

# 2025 National Quality Improvement Population Health Program Evaluation

## UnitedHealthcare Community Plan Medicaid

### Section One: Quality Improvement

UnitedHealthcare Community Plan of Indiana  
Hoosier Care Connect



The 2025 Annual Evaluation documents the progression toward QI program goals and objectives to support safe clinical practice and ensure resources are deployed effectively. Overall, program leadership, resources, structure, and processes effectively supported the QI program. Performance in key areas is summarized below.

### **Adequacy of QI Program Resources**

Throughout 2025, staffing resources were aligned to include subject matter experts in Accreditation, HEDIS, and CAHPS. UHCCP IN monitored and implemented activities as identified in the 2025 QI Work Plan. All activities were completed according to the QI Work Plan and adequate resources were available to implement the overall QI Program. Reporting systems providing appropriate information to meet internal, external and accreditation requirements were maintained.

### **QI Committee Structure**

UHCCP IN continued to promote and incorporate quality into the health plan's organization structure and processes. Specifically, the goals of identifying opportunities and actions were embedded in all committee activities. There were no changes to the committee structure. All national as well as local committees were effectively maintained and were deemed sufficient. The attendees for NQOC include CMO and QI Directors from each health plan, and the voting membership allows each health plan a vote. The NQOC continues to function as a matrix relationship to support all UHCCP health plans.

### **Practitioner Participation & Leadership Involvement**

Practitioner performance was monitored for compliance with evidence-based medicine through review of measurements, such as QOC monitoring and HEDIS. Network practitioners participated and provided feedback via the PAC on member engagement and coordination of care activities (current and planned) that target gaps in care closure opportunities. Continuous improvement of quality of health care delivery was built by facilitating partnerships between practitioners and the health plan. UHCCP IN leadership was actively involved on all committees and planning activities for all committees and planning activities for member and provider incentives, Quality Improvement Projects, vendor oversight, utilization monitoring, call center monitoring, provider access and availability, health equity efforts, complaint and appeal monitoring, and provider surveys.

### **Patient Safety**

Patient Safety has been addressed throughout the QI program, including but not limited to collaborating with pharmacy partners to promote safe, appropriate use of medications; making evidence-based criteria and guidelines available to practitioners via the online portal; and notifying practitioners of member specific high-risk medication alerts via direct mail and the online portal.

### **Status of Restructuring QI Program for 2026**

UHCCP IN conducted a detailed review of the QI committee structure, adequacy of program resources and practitioner/leadership involvement for 2025. Based on this analysis and review, the QI program was modified in the following ways:

- There were no notable modifications to the overall QI program.