

Carelon's Quality Improvement Initiatives



Provider Quality Management
(PQM)



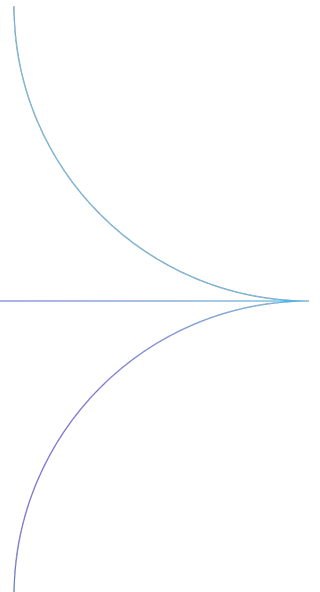
Provider Analytics & Reporting
(PAR)



Participant Advisory Council
(PAC)



HEDIS Measures



Provider Analytics and Reporting Program: Introducing the PQM Role



Provider Quality is a function of Carelon Maryland as the Administrative Service Organization (ASO).



Provider Quality Managers (PQMs) serve as a link between providers to operationalize coordination of care, collaboration and problem solving within a system of care.

Provider Analytics and Reporting Program: Introducing the PQM Role

What is Provider Quality Management?

- Provider Quality Management offers collaboration with providers to not only improve performance but also improve quality outcomes for Maryland Medicaid participants.

What do PQMs do?

- PQMs build collaborative relationships with Providers
- Drive discussions on clinical and quality improvements
- Identify best practices and promote innovative quality interventions

What do we need from Providers?

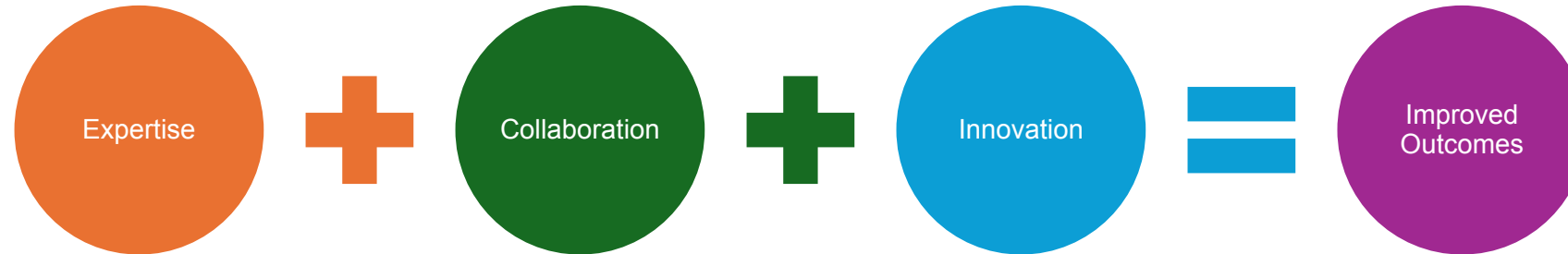
- How we can support your quality improvement goals

What should I do to become a Quality Partner?

- Visit the following link to complete the survey: [Become A Maryland Quality Partner](#)



Provider Analytics and Reporting (PAR) Program



The PAR program will **bring together the expertise and perspectives of key stakeholders**, including Carelon BH's medical, clinical, and quality teams, state agencies, and community providers. By collaborating, we aim to **address critical areas that impact the delivery of behavioral health services in Maryland.**

Implementing the PAR program with a **focus on HEDIS measures** and comprehensive access and quality improvement strategies will **position Maryland as a leader in providing equitable, high-quality behavioral health services.** By fostering collaboration among stakeholders, we anticipate **improved health outcomes, increased access to care, and a reduction in health disparities throughout the state.**

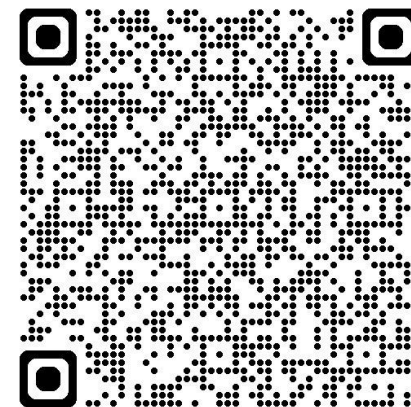
The implementation of a Provider Analytics and Reporting Program will provide the foundation for future development of Alternative Payment Models.

Participant Advisory Council: Nothing about us without us!

Carelon values the lived experiences and expertise of people who have used Maryland's Public Behavioral Health Service (PBHS) as crucial to our success. We are convening a **Participant Advisory Council (PAC) to offer valuable insights about how we can best support individual recovery journeys and inform systemic improvements.** The meetings will be held quarterly, virtually via Webex.

We are now accepting nominations for applicants to serve on the PAC. **All nominees must self-identify as having lived experience**, meaning personal knowledge and understanding gained through direct, first-hand involvement in life events, particularly those related to mental health and/or substance use conditions.

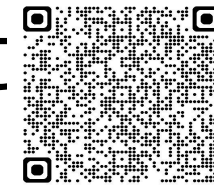
We will be using the following process to review and select up PAC members: **review of nomination form, phone/virtual interview, invitation to join as a guest, follow up contact to ensure shared decision making in final determination.** If invited to join the PAC, nominees will be expected to complete a term of 2 years and attend at least 75% of meetings during their term.



[Participant Advisory Council Nomination Form](#)

Zachery Miller, Consumer Quality Advocate
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Quality Update: Provider Quality Management HEDIS Training



MH HLOC

- 64 Attendees
- FUH, SAA
- Readmission Rates



SUD HLOC

- 42 Attendees
- FUI, IET
- Readmission Rates



SUD LLOC

- 44 Attendees
- FUH, FUI, IET, SAA
- Readmission Rates



MH LLOC

- December 2, 2025
- FUH, SAA
- Readmission Rates



Q&A

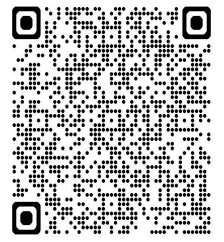
- December 16, 2025



ProviderQualityMD@Carelton.com

You can register for individual sessions or the entire series here: [Webinar series registration link](#)

Quality Updates: HEDIS Resources Released



Quality Management

Healthcare Effectiveness Data and Information Set (HEDIS®)

Carelon's Quality Management Program is committed to promoting quality improvement in our care and services in order to help the people we serve live their lives to the fullest potential. To achieve this mission, Carelon provides ongoing support around three pillars of quality improvement:

1. **Data collection and analysis**
2. **Identification of best practices**
3. **Implementation of quality improvement activities**

Carelon monitors the quality of its behavioral health services using Healthcare Effectiveness Data and Information Set (HEDIS®) performance measures. HEDIS® measures are used by over 90 percent of America's health plans and allow standardized comparisons of utilization and the effectiveness, accessibility and availability of care.

- > [Initiation and Engagement in Alcohol and Other Drug Dependence Treatment \(IET\)](#)
- > [Follow-up After Hospitalization for Mental Illness \(FUH\)](#)
- > [Follow-up After High-Intensity Care for Substance Use Disorder \(FU\)](#)
- > [Adherence to Antipsychotic Medications for Individuals with Schizophrenia \(SAA\)](#)

Quality Management

Introduction

Audit Tools and Findings

COMAR Regulations [↗](#)

Healthcare Effectiveness Data and Information Set (HEDIS®)

Reporting

Provider Quality Management (PQM)

Health Home Program Monitoring

Top Performing Providers Program

Surveys

Provider Quality Management offers collaboration with providers to not only **enhance performance** but also **improve quality outcomes** for Maryland Medicaid participants. PQMs work to build **collaborative relationships** with providers, **drive discussions on clinical and quality improvements**, identify **best practices**, and **promote innovative quality interventions**.