

2025 MANAGED CARE ANNUAL HOUSE BILL 4217 REPORT

West Virginia Medicaid Programs



WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Bureau for Medical Services

Bureau for Medical Services
Medicaid Managed Care Programs

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Executive Summary

The Bureau for Medical Services (BMS) is the designated single state agency responsible for the administration of the State's Medicaid program. BMS administers Mountain Health Trust (MHT) and Mountain Health Promise (MHP) Medicaid managed care programs. The MHT and MHP programs aim to improve member access to high-quality care and lower health care costs through enhanced coordination of care.

BMS contracts with managed care organizations (MCOs) for the provision of medically necessary services provided by the State. Currently, BMS contracts with four MCOs through the MHT program: Aetna Better Health of West Virginia (ABHWV), Highmark Health Options of West Virginia (HHOWV), The Health Plan (THP), and Wellpoint West Virginia (WP). One of the four MCOs, ABHWV, is the sole contractor for the MHP program. In calendar year (CY) 2025, BMS served approximately 485,956 unique members through the four MCOs.

HHOWV began providing coverage as a new MCO provider for MHT effective August 1, 2024. Information, performance and trends presented for HHOWV in this report may differ from the other MCOs due to HHOWV's smaller member enrollment.

This report is specific to the Medicaid population and does not include members eligible and enrolled under Title XXI Children's Health Insurance Program (CHIP), unless otherwise indicated.

This annual report is required by West Virginia House Bill (HB) 4217. The report addresses each subsection of the bill in the order presented in the legislation.

West Virginia Managed Care Organizations and Geographic Service Areas

West Virginia BMS contracted with the following four MCOs in CY 2025:

1. ABHWV
2. HHOWV
3. THP
4. WP

Each MCO's geographic service area includes West Virginia's 55 counties.

Managed Care Organization Provider Networks

Each MCO has a defined network of providers for MHT members. ABHWV leverages the same provider network for both MHP and MHT programs.

BMS uses the access and capacity network requirements outlined in the MCO contracts to evaluate MCO provider networks. In addition to an annual provider network adequacy report, BMS monitors each MCO both weekly and monthly throughout the contracting period. By requiring MCO reports and evaluating based on contract standards, BMS ensures MHT and MHP members have adequate access to every contracted provider type.

The MCOs contract with over 100 different provider specialties. *Table 1* shows the total number of providers for each MCO based on MCO self-reported information. HHOWV's entry into the WV market on August 1, 2024, may explain the large variance in providers, when compared to the other three MCOs.

Table 1. Total Number of Providers Contracted by MCO

MCO	In-State Providers	Out-of-State Providers	Total Number of Contracted Providers
ABHWV	48,943	6,768*	55,711
HHOVV	12,298	1,977	14,275
THP	41,802	11,819	53,621
WP	36,200	13,713	49,913

* Please note, ABHWV did not provide out-of-state provider counts for CY2025. The out-of-state provider count for ABHWV represents an estimation based on state-performed provider network adequacy reviews.

Additional information about each provider type and specialty can be found in each MCO's provider directory link below:

1. ABHWV: [Find a Provider](#)
2. HHOVV: [Find Care](#)
3. THP: [Provider Search](#)
4. WP: [Find Care](#)

Providers by Provider Type

Table 2 shows the number of providers by provider type for each MCO.

Table 2. Total Number of Providers Contracted by Provider Type and MCO

Provider Type	ABHWV*	HHOVV	THP	WP
Behavioral Health	7,890	2,349	7,027	4,050
Dental	217	461	1,444	998
Medical	40,059	11,465	45,150	44,753
Other	777	0	0	112
Total	48,943	14,275	53,621	49,913

* Please note, the ABHWV count of providers by provider type do not include out-of-state providers for ABHWV. The MCO did not provide out-of-state provider counts by provider type for CY2025.

Providers by Specialty and Geographic Area

Provider counts by specialty and geographic area are available in *Appendix A: Provider Network by Specialty, County, and MCO*. Note that out-of-state provider counts were not included in ABHWV's data submission, and subsequently, not included in Appendix A.

Managed Care Enrollment

There were approximately 375,900 members in the MHT program and 25,750 in the MHP program as of December 31, 2025.

Enrollment by MCO

Table 3 displays the total number of enrollees by MCO and average monthly enrollment for MHT and MHP. Please note, the 2025 unique member count summarized in the Executive Summary is higher than the Total 2025 Enrollment as of December 31, 2025, and the Average Monthly Enrollment. This variance is due to enrollment of new members and disenrollment of existing members over the year, as well as a decreasing trend in total member enrollment over the year.

Table 3. Member Enrollment by MCO

Program	MCO	Total 2025 Enrollment (as of December 31, 2025)	Average Monthly Enrollment
MHT	ABHWV	133,521	132,803
MHT	HHOWV	15,115	11,239
MHT	THP	92,998	93,826
MHT	WP	134,266	137,295
MHT Total		375,900	375,163
MHP	ABHWV	25,750	27,123
MHP Total		25,750	27,123
Total		401,650	402,286

Enrollment by Eligibility Group

Table 4 shows the total number of enrollees as of December 31, 2025, by Medicaid eligibility group.

Table 5 displays average monthly enrollment by eligibility group.

Table 4. Total Member Enrollment by Medicaid Eligibility Group as of December 31, 2025

Eligibility Group	MHT	MHT	MHT	MHT	MHP
	ABHWV	HHOWV	THP	WP	ABHWV
Temporary Assistance for Needy Families (TANF)	61,867	5,449	38,875	64,244	25,049
Expansion	56,000	8,284	41,906	53,614	6
Supplemental Security Income (SSI)	11,979	497	9,523	12,464	238
Pregnant Women	3,328	875	2,454	3,641	1
Children with Special Health Care Needs (CSHCN)	347	10	240	303	456
Total	133,521	15,115	92,998	134,266	25,750

Table 5. Average Monthly Member Enrollment by Medicaid Eligibility Group

Eligibility Group	MHT	MHT	MHT	MHT	MHP
	ABHWV	HHOWV	THP	WP	ABHWV
TANF	61,790	4,347	39,405	66,328	26,414
Expansion	55,622	5,926	42,146	54,345	5
SSI	11,951	331	9,678	12,689	206
Pregnant Women	3,106	629	2,344	3,623	1
CSHCN	334	6	253	310	497
Total¹	132,803	11,239	93,826	137,295	27,123

¹ Total average monthly member enrollment reported in Table 5 may differ slightly from average monthly enrollment in Table 3 due to rounding.

Claims by Provider Type and Timeliness of Payment

Table 6 through Table 10 summarize the timeliness of provider payments. They include the average number of days to claim adjudication and clean claim payments for each MCO by quarter and provider type. They also include percentage of clean claims paid to each provider type within 30 calendar days.

Table 6. ABHWV MHT Claim Adjudication and Timeliness of Payment

CY 2025 Quarter	ABHWV (MHT) Provider Type	Average Claim Adjudication Time (Calendar Days)	Average Clean Claim Payment Time (Calendar Days)	Percentage of Clean Claims Paid Within 30 Calendar Days
2025Q1	Medical	6	6	99.98%
	Behavioral Health (BH)	6	6	99.99%
	Dental	6	6	100.00%
2025Q2	Medical	5	5	99.99%
	BH	5	5	99.99%
	Dental	7	7	100.00%
2025Q3	Medical	6	6	99.93%
	BH	6	6	99.96%
	Dental	6	6	100.00%
2025Q4	Medical	6	6	99.99%
	BH	5	5	99.99%
	Dental	6	6	99.98%

Table 7. HHOWV MHT Claim Adjudication and Timeliness of Payment

CY 2025 Quarter	HHOWV Provider Type	Average Claim Adjudication Time (Calendar Days)	Average Clean Claim Payment Time (Calendar Days)	Percentage of Clean Claims Paid Within 30 Calendar Days
2025Q1	Medical	5	5	99.97%
	BH	4	4	100.00%
	Dental	2	2	100.00%
2025Q2	Medical	4	4	99.11%
	BH	4	5	97.85%
	Dental	2	2	100.00%
2025Q3	Medical	4	4	99.59%
	BH	4	4	99.67%
	Dental	2	3	100.00%
2025Q4	Medical	6	6	99.12%
	BH	5	5	99.43%
	Dental	2	3	100.00%

Table 8. THP MHT Claim Adjudication and Timeliness of Payment

CY 2025 Quarter	THP Provider Type	Average Claim Adjudication Time (Calendar Days)	Average Clean Claim Payment Time (Calendar Days)	Percentage of Clean Claims Paid Within 30 Calendar Days
2025Q1	Medical	12	11	74.08%
	BH	13	12	77.32%
	Dental	8	8	100.00%
2025Q2	Medical	11	10	82.95%
	BH	11	10	90.97%
	Dental	8	8	100.00%
2025Q3	Medical	8	8	90.36%
	BH	7	7	95.54%
	Dental	7	7	100.00%
2025Q4	Medical	7	7	94.70%
	BH	8	7	95.61%
	Dental	8	8	100.00%

Table 9. WP MHT Claim Adjudication and Timeliness of Payment

CY 2025 Quarter	WP Provider Type	Average Claim Adjudication Time (Calendar Days)	Average Clean Claim Payment Time (Calendar Days)	Percentage of Clean Claims Paid Within 30 Calendar Days
2025Q1	Medical	1	1	99.89%
	BH	2	2	99.92%
	Dental	8	8	100.00%
2025Q2	Medical	1	1	99.94%
	BH	1	1	99.93%
	Dental	8	8	100.00%
2025Q3	Medical	1	1	99.93%
	BH	2	1	99.96%
	Dental	7	7	100.00%
2025Q4	Medical	1	1	99.96%
	BH	1	2	99.84%
	Dental	8	8	100.00%

Table 10. ABHWV MHP Claim Adjudication and Timeliness of Payment

CY 2025 Quarter	ABHWV (MHP) Provider Type	Average Claim Adjudication Time (Calendar Days)	Average Clean Claim Payment Time (Calendar Days)	Percentage of Clean Claims Paid Within 30 Calendar Days
2025Q1	Medical	5	5	99.96%
	BH	7	7	99.99%
	Dental	6	6	100.00%
2025Q2	Medical	5	5	99.99%
	BH	6	6	99.99%
	Dental	6	6	100.00%
2025Q3	Medical	6	6	99.92%
	BH	7	7	99.96%
	Dental	6	6	100.00%
2025Q4	Medical	6	6	99.99%
	BH	6	6	99.98%
	Dental	6	6	99.96%

Denied and Pended Claims

Table 11 through Table 15 show the number of denied and pended claims for each MCO by CY 2025 quarter.

Table 11. ABHWV MHT Denied and Pended Claims in CY 2025

ABHWV (MHT) Claim Outcomes	2025Q1	2025Q2	2025Q3	2025Q4
Total Claims Pended	123,281	110,778	108,770	121,576
Total Claims Denied	122,422	118,693	113,066	106,999

Table 12. HHOWV MHT Denied and Pended Claims in CY 2025

HHOWV Claim Outcomes	2025Q1	2025Q2	2025Q3	2025Q4
Total Claims Pended	10,013	12,346	16,663	20,913
Total Claims Denied	6,771	10,259	13,422	15,821

Table 13. THP MHT Denied and Pended Claims in CY 2025

THP Claim Outcomes	2025Q1	2025Q2	2025Q3	2025Q4
Total Claims Pended	4,477	3,916	4,271	4,804
Total Claims Denied	61,574	86,202	67,122	74,985

Table 14. WP MHT Denied and Pended Claims in CY 2025

WP Claim Outcomes	2025Q1	2025Q2	2025Q3	2025Q4
Total Claims Pended	8,170	47	28	858
Total Claims Denied	118,741	119,269	125,419	122,525

Table 15. ABHWV MHP Denied and Pended Claims in CY 2025

ABHWV (MHP) Claim Outcomes	2025Q1	2025Q2	2025Q3	2025Q4
Total Claims Pended	17,958	15,577	18,789	17,712
Total Claims Denied	18,040	14,825	15,265	12,109

Claims Paid to Non-Network Providers

Table 16 through Table 20 are a summary of non-network provider payments.

Table 16. ABHWV MHT Non-Network Provider Payments by Provider Type and MCO

Claim Type	ABHWV (MHT) Total Number of Claims	Total Paid (\$)
Medical	121,511	\$22,755,036
BH	3,856	\$1,723,588
Dental	606	\$125,016
Total	125,973	\$24,603,640

Table 17. HHOWV MHT Non-Network Provider Payments by Provider Type and MCO

Claim Type	HHOVV Total Number of Claims	Total Paid (\$)
Medical	6,770	\$1,411,583
BH	833	\$135,836
Dental	86	\$25,183
Total	7,689	\$1,572,602

Table 18. THP MHT Non-Network Provider Payments by Provider Type and MCO

Claim Type	THP Total Number of Claims	Total Paid (\$)
Medical	16,453	\$2,827,690
BH	6	\$3,597
Dental	751	\$110,230
Total	17,210	\$2,941,517

Table 19. WP MHT Non-Network Provider Payments by Provider Type and MCO

Claim Type	WP	
	Total Number of Claims	Total Paid (\$)
Medical	194,703	\$25,777,961
BH	53,626	\$3,599,419
Dental	141,704	\$35,294,639
Total	390,033	\$64,672,020

Table 20. ABHWV MHP Non-Network Provider Payments by Provider Type and MCO

Claim Type	ABHWV (MHP)	
	Total Number of Claims	Total Paid (\$)
Medical	15,107	\$2,262,828
BH	1,183	\$1,649,276
Dental	204	\$43,965
Total	16,494	\$3,956,070

Self-Selection versus Auto-Enrollment

Table 21 shows the number of members who chose their MCO compared to the number that auto-enrolled into each MCO. It also shows the percentage of total MCO members who self-selected or auto-enrolled.

Table 21. Number of Members Using Self-Selection vs. Auto-Enrollment by MCO

Program	MCO	Number (Percentage) of Members Who Self-Selected	Number (Percentage) of Members Who Auto-Enrolled
MHT	ABHWV	94,767 (71%)	38,754 (29%)
MHT	HHOWV	3,072 (20%)	12,043 (80%)
MHT	THP	59,121 (64%)	33,877 (36%)
MHT	WP	98,031 (73%)	36,235 (27%)
MHT Total		254,991 (68%)	120,909 (32%)
MHP	ABHWV	425 (2%)	25,325 (98%)
MHP Total		425 (2%)	25,325 (98%)
Total		255,416 (64%)	146,234 (36%)

Per-Member, Per-Month Payments and Total Capitation

The average per-member, per-month (PMPM) payment amount and total number of payments for each MCO are summarized in Table 22.

Table 22. Capitation and PMPM Payments by MCO

Program	MCO	Total Capitation	Total Member Months	Average PMPM
MHT	ABHWV	\$667,800,273.96	1,683,373	\$396.70
MHT	HHOWV	\$57,104,823.00	128,346	\$444.93
MHT	THP	\$495,773,300.00	1,124,573	\$440.85
MHT	WP	\$625,636,627.38	1,641,386	\$381.16
MHP	ABHWV	\$209,114,053.22	329,507	\$634.63

Health Outcomes

This section details health outcomes data. Health outcomes information reported below was provided in the 2025 External Quality Review (EQR) Annual Technical Report, published in April 2026. The report was posted to the West Virginia BMS public website at the following link, under the title "Quality Reports". As of April 2026, prior year EQR Annual Technical Reports were also available at the link below.

[West Virginia Bureau for Medical Services Managed Care Reports](#)

West Virginia HEDIS® Measures

Please refer to Appendix 1 of the EQR Annual Technical Report by navigating to the link above to view the Healthcare Effectiveness and Data Information Set (HEDIS®) results for select measures. Appendix 1 of the EQR Annual Technical Report provides a comparison of nationally recognized health outcomes by MCO.

West Virginia Performance Measures

Table 23 reports performance measures for the combined MHT Medicaid and WVCHIP adult and child populations, and Table 24 reports performance measures for the MHP adult and child populations. These performance measures are based on designated HEDIS®, Consumer Assessment of Health Plan Providers and Systems (CAHPS®), and Centers for Medicare & Medicaid Services Core Set measures. The results presented are representative of both the Medicaid and WVCHIP populations, which are not reported separately. Please note, performance measure results are not presented for HHOWV because the MCO was not servicing West Virginia Medicaid and WVCHIP for all of Measure Year (MY) 2024.

Table 23. MHT Performance Measures for MY 2024 (January through December 2024)

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
ADULT CORE SET					
(AAB-AD) Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis: Ages 18 to 64	NCQA	30.20	36.87	35.89	34.46
(AAB-AD) Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis: Ages 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(AIS-AD) Adult Immunization Status - Influenza: Ages 19 to 65	NCQA	13.44	12.98	13.26	13.24
(AIS-AD) Adult Immunization Status - Influenza: Age 66 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	22.00

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(AIS-AD) Adult Immunization Status - Td/Tdap: Ages 19 to 65	NCQA	44.30	43.46	46.20	44.79
(AIS-AD) Adult Immunization Status - Td/Tdap: Age 66 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	30.00
(AIS-AD) Adult Immunization Status - Pneumococcal: Age 66 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	38.00
(AIS-AD) Adult Immunization Status - Zoster: Ages 50-65	NCQA	9.55	9.85	8.90	9.40
(AIS-AD) Adult Immunization Status - Zoster: Age 66 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	22.00
(AMM-AD) Antidepressant Medication Management - Effective Acute Phase Treatment: Ages 18 to 64	NCQA	66.34	75.16	63.94	67.96
(AMM-AD) Antidepressant Medication Management - Effective Acute Phase Treatment: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(AMM-AD) Antidepressant Medication Management - Effective Continuation Phase Treatment: Ages 18 to 64	NCQA	46.75	59.51	44.98	49.75
(AMM-AD) Antidepressant Medication Management - Effective Continuation Phase Treatment: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(AMR-AD) Asthma Medication Ratio: Ages 19 to 50	NCQA	68.78	54.64	67.11	63.96
(AMR-AD) Asthma Medication Ratio: Ages 51 to 64	NCQA	64.45	59.58	63.35	62.55
(AMR-AD) Asthma Medication Ratio: Total Ages 19 to 64	NCQA	67.51	56.11	66.05	63.55
(BCS-AD) Breast Cancer Screening: Ages 50 to 64	NCQA	49.20	49.68	50.48	49.81
(BCS-AD) Breast Cancer Screening: Ages 65 to 74	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	32.86
(CBP-AD) Controlling High Blood Pressure: Ages 18 to 64	NCQA	68.37	68.54	53.39	62.72
(CBP-AD) Controlling High Blood Pressure: Ages 65 to 85	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	53.85
(CCS-AD) Cervical Cancer Screening: Ages 21 to 64	NCQA	45.50	46.96	48.82	47.21
(CDF-AD) Screening for Depression and Follow-Up Plan: Ages 18 to 64	CMS	1.78	0.97	1.22	1.32
(CDF-AD) Screening for Depression and Follow-Up Plan: Age 65 and Older	CMS	2.34	3.13	4.76	2.90
(CHL-AD) Chlamydia Screening in Women: Ages 21 to 24	NCQA	57.23	54.51	55.17	55.64
(COL-AD) Colorectal Cancer Screening: Ages 46-50	NCQA	24.27	23.35	26.68	24.91
(COL-AD) Colorectal Cancer Screening: Ages 51-65	NCQA	37.32	37.15	38.17	37.58

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(COL-AD) Colorectal Cancer Screening: Ages 66-75	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	19.67
(EDV-AD) Ambulatory Care Sensitive Emergency Department Visits for Non-Traumatic Dental Conditions in Adults: Ages 18 to 64 [A lower rate indicates better performance]	DQA/ADA	214.48	204.58	188.47	201.65
(EDV-AD) Ambulatory Care Sensitive Emergency Department Visits for Non-Traumatic Dental Conditions in Adults: Age 65 and Older [A lower rate indicates better performance]	DQA/ADA	0.00	0.00	0.00	0.00
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 7-Day Follow-Up: Ages 18 to 64	NCQA	39.46	39.52	42.73	40.62
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 7-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 30-Day Follow-Up: Ages 18 to 64	NCQA	49.58	48.41	52.79	50.33
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 30-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 7-Day Follow-Up: Ages 18 to 64	NCQA	39.45	36.97	40.35	39.02
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 7-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 30-Day Follow-Up: Ages 18 to 64	NCQA	59.93	60.00	61.41	60.48
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 30-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up: Ages 18 to 64	NCQA	32.72	37.12	35.78	35.31
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 30-Day Follow-Up: Ages 18 to 64	NCQA	47.71	51.25	50.25	49.82
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 30-Day Follow-Up: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status <8.0%: Ages 18 to 64	NCQA	62.53	62.29	53.13	58.87
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status <8.0%: Ages 65 to 75	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	11.43
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status >9.0%: Ages 18 to 64 [A lower rate indicates better performance]	NCQA	27.74	27.98	39.55	32.33
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status >9.0%: Ages 65 to 75 [A lower rate indicates better performance]	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	28.57
(HPCMI-AD) Diabetes Care: People with SMI: HA1c Poor Control (>9.0%): Ages 18-64 [A lower rate indicates better performance]	NCQA	42.38	41.84	35.78	39.85
(HPCMI-AD) Diabetes Care: People with SMI: HA1c Poor Control (>9.0%): Ages 65-75 [A lower rate indicates better performance]	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(HVL-AD) HIV Viral Load Suppression: Ages 18 to 64	HRSA	14.67	0.00	1.15	7.20
(HVL-AD) HIV Viral Load Suppression: Age 65 and Older	HRSA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Alcohol: Ages 18 to 64	NCQA	43.10	49.79	47.50	46.72
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Alcohol: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Opioid: Ages 18 to 64	NCQA	62.90	69.21	76.66	69.31
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Opioid: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Other: Ages 18 to 64	NCQA	57.01	53.12	53.31	54.42
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Other: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Total: Ages 18 to 64	NCQA	55.92	58.25	58.72	57.65

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Total: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Alcohol: Ages 18 to 64	NCQA	19.56	22.08	19.92	20.43
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Alcohol: Age 66 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Opioid: Ages 18 to 64	NCQA	44.70	48.83	55.75	49.52
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Opioid: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Other: Ages 18 to 64	NCQA	29.68	20.29	22.18	23.97
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Other: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Total: Ages 18 to 64	NCQA	32.67	31.00	31.46	31.71
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Total: Age 65 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Advising Smokers to Quit	NCQA	72.56	69.35	70.37	70.83
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Discussing Cessation Medications	NCQA	51.64	50.51	45.63	49.56
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Discussing Cessation Strategies	NCQA	44.39	41.92	43.40	43.26
(O EVP-AD) Oral Evaluation During Pregnancy: Ages 21-44	DQA/ADA	7.59	12.32	10.07	9.87
(OHD-AD) Use of Opioids at High Dosage in Persons Without Cancer: Ages 18-64 [A lower rate indicates better performance]	PQA	0.75	1.05	0.79	0.85
(OHD-AD) Use of Opioids at High Dosage in Persons Without Cancer: Age 65 and Older [A lower rate indicates better performance]	PQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}

Performance Measure	Measure Steward ^A	ABHWV	THP	WP	MHT AVG
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 1 - Total: Age 18+	SAMHSA	69.82	73.02	74.69	72.51
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 2 - Buprenorphine: Age 18+	SAMHSA	67.86	70.40	71.40	69.89
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 3 - Oral Naltrexone: Age 18+	SAMHSA	1.65	2.72	2.80	2.40
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 4 - Long-acting, Injectable Naltrexone: Age 18+	SAMHSA	2.19	2.80	3.49	2.82
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 5 - Methadone: Age 18+	SAMHSA	0.29	0.24	0.34	0.29
(PCR-AD) Plan All-Cause Readmissions: Age 18-44 [A lower rate indicates better performance]	NCQA	1.32	1.11	0.99	1.12
(PCR-AD) Plan All-Cause Readmissions: Age 45-54 [A lower rate indicates better performance]	NCQA	1.45	1.05	1.07	1.17
(PCR-AD) Plan All-Cause Readmissions: Age 55-64 [A lower rate indicates better performance]	NCQA	1.20	1.12	1.20	1.17
(PCR-AD) Plan All-Cause Readmissions: Total Age 18-64 [A lower rate indicates better performance]	NCQA	1.32	1.10	1.09	1.15
(PDS-AD) Postpartum Depression Screening and Follow-Up - Depression Screening: Age 21 and Older	NCQA	23.42	15.67	7.76	14.57
(PDS-AD) Postpartum Depression Screening and Follow-Up - Follow-Up on Positive Screen: Age 21 and Older	NCQA	NA ^{D<30}	NA ^{D<30}	57.14	63.53
(PPC2-AD) Prenatal and Postpartum Care - Timeliness of Prenatal Care: Age 21 and Older	NCQA	91.53	78.18	81.33	83.61
(PPC2-AD) Prenatal and Postpartum Care - Postpartum Care: Age 21 and Older	NCQA	80.23	63.54	67.80	70.48
(PRS-AD) Prenatal Immunization Status - Combination: Age 21 and Older	NCQA	14.45	16.07	14.55	14.90
(PRS-AD) Prenatal Immunization Status - Influenza: Age 21 and Older	NCQA	17.62	18.90	17.75	18.00
(PRS-AD) Prenatal Immunization Status - Tdap: Age 21 and Older	NCQA	54.22	55.21	55.76	55.16
(SAA-AD) Adherence to Antipsychotic Medications for Individuals with Schizophrenia: Age 18 and Older	NCQA	61.13	72.53	63.41	65.75

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(SSD-AD) Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medications: Ages 18 to 64	NCQA	84.64	82.22	86.16	84.44
CHILD CORE SET					
(AAB-CH) Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis: Ages 3 Months to 17	NCQA	58.71	66.69	62.91	62.49
(ADD-CH) Follow-Up Care for Children Prescribed ADHD Medication - Initiation Phase	NCQA	55.02	50.53	53.04	53.14
(ADD-CH) Follow-Up Care for Children Prescribed ADHD Medication - Continuation & Maintenance Phase	NCQA	61.76	58.06	60.00	59.87
(AMR-CH) Asthma Medication Ratio: Ages 5 to 11	NCQA	80.48	77.00	81.75	80.00
(AMR-CH) Asthma Medication Ratio: Ages 12 to 18	NCQA	73.49	68.28	74.50	72.58
(AMR-CH) Asthma Medication Ratio: Total Ages 5 to 18	NCQA	77.00	72.80	77.97	76.27
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Ages 1 to 11	NCQA	70.64	64.29	74.13	69.84
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Ages 12 to 17	NCQA	77.73	78.30	78.42	78.17
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Total Ages 1 to 17	NCQA	75.31	73.08	76.96	75.25
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Ages 1 to 11	NCQA	61.47	50.00	65.03	58.99
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Ages 12 to 17	NCQA	65.40	51.42	61.87	59.77
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Total Ages 1 to 17	NCQA	64.06	50.89	62.95	59.50
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Ages 1 to 11	NCQA	59.63	48.41	63.64	57.41

Performance Measure	Measure Steward ^A	ABHWV	THP	WP	MHT AVG
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Ages 12 to 17	NCQA	64.45	51.42	61.15	59.20
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Total Ages 1 to 17	NCQA	62.81	50.30	62.00	58.57
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Ages 1 to 11	NCQA	55.32	50.88	52.17	52.60
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Ages 12 to 17	NCQA	52.78	44.55	49.66	49.15
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Total Ages 1 to 17	NCQA	53.55	46.84	50.47	50.28
(CDF-CH) Screening for Depression and Follow-Up Plan: Ages 12-17	CMS	3.22	1.16	2.08	2.27
(CHL-CH) Chlamydia Screening in Women: Ages 16 to 20	NCQA	35.35	33.89	35.62	35.14
(CIS-CH) Childhood Immunization Status - Combination 3	NCQA	71.29	72.26	59.17	66.10
(CIS-CH) Childhood Immunization Status - Combination 7	NCQA	64.96	62.04	51.91	58.42
(CIS-CH) Childhood Immunization Status - Combination 10	NCQA	22.38	17.76	17.60	19.13
(CIS-CH) Childhood Immunization Status - DTaP	NCQA	78.35	77.13	69.99	74.32
(CIS-CH) Childhood Immunization Status - Hepatitis A	NCQA	89.05	89.29	86.12	87.80
(CIS-CH) Childhood Immunization Status - Hepatitis B	NCQA	92.94	92.70	83.28	88.57
(CIS-CH) Childhood Immunization Status - HiB	NCQA	89.05	88.56	85.24	87.23
(CIS-CH) Childhood Immunization Status - Influenza	NCQA	25.79	24.33	26.10	25.58
(CIS-CH) Childhood Immunization Status - IPV	NCQA	90.02	90.51	83.32	87.14
(CIS-CH) Childhood Immunization Status - MMR	NCQA	89.54	88.81	86.52	88.01
(CIS-CH) Childhood Immunization Status - Pneumococcal Conjugate	NCQA	78.35	78.83	69.99	74.73
(CIS-CH) Childhood Immunization Status - Rotavirus	NCQA	77.62	74.94	69.77	73.46
(CIS-CH) Childhood Immunization Status - VZV	NCQA	86.86	87.59	85.60	86.48

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(FUA-CH) Follow-Up After Emergency Department Visit for Substance Use - 7-Day Follow-Up: Ages 13 to 17	NCQA	NA ^{D<30}	NA ^{D<30}	17.65	19.48
(FUA-CH) Follow-Up After Emergency Department Visit for Substance Use - 30-Day Follow-Up: Ages 13 to 17	NCQA	NA ^{D<30}	NA ^{D<30}	29.41	29.87
(FUH-CH) Follow-Up After Hospitalization For Mental Illness - 7-Day Follow-Up: Ages 6 to 17	NCQA	46.15	50.33	49.83	48.54
(FUH-CH) Follow-Up After Hospitalization For Mental Illness - 30-Day Follow-Up: Ages 6 to 17	NCQA	73.63	79.08	79.38	77.13
(FUM-CH) Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up: Ages 6 to 17	NCQA	48.00	40.87	44.44	44.52
(FUM-CH) Follow-Up After Emergency Department Visit for Mental Illness - 30-Day Follow-Up: Ages 6 to 17	NCQA	72.00	73.91	71.11	72.14
(IMA-CH) Immunizations for Adolescents - Combination 1	NCQA	83.21	85.16	76.69	80.72
(IMA-CH) Immunizations for Adolescents - Combination 2	NCQA	31.87	26.52	23.41	26.93
(IMA-CH) Immunizations for Adolescents - HPV	NCQA	32.12	27.01	24.45	27.59
(IMA-CH) Immunizations for Adolescents - Meningococcal	NCQA	84.43	85.40	78.15	81.83
(IMA-CH) Immunizations for Adolescents - Tdap/Td	NCQA	83.94	86.62	79.99	82.75
(LSC-CH) Lead Screening in Children	NCQA	72.51	62.94	66.24	67.40
(OEV-CH) Oral Evaluation During Pregnancy: Ages 15-20	DQA/ADA	16.67	15.52	22.31	19.04
(PDS-CH) Postpartum Depression Screening and Follow-Up - Depression Screening: Under Age 21	NCQA	25.38	16.22	8.32	15.29
(PDS-CH) Postpartum Depression Screening and Follow-Up - Follow-Up on Positive Screen: Under Age 21	NCQA	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}	NA ^{D<30}
(PPC2-CH) Prenatal and Postpartum Care - Timeliness of Prenatal Care: Under Age 21	NCQA	91.23	84.65	82.05	85.39
(PPC2-CH) Prenatal and Postpartum Care - Postpartum Care: Under Age 21	NCQA	87.72	66.23	67.52	73.25
(PRS-CH) Prenatal Immunization Status - Combination: Under Age 21	NCQA	18.38	16.06	16.70	17.04
(PRS-CH) Prenatal Immunization Status - Influenza: Under Age 21	NCQA	22.43	19.72	21.98	21.59
(PRS-CH) Prenatal Immunization Status - Tdap: Under Age 21	NCQA	58.09	56.42	53.19	55.34

Performance Measure	Measure Steward ^A	ABHWV	THP	WP	MHT AVG
(SFM-CH) Sealant Receipt on Permanent First Molars: Numerator 1 - At Least One Sealant	DQA/ADA	48.05	47.64	46.55	47.33
(SFM-CH) Sealant Receipt on Permanent First Molars: Numerator 2 - All Four Molars Sealed	DQA/ADA	30.78	32.14	30.40	30.96
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 1 to 2	DQA/ADA	8.26	7.08	9.36	8.46
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 3 to 5	DQA/ADA	26.34	22.07	22.93	23.86
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 6 to 14	DQA/ADA	29.43	26.29	26.62	27.51
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 15 to 20	DQA/ADA	15.35	13.99	13.87	14.38
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Total Ages 1 to 20	DQA/ADA	23.52	20.70	20.96	21.76
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 1 to 2	DQA/ADA	3.24	4.17	5.58	4.49
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 3 to 5	DQA/ADA	18.06	20.49	21.69	20.17
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 6 to 14	DQA/ADA	21.52	24.98	26.44	24.40
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 15 to 20	DQA/ADA	10.83	13.46	13.84	12.76
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Total Ages 1 to 20	DQA/ADA	16.67	19.40	20.33	18.88
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 1 to 2	DQA/ADA	2.34	1.53	2.10	2.04
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 3 to 5	DQA/ADA	0.18	0.21	0.18	0.19
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 6 to 14	DQA/ADA	0.00	0.00	0.01	0.00
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 15 to 20	DQA/ADA	0.00	0.00	0.00	0.00

Performance Measure	Measure Steward ^A	ABHWV	THP	WP	MHT AVG
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Total Ages 1 to 20	DQA/ADA	0.22	0.17	0.22	0.21
(W30-CH) Well-Child Visits in the First 30 Months of Life: 0-15 Months	NCQA	49.78	62.16	54.78	55.04
(W30-CH) Well-Child Visits in the First 30 Months of Life: 15-30 Months	NCQA	76.52	72.93	79.15	76.79
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Ages 3 to 11	NCQA	93.15	88.80	81.33	87.20
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Ages 12 to 17	NCQA	91.41	90.13	78.81	85.59
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Total Ages 3 to 17	NCQA	92.46	89.29	80.31	86.57
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Ages 3 to 11	NCQA	79.44	74.90	51.55	66.74
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Ages 12 to 17	NCQA	78.53	76.97	44.00	62.97
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Total Ages 3 to 17	NCQA	79.08	75.67	48.51	65.27
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Ages 3 to 11	NCQA	79.84	74.13	49.54	65.86
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Ages 12 to 17	NCQA	82.21	73.68	45.88	64.42
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Total Ages 3 to 17	NCQA	80.78	73.97	48.06	65.30

Performance Measure	Measure Steward [^]	ABHWV	THP	WP	MHT AVG
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 3 to 11	NCQA	67.02	62.01	64.90	64.91
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 12 to 17	NCQA	58.39	52.25	53.84	55.03
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 18 to 21	NCQA	33.06	29.24	28.49	30.14
(WCV-CH) Child and Adolescent Well-Care Visits: Total Ages 3 to 21	NCQA	59.56	54.40	55.73	56.71

[^] Measure Stewards include:

NCQA: National Committee for Quality Assurance

CMS: Centers for Medicare & Medicaid Services

DQA/ADA: Dental Quality Alliance/American Dental Association

HRSA: Health Resources and Services Administration

PQA: Pharmacy Quality Alliance

SAMHSA: Substance Abuse and Mental Health Services Administration

NC^{D<30} - Not calculated due to small denominator (less than 30).

Table 24. MHP Performance Measures for MY 2024 (January through December 2024)

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
ADULT CORE SET			
(AAB-AD) Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis: Ages 18 to 64	NCQA	NC ^{D<30}	34.46
(AIS-AD) Adult Immunization Status - Influenza: Ages 19 to 65	NCQA	9.29	13.24
(AIS-AD) Adult Immunization Status - Td/Tdap: Ages 19 to 65	NCQA	82.34	44.79
(AMM-AD) Antidepressant Medication Management - Effective Acute Phase Treatment: Ages 18 to 64	NCQA	48.61	67.96
(AMM-AD) Antidepressant Medication Management - Effective Continuation Phase Treatment: Ages 18 to 64	NCQA	25.00	49.75
(AMR-AD) Asthma Medication Ratio: Ages 19 to 50	NCQA	NC ^{D<30}	63.96
(AMR-AD) Asthma Medication Ratio: Total Ages 19 to 64	NCQA	NC ^{D<30}	63.55
(CBP-AD) Controlling High Blood Pressure: Ages 18 to 64	NCQA	50.00	62.72
(CCS-AD) Cervical Cancer Screening: Ages 21 to 64	NCQA	NC ^{D<30}	47.21
(CDF-AD) Screening for Depression and Follow-Up Plan: Ages 18 to 64	CMS	1.17	1.32
(CHL-AD) Chlamydia Screening in Women: Ages 21 to 24	NCQA	NC ^{D<30}	55.64

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(EDV-AD) Ambulatory Care Sensitive Emergency Department Visits for Non-Traumatic Dental Conditions in Adults: Ages 18 to 64 [A lower rate indicates better performance]	DQA/ADA	120.38	201.65
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 7-Day Follow-Up: Ages 18 to 64	NCQA	NC ^{D<30}	40.62
(FUA-AD) Follow-Up After Emergency Department Visit for Substance Use - 30-Day Follow-Up: Ages 18 to 64	NCQA	NC ^{D<30}	50.33
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 7-Day Follow-Up: Ages 18 to 64	NCQA	33.33	39.02
(FUH-AD) Follow-Up After Hospitalization For Mental Illness - 30-Day Follow-Up: Ages 18 to 64	NCQA	46.97	60.48
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up: Ages 18 to 64	NCQA	NC ^{D<30}	35.31
(FUM-AD) Follow-Up After Emergency Department Visit for Mental Illness - 30-Day Follow-Up: Ages 18 to 64	NCQA	NC ^{D<30}	49.82
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status <8.0%: Ages 18 to 64	NCQA	34.29	58.87
(GSD-AD) Glycemic Status Assessment for Patients With Diabetes - Glycemic Status >9.0%: Ages 18 to 64 [A lower rate indicates better performance]	NCQA	51.43	32.33
(HPCMI-AD) Diabetes Care: People with SMI: HA1c Poor Control (>9.0%): Ages 18-64 [A lower rate indicates better performance]	NCQA	NC ^{D<30}	39.85
(HPCMI-AD) Diabetes Care: People with SMI: HA1c Poor Control (>9.0%): Ages 65-75 [A lower rate indicates better performance]	NCQA	NC ^{D<30}	NA ^{D<30}
(HVL-AD) HIV Viral Load Suppression: Ages 18 to 64	HRSA	NC ^{D<30}	7.20
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Alcohol: Ages 18 to 64	NCQA	NC ^{D<30}	46.72
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Opioid: Ages 18 to 64	NCQA	NC ^{D<30}	69.31

Performance Measure	Measure Steward ^A	ABHWV	MHT MCO AVG
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Other: Ages 18 to 64	NCQA	38.46	54.42
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Initiation - Total: Ages 18 to 64	NCQA	42.24	57.65
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Alcohol: Ages 18 to 64	NCQA	NC ^{D<30}	20.43
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Opioid: Ages 18 to 64	NCQA	NC ^{D<30}	49.52
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Other: Ages 18 to 64	NCQA	8.97	23.97
(IET-AD) Initiation and Engagement of Substance Use Disorder Treatment - Engagement - Total: Ages 18 to 64	NCQA	14.66	31.71
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Advising Smokers to Quit	NCQA	72.56	70.83
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Discussing Cessation Medications	NCQA	51.64	49.56
(MSC-AD) Adult Survey: Medical Assistance With Smoking and Tobacco Use Cessation - Discussing Cessation Strategies	NCQA	44.39	43.26
(OEV-AD) Oral Evaluation During Pregnancy: Ages 21-44	DQA/ADA	NC ^{D<30}	9.87
(OHD-AD) Use of Opioids at High Dosage in Persons Without Cancer: Ages 18-64 [A lower rate indicates better performance]	PQA	NC ^{D<30}	0.85
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 1 - Total: Age 18+	SAMHSA	NC ^{D<30}	72.51
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 2 - Buprenorphine: Age 18+	SAMHSA	NC ^{D<30}	69.89
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 3 - Oral Naltrexone: Age 18+	SAMHSA	NC ^{D<30}	2.40
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 4 - Long-acting, Injectable Naltrexone: Age 18+	SAMHSA	NC ^{D<30}	2.82

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(OUD-AD) Use of Pharmacotherapy for Opioid Use Disorder: Numerator 5 - Methadone: Age 18+	SAMHSA	NC ^{D<30}	0.29
(PCR-AD) Plan All-Cause Readmissions: Age 18-44 [A lower rate indicates better performance]	NCQA	1.89	1.12
(PCR-AD) Plan All-Cause Readmissions: Total Age 18-64 [A lower rate indicates better performance]	NCQA	1.89	1.15
(PDS-AD) Postpartum Depression Screening and Follow-Up - Depression Screening: Age 21 and Older	NCQA	NC ^{D<30}	14.57
(PDS-AD) Postpartum Depression Screening and Follow-Up - Follow-Up on Positive Screen: Age 21 and Older	NCQA	NC ^{D<30}	63.53
(PPC2-AD) Prenatal and Postpartum Care - Timeliness of Prenatal Care: Age 21 and Older	NCQA	NC ^{D<30}	83.61
(PPC2-AD) Prenatal and Postpartum Care - Postpartum Care: Age 21 and Older	NCQA	NC ^{D<30}	70.48
(PRS-AD) Prenatal Immunization Status - Combination: Age 21 and Older	NCQA	NC ^{D<30}	14.90
(PRS-AD) Prenatal Immunization Status - Influenza: Age 21 and Older	NCQA	NC ^{D<30}	18.00
(PRS-AD) Prenatal Immunization Status - Tdap: Age 21 and Older	NCQA	NC ^{D<30}	55.16
(SAA-AD) Adherence to Antipsychotic Medications for Individuals with Schizophrenia: Age 18 and Older	NCQA	NC ^{D<30}	65.75
(SSD-AD) Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medications: Ages 18 to 64	NCQA	92.86	84.44
CHILD CORE SET			
(AAB-CH) Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis: Ages 3 Months to 17	NCQA	58.92	62.49
(ADD-CH) Follow-Up Care for Children Prescribed ADHD Medication - Initiation Phase	NCQA	63.25	53.14
(ADD-CH) Follow-Up Care for Children Prescribed ADHD Medication - Continuation & Maintenance Phase	NCQA	70.16	59.87
(AMR-CH) Asthma Medication Ratio: Ages 5 to 11	NCQA	84.38	80.00
(AMR-CH) Asthma Medication Ratio: Ages 12 to 18	NCQA	81.67	72.58

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(AMR-CH) Asthma Medication Ratio: Total Ages 5 to 18	NCQA	83.06	76.27
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Ages 1 to 11	NCQA	84.58	69.84
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Ages 12 to 17	NCQA	86.07	78.17
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose Testing: Total Ages 1 to 17	NCQA	85.62	75.25
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Ages 1 to 11	NCQA	71.37	58.99
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Ages 12 to 17	NCQA	72.71	59.77
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Cholesterol Testing: Total Ages 1 to 17	NCQA	72.30	59.50
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Ages 1 to 11	NCQA	71.37	57.41
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Ages 12 to 17	NCQA	72.52	59.20
(APM-CH) Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing: Total Ages 1 to 17	NCQA	72.17	58.57
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Ages 1 to 11	NCQA	71.72	52.60
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Ages 12 to 17	NCQA	71.07	49.15
(APP-CH) Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Total Ages 1 to 17	NCQA	71.26	50.28

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(CDF-CH) Screening for Depression and Follow-Up Plan: Ages 12-17	CMS	2.30	2.27
(CHL-CH) Chlamydia Screening in Women: Ages 16 to 20	NCQA	40.86	35.14
(CIS-CH) Childhood Immunization Status - Combination 3	NCQA	74.94	66.10
(CIS-CH) Childhood Immunization Status - Combination 7	NCQA	57.91	58.42
(CIS-CH) Childhood Immunization Status - Combination 10	NCQA	21.90	19.13
(CIS-CH) Childhood Immunization Status - DTaP	NCQA	80.78	74.32
(CIS-CH) Childhood Immunization Status - Hepatitis A	NCQA	91.24	87.80
(CIS-CH) Childhood Immunization Status - Hepatitis B	NCQA	97.08	88.57
(CIS-CH) Childhood Immunization Status - HiB	NCQA	92.70	87.23
(CIS-CH) Childhood Immunization Status - Influenza	NCQA	31.63	25.58
(CIS-CH) Childhood Immunization Status - IPV	NCQA	94.40	87.14
(CIS-CH) Childhood Immunization Status - MMR	NCQA	91.97	88.01
(CIS-CH) Childhood Immunization Status - Pneumococcal Conjugate	NCQA	78.83	74.73
(CIS-CH) Childhood Immunization Status - Rotavirus	NCQA	68.86	73.46
(CIS-CH) Childhood Immunization Status - VZV	NCQA	92.46	86.48
(FUA-CH) Follow-Up After Emergency Department Visit for Substance Use - 7-Day Follow-Up: Ages 13 to 17	NCQA	17.95	19.48
(FUA-CH) Follow-Up After Emergency Department Visit for Substance Use - 30-Day Follow-Up: Ages 13 to 17	NCQA	38.46	29.87
(FUH-CH) Follow-Up After Hospitalization For Mental Illness - 7-Day Follow-Up: Ages 6 to 17	NCQA	46.00	48.54
(FUH-CH) Follow-Up After Hospitalization For Mental Illness - 30-Day Follow-Up: Ages 6 to 17	NCQA	74.20	77.13
(FUM-CH) Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up: Ages 6 to 17	NCQA	54.39	44.52
(FUM-CH) Follow-Up After Emergency Department Visit for Mental Illness - 30-Day Follow-Up: Ages 6 to 17	NCQA	80.70	72.14

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(IMA-CH) Immunizations for Adolescents - Combination 1	NCQA	83.45	80.72
(IMA-CH) Immunizations for Adolescents - Combination 2	NCQA	32.60	26.93
(IMA-CH) Immunizations for Adolescents – HPV	NCQA	32.85	27.59
(IMA-CH) Immunizations for Adolescents - Meningococcal	NCQA	83.70	81.83
(IMA-CH) Immunizations for Adolescents - Tdap/Td	NCQA	84.43	82.75
(LSC-CH) Lead Screening in Children	NCQA	68.61	67.40
(OEV-CH) Oral Evaluation During Pregnancy: Ages 15-20	DQA/ADA	18.27	19.04
(PDS-CH) Postpartum Depression Screening and Follow-Up - Depression Screening: Under Age 21	NCQA	12.77	15.29
(PDS-CH) Postpartum Depression Screening and Follow-Up - Follow-Up on Positive Screen: Under Age 21	NCQA	NC ^{D<30}	NA ^{D<30}
(PPC2-CH) Prenatal and Postpartum Care - Timeliness of Prenatal Care: Under Age 21	NCQA	78.02	85.39
(PPC2-CH) Prenatal and Postpartum Care - Postpartum Care: Under Age 21	NCQA	91.21	73.25
(PRS-CH) Prenatal Immunization Status - Combination: Under Age 21	NCQA	15.63	17.04
(PRS-CH) Prenatal Immunization Status - Influenza: Under Age 21	NCQA	19.79	21.59
(PRS-CH) Prenatal Immunization Status - Tdap: Under Age 21	NCQA	54.17	55.34
(SFM-CH) Sealant Receipt on Permanent First Molars: Numerator 1 - At Least One Sealant	DQA/ADA	52.14	47.33
(SFM-CH) Sealant Receipt on Permanent First Molars: Numerator 2 - All Four Molars Sealed	DQA/ADA	35.03	30.96
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 1 to 2	DQA/ADA	9.87	8.46
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 3 to 5	DQA/ADA	27.71	23.86
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 6 to 14	DQA/ADA	33.48	27.51
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Ages 15 to 20	DQA/ADA	15.16	14.38

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(TFL-CH) Topical Fluoride for Children: Numerator 1 - Dental or Oral Health Services: Total Ages 1 to 20	DQA/ADA	25.81	21.76
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 1 to 2	DQA/ADA	3.35	4.49
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 3 to 5	DQA/ADA	19.46	20.17
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 6 to 14	DQA/ADA	23.43	24.40
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Ages 15 to 20	DQA/ADA	10.65	12.76
(TFL-CH) Topical Fluoride for Children: Numerator 2 - Dental Services: Total Ages 1 to 20	DQA/ADA	17.91	18.88
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 1 to 2	DQA/ADA	2.99	2.04
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 3 to 5	DQA/ADA	0.18	0.19
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 6 to 14	DQA/ADA	0.00	0.00
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Ages 15 to 20	DQA/ADA	0.00	0.00
(TFL-CH) Topical Fluoride for Children: Numerator 3 - Oral Health Services: Total Ages 1 to 20	DQA/ADA	0.17	0.21
(W30-CH) Well-Child Visits in the First 30 Months of Life: 0-15 Months	NCQA	49.60	55.04
(W30-CH) Well-Child Visits in the First 30 Months of Life: 15-30 Months	NCQA	81.70	76.79
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Ages 3 to 11	NCQA	94.84	87.20
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Ages 12 to 17	NCQA	95.96	85.59

Performance Measure	Measure Steward [^]	ABHWV	MHT MCO AVG
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile: Total Ages 3 to 17	NCQA	95.38	86.57
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Ages 3 to 11	NCQA	85.92	66.74
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Ages 12 to 17	NCQA	80.81	62.97
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Nutrition: Total Ages 3 to 17	NCQA	83.45	65.27
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Ages 3 to 11	NCQA	82.63	65.86
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Ages 12 to 17	NCQA	82.32	64.42
(WCC-CH) Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - Counseling for Physical Activity: Total Ages 3 to 17	NCQA	82.48	65.30
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 3 to 11	NCQA	71.16	64.91
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 12 to 17	NCQA	63.45	55.03
(WCV-CH) Child and Adolescent Well-Care Visits: Ages 18 to 21	NCQA	32.14	30.14
(WCV-CH) Child and Adolescent Well-Care Visits: Total Ages 3 to 21	NCQA	63.41	56.71

[^] Measure Stewards include:

NCQA: National Committee for Quality Assurance

CMS: Centers for Medicare & Medicaid Services

DQA/ADA: Dental Quality Alliance/American Dental Association

HRSA: Health Resources and Services Administration

PQA: Pharmacy Quality Alliance

SAMHSA: Substance Abuse and Mental Health Services Administration

NC^{D<30} - Not calculated due to small denominator (less than 30).

WV CAHPS® Results

The CAHPS® survey assessed health care quality by asking patients to report their experiences with care. The data presented in *Table 25* reflects survey measures and results for MY 2024 (January through December 2024). This table compares the results to the National Committee for Quality Assurance (NCQA) Quality Compass Medicaid health maintenance organization benchmarks for each MCO for all populations (MHT, MHP, and WVCHIP). Please note, member experience results are not presented for HHOWV because the MCO was not servicing Medicaid and WVCHIP for all of MY 2024.

Table 25. CAHPS® Medicaid Performance Measures for MY 2024 (January through December 2024)

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
ADULT MEDICAID SURVEY				
Adult Survey: Rating of Health Plan (8+9+10)	76.76 ♦	76.99 ♦	69.35 ♦	74.37 ♦
Adult Survey: Rating of Health Plan (9+10)	55.60 ♦	61.51 ♦	52.26 ♦	56.46 ♦
Adult Survey: Rating of Personal Doctor (8+9+10)	84.10 ♦	83.90 ♦	86.75 ♦♦♦	84.92 ♦♦
Adult Survey: Rating of Personal Doctor (9+10)	71.28 ♦♦	68.78 ♦	74.10 ♦♦♦	71.39 ♦♦
Adult Survey: Rating of Specialist Seen Most Often (8+9+10)	75.00 ♦	85.59 ♦♦	SD	80.30 ♦
Adult Survey: Rating of Specialist Seen Most Often (9+10)	60.58 ♦	72.97 ♦♦♦	SD	66.78 ♦
Adult Survey: Rating of All Health Care (8+9+10)	71.69 ♦	76.70 ♦♦	79.17 ♦♦♦	75.85 ♦
Adult Survey: Rating of All Health Care (9+10)	45.78 ♦	56.82 ♦	58.33 ♦♦	53.64 ♦
Adult Survey: Coordination of Care (Usually + Always)	86.67 ♦♦	86.79 ♦♦	SD	86.73 ♦♦
Adult Survey: Customer Service (Usually + Always)	SD	SD	SD	NC
Adult Survey: Getting Care Quickly (Usually + Always)	87.82 ♦♦♦♦	89.87 ♦♦♦♦	SD	88.85 ♦♦♦♦
Adult Survey: Getting Needed Care (Usually + Always)	85.48 ♦♦♦	86.78 ♦♦♦♦	87.86 ♦♦♦♦	86.71 ♦♦♦
Adult Survey: How Well Doctors Communicate (Usually + Always)	92.59 ♦	93.96 ♦♦	95.88 ♦♦♦	94.14 ♦♦
Adult Survey: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? (Usually + Always)	87.33 ♦♦♦♦	87.74 ♦♦♦♦	83.08 ♦♦	86.05 ♦♦♦♦
Adult Survey: In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? (Usually + Always)	82.41 ♦♦	86.55 ♦♦♦♦	SD	84.48 ♦♦♦

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Adult Survey: In the last 6 months, how often did your health plan's customer service give you the information or help you needed? (Usually + Always)	SD	SD	SD	NC
Adult Survey: In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? (Usually + Always)	SD	SD	SD	NC
Adult Survey: In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? (Usually + Always)	93.83 ♦♦	93.94 ♦♦	94.78 ♦♦	94.18 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor listen carefully to you? (Usually + Always)	93.83 ♦♦	93.98 ♦♦	97.01 ♦♦♦♦	94.94 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor show respect for what you had to say? (Usually + Always)	94.44 ♦	94.55 ♦	97.74 ♦♦♦♦	95.58 ♦♦
Adult Survey: In the last 6 months, how often did your personal doctor spend enough time with you? (Usually + Always)	88.27 ♦	93.37 ♦♦♦	93.98 ♦♦♦	91.87 ♦♦
Adult Survey: In the last 6 months, how often was it easy to get the care, tests or treatment you needed? (Usually + Always)	88.55 ♦♦♦	87.01 ♦♦	90.34 ♦♦♦♦	88.63 ♦♦♦
Adult Survey: In the last 6 months, how often were the forms from your health plan easy to fill out? (No + Usually + Always)	95.83 ♦♦	93.59 ♦	95.96 ♦♦	95.13 ♦♦
Adult Survey: In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? (Usually + Always)	SD	92.00 ♦♦♦♦	SD	NC
CHILD MEDICAID SURVEY				
Child Survey - General Population: Rating of Health Plan (8+9+10)	88.19 ♦♦	87.93 ♦♦	79.80 ♦	85.31 ♦
Child Survey - General Population: Rating of Health Plan (9+10)	71.61 ♦	74.83 ♦♦	63.30 ♦	69.91 ♦
Child Survey - General Population: Rating of Personal Doctor (8+9+10)	90.61 ♦♦	91.67 ♦♦	92.76 ♦♦♦	91.68 ♦♦
Child Survey - General Population: Rating of Personal Doctor (9+10)	76.80 ♦	81.82 ♦♦♦	79.66 ♦♦	79.43 ♦♦
Child Survey - General Population: Rating of Specialist Seen Most Often (8+9+10)	SD	SD	SD	NC

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Child Survey - General Population: Rating of Specialist Seen Most Often (9+10)	SD	SD	SD	NC
Child Survey - General Population: Rating of All Health Care (8+9+10)	88.70 ♦♦	90.09 ♦♦♦	84.33 ♦	87.71 ♦♦
Child Survey - General Population: Rating of All Health Care (9+10)	70.89 ♦	75.47 ♦♦♦	65.90 ♦	70.75 ♦
Child Survey - General Population: Coordination of Care (Usually + Always)	82.12 ♦	92.62 ♦♦♦♦	82.81 ♦	85.85 ♦♦
Child Survey - General Population: Customer Service (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: Getting Care Quickly (Usually + Always)	93.51 ♦♦♦♦	95.26 ♦♦♦♦	93.78 ♦♦♦♦	94.18 ♦♦♦♦
Child Survey - General Population: Getting Needed Care (Usually + Always)	91.51 ♦♦♦♦	89.39 ♦♦♦	85.94 ♦♦	88.95 ♦♦♦
Child Survey - General Population: How Well Doctors Communicate (Usually + Always)	96.88 ♦♦♦♦	97.67 ♦♦♦♦	97.14 ♦♦♦♦	97.23 ♦♦♦♦
Child Survey - General Population: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (Usually + Always)	SD	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (Usually + Always)	88.18 ♦♦♦♦	SD	SD	NC
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? (Usually + Always)	96.09 ♦♦♦	98.53 ♦♦♦♦	98.17 ♦♦♦♦	97.60 ♦♦♦♦
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor listen carefully to you? (Usually + Always)	97.14 ♦♦♦	97.55 ♦♦♦	97.26 ♦♦♦	97.32 ♦♦♦

Member Experience	ABHVV %	THP %	WP %	MCO AVG %
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (Usually + Always)	98.58 ◆◆◆	98.53 ◆◆◆	98.17 ◆◆◆	98.43 ◆◆◆
Child Survey - General Population: In the last 6 months, how often did your child's personal doctor spend enough time with your child? (Usually + Always)	95.70 ◆◆◆◆	96.08 ◆◆◆◆	94.98 ◆◆◆◆	95.59 ◆◆◆◆
Child Survey - General Population: In the last 6 months, how often was it easy to get the care, tests or treatment your child needed? (Usually + Always)	94.85 ◆◆◆◆	94.37 ◆◆◆	90.83 ◆◆	93.35 ◆◆◆
Child Survey - General Population: In the last 6 months, how often were the forms from your child's health plan easy to fill out? (No + Usually + Always)	97.19 ◆◆◆	95.60 ◆◆	97.32 ◆◆◆◆	96.70 ◆◆◆
Child Survey - General Population: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (Usually + Always)	91.70 ◆◆◆◆	92.23 ◆◆◆◆	91.83 ◆◆◆◆	91.92 ◆◆◆◆
Child Survey - General Population: In the last 6 months, when your child needed care right away, how often did you get care as soon as he or she needed? (Usually + Always)	95.31 ◆◆◆	98.29 ◆◆◆◆	95.73 ◆◆◆	96.44 ◆◆◆◆
CHILDREN WITH CHRONIC CONDITIONS MEDICAID SURVEY				
Child Survey - CCC Population: Rating of Health Plan (8+9+10)	87.92 ◆◆◆	82.18 ◆	ND	85.05 ◆◆
Child Survey - CCC Population: Rating of Health Plan (9+10)	72.95 ◆◆◆	71.78 ◆◆◆	ND	72.37 ◆◆◆
Child Survey - CCC Population: Rating of Personal Doctor (8+9+10)	90.96 ◆◆◆	88.72 ◆	ND	89.84 ◆◆
Child Survey - CCC Population: Rating of Personal Doctor (9+10)	81.65 ◆◆◆◆	76.41 ◆	ND	79.03 ◆◆
Child Survey - CCC Population: Rating of Specialist Seen Most Often (8+9+10)	89.27 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: Rating of Specialist Seen Most Often (9+10)	75.14 ◆◆	SD	ND	NC
Child Survey - CCC Population: Rating of All Health Care (8+9+10)	89.83 ◆◆◆◆	86.39 ◆◆	ND	88.11 ◆◆◆
Child Survey - CCC Population: Rating of All Health Care (9+10)	74.13 ◆◆◆◆	74.56 ◆◆◆◆	ND	74.35 ◆◆◆◆

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Child Survey - CCC Population: Access to specialized services (Usually + Always)	78.37 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: Coordination of Care (Usually + Always)	85.91 ◆◆	89.47 ◆◆◆◆	ND	87.69 ◆◆◆
Child Survey - CCC Population: Customer Service (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: Getting Care Quickly (Usually + Always)	95.70 ◆◆◆◆	92.48 ◆◆	ND	94.09 ◆◆◆◆
Child Survey - CCC Population: Getting Needed Care (Usually + Always)	90.41 ◆◆◆◆	87.86 ◆◆◆	ND	89.14 ◆◆◆
Child Survey - CCC Population: How Well Doctors Communicate (Usually + Always)	96.78 ◆◆◆	96.75 ◆◆◆	ND	96.77 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? (Usually + Always)	84.90 ◆◆◆	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (Usually + Always)	95.63 ◆◆◆◆	91.76 ◆◆	ND	93.70 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? (Usually + Always)	96.95 ◆◆◆	96.63 ◆◆◆	ND	96.79 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor listen carefully to you? (Usually + Always)	97.55 ◆◆◆	97.21 ◆◆◆	ND	97.38 ◆◆◆

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (Usually + Always)	98.17 ◆◆◆	97.16 ◆◆	ND	97.67 ◆◆
Child Survey - CCC Population: In the last 6 months, how often did your child's personal doctor spend enough time with your child? (Usually + Always)	94.46 ◆◆◆◆	96.02 ◆◆◆◆	ND	95.24 ◆◆◆◆
Child Survey - CCC Population: In the last 6 months, how often was it easy to get prescription medications for your child through his or her plan? (Usually + Always)	91.51 ◆◆	89.84 ◆	ND	90.68 ◆◆
Child Survey - CCC Population: In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often was it easy to get the care, tests or treatment your child needed? (Usually + Always)	95.93 ◆◆◆◆	88.76 ◆	ND	92.35 ◆◆
Child Survey - CCC Population: In the last 6 months, how often was it easy to get this therapy for your child? (Usually + Always)	SD	SD	ND	NC
Child Survey - CCC Population: In the last 6 months, how often was it easy to get this treatment or counseling for your child? (Usually + Always)	82.13 ◆◆◆◆	75.96 ◆◆	ND	79.05 ◆◆◆
Child Survey - CCC Population: In the last 6 months, how often were the forms from your child's health plan easy to fill out? (No + Usually + Always)	97.34 ◆◆◆◆	97.93 ◆◆◆◆	ND	97.64 ◆◆◆◆
Child Survey - CCC Population: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (Usually + Always)	93.25 ◆◆◆◆	90.91 ◆◆◆	ND	92.08 ◆◆◆◆
Child Survey - CCC Population: In the last 6 months, when your child needed care right away, how often did you get care as soon as he or she needed? (Usually + Always)	98.16 ◆◆◆◆	SD	ND	NC

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Child Survey - CCC Population: Coordination of Care for Children with Chronic Conditions (Yes)	79.36 ♦♦♦♦	SD	ND	NC
Child Survey - CCC Population: Family-Centered Care: Personal Doctor Knows Child (Yes)	93.10 ♦♦♦	93.12 ♦♦♦	ND	93.11 ♦♦♦
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child? (Yes)	SD	SD	ND	NC
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child? (Yes)	SD	SD	ND	NC
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get this treatment for your child? (Yes)	65.24 ♦♦♦♦	60.95 ♦♦	ND	63.10 ♦♦♦
Child Survey - CCC Population: Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines? (Yes)	63.24 ♦	58.38 ♦	ND	60.81 ♦
Child Survey - CCC Population: Does your child's personal doctor understand how these medical, behavioral or other health conditions affect your child's day-to-day life? (Yes)	96.38 ♦♦♦♦	94.89 ♦♦	ND	95.64 ♦♦♦
Child Survey - CCC Population: Does your child's personal doctor understand how your child's medical, behavior or other health conditions affect your family's day-to-day life? (Yes)	92.08 ♦♦	91.37 ♦♦	ND	91.73 ♦♦
Child Survey - CCC Population: In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services? (Yes)	64.49 ♦♦	61.47 ♦♦	ND	62.98 ♦♦
Child Survey - CCC Population: In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? (Yes)	SD	SD	ND	NC

Member Experience	ABHWV %	THP %	WP %	MCO AVG %
Child Survey - CCC Population: In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing or behaving? (Yes)	90.85 ♦♦	93.10 ♦♦♦♦	ND	91.98 ♦♦♦

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 ♦♦♦ MCO rate is equal to or exceeds the NCQA Quality Compass 90th percentile.
 ♦♦♦ MCO rate is equal to or exceeds the NCQA Quality Compass 75th percentile, but does not meet the 90th percentile.
 ♦♦ MCO rate is equal to or exceeds the NCQA Quality Compass national average, but does not meet the 75th percentile.
 ♦ MCO rate is below the NCQA Quality Compass national average.
 SD – Small denominator; MCO followed specifications, but the denominator was too small (fewer than 100) to report a valid rate.
 ND – No data; MCO did not report measure data to NCQA.
 NC – Not calculated; the average could not be calculated due to insufficient data for two or more MCOs.

Provider Satisfaction Surveys

See Appendices C through F for the most recent annual provider satisfaction reports for ABHWV, HHOWV, THP, and WP. The most recent provider satisfaction reports summarize provider survey responses received in the second half of 2024 for ABHWV and WP, and the first half of 2025 for HHOWV and THP. The MCO submission deadline for the next annual provider satisfaction report is June 30, 2026.

Annual Audited Financial Statements

See Appendices G through J for the annual audited financial statements for each MCO.

Sanctions

In 2025, financial sanctions and corrective action plans (CAPs) were issued to three MCOs for various instances of noncompliance with contractual and regulatory requirements.

In January 2025, ABHWV exceeded the deadline for a request for information from the Medicaid Fraud Control Unit (MFCU) by six (6) days. Liquidated damages of \$1,500 were assessed due to ABHWV surpassing the timeliness standards set forth in the BMS West Virginia Mountain Health Trust Service Provider Agreement, Section 8.1.2.2, which requires that MHT service providers respond to the MFCU within fourteen (14) calendar days or within the timeframe designated in the request. Failure to comply carries liquidated damages of \$250 per business day per each item that is overdue until the satisfactory submission of the required report, documentation, ad hoc report, data certification form, or data required to meet any State or federal reporting requirements. BMS was able to recover the liquidated damages amount of \$1,500 from future payments to the MCO.

In March 2025, BMS issued a corrective action plan (CAP) to HHOWV for noncompliance with hiring qualified key staff in accordance with Section 5.10.1 in the BMS West Virginia Mountain Health Trust Service Provider Agreement. This key staff role required the MCO’s employee to have at least five (5) years’ experience in Medicaid managed care contract oversight and five (5) years’ experience in healthcare, experience working with low-income populations, and cultural sensitivity, a bachelor’s degree or higher, and be based in West Virginia. The individual originally hired did not meet the contractual requirement of five (5) years of experience in Medicaid

Managed Care contract oversight. In May 2025, HHOWV remediated all requirements of the CAP by hiring a qualified individual, and the CAP was closed.

In June 2025, HHOWV was placed on a systems performance review CAP by the BMS EQRO related to its grievance and appeal system, specifically for noncompliance with 42 CFR Part 438 Subpart F, Grievances and Appeals. HHOWV remediated most findings and is continuing to work closely with the BMS EQRO to demonstrate full compliance for Measurement Year (MY) 2025.

In August 2025, THP delayed submitting audited rates by fifty-two (52) days for seventeen (17) Healthcare Effectiveness Data and Information Set® (HEDIS®) measures included in the National Committee for Quality Assurance's (NCQA's) Measurement Year (MY) 2024 HEDIS® Measurement Set to BMS. Liquidated damages of \$13,000 were assessed and a corrective action plan was issued to THP for exceeding the deadline for submitting the audited rates. These damages were imposed due to the timeliness standards set forth in the BMS West Virginia Mountain Health Trust Service Provider Agreement, Section 8.1.2.2, which requires MHT service providers to submit documentation within fourteen (14) calendar days or within the timeframe designated in the request. Failure to comply carries liquidated damages of \$250 per business day per each item that is overdue until the satisfactory submission of the required report, documentation, ad hoc report, data certification form, or data required to meet any state or federal reporting requirements. In October 2025, THP remediated all requirements of the CAP and complied with the request to pay the liquidated damages.

Member Grievances and Appeals

The number of members that filed a grievance or appeal, separated by MCO, are listed in *Table 26* through *Table 30*. The tables include the number and percentages of appeals either reversed or resolved in favor of the member.

Table 26. ABHWV MHT Grievances and Appeals Outcomes

ABHWV (MHT) Outcome	2025Q1	2025Q2	2025Q3	2025Q4
Number of Grievances and Appeals	272	293	286	326
Number Resolved in Favor of the Member	42	62	53	49
<i>% Resolved in Favor of the Member</i>	15.44%	21.16%	18.53%	15.03%

Table 27. HHOWV MHT Grievances and Appeals Outcomes

HHOWV Outcome	2025Q1	2025Q2	2025Q3	2025Q4
Number of Grievances and Appeals	6	8	10	15
Number Resolved in Favor of the Member	3	3	2	5
<i>% Resolved in Favor of the Member</i>	50.00%	37.50%	20.00%	33.33%

Table 28. THP MHT Grievances and Appeals Outcomes

THP Outcome	2025Q1	2025Q2	2025Q3	2025Q4
Number of Grievances and Appeals	18	19	12	11
Number Resolved in Favor of the Member	11	15	12	10
<i>% Resolved in Favor of the Member</i>	61.11%	78.95%	100.00%	90.91%

Table 29. WP MHT Grievances and Appeals Outcomes

WP Outcome	2025Q1	2025Q2	2025Q3	2025Q4
Number of Grievances and Appeals	597	559	494	521
Number Resolved in Favor of the Member	26	36	27	32
% Resolved in Favor of the Member	4.36%	6.44%	5.47%	6.14%

Table 30. ABHWV MHP Grievances and Appeals Outcomes

ABHWV (MHP) Outcome	2025Q1	2025Q2	2025Q3	2025Q4
Number of Grievances and Appeals	30	30	29	64
Number Resolved in Favor of the Member	1	5	5	4
% Resolved in Favor of the Member	3.33%	16.67%	17.24%	6.25%

Outpatient Emergency Services and Urgent Care

Table 31 through Table 35 include the number of members, by MCO, who received unduplicated emergency room and urgent care services.

Table 31. ABHWV MHT Outpatient Emergency Services and Urgent Care

AHBWV (MHT) Service Type	2025Q1	2025Q2	2025Q3	2025Q4
Members Receiving Emergency Room Services	17,123	17,171	17,764	16,729
Members Receiving Urgent Care Services	12,735	10,430	9,496	9,391

Table 32. HHOWV MHT Outpatient Emergency Services and Urgent Care

HHOWV Service Type	2025Q1	2025Q2	2025Q3	2025Q4
Members Receiving Emergency Room Services	2,223	3,155	4,713	5,420
Members Receiving Urgent Care Services	788	910	954	429

Table 33. THP MHT Outpatient Emergency Services and Urgent Care

THP Service Type	2025Q1	2025Q2	2025Q3	2025Q4
Members Receiving Emergency Room Services	12,350	11,971	12,317	11,439
Members Receiving Urgent Care Services	7,719	6,507	5,190	5,166

Table 34. WP MHT Outpatient Emergency Services and Urgent Care

WP Service Type	2025Q1	2025Q2	2025Q3	2025Q4
Members Receiving Emergency Room Services	13,968	14,446	12,045	13,921
Members Receiving Urgent Care Services	1,286	1,694	1,740	1,566

Table 35. ABHWV MHP Outpatient Emergency Services and Urgent Care

AHBWV (MHP) Service Type	2025Q1	2025Q2	2025Q3	2025Q4
Members Receiving Emergency Room Services	2,946	2,974	2,819	2,564
Members Receiving Urgent Care Services	2,816	2,215	1,796	1,856

Inpatient Medicaid Days

Table 36 provides the number of inpatient days by MCO and CY 2025 quarter.

Table 36. Number of Inpatient Medicaid Days by MCO and CY 2025 Quarter

Program	MCO	2025Q1	2025Q2	2025Q3	2025Q4
MHT	ABHWV	19,616	17,911	20,782	16,835
MHT	HHOWV	4,826	7,061	11,898	36,365
MHT	THP	7,226	6,260	8,317	7,044
MHT	WP	19,118	18,103	19,915	19,363
MHP	ABHWV	12,426	15,455	14,569	10,774

Pharmacy Benefits

Pharmacy benefits are not administered under Medicaid managed care.

Service Authorizations

Table 37 lists the number of CY 2025 service authorizations by MCO.

Table 37. Number of CY 2025 Service Authorizations by MCO and Provider Type

Provider Type	MHT	MHT	MHT	MHT	MHP
	ABHWV	HHOWV	THP	WP	ABHWV
Medical	60,404	5,137	19,697	50,618	7,345
BH	12,666	1,624	5,746	23,503	4,829
Dental	39,592	948	8,525	13,931	12,243
Total	112,662	7,709	33,968	88,052	24,417

Additional BMS Metrics and Measures

Apart from the items specified in other sections of this report, BMS has no additional metrics or measures that were considered suitable for inclusion.

Plan Quality Rating

BMS requires MCOs to achieve and maintain accreditation from NCQA for their Medicaid and WVCHIP populations. The accreditation ensures an MCO's commitment to quality improvement. As of April 2026, ABHWV, THP, and WP have achieved the status level of "Accredited." As a newer MCO to the West Virginia market, HHOWV must become accredited with NQCA within two years of its operational start date of August 2024. HHOWV must adhere to NCQA standards while working toward accreditation.

In September 2025, NCQA announced a change to its accreditation program. Effective January 15, 2026, the Health Equity Accreditation was renamed Health Outcomes Accreditation and Health Equity Accreditation Plus was renamed Community-Focused Care Accreditation. MCOs with current accreditation status were issued updated certificates by NCQA. ABHWV and WP

both achieved the Health Outcomes Accreditation, which recognizes organizations that use standardized data collection and measurement tools to understand their populations' unique health needs and address differences in health outcomes, experiences or access. WP also achieved the Community-Focused Care Accreditation, which recognizes organizations that use community-based partnerships to understand and meet their populations' medical or social needs.

Additional information on NCQA's Health Insurance Plan Ratings is located on the NCQA website at <https://reportcards.ncqa.org/>.

Medical Loss Ratio and Administrative Costs

The medical loss ratio (MLR) is the percent of premium an insurer spends on medical claims and quality improvement expenses (defined as medical and hospital costs, divided by premium received) rather than administrative costs. *Table 38* shows data reported by the MCOs on the percentages of premium spent on medical costs, as well as the administrative costs of each MCO, defined as the general administrative expenses and claim adjustment expenses.

Please note that the State's validation process for the MLR examines expenses and revenue for the state fiscal year reporting period of July through June. In contrast, the MCO's self-reporting of the MLR, administrative costs, and state refund for House Bill 4217 are reported for the calendar year. Furthermore, the State's validation process for the MLR may account for additional factors not captured in the MCO's self-reporting. The information outlined in this section and in *Table 38* is an approximation and has not been validated by the state. State validated MLR results for state fiscal year 2025 may differ from the information presented in this report.

MHT program contractual requirements include a 100% remittance (MCO refund to the State) when an MCO's MLR is below 85%, and a 50% remittance when an MCO's MLR is between 85% and 88%. MHP program contractual requirements include a 100% remittance when an MCO's MLR is below 85% but does not require remittance for an MLR above 85%.

Based on the reported ABHWV MHT MLR of 96.5%, no state refund is required, as this exceeds the 88% threshold. Similarly, HHOWV and THP reported MLRs of 88.0% and 93.2%, respectively, both at or above 88%, and no refunds are required.

The reported MLR for WP MHT was 89.6%, exceeding the 88% threshold and not requiring remittance; however, WP still reported a state refund of \$14,629,931.11. Myers and Stauffer requested an explanation for the state refund, since a remittance was not required. WP provided additional explanation for this value, stating that "the amount reported was calculated based on what had accrued in the calendar year to pay, irrespective of the fiscal year."

For the ABHWV MHP program, with a reported MLR of 91.1%, no refund is required under MHP contractual guidelines.

Table 38. MLR, Administrative Costs, and State Refunds for CY 2025*

Program	MCO	MLR	Administrative Costs	State Refunds
MHT	ABHWV	96.5%	\$78,442,478.58	\$-
MHT	HHOWV	88.0%	\$8,887,300.00	\$-
MHT	THP	93.2%	\$48,758,543.61	\$-
MHT	WP	89.6%	\$43,122,170.89	\$14,629,931.11
MHP	ABHWV	91.1%	\$37,407,720.61	\$-

* MLR, Administrative Costs, and State Refunds are MCO self-reported values; no additional validation has been performed.

Fee-for-Service Medicaid

The current and previous fee-for-service spends by service line can be obtained from the Bureau for Medical Services upon request.

Annual Cost Information – Medicaid Managed Care

Aggregate Dollars Expended

Table 39 shows the total aggregate dollars expended by each MCO for the last five CYs. Please note, results reported in Table 39 for ABHWV MHT and MHP for CY2021 through CY2023 may differ from the information presented in the 2023 Managed Care Annual House Bill 4217 report. ABHWV communicated an adjustment to its reporting approach for CY2025 that impacted the calculation of aggregate dollars expended for all reported years.

Table 39. Total Aggregate Dollars Expended by MCO from CY 2021-2025

Total Aggregate Dollars Expended						
Program	MCO	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
MHT	ABHWV	\$703,171,213	\$730,925,687	\$701,272,786	\$644,677,666	\$595,742,438
MHT	HHOWV	No Data Available			\$2,180,660	\$37,161,561
MHT	THP	\$404,373,850	\$476,398,322	\$443,440,427	\$421,010,342	\$431,227,164
MHT	WP	\$582,736,242	\$628,363,899	\$615,097,423	\$557,335,210	\$560,492,821
MHP	ABHWV	\$106,299,311	\$141,384,988	\$169,061,220	\$168,675,431	\$168,600,515

Annual Rate of Cost Inflation

The annual rate of cost inflation for the last five CYs for each MCO can be found in Table 40. These rates are reported by the MCOs and have not been validated by the state. Please note, results reported in Table 40 for ABHWV MHT and MHP for CY2021 through CY2023 may differ from the information presented in the 2023 Managed Care Annual House Bill 4217 report. ABHWV communicated an adjustment to its reporting approach for CY2025 that impacted the calculation of the annual rate of cost inflation for all reported years.

Table 40. Annual Rate of Cost Inflation by MCO from CY 2021-2025

Annual Rate of Cost Inflation						
Program	MCO	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
MHT	ABHWV	23.6%	3.9%	-4.1%	-8.1%	-7.6%
MHT	HHOWV	No Data Available			3.4%	3.9%
MHT	THP	-0.4%	4.3%	1.0%	16.4%	6.4%
MHT	WP	2.7%	2.7%	2.7%	8.0%	5.0%
MHP	ABHWV	13.2%	33.0%	19.6%	-0.2%	0.0%

Appendix

Appendix A: Provider Network by Specialty, County, and MCO

CY2025 HB 4217 Appendix A - Provider Network by Specialty, County, and MCO.pdf

Appendix B: WV BMS External Quality Review Annual Technical Report

As of April 2026, the official version of the 2025 EQR Annual Technical Report has been posted to the West Virginia BMS public website at the following link, under the title "Quality Reports." In addition, as of April 2026, prior year EQR Annual Technical Reports were also available at the link below.

[West Virginia Bureau for Medical Services Managed Care Reports](#)

Appendix C: ABHWV Provider Satisfaction Survey

CY2025 HB 4217 Appendix C - ABHWV 2024 Annual Provider Satisfaction Survey.pdf

Appendix D: HHOWV Provider Satisfaction Survey

CY2025 HB 4217 Appendix D - HHOWV 2025 Annual Provider Satisfaction Survey.pdf

Appendix E: THP Provider Satisfaction Survey

CY2025 HB 4217 Appendix E - THP 2025 Annual Provider Satisfaction Survey.pdf

Appendix F: WP Provider Satisfaction Survey

CY2025 HB 4217 Appendix F - WP 2024 Annual Provider Satisfaction Survey.pdf

Appendix G: ABHWV Audited Financial Statements

CY2025 HB 4217 Appendix G - ABHWV 2025 Annual Financial Statement.pdf

Appendix H: HHOWV Audited Financial Statements

CY2025 HB 4217 Appendix H - HHOWV 2025 Annual Financial Statement.pdf

Appendix I: THP Audited Financial Statements

CY2025 HB 4217 Appendix I - THP 2025 Annual Financial Statement.pdf

Appendix J: WP Audited Financial Statements

CY2025 HB 4217 Appendix J - WP 2025 Annual Financial Statement.pdf