

# Quality Improvement Initiatives

Molina Healthcare of Iowa

## Background

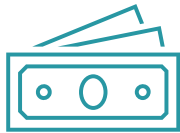
### Goal: Improve Maternal & Child Health Outcomes

HEDIS: Timeliness to Prenatal & Postpartum Care Measures

- Healthy Rewards
- Case Management Programming
- Doula Services
- Digital Culturally Tailored Maternal Health Care Services
- Meals & Transportation
- Baby Showers
- \*New\* Member & Provider Pregnancy Notification Incentive

### Postpartum Visit Data Limitations:

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Global Billing / Pregnancy Bundled Payments



Limited Electronic Health Record Access






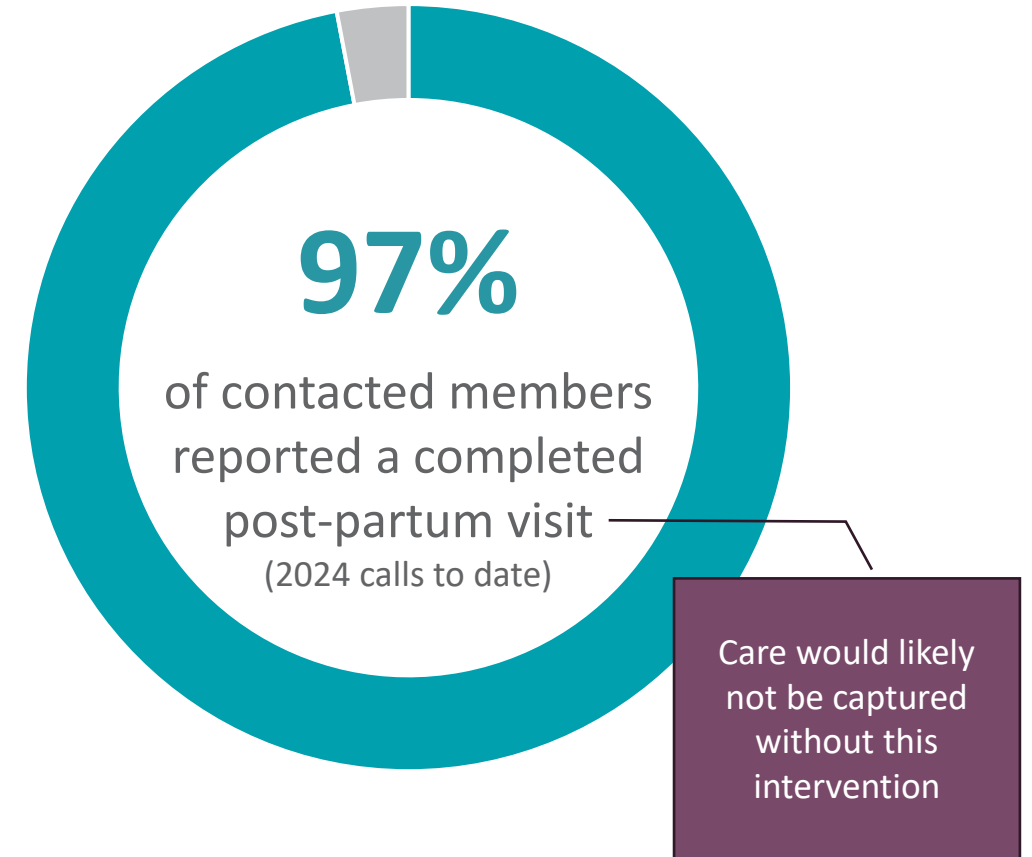
# Member Engagement Calls & Clinical Data Acquisition

## Member Engagement Calls

- Call members in postpartum window
- Connect members to services and programming
- Identify location of post-partum visit

## Impacts

-  Increase Member Engagement & Satisfaction
-  Execute Directed & Specific Chart Requests
-  Improve Care Coordination & Provider Partnerships



# Long-Term Services and Supports

## NCQA Accreditation:



## Value-Added Benefits & Services:

Legal Guardianship

Caregiver Transportation Benefit

Caregiver Benefit for LTSS Preventive Care

## Molina Member Moments:

A video highlighting the story of Nang, a refugee receiving LTSS from Molina

