physicians, facilities, and other providers.	
<ul style="list-style-type: none"> ▶ Decisions are made by consensus. ▶ Individuals are responsible to raise any concerns/issues at the committee meetings. 	
Evaluation:	
The Credentialing Committee will review the charter annually.	
Other:	
<u>Confidentiality:</u>	<ul style="list-style-type: none"> ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner. ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name:	Utilization Management Committee (UMC)
Charter Statement:	
The Utilization Management Committee (UMC) is accountable to the QIC. The primary function is to monitor the appropriateness of care and guard against over- and under-utilization of health care services provided to our members. The UMC reports to the BOD through the QIC, unless extenuating circumstances require immediate direct reporting by the UMC to the BOD.	
Purpose:	

The purpose of this committee is to review and monitor the appropriateness of care (physical and behavioral health) and guard against over- and under-utilization of services provided to Magnolia members.

Objectives of the Committee and Relationship to Strategic Objectives:

Oversee the Utilization Management activities of Magnolia to ensure compliance with State and accrediting body regulations:

1. Annually review and approve the UM program description, guidelines, and procedures
2. Annually review and approve the criteria for determination of medical appropriateness to be used for nurse review
3. Adapt criteria for determination of medical appropriateness to work within the delivery system
4. Review provider-specific reports for trends or patterns in utilization
5. Review and analyze information related to provider contracts
6. Review reports specific to facility or geographic areas for trends or patterns
7. Formulate recommendations for specific providers for further study
8. Monitor the adequacy of the network to meet the needs of the patient population
9. Examine reports of the appropriateness of care for trends or patterns of under- or over-utilization and refer them to the proper provider group for performance improvement or corrective action
10. Examine results of annual surveys of members and providers regarding satisfaction with the UM program
11. Include a feedback mechanism for communicating findings and recommendations, and contain a plan for implementing corrective actions
12. Report findings to the QIC
13. Liaison with the QIC for ongoing review of indicators of clinical quality

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, with date and time to be determined based on availability of committee members. Additional meetings may be scheduled as needed.

Committee Facilitator: Chair, Chief Medical Director
The VP, Population Health and Clinical Operations or designee will serve as Facilitator.

Committee Recorder: Administrative Assistant or UM designee
The Chief Medical Director is responsible for approving the documented proceedings that reflect all UMC decisions.

Committee Composition: Chief Medical Director (Chair)

VP, Population Health and Clinical Operations
Sr. Director/Director, Medical Management/PHCO
VP, Quality Improvement
Compliance Officer
VP, Network Development and Contracting
Sr. VP, Products and Services
Director, Pharmacy
Other Magnolia operational staff as requested

Ad Hoc Members: Magnolia CEO/COO/CFO

- ▶ If a participant will be absent, she/he is responsible to discuss and provide input/proxy to the facilitator on topics to be presented whenever possible.
- ▶ If a participant cannot attend, a replacement is needed; if the participant is responsible for an agenda item, re-schedule item to the next meeting and/or use another avenue to update the group.
- ▶ Each participant is responsible to work with his/her peers to understand meeting events and assignments.

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: 50% of voting members

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Administrative Assistant or UM designee

Facilitator: Chair, Chief Medical Director

Agenda: The Committee Chair, in collaboration with the VP of Population Health and Clinical Operations, will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Documents will be provided in the meeting invite via email.

Decision Authority:

The UMC is authorized by the Quality Improvement Committee to make all decisions regarding the utilization of clinical care and services provided on behalf of Magnolia to Magnolia members.

- ▶ Decisions are made by consensus.
- ▶ Individuals are responsible to raise any concerns/issues at the committee meetings.

Evaluation:

The UMC will review the UM Program Description and UM Program Evaluation annually. The Committee will also review the annual Pharmacy and Therapeutics Program Description and Pharmacy and Therapeutics Program Evaluation.

Other:**Confidentiality:**

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name: Peer Review Committee (PRC)**Charter Statement:**

The Peer Review Committee is an ad hoc committee that includes peer level representation coordinated for reviewing alleged inappropriate or aberrant service by a provider including quality of care concerns, adverse events, and sentinel events where initial investigation indicates a significant potential or significant, severe adverse outcome has occurred.

Purpose:

To review clinical physical and behavioral health cases and apply clinical judgment in assessing the appropriateness of clinical and behavioral health care and recommending a corrective action plan that will best suit the particular provider's situation.

Objectives of the Committee and Relationship to Strategic Objectives:

1. To make determinations regarding appropriateness of care.
2. To make recommendations regarding corrective actions relating to provider quality of care.

Committee Structure and Operation:

Meeting Frequency:	This committee will meet as needed, with date and time to be determined based on availability of committee members. Additional meetings may be scheduled as needed.
Committee Facilitator:	Chair, Magnolia Chief Medical Director or Medical Director as appropriate
Committee Recorder:	QI designee
Committee Composition:	CMD/Medical Director as appropriate VP, Quality Improvement Peer Physicians of same/similar specialty
Ad Hoc Members:	Magnolia CEO/COO/CFO
Attendance Requirement:	Voting members must attend at least 75% of scheduled meetings.
Quorum:	50% of voting members
Committee Data/Document Responsibilities:	
Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.	
Scheduling:	Administrative Assistant
Facilitator:	Chair, Magnolia CMD/Medical Director
Agenda:	The QI designee will develop agenda items for the next meeting.
Minutes:	Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.
Handouts/Meeting Packets: Blinded copies will be mailed to the designated Lead Network Physician for each case approximately 2 weeks before the scheduled meeting date. All others will receive copies at the meeting.	
Decision Authority:	
The PRC is authorized by the Quality Improvement Committee to make decisions and recommendations regarding provider quality of care. The PRC reports and is accountable to the Quality Improvement Committee.	

Evaluation:	
The PRC charter is reviewed annually.	
Other:	
<u>Confidentiality:</u>	<ul style="list-style-type: none"> ▶ Each Committee Member is protected by peer review laws governing confidentiality of its proceedings. ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner. ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name:	Performance Improvement Team (PIT)
Charter Statement:	
The PIT is an internal, management level, cross-functional quality improvement team. The PIT is responsible for gathering and analyzing data, identifying barriers to quality improvement, resolving problems, and/or making recommendations for performance improvements.	
Purpose:	
To gather, analyze, and identify barriers to the quality improvement process for physical and behavioral health.	
Objectives of the Committee and Relationship to Strategic Objectives:	
<ol style="list-style-type: none"> 1. Review and evaluation of key clinical quality and service performance indicators 2. Prompt initiation of ad hoc performance improvement initiatives (including corrective action plans) to address any negative trends 3. Review, categorize, track, and trend grievances, administrative reviews, and requests for external reviews; determine appropriate disposition and follow-up 4. Monitor resource allocation to ensure appropriate support for the Quality Improvement Program 5. Track progress of tasks in the annual QI Work Plan and make recommendations to improve quality activities noted in the Work Plan, as needed, in response to issues raised by the QIC 6. Provide ongoing reports to the QIC, as appropriate, on the progress of clinical and performance improvement initiatives 7. Review Magnolia operational policies and procedures at least annually and recommend modifications as necessary 	

Committee Structure and Operation:

Meeting Frequency: This committee will meet monthly, but no less than ten times per year, and will report to the QIC at least quarterly.

Committee Facilitator: Magnolia CMD or CMD designee serves as Chair. Quality Improvement will serve as Facilitator.

Committee Recorder: Administrative Assistant or QI designee

Committee Composition: Medical Director(s)
Management staff from functional areas:
Population Health and Clinical Operations
Quality Improvement
Grievance and Appeals
Pharmacy Director
Operations
Provider Relations/Contracting
Member/Provider Services

Additional staff may participate as requested by the Chair.

Ad Hoc Members: Magnolia CEO/COO/CFO

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: 50% of voting members

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: QI designee or Administrative Assistant

Facilitator: Chair, Magnolia Medical Director and Quality Improvement

Agenda: The PIT Chair and QI will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Documents will be provided in the meeting invite via email.

Decision Authority:

The PIT committee is authorized by the Quality Improvement Committee to make decisions and recommendations regarding performance improvement processes. The Performance Improvement Team reports to the Quality Improvement Committee.

Evaluation:

The PIT committee charter is reviewed annually.

Other:**Confidentiality:**

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name: Quality Task Force (QTF)**Charter Statement:**

The QTF Committee is Magnolia’s senior leadership committee responsible for monitoring and improving HEDIS scores. The QTF reports directly to the QIC.

Purpose:

The purpose of the QTF Committee is to oversee the HEDIS process at the plan level. The QTF will review monthly rate trending, identify data concerns, and communicate corporate initiatives to Magnolia senior leadership. The QTF will direct member and provider initiatives, both clinical and non-clinical, to improve HEDIS scores.

Objectives of the Committee and Relationship to Strategic Objectives:

1. Review monthly and final HEDIS scores
2. Analyze HEDIS scores to determine areas in need of improvement
3. Review, approve, and implement Corporate-led initiatives
4. Develop initiatives to improve selected HEDIS measures
5. Oversee the implementation, progression, and outcomes monitoring of initiatives specific to HEDIS
6. Recommend resources necessary to support the ongoing improvement of HEDIS scores
7. Review/establish benchmarks or performance goals for HEDIS
8. Oversee delegated vendor roles in improving HEDIS scores

Committee Structure and Operation:

Meeting Frequency: This committee will meet monthly, but no less than ten times per year.

Committee Facilitator: Quality Improvement

Committee Chair: Chief Medical Director or CMD designee

Committee Recorder: Administrative Assistant or QI designee

Committee Composition: CMD or Medical Director
VP, Population Health and Clinical Operations
VP, Quality Improvement
VP, Contracting/Network Management
Member/Provider Services Management
VP/Director/Manager Pharmacy
VP/Director/Manager Provider Relations
Other members as deemed necessary

Ad Hoc Members: Magnolia CEO/COO/CFO

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: 50% of voting members

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: QI designee

Facilitator: Quality Improvement

Agenda: QTF Chair and QI will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Documents will be provided in the meeting invite via email.

Decision Authority:	
The QTF is authorized by the Quality Improvement Committee (QIC) to make decisions and recommendations regarding corrective actions. The QTF reports to the QIC.	
Evaluation:	
The QTF committee charter is reviewed annually.	
Other:	
<u>Confidentiality:</u>	▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.

Committee Name:	Member Advisory Committee (MAC)
Charter Statement:	
The MAC is a group of members, parents, guardians, and Magnolia staff as appropriate, that reviews and reports on a variety of quality improvement issues.	
Purpose:	
The primary purpose is to review member satisfaction survey results, evaluate the performance level of Magnolia’s Member Hotline, and provide feedback on member related service issues.	
Objectives of the Committee and Relationship to Strategic Objectives:	
The MAC solicits member and provider input for the quality improvement program. Based on health plan size and distribution, the MAC may include regional level committees that will report up to the central office MAC.	
Committee Structure and Operation:	
Meeting Frequency:	This committee will meet no less than semi-annually.
Committee Facilitator:	Sr. Director of Marketing and Community Relations and Chair
Committee Recorder:	Community Relations Representative
Committee Composition:	Magnolia Member Services representatives Members/guardians of Magnolia members Magnolia staff, as appropriate

Attendance Requirement: Magnolia Health Plan Members may not be standing members of the Committee. Therefore, there is no minimum meeting attendance requirement.

Quorum: This is not a voting committee.

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Community Relations Representative

Facilitator: Sr. Director of Marketing and Community Relations

Agenda: The Chair will develop agenda items for the next meeting.

Minutes: Minutes will be drafted within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Copies will be provided at the meeting.

Decision Authority:

The MAC is a non-voting committee to solicit feedback from Magnolia membership perspective. This committee reports to the Performance Improvement Team, which reports to the QIC.

Evaluation:

The MAC committee charter is reviewed annually.

Meeting Frequency:

The MAC meets no less than semi-annually.

Committee Name: Community Advisory Committee (CAC)

Charter Statement:

The Community Advisor Committee is a statewide advisory committee that provides Magnolia with feedback and makes recommendations regarding health plan performance from a community and provider-based perspective.

Purpose:

To obtain feedback on Magnolia’s quality improvement program and performance from community representatives and regional community advisory committee.

Objectives of the Committee and Relationship to Strategic Objectives:

1. Provide Magnolia with feedback regarding its performance from a community-based perspective
2. Make recommendations related to program enhancements based on the needs of the local community
3. Assist Magnolia in identifying key issues related to programs that may affect specific community groups
4. Provide community input on potential health plan service improvements
5. Offer effective approaches for reaching or communicating with members or other issues related to Magnolia’s member population

Based on health plan size and distribution, the Community Advisory Committee may include regional level committees that will report up to the central office CAC.

Committee Structure and Operation:

Meeting Frequency: This committee will meet on an ad hoc basis.

Committee Facilitator: Sr. Director of Marketing and Communications

Committee Recorder: Community Relations Representative

Committee Composition: The Chair appoints members of the Committee, with representation from key community stakeholders such as:

- Church leaders
- Local business leaders
- Representatives from advocacy groups
- Other community-based organizations.

Community representatives to serve one-year terms

Attendance Requirement: There is no minimum meeting attendance requirement.

Quorum: This is not a voting committee

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Community Relations Representative

Facilitator: Chair, Sr. Director of Marketing and Communications

Agenda: The CAC Chair will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within fifteen business days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Copies will be provided at the meeting.

Decision Authority:

The Community Advisory Committee is a non-voting committee to solicit feedback from local community stakeholders. This committee reports to Performance Improvement Team, which reports to the QIC.

Evaluation:

The CAC committee charter is reviewed annually.

Meeting Frequency:

This committee meets on an ad hoc basis.

Other

Confidentiality:

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name: Hospital Advisory Committee (HAC)

Charter Statement:

The Hospital Advisory Committee is an advisory group made up of key administrative hospital leaders and Magnolia staff to address concerns of the hospital networks concerning prior authorization, concurrent review, discharge planning, and coordination of care and payment for physical and behavioral health.

Purpose:

To address concerns of the hospital networks concerning prior authorization, concurrent review, discharge planning, and coordination of care and payment.

Objectives of the Committee and Relationship to Strategic Objectives:

1. To provide Magnolia with feedback regarding its performance from a hospital-based perspective regarding prior authorizations, concurrent review, discharge planning, and coordination of care and payment.
2. Make recommendations related to utilization management and care and payment coordination based on the needs of the hospital groups.
3. Assist Magnolia in identifying key issues related to programs that may affect specific hospital groups.

Committee Structure and Operation:

Meeting Frequency: This committee will meet annually.

Committee Facilitator: VP/Director of Contracting/Network Management and Chair

Committee Recorder: Administrative Assistant or designee

Committee Composition: The Chair appoints members of the Committee.
Representation from hospital groups (serving one-year terms)

Attendance Requirement: There is no minimum meeting attendance requirement.

Quorum: This is not a voting committee

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Administrative Assistant

Facilitator: Chair, VP/Director of Contracting/Network Management

Agenda: The HAC Chair will develop agenda items for the next meeting.

Minutes:	Minutes will be drafted within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.
Handouts/Meeting Packets:	Copies will be provided at the meeting.
Decision Authority:	The Hospital Advisory Committee is a non-voting committee to solicit feedback from local hospital representatives. This committee reports to the Performance Improvement Team, which reports to the QIC.
Evaluation:	The HAC charter is reviewed annually.
Meeting Frequency:	This committee meets on an annual basis.
Other Confidentiality:	<ul style="list-style-type: none"> ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner. ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name:	Provider Advisory Committee (PAC)
Charter Statement:	The Provider Advisory Committee ‘Physician Summits’ will be held to communicate Magnolia’s programs and processes to its provider network, allowing for immediate and face-to-face reaction and discussion with the providers.
Purpose:	To communicate Magnolia’s programs and processes to its provider network, allowing for immediate and face-to-face reaction and discussion with the providers
Objectives of the Committee and Relationship to Strategic Objectives:	

1. To provide Magnolia with feedback regarding programs and processes from a community provider-based perspective
2. To allow providers to make recommendations related to Magnolia’s programs and processes
3. To assist Magnolia in identifying key issues related to programs that may affect community providers

Committee Structure and Operation:

- Meeting Frequency:** This committee will meet annually.
- Committee Facilitator:** VP/Director of Contracting/Network Management and Chair
- Committee Recorder:** Administrative Assistant
- Committee Composition:** The Chair appoints members of the Committee.
Representation from the provider network (serving one-year terms)
- Attendance Requirement:** There is no minimum meeting attendance requirement.
- Quorum:** This is not a voting committee.

Committee Data/Document Responsibilities:

- Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.
- Scheduling:** Administrative Assistant
- Facilitator:** Chair, VP/Director of Contracting/Network Management
- Agenda:** The PAC Chair will develop agenda items for the next meeting.
- Minutes:** Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.
- Handouts/Meeting Packets:** Copies will be provided at the meeting.

Decision Authority:

The Provider Advisory Committee is a non-voting committee to solicit feedback from local hospital representatives. This Committee reports to Performance Improvement Team which reports to the QIC.

Evaluation:	
The PAC charter is reviewed annually.	
Meeting Frequency:	
This committee meets on an annual basis.	
Other Confidentiality:	<ul style="list-style-type: none"> ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner. ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name:	Compliance Committee
Charter Statement:	
The Compliance Committee consists of a cross-functional team that is responsible to provide Magnolia with feedback and to make recommendations regarding health plan compliance issues. This Committee reports directly to the BOD.	
Purpose:	
To assist in the maintenance of the compliance program for both physical and behavioral health.	
Objectives of the Committee and Relationship to Strategic Objectives:	
<ol style="list-style-type: none"> 1. Analyze the organization’s environment, the legal requirements with which it must comply, and specific risk areas 2. Assess existing policies and procedures that address these areas for possible incorporation into the compliance program 3. Work with appropriate departments to develop standards of conduct and policies and procedures to promote compliance with the company’s program 4. Recommend and monitor, in conjunction with relevant departments, the development of internal systems and controls to carry out the organization’s standards, policies, and procedures as part of its daily operations 5. Assist the Compliance Officer in monitoring, reviewing, and assessing the effectiveness of the Compliance Program and timeliness of reporting 6. Determine the appropriate strategy/approach to promote compliance with the program and detect potential violations, such as through the Ethics and Compliance or BEAF Hotlines, and other fraud and abuse reporting mechanisms 	

7. Maintain a system to solicit, evaluate, and respond to complaints and problems, including being involved in reports made to Centene’s Ethics and Compliance and BEAF hotlines, to provide Magnolia with feedback regarding its performance from a community-based perspective

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, with date and time to be determined based on availability of committee members. Additional meetings may be scheduled as needed.

Committee Facilitator: Compliance Officer will serve as Chair.

Committee Recorder: Administrative Assistant

Committee Composition: Magnolia Administrator/CEO
Compliance Officer
VP, Population Health and Clinical Operations
VP, Quality Improvement
VP/Director Contracting
VP/Director Member/Provider Services
Finance Officer / CFO
Chief Operating Officer (COO)
Director Human Resources

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: 50% of voting members

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Administrative Assistant

Facilitator: Chair, Magnolia Compliance Officer

Agenda: Agenda items for the next meeting will be developed by the Compliance Committee Chair.

Minutes: Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Copies will be provided at the meeting.

Decision Authority:

The Compliance Committee has been given the authority to provide feedback and make recommendations regarding compliance issues. The Committee reports directly to the Magnolia Board of Directors, as well as to Centene’s Corporate Compliance Committee also on a quarterly basis.

Evaluation:

The Compliance Committee charter is reviewed annually.

Other

Confidentiality:

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name: Joint Operating Committee

Charter Statement:

The JOC provides oversight of all delegated entities utilized by Magnolia to provide services to members for both physical and behavioral health.

Purpose:

To provide oversight of delegated entities’ activities to ensure the delegated activities are being carried out according to State, NCQA, and/or Magnolia standards.

Objectives of the Committee and Relationship to Strategic Objectives:

1. Review all quality improvement activities of delegated entities and provide feedback regarding opportunities for action
2. Ensure all delegated entities remain in compliance with State, NCQA, and/or Magnolia standards
3. Recommend the placement of a Corrective Action Plan when designated entities’ activities are found to be deficient
4. Monitor any Corrective Action Plans in place and determine when those CAPs may be removed

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, but no less than twice annually. These meetings may take place in the form of teleconferences.

Committee Facilitator: Manager, Vendor Management or designee

Committee Recorder: Vendor Analyst

Committee Composition: VP/Director/Manager Compliance designee
VP/Director Population Health and Clinical Operations
VP, Operations
Manager, Vendor Management, or designee
Medical Director
VP Contracting/Network Development
Director/Manager QI
Director/Manager Member Services
Director/Manager Provider Relations

Ad Hoc Members: Magnolia CEO/COO/CFO

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: This is not a voting committee.

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: Manager, Vendor Management or designee

Facilitator: Manager, Vendor Management or designee

Agenda: Agenda items for the next meeting will be developed by the Manager, Vendor Management or designee.

Minutes: Minutes will be drafted and distributed within thirty days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Copies will be provided at the meeting or distributed via email.

Decision Authority:

The JOC has been given the authority to provide feedback and make recommendations regarding delegated entities. The Committee reports to the Quality Improvement Committee.

Evaluation:

The JOC charter is reviewed annually.

Committee Name: Clinical Policy Committee (CPC)**Charter Statement:**

The Clinical Policy Committee (CPC) ensures that Magnolia’s clinical policies provide a guide to medical necessity, are reviewed and approved by appropriately qualified Mississippi licensed physicians, and are available to all physicians and providers servicing our members.

Purpose:

The purpose of the Clinical Policy Committee (CPC) is to provide a guide to medical necessity. Benefit determinations should be based in all cases on the applicable contract provisions governing plan benefits (“Benefit Plan Contract”) and applicable state and federal requirements, as well as applicable plan-level administrative policies and procedures. To the extent there are any conflicts between these policies and the Benefit Plan Contract provisions, the Benefit Plan Contract provisions will control.

Clinical policies are intended to be reflective of current scientific research and evidence-based clinical standards. Clinical policies are not intended to dictate to providers how to practice medicine. Providers are expected to exercise professional medical judgment in providing the most appropriate care and are solely responsible for the medical advice and treatment given to members. All clinical policies are available to providers in compliance with all federal, statutory, and regulatory requirements and upon request.

Objectives of the Committee and Relationship to Strategic Objectives:

Coordinating development of new, local clinical policies and review of both proposed new and/or changes to existing corporate clinical policies.

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, with date and time to be determined based on availability of committee members. Additional meetings may be scheduled as needed.

Committee Facilitator: VP of Population Health and Clinical Operations or designee will serve as facilitator.

Committee Recorder: Administrative Assistant or designee
The Chief Medical Director is responsible for approving the documented proceedings that reflect all CPC decisions.

Committee Composition: Chief Medical Director (Chair)
Magnolia Network Practitioners (2), minimum 1 Behavioral Health Vice President, Population Health and Clinical Operations
Compliance Officer
VP of Quality Improvement
VP/ Director Pharmacy
Medical Director(s)
Other Magnolia operation staff as requested

Ad Hoc Members: Magnolia CEO/COO/CFO

- ▶ If a participant cannot attend, no replacement is needed; if the participant is responsible for an agenda item, re-schedule item to the next meeting and/or use another avenue to update the group.
- ▶ Each participant is responsible to work with his/her peers to understand meeting events and assignments.

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: A minimum of five members, including three plan staff and two external physicians, must be present for a quorum.

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia’s standard format.

Scheduling: Administrative Assistant or UM designee

Facilitator: Chair, Chief Medical Director

Agenda: The Committee Chair, in collaboration with the VP of Population Health and Clinical Operations, will develop agenda items for the next meeting.

Minutes: Minutes will be drafted and distributed within thirty business days of the meeting. The minutes will be approved and signed by the Chair at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

Handouts/Meeting Packets: Documents will be emailed, or hard copy mailed to Network Physician committee members approximately 1-2 weeks before the scheduled meeting date.

Decision Authority:

The CPC is a subcommittee of the Utilization Management committee, who is authorized by the Quality Improvement Committee (QIC) to make all decisions related to Magnolia’s clinical policies. The QIC reports to the Board of Directors, who have the ultimate authority, responsibility, and accountability for health plan operations.

- ▶ Decisions are made by consensus.
- ▶ Individuals are responsible to raise any concerns/issues at the committee meetings.

Evaluation:

The CPC will review the charter annually in conjunction with the annually.

Other:**Confidentiality:**

- ▶ Each Committee Member is accountable to identify confidential information or situations when/if the dissemination of the information needs to be managed in a specific manner.
- ▶ Each External Committee Member must agree to and sign a committee confidentiality statement.

Committee Name: Health Equity and Diversity Council (HEDC)**Charter Statement:**

The Health Equity and Diversity Council is a leadership committee that is responsible for the execution of strategy to improve quality and reduce costs associated with health disparities.

Purpose:

The purpose of the Health Equity and Diversity Council (HEDC) is to provide oversight and direction of all Magnolia activities associated with health disparities, to assess the appropriateness of care and service delivered, and to continuously enhance and improve the quality of services provided to members in an effort to enhance health equity. The HEDC will review and direct clinical, physical, behavioral health, and service operational activities to identify health disparities, identify root cause(s), and address them by tailoring services to remove barriers. This will be accomplished through a comprehensive, plan-wide system of ongoing, objective, and systematic monitoring, identification, evaluation, and resolution of process problems; identification of opportunities to improve member outcomes; and the education of members, providers, and staff regarding health disparities and social determinants of health. This is a multi-disciplinary committee of Magnolia Health leadership staff. HEDC activities include, but are not limited to, review of clinical, physical, behavioral health, and non-

clinical issues/activities affecting the health equity of members; coordination of actions; and making decisions regarding health equity functions.

Objectives of the Committee and Relationship to Strategic Objectives:

1. Establish appropriate goals, policies, and leadership
2. Facilitate perspectives from interested stakeholders outside the health plan
3. Provide accountability and alignment to the health plan
4. Review/establish benchmarks or performance goals for health equity initiatives and/or service indicators.
5. Facilitate the identification of system-wide trends and implement corrective action in order to reduce health disparities
6. Review due diligence information for any potential delegated entity and provide oversight to those entities already delegated
7. Oversee the implementation of disease management programs, health education activities, cultural competency programs, and patient safety initiatives
8. Prioritize health equity efforts and assure the appropriation of resources required to carry out activities
9. Communicate progress of goals to the Quality Improvement Committee (QIC)

Committee Responsibilities:

1. Develop and review quality and performance improvement studies and activities based on metrics and formal assessments
2. Identify gaps and opportunities for health disparity reduction efforts and establish enterprise priorities for health disparity reduction
3. Review, approve, and support Magnolia’s Health Equity Work Plan, including the prioritization of work groups to support operationalization of strategies
4. Conduct ongoing assessments of Magnolia’s efforts to reduce disparities including enterprise and market progress
5. Commit to leadership and accountability on implementing disparity reduction strategies within areas of subject matter expertise and responsibility, including aligning department goals with goals established through the governance committee
6. Evaluate and develop recommendations for Magnolia’s health disparity training needs, integrate local community-based organizational perspectives regarding performance, and offer culturally relevant/social determinants of health-related program enhancements

Committee Structure and Operation:

Meeting Frequency: This committee will meet quarterly, with date and time to be determined based on availability of committee members. Additional meetings may be scheduled as needed.

Committee Facilitator: VP, Population Health and Clinical Operations or designee

Committee Recorder: Administrative Assistant or PHCO designee
The Chair(s) is responsible for approving the documented proceedings that reflect all HEDC decisions.

Committee Composition: Chief Medical Director
VP, Population Health and Clinical Operations
VP, Quality Improvement (Chair)
Sr. Director/Director, PHCO/MM
Director, Quality Improvement
VP, Network Development and Contracting
Director, Pharmacy
Director, Compliance
Vice President, Finance
Director, Human Resources
Director, Communications and Marketing
Director, Provider Relations
Member and Provider Services
Medical Director Behavioral Health
Manager, Accreditation

- ▶ If a participant will be absent, she/he is responsible to discuss and provide input/proxy to the Facilitator on topics to be presented whenever possible.
- ▶ Each participant is responsible to work with his/her peers to understand meeting events and implement actions in their department.

Attendance Requirement: Voting members must attend at least 75% of scheduled meetings.

Quorum: A minimum of seven, or 50%, of voting members must be present for a quorum.

Committee Data/Document Responsibilities:

Meetings will be agenda driven. All agendas and minutes will follow Magnolia standard format.

Scheduling: PHCO designee

Agenda: The HEDC Chairs will develop agenda items for the next meeting, in collaboration with committee members.

Minutes: Minutes will be drafted and distributed within thirty business days of the meeting. The minutes will be approved and signed by the Chair(s) at the next regularly scheduled meeting. Minutes will be maintained in a secure area.

<p>Handouts/Meeting Packets: Documents will be securely distributed to committee members prior to the meeting date, with sufficient time to review meeting materials, as applicable.</p>
<p>Decision Authority:</p> <p>The HEDC is authorized by the Quality Improvement Committee to make all decisions to promote health equity.</p> <ul style="list-style-type: none"> ▶ Decisions are made by consensus. ▶ Individuals are responsible to raise any concerns/issues at the committee meetings.
<p>Evaluation:</p> <p>Evaluation criteria, including health disparity metrics, will be established by the committee and will be analyzed annually and reported to the QIC.</p>
<p>Other:</p> <p>Confidentiality:</p> <ul style="list-style-type: none"> ▶ Each Committee Member is accountable to identify confidential information and/or situations when/if the dissemination of the information needs to be managed in a specific manner.

QUALITY DEPARTMENT STAFFING

The Quality Department staffing model is outlined below. Department staffing is determined by membership, products offered, and (when applicable) state and/or federal contract requirements and includes the following positions:

Magnolia Health Staffing

<p>Chief Medical Director/Medical Director(s)</p>	<p>The health plan’s Chief Medical Director (CMD) and any supporting Medical Directors (including a behavioral health Medical Director) must have an active, unencumbered license in accordance with the health plan’s state laws and regulations. The CMD will oversee and be responsible for the proper provision of core benefits and services to members, the Quality Program, the Population Health and Clinical Operations Program, and the Grievance System.</p>
<p>Quality VP/Director</p>	<p>The Quality VP/Director is a registered nurse, or other qualified person, with experience in health care, data analysis, barrier analysis, and project management as it relates to improving the clinical quality of care and quality of service provided to the members. The Quality VP/Director reports to identified executive leadership and is responsible for directing the</p>

	<p>activities of the quality staff in monitoring and auditing the plan's health care delivery system, including, but not limited to, internal processes and procedures, provider network(s), service quality, and clinical quality. The Quality VP/Director assists the senior executive staff, both clinical and non-clinical, in overseeing the activities of the operations to meet the goal of providing health care services that improve the health status and health outcomes of its members. Additionally, the Quality VP/Director coordinates the Quality Improvement Committee proceedings in conjunction with the Chief Medical Director; supports corporate initiatives through participation on committees and projects as requested; reviews statistical analysis of clinical, service, and utilization data; and recommends performance improvement initiatives while incorporating best practices as applicable.</p>
Quality Managers	<p>The Quality Managers are registered nurses. Quality Managers are responsible for management and oversight of quality and performance monitoring. Their responsibilities include working with multiple departments to establish objectives, policies, and strategies; assuring quality initiatives focused on improving operational and program efficiencies; focusing on initiatives to improve member outcomes; developing systematic processes and structures that will assure quality; and ensuring Magnolia's commitment to enabling quality improvements.</p>
Quality Improvement Coordinators	<p>Quality Improvement Coordinators (QICs) are highly trained clinical staff with significant experience in a health care setting and experience with data analysis and/or project management. At least one of the health plan's QICs is a registered nurse. The QIC's scope of work includes data collection for various quality improvement studies and activities and development and implementation of initiatives to improve member health outcomes. A QIC may specialize in one area of the quality process or may be cross trained in several areas. The QICs collaborate with other departments, as needed, to implement improvement initiatives as identified through the health plan's quality improvement activities.</p>
Quality Practice Advisors	<p>Quality Practice Advisors (QPAs) are highly trained clinical staff with significant experience in a health care setting and experience with data analysis and/or project management. At least one of the health plan's QPAs is a registered nurse. The QPA's scope of work includes conducting onsite provider visits for HEDIS education, acting as a liaison between the provider and health plan to ensure a coordinated effort in improving financial and quality performance, data analysis and implementation of improvement activities, supplying status updates for providers regarding incentive agreements, and conducting annual medical record review audits.</p>
HEDIS Operations Director/Manager	<p>The HEDIS Operations Director/Manager is a highly trained individual with significant experience in managed health care, data analysis, and project management. The HEDIS Operations Director/Manager is responsible for maintaining departmental documentation to support state contract requirements and accreditation standards including, but not limited to,</p>

	<p>applicable policies and procedures, quality focus studies, quality improvement activities, routine control monitoring reports, meeting minutes, access and availability analysis, member experience analysis, continuity and coordination of care, delegated vendor oversight, and annual evaluation of the effectiveness of the Quality Program. The HEDIS Operations Director/Manager collaborates with other departments, as needed, to implement corrective action or improvement initiatives as identified through the health plan's quality improvement activities and quality of care reviews. Additionally, the HEDIS Operations Director/Manager coordinates the documentation, collection, and reporting of HEDIS measures to both NCQA and the State as required.</p>
Accreditation Manager	<p>The responsibilities of the Accreditation Manager include ensuring compliance with NCQA accreditation requirements, conducting routine readiness assessments, evaluating policies and procedures, and reviewing processes and records. He or she develops, implements, and leads a process for ensuring that the health plan achieves and maintains NCQA accreditation. The incumbent establishes and implements objectives, policies, and strategies to maintain a continual state of accreditation readiness and to achieve successful accreditation status for the health plan. The Accreditation Manager serves as the Subject Matter Expert for accreditation for the health plan.</p>
Grievance and Appeals Coordinator	<p>The Grievance and Appeals Coordinator logs member grievances and appeals and refers those pertaining to potential quality of care issues to a Quality Coordinator (or Medical Director as appropriate) for investigation and resolution. The Grievance and Appeals Coordinator evaluates complaints and grievances by type, location, and region to identify trends indicating potential areas in need of further analysis and intervention. The Grievance and Appeals Coordinator also tracks and resolves all administrative member grievances and complaints. The Grievance and Appeals Coordinator reports to a Clinical Grievance and Appeals Supervisor.</p>
Grievance and Appeals Supervisor	<p>The Grievance and Appeals Supervisor is a highly trained clinical staff member with significant experience with grievance and appeals policy, processes, and procedures. The Grievance and Appeals Supervisor is responsible for management and oversight of the appropriate processing of member grievances and appeals as well as State Fair Hearing and external reviews. The Grievance and Appeals Supervisor is responsible for performance monitoring, process improvement, and policy management related to the Grievance and Appeals program. The G&A Supervisor is the grievance and appeals representative in multiple health plan committees. This position manages grievance and appeals data, reports day-to-day responsibilities of the G&A Coordinators, and completes monthly Division of Medicaid required reports/logs. The Grievance and Appeals Supervisor reports to the Accreditation Manager.</p>

Quality Improvement Specialist	The Quality Improvement Specialist assists with the development and coordination of health services, reports, audits, policy and procedures, and activities for various committees and meetings.
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QUALITY PROGRAM RESOURCES: INFRASTRUCTURE AND DATA ANALYTICS

Magnolia Health has the technology infrastructure and data analytics capabilities to support goals for quality management and value. Magnolia Health’s health information systems collect, analyze, integrate, and report encounter data and other types of data to support utilization, complaints/grievances and appeals, care management/coordination, and all quality activities. The IT infrastructure integrates data for monitoring, analysis, evaluation, and improvement of the delivery, quality, and appropriateness of health care furnished to all members, including those with special health care needs. Magnolia Health IT systems and informatics tools support advanced assessment and improvement of both quality and value, including collection of all quality performance data, with the ability to stratify data at the regional level, across provider types, and across member populations. These systems capture, store, and analyze data from internal, subcontractor, and external sources and for effective use through a suite of data informatics and reporting solutions.

Centelligence – Internal monitoring processes are supported by Centelligence, a family of integrated decision support and health care informatics solutions that facilitates use of data by collecting, integrating, storing, analyzing, and reporting data from all available sources. Centelligence also powers the Magnolia Health provider practice patterns and provider clinical quality and cost reporting information products. Centelligence includes a suite of predictive modeling solutions incorporating evidence-based, proprietary care gap/health risk identification applications that identify and report significant health risks at population, member, and provider levels.

The Centelligence platform receives, integrates, and continually analyzes large amounts of transactional data, such as medical, behavioral, and pharmacy claims; lab test results; health screenings and assessments; service authorizations; member information (e.g., current and historical eligibility and eligibility group; demographics including race and ethnicity, region, and primary care provider assignment; member outreach), and provider information (e.g., participation status; specialty; demographics; languages spoken). The Centelligence analytic and reporting tools provide Magnolia Health the ability to report on all datasets in the platform, including HEDIS and EPSDT, at the individual member, provider, and population levels. These analytic resources allow key quality personnel the necessary access and ability to manage the data required to support the measurement aspects of the quality improvement activities and to determine intervention focus and evaluation.

Through Centelligence, Magnolia Health develops defined data collection and reporting plans to build custom measures and reports, as applicable. Magnolia Health analyzes population demographics, including disease prevalence and healthcare disparities, at the state and regional level, to identify opportunities for improvement and trends that indicate potential barriers to care

that can potentially affect the results of interventions and initiatives. Demographic analysis is used to appropriately design quality improvement projects and interventions and to evaluate the results of performance measures, analyzing population results by gender, age, race/ethnicity, geographic region, etc.

Enterprise Data Warehouse (EDW) – The foundation of Magnolia Health’s Centelligence proprietary data integration and reporting strategy is the EDW, powered by high performance Teradata technology. The EDW systematically receives, integrates, and transmits internal and external administrative and clinical data, including medical, behavioral, and pharmacy claims data, as well as lab test results and health screening/assessment information. EDW supplies the data needed for all Centelligence’s analytic and reporting applications while orchestrating data interfaces among core applications. Housing all information in the EDW allows Magnolia Health to generate standard and ad hoc quality reports from a single data repository.

AMISYS Advance – AMISYS provides claims processing with extensive capabilities for administration of multiple provider payment strategies. AMISYS Advance receives appropriate health plan member and provider data systematically from Member Relations Manager and Provider Relations Manager systems; receives service authorization information in near real time from TruCare, the clinical documentation and authorization system; and is integrated with encounter production and submission software.

TruCare – TruCare is a member-centric health management platform for collaborative care management, care coordination, and behavioral health, condition, and utilization management. Integrated with Centelligence for access to supporting clinical data, TruCare allows Population Health and Clinical Operations (PHCO) and Quality department staff to capture utilization, care, and population health management data, to proactively identify, stratify, and monitor high-risk enrollees, to consistently determine appropriate levels of care through integration with InterQual® medical necessity criteria and clinical policies, and capture the impact of programs and interventions. TruCare also houses an integrated appeals management module, supporting the appeals process from initial review through to resolution, and reporting on all events along the process, and a quality-of-care module to track and report potential quality of care incidents and adverse events.

Certified HEDIS Engine – The HEDIS Engine is a software system used to monitor, profile, and report on the treatment of specific episodes, care quality, and care delivery patterns. The HEDIS Engine is certified by NCQA and produces NCQA-certified HEDIS measures; its primary use is for the purpose of building and tabulating HEDIS, and other state required, performance measures. The Engine enables the health plan to integrate claims and member, provider, and supplemental data into a single repository by applying a series of clinical rules and algorithms that automatically convert raw data into statistically meaningful information. Additionally, the system provides an integrated clinical and financial view of care delivery, which enables the health plan to identify cost drivers, help guide best practices, and manage variances in its efforts to improve performance. Data is updated at least monthly by using an interface that extracts claims, member, provider, and financial information and then summarizes,

with access for staff to view standard data summaries and drill down into the data or request ad hoc queries.

Predictive Analytics – Magnolia Health’s predictive analytics engine examines large data sets daily, providing a comprehensive array of targeted clinical and quality reports. This includes the regular re-computation and interpretation of a member’s clinical data, delivering actionable insights for HEDIS and enhanced drug safety and quality of care metrics. The predictive analytics tool applies clinical predictive modeling rules, supplying care teams, Quality staff, providers, and members with actionable, forward-thinking care gap and health needs information to guide decisions and program development.

Clinical Decision Support – State-of-the-art predictive modeling software is used to identify members who may be at risk for high future utilization through risk score assignment. The Clinical Decision Support application is a multi-dimensional, episode-based predictive modeling and Care Management analytics tool that allows the Quality and Care Management teams to use clinical, risk, and administrative profile information obtained from medical, behavioral, and pharmacy claims data and lab value data to identify high risk members. The EDW updates the Clinical Decision Support system bi-weekly with data, including eligibility, medical, behavioral and pharmacy claims data, demographic data, and lab test results to calculate and continuously update each member’s risk score. The application supports the Quality team in identifying target populations for focused improvement intervention based on risk score and need.

Customer Relationship Management (CRM) Platform – The Customer Relationship Management (CRM) platform enables Magnolia Health to identify, engage, and serve members, providers, and federal/state partners in a holistic and coordinated fashion across the wellness, clinical, administrative, and financial matters. The CRM platform captures, tracks, and allows Magnolia Health staff to manage complaints, grievances, and appeals for all required reporting.

Magnolia Health obtains data and analytical support through the Information and Management Systems Department, Corporate Quality, Health Economics, and other support resources as necessary.

DOCUMENTATION CYCLE

The Quality Program incorporates an ongoing documentation cycle that applies a systematic process of quality assessment, identification of opportunities, action implementation as indicated, and evaluation. Several key quality instruments demonstrate Magnolia Health’s continuous quality improvement cycle using a predetermined documentation flow such as the:

- Quality Program Description
- Quality Work Plan
- Quality Program Evaluation

Quality Program Description – The Quality Program Description is a written document that outlines Magnolia Health’s structure and process to monitor and improve the quality and safety

of clinical care and the quality of services provided to members. The Quality Program Description includes, at a minimum, the following: the scope and structure of the Quality Program, including the behavioral health aspects of the program; the specific role, structure, function, and responsibilities of the Quality Improvement Committee and subcommittees/work groups, including meeting frequency and accountability to the governing body; a description of dedicated Quality Program staff and resources, including involvement of a designated physician and behavioral health care practitioner; the behavioral health aspects of the program, and how the health plan serves a diverse membership. No less than annually, ideally during the first quarter of each calendar year, the designated Quality Department staff prepares, reviews, and revises, as needed, the Quality Program Description. The Quality Program Description is reviewed and approved by the Quality Improvement Committee and Board of Directors on an annual basis. Changes or amendments are noted in the “Revision Log”. Magnolia Health submits any substantial changes to its Quality Program Description to the Quality Improvement Committee and appropriate state agency for review and approval as required by state contract, if applicable.

At the discretion of Magnolia Health, the Quality Program Description may include structure and process outlines for applicable functional areas within the health plan, or departments may maintain their own program description. In either case, all program descriptions are formally approved or accepted by the Quality Improvement Committee at least annually.

Quality Work Plan – To implement the comprehensive scope of the Quality Program, the Quality Work Plan clearly defines the activities to be completed by each department and all supporting committees throughout the program year, based on the Quality Program Evaluation of the previous year.

The Work Plan is developed annually after completing the Quality Program Evaluation for the previous year and includes the recommendations for improvements from the annual Program Evaluation. The Work Plan reflects the ongoing progress of the quality activities, including:

- Yearly planned quality activities and objectives for improving quality of clinical care, safety of clinical care, quality of services and member experience
- Individual(s) accountable for each task
- Target dates for start dates
- Target dates for completion of all phases of all QM activities
- Updates on at least a quarterly basis
- Annual submission, which must include prospective QM initiatives for the year
- Data collection methods and analysis target dates
- Evaluation and reporting of findings to the Mississippi Division of Medicaid
- Implementation of improvement actions where applicable

Magnolia Health annually reviews the existing Work Plan and confirms compliance with the health plan’s current needs, accreditation requirements, and current state and/or federal requirements and deliverables related to the Quality Program, as applicable. Work Plan status

reports are reviewed by the Quality Improvement Committee on a regular basis (e.g., quarterly or semiannually). The Work Plan is a fluid document; designated Quality Department staff make frequent updates to document progress of the Quality Program throughout the year.

At the discretion of Magnolia Health, the Quality Work Plan may include activities of all applicable departments (Member Services, Utilization Management, Care Management, Provider Services, Credentialing, etc.) within the health plan, or each department may maintain their own work plan independently. In either case, all work plans are formally approved or accepted by the Quality Improvement Committee at least annually.

Quality Program Evaluation – The Quality Program Evaluation includes an annual summary of all quality activities, the impact the program has had on member care, an analysis of the achievement of stated goals and objectives, and the need for program revisions and modifications. The Program Evaluation outlines the completed and ongoing activities of the previous year for all departments within the health plan, including activities regarding provider services, member services, utilization management, care management, complex case management, condition management, and safety of clinical care. Program Evaluation findings are incorporated in the development of the annual Quality Program Description and Quality Work Plan for the subsequent year. The senior quality executive and Quality VP/Director are responsible for coordinating the evaluation process and a written description of the evaluation and work plan is provided to the Quality Improvement Committee and Board of Directors for approval annually.

The annual Quality Program Evaluation identifies outcomes and includes evaluation of the following:

- Analysis and evaluation of the overall effectiveness of the Quality Program, including progress toward influencing network-wide safe clinical practices, and an evaluation of the adequacy of resources (e.g., staffing, analytic tools, etc.) and training related to the Quality Program;
- The effectiveness of the Quality Committee structure, including subcommittees and workgroups
- Effectiveness of health plan leadership and external practitioner involvement in the Quality Program
- Conclusions regarding the need to restructure the Quality Program for the following year
- A description of completed and ongoing studies and quality activities that address quality and safety of clinical care and quality of service
- Trending of measures collected over time to assess performance in quality of clinical care and quality of service
- Interventions implemented to address the issues chosen for performance improvement projects and focused studies
 - Rationales and methodologies for activities and studies undertaken
 - Results of the activities and measurement of the effectiveness of activities
 - Subsequent improvement actions

- An analysis of claims data, member demographic information, member and provider surveys, and other data, as it applies and whether there have been demonstrated improvements in the quality of clinical care and/or quality of services
- Systematic analysis and re-measurement of barriers to care and the quality of care provided to members
- Recommendations for the upcoming year's Quality Work Plan
- An evaluation of the scope and content of the Quality Program Description to ensure it covers all types of services in all settings and reflects demographic and health characteristics of the member population
- The communication of necessary information to other committees when problems or opportunities to improve member care involved more than one committee's intervention

At the end of the Quality Program cycle each year the Quality Department facilitates/prepares the Quality Program Evaluation. The evaluation assesses both progress in implementing the quality improvement strategy and the extent to which the strategy is in fact promoting the development of an effective Quality Program. Recommended changes in program strategy or administration and commitment of resources that have been forwarded and considered by the Quality Improvement Committee should be included in the document.

In addition to providing information to the Quality Improvement Committee, the annual Program Evaluation, or an executive summary as appropriate, can be used to provide information to a larger audience such as, accrediting agencies, regulators, stockholders, new employees, and the Board of Directors.

Magnolia Health provides general information about the Quality Program to members and providers on the website or member/provider materials such as the member handbook or provider manual. If required, communication includes how to request specific information about Quality Program goals, processes, and outcomes as they relate to member care and services and may include results of performance measurement and improvement projects. Information available to members and providers may include full copies of the Quality Program Description and/or Quality Program Evaluation, or summary documents.

PERFORMANCE MEASUREMENT

Magnolia Health continually monitors and analyzes data to measure performance against established benchmarks and to identify and prioritize improvement opportunities. Specific interventions are developed and implemented to improve performance and the effectiveness of each intervention is measured at specific intervals, applicable to the intervention.

Magnolia Health focuses monitoring efforts on the priority performance measures that align with the mission and goals outlined previously, as well as required additional measures. Magnolia Health reports all required measures in a timely, complete, and accurate manner as necessary to meet federal and state reporting requirements. Performance measures also include all HEDIS measures required for the NCQA Health Plan Ratings and the designated set of CMS Adult and Child Core measures. HEDIS includes measures across six (6) domains of care including:

Effectiveness of Care, Access and Availability of Care, Experience of Care, Utilization and Risk Adjusted Utilization, Health Plan Descriptive Information, and Measures Collected Using Electronic Clinical Data Systems.

In 2023, the Mississippi Division of Medicaid assigned the entire suite of the Centers for Medicare and Medicaid Services (CMS) Core Set of Children’s Health Care Quality Measures for Medicaid and CHIP (Child Core Set) and Core Set of Adult Health Care Quality Measures for Medicaid (Adult Core Set) to Magnolia. These measures are for both physical and behavioral health. Per the technical specifications, these measures are guided by either NCQA, CMS, The Joint Commission (TJC), Agency for Healthcare Research and Quality (AHRQ), Health Resources and Services Administration (HRSA), or the Pharmacy Quality Alliance (PQA).

HEDIS is a collaborative process between Magnolia Health, the Centene Corporate Quality Department, and several external vendors. Magnolia Health calculates and reports HEDIS rates utilizing an NCQA-certified software. HEDIS rates are audited by an NCQA-certified auditor and submitted to NCQA as required. As applicable, in order to facilitate External Quality Review Organization (EQRO) analytical review to assess the quality of care and service provided to members, and to identify opportunities for improvement, Magnolia Health supplies claims and encounter data to the appropriate EQRO and works collaboratively to assess and implement interventions for improvement.

Member Experience - Magnolia Health supports continuous ongoing measurement of member experience by monitoring member inquiries, complaints/grievances, and appeals; member satisfaction surveys; member call center performance; and direct feedback from member focus groups and other applicable committees. The Quality Department analyzes findings related to member experience and presents results to the Quality Improvement Committee and appropriate subcommittees.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey assesses patient experience in receiving care. CAHPS results are reviewed by the Quality Improvement Committee and applicable subcommittees, with specific recommendations for performance improvement interventions or actions. In addition to any federal or state required CAHPS measures, Magnolia Health focuses on the following measures required for the NCQA Health Plan Ratings:

- Getting Care Quickly
- Getting Needed Care
- Coordination of Care
- Customer Service
- Rating of Health Plan
- Rating of All Health Care
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often

Provider Experience - Provider satisfaction is assessed annually using valid survey methodology and a standardized comprehensive survey tool. The survey tool is designed to assess provider satisfaction with the network, claims, quality, utilization management, and other administrative services. The Provider Experience Department is responsible for coordinating the provider satisfaction survey, aggregating, and analyzing the findings, and reporting the results to appropriate committees. Survey results are reviewed by the Quality Improvement Committee, with specific recommendations for performance improvement interventions or actions. Provider experience may also be assessed through monitoring of provider grievances and appeals as well as point-in-time provider surveys following call center and in-person interactions. Provider surveys, monitoring of provider grievances and appeals, and input from various quality committees and advisory workgroups provide ongoing data to the Quality Improvement Committee, with operational process improvements and service performance improvement projects based on formal analysis of identified areas of provider need/dissatisfaction.

PROMOTING MEMBER SAFETY AND QUALITY OF CARE

The Quality Program is a multidisciplinary program that utilizes an integrated approach to monitor, assess, and promote patient safety and quality of care. Magnolia Health has mechanisms to assess the quality and appropriateness of care furnished to all members, including those with special health care needs, as defined by the State. These activities are both clinical and non-clinical in nature and address physical health, behavioral health, and social health services.

Member safety is a key focus of the Magnolia Health Quality Program. Monitoring and promoting member safety is integrated throughout many activities across the health plan, including through identification of potential and/or actual quality of care events and critical incidents, as applicable. A potential quality of care issue is any alleged act or behavior that may be detrimental to the quality or safety of member care, is not compliant with evidence-based standard practices of care, or signals a potential sentinel event, up to and including death of a member. Employees (including Population Health and Clinical Operations staff, Member Services staff, Provider Relations staff, Grievance and Appeals coordinators, etc.), panel practitioners, facilities or ancillary providers, members or member representatives, state partners, Medical Directors, or the Board of Directors may inform the Quality Department of potential quality of care issues and/or critical incidents. Potential quality of care issues requires investigation of the factors surrounding the event in order to make a determination of their severity and need for corrective action, up to and including review by the Peer Review Committee as indicated. Potential quality of care issues and critical incidents received in the Quality Department are tracked and monitored for trends in occurrence, regardless of their outcome or severity level.

In addition, the health plan monitors for quality of care and/or adverse events through claims-based reporting mechanisms. An adverse event is an event over which health care personnel could have exercised control, and which is associated in whole or in part with medical intervention, rather than the condition for which such intervention occurred. Although occurrence of an adverse event in and of itself is not necessarily a preventable quality of care issue, Magnolia Health monitors and tracks these occurrences for trends in type, location, etc., to

monitor member safety and investigates further and/or requests a corrective action plan any time a quality-of-care issue is definitively substantiated.

Magnolia Health's critical incident management processes comply with all health, safety, and welfare monitoring and reporting of critical incidents, as required by state and federal statutes and regulations, and meet all accreditation requirements. Management of critical incidents safeguards the health, safety, and welfare of members by establishing protocols, procedures, and guidelines for consistent monitoring and trend analysis for all critical incidents as defined by state and federal regulations and accreditation requirements.

Magnolia Health also ensures initial credentialing and recredentialing of all network practitioners/providers complies with state requirements and performs ongoing monitoring of the provider network.

Medical Record Documentation Standards – Magnolia Health promotes maintenance of medical records in a current, detailed, and organized manner which permits effective and confidential patient care and quality review. The minimum standards for practitioner medical record keeping practices, which include medical record content, medical record organization, ease of retrieving medical records, and maintaining confidentiality of member information, are outlined in the Provider Manual. Magnolia Health may conduct medical record reviews for purposes including, but not limited to, utilization review, quality management, medical claim review, or a member complaint/appeal investigation. Providers must meet specific requirements for medical record keeping; elements scoring below a determined benchmark are considered deficient and in need of improvement.

MEMBER ACCESS TO CARE

Magnolia Health ensures member access to care in areas such as network adequacy, availability of services, timely appointment availability, transitions of coverage, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization. Magnolia Health ensures the availability and delivery of services in a culturally and linguistically competent manner to all members, including those with limited English proficiency and literacy, diverse cultural and ethnic backgrounds, and disabilities, and regardless of gender, sexual orientation, gender identity, etc. Magnolia Health also ensures all network providers deliver physical access, reasonable accommodations, and accessible equipment for beneficiaries with physical or mental disabilities. Numerous methods and sources of data are utilized to assure appropriate member access to care, including practitioner/provider availability analysis, practitioner office site surveys, member inquiries and complaints/grievances/appeals, and review of CAHPS survey findings related to member experience of availability and access to services. Magnolia Health also ensures members have access to accurate and easy to understand information about network providers. Magnolia Health's provider directory is available online, and in hard copy as needed, and meets all regulatory and accreditation requirements. The directory is updated in a timely manner upon receipt of updated information from providers and assessment of the accuracy of the directory is completed on an ongoing basis.

The Quality Department report results to the Performance Improvement Team and/or the Quality Improvement Committee for consideration of corrective action if opportunities are identified.

Results are included in the annual Quality Program Evaluation. Magnolia Health ensures compliance with contractual, regulatory, and accreditation requirements, including all reporting requirements, to maintain timely and appropriate access to care for all members.

Network Adequacy – Magnolia Health maintains and monitors the provider network to ensure members have adequate access to all covered services. Magnolia Health recognizes the necessity to have providers who are best able to meet the complete needs of members and eliminate barriers to access. Numerous factors beyond network adequacy analyses are considered, such as patterns of care, cultural and linguistic needs, and social determinants of health. Per applicable federal and state regulations, Magnolia Health contracts with all required and essential provider types, such as federally qualified health centers (FQHCs) and rural health clinics (RHCs). Additionally, Magnolia Health ensures adequate numbers and geographic distribution of primary care, specialists, behavioral health practitioners, and other healthcare practitioners and providers while taking into consideration the special and cultural needs of members.

Magnolia used a regionally focused data-driven approach to identify network adequacy issues and ensure implementation of locally driven mitigation strategies. Network adequacy is assessed on an ongoing basis to ensure adequacy standards are met and to determine if modifications to the network need to occur. Standards are set for the number and geographic distribution (i.e., time and distance standards), with consideration of clinical safety and appropriate standards for the applicable service area for designated practitioner/provider types. Results are reviewed and recommendations are made to the Performance Improvement Team and/or the Quality Improvement Committee to address any deficiencies in the number and distribution of providers. Magnolia Health ensures compliance with contractual, regulatory, and accreditation requirements, including all reporting requirements, to maintain adequate provider availability for members.

Appointment Availability – Magnolia Health monitors practitioner appointment availability using targets set by the Division of Medicaid contract on an ongoing basis. At least annually, the health plan uses a statistically valid sampling methodology to conduct appointment availability audits of PCPs, high-volume specialists including OB/GYNs, behavioral health, and high-impact specialists. CAHPS results are also analyzed to identify primary care, behavioral health, and specialty appointment availability issues. In addition, Magnolia Health analyzes appointment access complaints/grievances/appeals and may solicit feedback from the Member, Provider and/or Community Advisory Committees related to appointment access trends.

After Hours Access – Magnolia Health annually conducts after hours call surveys to assess compliance with non-business hours telephone coverage standards. Member complaints/grievances to identify potential issues are also analyzed, and PCP offices are surveyed after hours to verify availability of a live respondent or appropriate messaging about how to reach the covering doctor.

Transitions of Coverage – Magnolia Health ensures compliance with all federal, state, and accreditation transition of care policy requirements, for example:

- When a Magnolia Health member transitions to the health plan from either from Fee-for-Service (FFS) Medicaid or another health plan:
 - A member in an ongoing course of treatment, or with an ongoing special condition where changing providers may disrupt care, may continue seeing his/her provider (even if they are out-of-network) for up to 90 days
 - New members who are pregnant and, in their 2nd, or 3rd trimester may continue seeing their provider(s) through their pregnancy and up to 60 days after delivery
- When a practitioner in good standing leaves the Magnolia Health network
 - Members may continue seeing that provider for up to 90 days
 - Pregnant members in their 2nd or 3rd trimester may continue seeing the provider through pregnancy and the postpartum period, for up to 60 days after delivery

Continuity and Coordination of Care – Magnolia Health monitors and acts as needed to improve continuity and coordination of care across the health care network. This includes continuity and coordination of medical care through collection of data on member movement between practitioners and data on member movement across settings. Continuity and coordination between medical care and behavioral healthcare is also monitored with data collected in several areas to identify opportunities for collaboration. Magnolia Health collaborates with behavioral healthcare practitioners to complete analysis of the data collected in the areas noted above and identify opportunities for improvement.

Continuity and coordination of medical care, and between medical care and behavioral healthcare, may be assessed via several different measures or activities. These include, but are not limited to, HEDIS measures, CAHPS or other member experience survey results, provider satisfaction surveys, etc. Magnolia Health collects data related to continuity and coordination of care, analyzes the data to identify opportunities for improvement, selects opportunities for improvement, and implements actions for improvement. The effectiveness of improvement actions is measured annually and re-measurement results analyzed.

Preventive Health Reminder Programs – These population-based initiatives aim to improve adherence to recommended preventive health guidelines for examinations, screening tests, and immunizations promoting the prevention and early diagnosis of disease. These programs utilize various member and provider interventions and activities to improve access to these services and to increase member understanding and engagement. Examples of preventive health reminder programs include, but are not limited to:

- General and supportive member and provider education such as articles in member and provider newsletters, face-to-face interactions, and written educational materials provided to members at health fairs, diaper distribution events, etc.
- Targeted telephonic, digital, and/or written outreach to members/parents/guardians to remind of applicable preventive health screenings and services due or overdue and assistance with scheduling appointments and transportation to the appointments as needed
- Targeted written and/or face-to-face education and communication to providers identifying assigned members due or overdue for preventive health screenings such as

annual well visits, immunizations, lead testing, cervical cancer screening, breast cancer screening, etc.

POPULATION HEALTH MANAGEMENT

Magnolia's Population Health Management (PHM) strategy is guided by the Magnolia Health Population Strategy Description and includes a comprehensive plan for managing the health of its enrolled population, improving health outcomes, and controlling health care costs and is coordinated with activities addressed in this program description. The PHM Strategy is closely aligned with the Quality Program priorities and goals, with PHM goals and objectives focused on four key areas of member health needs: keeping members healthy, managing members with emerging health risk, patient safety/outcomes across settings, and managing multiple chronic illnesses. Magnolia Health's PHM Strategy outlines how member health needs are identified and stratified and segmented for intervention; details the PHM programs and services offered to address those needs for all stages of health and across health care settings; explains how members are informed of the programs and services and their eligibility to utilize them; and describes proven prevention interventions and tactics used to promote the transition to value-based care in the health plan's network. PHM programs, activities, and outcomes are reported to the Quality Improvement Committee for review, recommendations, and approval.

Care Management and Coordination of Services – Magnolia Health ensures coordination of services for members, including between settings of care, such as appropriate discharge planning for hospital and institutional stays. When members experience changes in enrollment across health plans or FFS Medicaid, Magnolia Health coordinates with the applicable payer source to ensure continuity and non-duplication of services.

Magnolia Health provides care coordination, care management, and condition/disease management for members identified as at risk, intervenes with specific programs of care, and measures clinical and other health-related outcomes. Magnolia Health attempts to assess all new members within 90 days of enrollment by performing a health risk screening, which includes assessing for member risk based on social determinants of health, emerging risk, and other risks. A universal screening tool is utilized that includes questions relating to social determinants of health such as housing, food, transportation, and interpersonal violence. Decision support encourages informed health care decisions by providing members with education about their condition(s) and treatment options, and by supporting members to make informed treatment decisions in collaboration with their providers. Magnolia Health's condition management and population health management programs help members understand their diagnoses, learn self-care skills, and adhere to treatment plans. All clinical management programs include the use of general awareness and targeted outreach and educational interventions, including but not limited to, newsletter articles, advertising regarding available programs, direct educational/informational mailings, and care management. Programs also include written communication to primary care providers informing of members on their panels with chronic conditions such as diabetes and/or hypertension and reminders on appropriate screening and monitoring tests as recommended by evidenced-based practice guidelines.

The Care Management Program Description further outlines Magnolia Health’s approach to addressing the needs of members with complex health issues, which may include physical disabilities, developmental disabilities, chronic conditions, and severe and persistent mental illness.

BEHAVIORAL HEALTH SERVICES

Behavioral health is integrated in the overall care model with guidance from Behavioral Health Medical Directors. The goals and objectives of the behavioral health activities are congruent with the Population Health Solutions health model and are incorporated into the overall care management model program description, which involve efforts to monitor and improve behavioral healthcare.

Special populations such as serious mental illness (SMI) or serious emotional disturbance (SED) adults may require additional services and attention, which may lead to the development of special arrangements and procedures with our provider network to arrange for and provide certain services to include:

- Coordination of services for members after discharge from state and private facilities to integrate them back into community; this includes coordination to implement or access services with network behavioral health providers or Community Mental Health Centers (CMHCs)
- Targeted case management by community mental health providers for adults in the community with a severe and persistent mental illness

The goals of the Behavioral Health Program mirror that of the Utilization and Care Management Programs. The program is intended to decrease fragmentation of healthcare service delivery; facilitate appropriate utilization of available resources; and optimize member outcomes through education, care coordination, and advocacy services for the population served. It is a collaborative process that utilizes a multi-disciplinary, member-centered model to foster the integration of services and delivery of care across the care continuum. It supports the Institute for Healthcare Improvement’s Triple Aim objectives, which include:

- Improving the patient experience of care (including quality and satisfaction).
- Improving the health of populations.
- Reducing the per capita cost of healthcare.

PROVIDER SUPPORTS

Magnolia Health collaborates with network providers to build useful, understandable, and relevant analyses, and reporting tools to improve care and compliance with practice guidelines. These analyses are delivered in a timely manner in order to support member outreach and engagement. This collaborative effort helps to establish the foundation for practitioner and provider acceptance of results, leading to continuous quality improvement activities that yield performance improvements.

Included is a multidimensional assessment of a PCP or other practitioner's performance using clinical and administrative indicators of care that are accurate, measurable, and relevant to the target population. To support providers in their delivery of robust preventive and interventional care, Magnolia Health provides quantitative and actionable analyses of the providers' member panel via analytic tools.

The health plan offers a population health management tool designed to support providers in the delivery of timely, efficient, and evidence-based care to members. Claims data is used to create a detailed profile of each member with the ability to organize members by quality measures and disease conditions. This provider analytics tool includes:

- Disease registries
- Care gap reporting at member and population levels
- Claims-based patient histories
- Exportable patient data to support member outreach.

Provider Analytics – Magnolia Health offers a quality cost and utilization tool designed to support providers who participate in a value-based program in order to identify provider performance opportunities and assist with population health management initiatives. Provider analytics prioritizes measures based on providers' performance to help identify where to focus clinical efforts in order to optimize pay-for-performance (P4P) payouts, which may include:

- Key performance indicators
- Cost and utilization data
- Emergency room cost, utilization, and trending data
- Pharmacy comparisons of brand vs. generic
- Value-Based Contracting performance summaries

Through these supporting platforms, Magnolia Health works to keep providers engaged in the delivery of value-based care by promoting wellness and incentivizing the prudent maintenance of chronic conditions. This engagement helps providers identify performance insights as well as identify opportunities for improvement.

Interventions may be discussed with the practitioners to address performance that is out of range from their peers, and such interventions may include, but are not limited to, provider education, sharing of best practices and/or documentation tools, assistance with barrier analysis, development of corrective action plans, ongoing medical record reviews, and potential termination of network status when recommended improvements are not implemented.

Practice Guidelines – Preventive health and clinical practice guidelines assist practitioners, providers, members, medical consenters, and caregivers in making decisions regarding health care in specific clinical situations. Nationally recognized guidelines are adopted/approved by Magnolia Health's Quality Improvement Committee or applicable subcommittee, in consultation with network practitioners/providers and/or feedback from board-certified practitioners from appropriate specialties as needed. Guidelines are based on the health needs of members and opportunities for improvement identified as part of the Quality Program, valid and reliable

clinical evidence, or a consensus of health care professionals in the particular field and needs of the members. Decisions on member education topics and materials are based on information contained in adopted guidelines to ensure consistency. Clinical and preventive health guidelines are updated upon significant new scientific evidence or change in national standards, or at least every two (2) years. Guidelines are distributed to providers via the Provider Manual, the Magnolia Health website, and/or provider newsletters and are available to all members or potential enrollees upon request.

Practitioner adherence to Magnolia Health’s adopted preventive and clinical practice guidelines may be encouraged in the following ways: new provider orientations include reference to practice guidelines with discussion of health plan expectations; measures of compliance are shared in provider newsletter articles available on the provider web site; targeted mailings that include guidelines relevant to specific provider types and underscore the importance of compliance; and provider incentives. Magnolia Health uses applicable HEDIS measures to monitor practitioner compliance with adopted guidelines. If performance measurement rates fall below Magnolia Health /state/accreditation goals, Magnolia Health implements interventions for improvement as applicable.

PERFORMANCE IMPROVEMENT ACTIVITIES

Magnolia Health’s Quality Improvement Committee reviews and adopts an annual Quality Program and Quality Work Plan that aligns with the health plan’s strategic vision and goals and appropriate industry standards. The Quality Department implements and supports performance/quality improvement activities as required by state or federal contract, including quality improvement projects and/or chronic care improvement projects as required by state or federal regulators, and accreditation needs. Focus studies and health care initiatives also include behavioral health care issues and/or strategies.

The health plan utilizes traditional quality/risk/utilization management approaches to identify activities relevant to the health plan programs or a specific member population and that describe an observable, measurable, and manageable issue. Initiatives are identified through analysis of key indicators of care and service based on reliable data which indicate the need for improvement in a particular clinical or non-clinical area. Baseline data may come from: performance profiling of contracted providers, mid-level providers, ancillary providers, and organizational providers; provider office site evaluations; focus studies; utilization information (over- and under-utilization performance indicators); sentinel event monitoring; trends in member complaints, grievances, and/or appeals; issues identified during care coordination; and/or referrals from any source indicating potential problems, including those identified by affiliated hospitals and contracted providers. Other initiatives may be selected to test an innovative strategy or as required by state or federal contract. Projects and focus studies reflect the population served with consideration of social determinants of health, age groups, disease categories, and special risk status.

The Performance Improvement Team assists in prioritizing initiatives, focusing on those with the greatest need or expected impact on health outcomes and member experience. Performance improvement projects, focused studies, and other quality initiatives are designed to achieve and

sustain, through ongoing measurements and interventions, significant improvement over time in clinical and non-clinical care areas in accordance with principles of sound research design and appropriate statistical analysis. The Performance Improvement Team helps to define the study question and the quantifiable indicators, criteria, and goals to ensure the project is measurable and able to show sustained improvement. Evidence-based guidelines, industry standards, and contractual requirements are used as the foundation for developing performance indicators, setting benchmarks and/or performance targets, and designing projects and programs that assist providers and members in managing the health of members. If data collection is conducted for a random sample of the population, baseline and follow-up sampling is conducted using the same methodology and statistical significance and a 90% or more confidence level is determined.

The Performance Improvement Team also assists in barrier analysis and development of interventions for improvement. Data are re-measured at predefined intervals to monitor progress and make changes to interventions as indicated. Once a best practice is identified, control monitoring reports are implemented to monitor for changes in the process and need for additional intervention. Improvement that is maintained for one year is considered valid and may include, but is not limited to, the following:

- The achievement of a pre-defined goal and/or benchmark level of performance
- The achievement of a reduction of at least 10% in the number of members who do not achieve the outcome defined by the indicator (or the number of instances in which the desired outcome is not achieved)
- The improvement is reasonably attributable to interventions undertaken by the health plan

GRIEVANCE AND APPEALS SYSTEM

Magnolia Health ensures members can address their concerns quickly and with minimal burden. Magnolia Health investigates and resolves member complaints/grievances, appeals, and quality of care concerns in a timely manner. Members may file a complaint/grievance to express dissatisfaction with any issue that is not related to an adverse benefit determination (e.g., concerns regarding quality of care or behavior of a provider or Magnolia Health employee) or file a formal appeal of an adverse benefit determination. Upon exhaustion of the internal appeal process, members may request additional levels of appeal as applicable. Magnolia Health reports on grievance and appeals processes and outcomes as required.

All member grievance and appeals data are tracked, trended, analyzed, and reported to the Quality Improvement Committee and applicable subcommittees on a regular basis to identify trends and to recommend performance improvement activities as appropriate. In addition, member grievances associated with specific practitioners and/or providers and related to quality of care and service are tracked, classified according to severity, and reviewed by the Medical Director if needed. Member grievances by associated practitioner/provider are analyzed and reported on a routine basis to the Quality Improvement Committee and applicable subcommittees (including the Credentialing Committee and Peer Review Committee as appropriate) for identification of specific improvement activities or corrective action as needed.

Provider complaints and appeals are tracked, and resolution is facilitated by the Provider Services Department. Data are reported to and analyzed by the Quality Improvement Committee on a regular basis to identify trends and to recommend performance improvement activities as appropriate. Provider complaint reports are submitted to the Quality Improvement Committee, along with recommendations for quality improvement activities based on results.

REGULATORY COMPLIANCE AND REPORTING

Magnolia Health departments perform required quality of service, clinical performance, and utilization studies throughout the year based on contractual requirements, requirements of other state and regulatory agencies, and those of applicable accrediting bodies such as NCQA. All functional areas utilize standards/guidelines from these sources and those promulgated by national and state medical societies or associations, the Centers for Disease Control, the federal government, etc. The Quality Department maintains a schedule of relevant quality reporting requirements for all applicable state and federal regulations and accreditation requirements and submits reports in accordance with these requirements. Additionally, the Quality Program and all health plan departments fully support every aspect of the federal privacy and security standards; Business Ethics and Code of Conduct; Compliance Plan, and Waste, Fraud and Abuse Plan.

NCQA HEALTH PLAN ACCREDITATION

Magnolia Health adheres to the belief that NCQA Health Plan Accreditation demonstrates a health plan's commitment to delivering high-quality care and service for members and thus strives for a continual state of accreditation readiness. The Magnolia Health Chief Medical Director; VP/Director, Quality; and Manager, Accreditation facilitate the accreditation process with support from Centene Corporation's national accreditation team.

Centene has achieved NCQA Health Plan Corporate Accreditation for specific elements, which allows Magnolia Health to receive auto-credit for specific elements within the NCQA standards and decreases the accreditation burden for the health plan.

DELEGATED SERVICES

The Quality Improvement Committee may authorize participating provider entities, such as independent practice associations, hospitals, or other organizations, to perform activities such as utilization management, care management, credentialing, or quality on the health plan's behalf. Magnolia Health evaluates each delegated entity's capacity to perform the proposed delegated activities prior to the execution of a delegation agreement. A mutually agreed upon delegation agreement, signed by both parties, includes, but is not limited to, the following elements:

- Responsibilities of the health plan and the delegate
- Specific activities being delegated
- Frequency and type of reporting (i.e., minimum of semiannual reporting)
- The process by which the health plan evaluates the delegate's performance
- Explicit statement of consequences and corrective action process if the delegate fails to meet the terms of the agreement, up to and including revocation of the delegation agreement
- The process for providing member experience and clinical performance data to the delegate when requested

If the delegation arrangement includes the use of protected health information (PHI) the delegation agreement also includes PHI provisions, typically accomplished in the form of a Business Associate Agreement signed by the delegated entity.

Magnolia Health retains accountability for all functions and services delegated, and as such monitors the performance of the delegated entity through annual approval of the delegate's programs (Dental, Vision, Transportation, etc.), routine reporting of key performance metrics, and annual or more frequent evaluation to determine whether the delegated activities are being carried out according to health plan and regulatory requirements and accreditation standards. Magnolia Population Health and Clinical Operations (PHCO), Quality and/or Compliance designees, in conjunction with Centene Corporate Compliance designees, conduct an annual evaluation and documentation review that includes the delegate's program, applicable policies and procedures, applicable file reviews, and review of meetings minutes for compliance with health plan, state, and federal requirements and accreditation standards. The health plan retains the right to reclaim the responsibility for performance of delegated functions, at any time, if the delegate is not performing adequately.

Magnolia Health Quality Improvement Committee has reviewed and adopted this document, including the Quality Work Plan (Program Approval Signature on file within the Quality Department).

ENDORSEMENT OF THE Quality Program Description

The Quality Program Description has been reviewed and endorsed by the quality senior leadership effective this day of 23, month of February, 2023.

Carrie Mitchell, RN

Vice President Quality

Jeremy Erwin, MD

Chief Medical Director

ENDORSEMENT OF THE Quality Program Description

The Quality Program Description has been reviewed and endorsed by the Board of Directors effective this day of 15, month of June, 2023.

Aaron Sisk, CEO/Plan President

Board of Directors Chairman