

EQR Table 11. Long-Term Services and Supports (LTSS) Performance Improvement Projects (PIPs) Included in External Quality Review (EQR) Technical Reports, 2023–2024 Reporting Cycle, by Topic Area

Summary: This table shows LTSS PIP counts by state and by topic area.^{a, b} It also shows the populations included in each topic area's PIPs: adult (A), child (C), or unspecified (U). For purposes of this table, the term “child” also includes “adolescents.” In the 2023–2024 reporting cycle, 16 states reported at least one PIP related to LTSS. The three most common topics were: (1) Other LTSS Topics Not Classified Elsewhere (7 states reported at least one PIP focused on this topic), (2) Care Transitions (5 states), and (3) Safety (4 states).

| Topic Area | Total States Reporting PIPs | Total PIPs ^b | AZ | DC | DE | FL | IL | KS | MI | NC | NJ | NM | NY | PA | TN | TX | VA | WI |
|--|-----------------------------|-------------------------|------|----|----|----|------|------|------|------|------|------|----|----|----|----|------|----|
| Total PIPs^c | 16 | 184 | 4 | 1 | 1 | 1 | 5 | 3 | 76 | 19 | 5 | 3 | 17 | 8 | 3 | 9 | 12 | 17 |
| Care Coordination ^d | 3 | 6 | - | - | - | - | - | - | - | - | - | A, C | - | A | A | - | - | - |
| Care Transitions ^e | 5 | 17 | - | - | - | C | - | - | A | - | - | - | - | A | - | - | A, C | A |
| Case Management ^f | 2 | 12 | - | - | - | - | - | - | A | - | - | - | A | - | - | - | - | - |
| HCBS | 3 | 13 | - | - | - | - | - | - | A, C | A | A, C | - | - | - | - | - | - | - |
| Reducing ED Visits for Enrollees Receiving LTSS Services | 3 | 8 | - | - | A | - | - | A, C | - | - | - | - | - | - | - | - | A, C | - |
| Reducing Inpatient Hospitalization for Enrollees Receiving LTSS Services | 2 | 6 | - | - | - | - | - | - | - | - | A, C | A | - | - | - | - | - | - |
| Safety ^g | 4 | 66 | - | A | - | - | - | - | A | - | - | A | - | - | - | - | - | A |
| SDOH/HRSN ^h | 3 | 23 | - | - | - | - | A, C | A, C | - | - | - | - | A | - | - | - | - | - |
| Other LTSS Topics Not Classified Elsewhere ⁱ | 7 | 54 | A, C | - | - | - | - | A | A | A, C | - | - | - | - | A | C | - | A |

Acronyms: CMS = Centers for Medicare & Medicaid Services; ED = Emergency Department; EQR = External Quality Review; EQRO = External Quality Review Organization; GU = Guam; HCBS = Home- and Community-Based Services; HRSN = Health-Related Social Needs; LTSS = Long-Term Services and Supports; MCP = Managed Care Plan; PIP = Performance Improvement Project; PR = Puerto Rico; SDOH = Social Determinants of Health; USVI = United States Virgin Islands.

Source: EQR technical reports for the 2023–2024 reporting cycle. States must post EQR technical reports on their websites by April 30 of each year. Information about the EQR process is available at <https://www.medicare.gov/medicaid/quality-of-care/medicaid-managed-care/external-quality-review/index.html>.

Notes: The following three states posted their EQR technical reports after the April 30 deadline but are included in this analysis: FL, MN, and VT. ID and MO did not post EQR technical reports for the 2023-2024 reporting cycle and are not included in this analysis. CA posted one of its MCP EQR technical reports after the April 30 deadline, but this analysis includes data from all plans. During the 2023–2024 reporting cycle, the following eight states and territories did not contract with a qualifying MCP subject to EQR: AK, CT, GU, ME, MT, OK, SD, and USVI.

EQR technical reports must include information on the validation of PIPs required by the state that were underway during the preceding 12 months.

An “A,” “C,” or “U” indicates the populations included in the state’s PIP in each domain; a dash (-) indicates that the state’s MCPs did not conduct a PIP related to the domain. PIPs can focus on an adult (A) population, a child (C) population, or an adult and child population (A, C). For some PIPs, the population could not be determined and is listed as unspecified (U) in the table above.

^a The requirements for states to mandate PIPs and have managed care execution of those mandates validated by an EQRO and reported to the state and CMS are detailed in 42 C.F.R. §§ 438.330, 438.358, and 438.364, respectively. PIP validation means that the EQRO assessed the PIP methodology; confirmed the accuracy of the MCP’s reported results; and interpreted PIP results, noting whether the interventions are achieving improvement.

^b This table includes PIPs conducted by MCPs that only serve enrollees who receive LTSS services. PIPs that include enrollees that do and do not receive LTSS services are counted in the EQR Table that aligns with the PIP’s clinical focus. For example, a PIP focused on increasing immunizations in an MCP where some enrollees receive LTSS services and others do not appears in EQR Table 6: Primary Care Access and Preventive Care PIPs Included in EQR Technical Reports under the “Immunizations” topic and does not appear in this table.

^c PIPs can focus on more than one topic area; thus, the PIPs listed in this table are not mutually exclusive. For example, a PIP focused on fall risk and prevention could address safety and reducing inpatient hospitalizations for enrollees receiving LTSS services and is counted once in the total PIP count, once in the “Safety” topic, and once in the “Reducing Inpatient Hospitalizations for Enrollees Receiving LTSS Services” topic. In addition, more than one MCP in a state may conduct a PIP related to each topic area. In this case, each PIP would be counted in the Total PIPs column but would only appear once in the state column if the PIPs focused on the same population.

^d The “Care Coordination” topic includes PIPs focused on reducing fragmentation in patient care by sharing information among different healthcare providers and organizations to achieve safer and more effective care.

^e The “Care Transitions” topic includes PIPs focused on supporting changes in a care setting, such as long-term-care to home or inpatient mental health to home.

^f The “Case Management” topic includes PIPs focused on working directly with enrollees, their family members, and other case management systems to address barriers that prevent them from achieving their healthcare goals.

^g The “Safety” topic includes PIPs focused on addressing safety issues among enrollees receiving LTSS services, such as falls.

^h The “SDOH/HRSN” topic includes PIPs focused on addressing SDOH/HRSN among enrollees receiving LTSS.

ⁱ The “Other LTSS Topics Not Classified Elsewhere” topic includes PIPs focused on enrollees receiving LTSS with topics not specified above. For example, PIPs in this topic focused on breast cancer screening (AZ), advanced directives (KS), advance benefit notice (MI), diabetes control (NC), increasing the percentage of LTSS reassessments and care plan updates (TN), access to behavioral health care (TX), and caregiver strain (WI).