AmeriHealth Caritas Scorecard on Health Equity Performance:
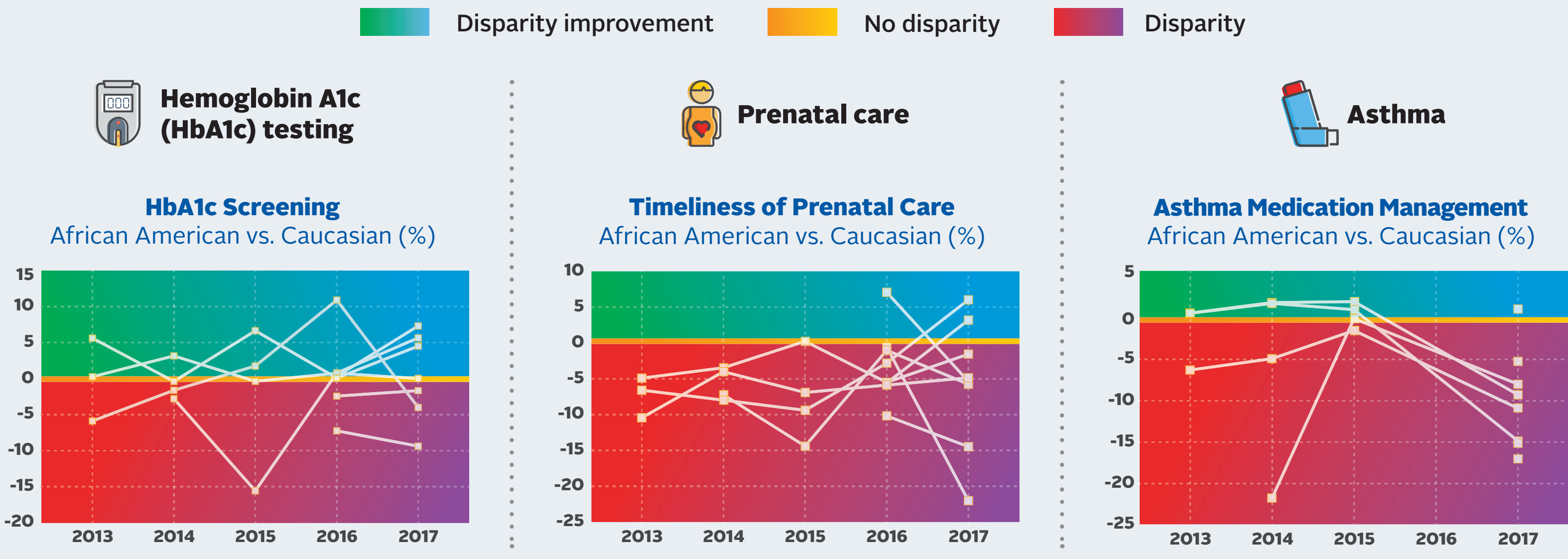## Creating a new, strategic tool to address and reduce health inequities within our membership

I. Background
The AmeriHealth Caritas scorecard journey originated from a need to track, monitor, and report racial, ethnic, clinical, administrative, and health disparities in one comprehensive report. Before the scorecard, AmeriHealth Caritas had various reports in several locations enterprise-wide.

1 **First, we analyzed disparities in certain clinical measures.**
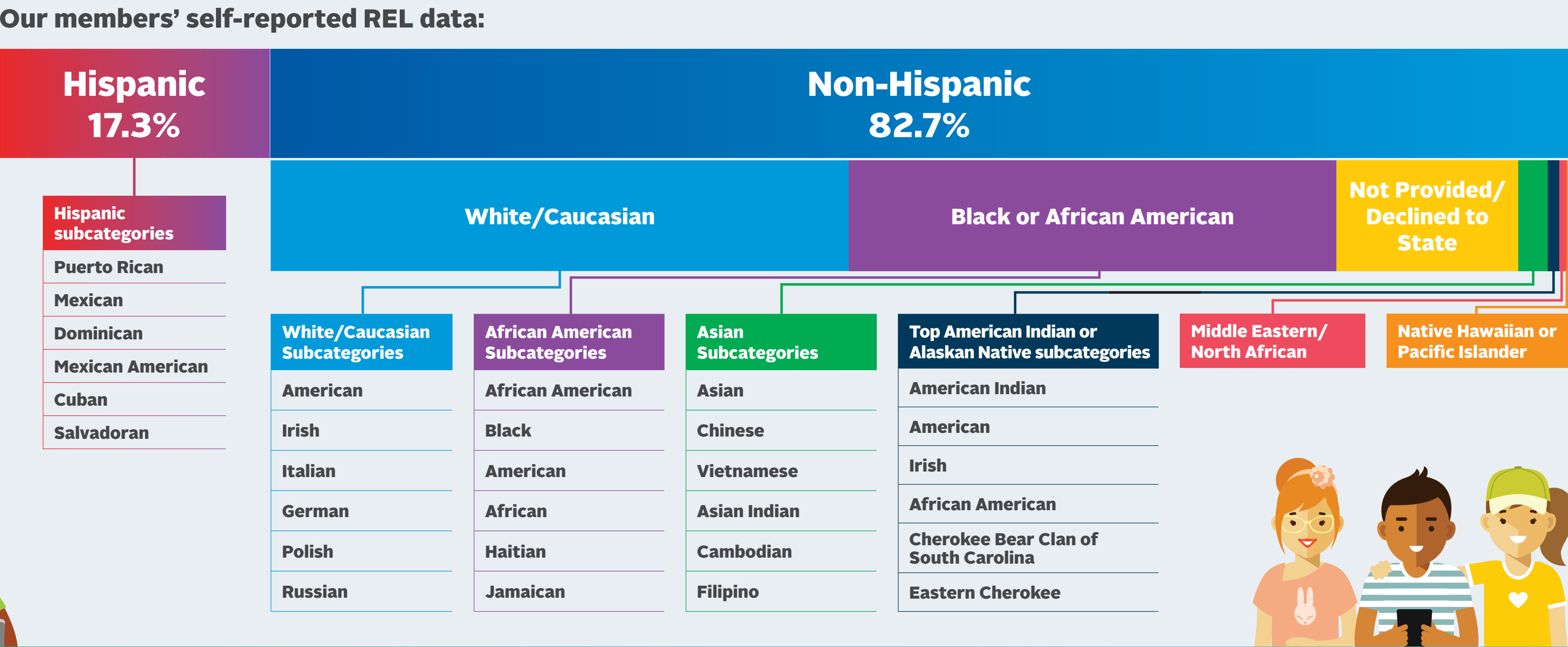
The graphs to the right demonstrate health outcomes for African American members compared to Caucasian members; wherein, each line represents one of seven AmeriHealth Caritas Medicaid managed care plans. Recording and analyzing these trends have revealed clear health care disparities, but present us an opportunity to strategically address these inequities and close gaps in care.

Legend: Disparity improvement | No disparity | Disparity

Hemoglobin A1c (HbA1c) testing

HbA1c Screening
African American vs. Caucasian (%)
(Line graph, y-axis 15 to -20, x-axis 2013–2017)

Prenatal care

Timeliness of Prenatal Care
African American vs. Caucasian (%)
(Line graph, y-axis 10 to -25, x-axis 2013–2017)

Asthma

Asthma Medication Management
African American vs. Caucasian (%)
(Line graph, y-axis 5 to -25, x-axis 2013–2017)

2 In 2015, we asked members to self-report their race, ethnicity, and language (REL) data enterprise wide, which allowed us to map out member demographic profiles, compare it with local HEDIS disparities, and customize targeted health initiatives in specific locations and populations.
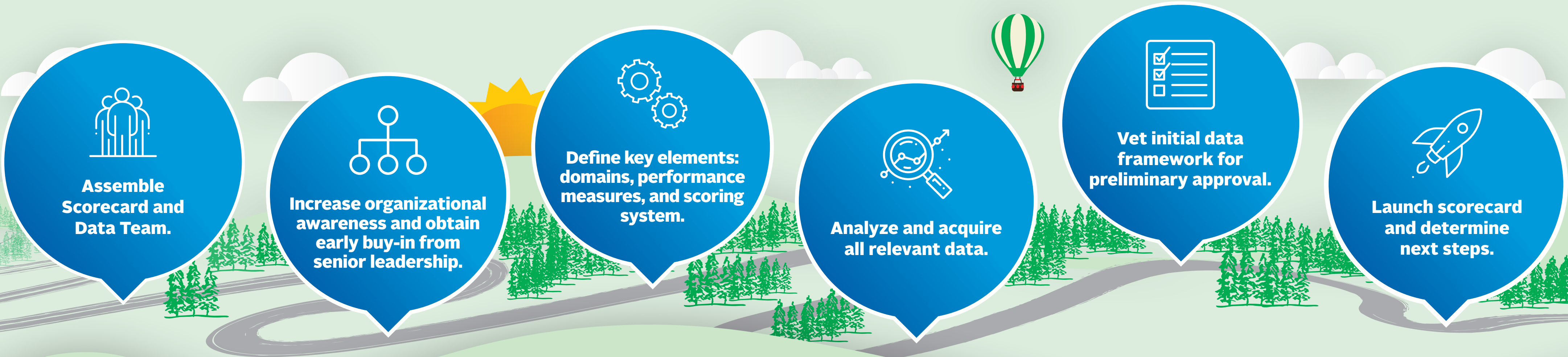
AS OF NOVEMBER 2017 52.01 % REL DATA WAS CAPTURED FROM 1 MILLION MEMBERS

3 With the help of our self-reported REL data collection, we developed a more detailed member demographics profile.

Our members' self-reported REL data:

Hispanic 17.3% | **Non-Hispanic 82.7%**

Hispanic subcategories
- Puerto Rican
- Mexican
- Dominican
- Mexican American
- Cuban
- Salvadoran

White/Caucasian | **Black or African American** | **Not Provided/ Declined to State**

White/Caucasian Subcategories	African American Subcategories	Asian Subcategories	Top American Indian or Alaskan Native subcategories	Middle Eastern/ North African	Native Hawaiian or Pacific Islander
American	African American	Asian	American Indian		
Irish	Black	Chinese	American		
Italian	American	Vietnamese	Irish		
German	African	Asian Indian	African American		
Polish	Haitian	Cambodian	Cherokee Bear Clan of South Carolina		
Russian	Jamaican	Filipino	Eastern Cherokee		

II. Our Scorecard Journey
We identified strategic milestones on the path to reaching our desired end point of reducing health disparities. Milestones included:

- Assemble Scorecard and Data Team.
- Increase organizational awareness and obtain early buy-in from senior leadership.
- Define key elements: domains, performance measures, and scoring system.
- Analyze and acquire all relevant data.
- Vet initial data framework for preliminary approval.
- Launch scorecard and determine next steps.

III. Moving Forward

We will continue to evaluate and plot our navigational course of addressing health disparities by:

- Implementing an annual scorecard.
- Reducing health disparities identified by the scorecard.
- Tracking and monitoring our progress.

Scorecard Team
The AmeriHealth Caritas Scorecard on Health Equity Performance team:
Jenné Johns, Director, Health Equity | **Ramona Serban-Kalu**, Data Scientist | **Monique Parler**, Communications Manager
Project sponsors:
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Andrea Gelzer, M.D., Senior Vice President and Corporate Chief Medical Officer

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