

# HealthChoices Performance Trending Report 2015

---

## Introduction

The Department of Human Services (the Department) is committed to ensuring that Medicaid consumers enrolled in the HealthChoices Program receive the highest quality of health care. The Department requires that managed care organizations (MCOs or plans) submit performance data, which the Department uses to provide useful and timely performance comparison information to plans, consumers, and other stakeholders. This HealthChoices Performance Trending Report summarizes data collected from the MCOs for the HealthChoices Southeast, Southwest, Lehigh/Capital, New East and New West zones for the period January 1, 2012 through December 31, 2014 [Healthcare Effectiveness Data and Information Systems (HEDIS®)<sup>1</sup>] 2013, 2014, 2015). This document supports the *2015 Consumer Guide* that is available to Medicaid consumers enrolling in or changing plans in the HealthChoices Program.

The Department uses three formal sources of performance data: HEDIS®, Consumer Assessment of Healthcare Providers and Systems (CAHPS®<sup>2</sup>), and Pennsylvania Performance Measures (PPMs). HEDIS® is the most widely used set of clinical performance measures in the managed care industry. CAHPS includes both adult and child survey components and is used to assess consumer experiences with various components of health care quality. The surveys are currently the standard consumer satisfaction measurement instruments used by plans seeking National Committee for Quality Assurance (NCQA) accreditation. All of the Adult and Child CAHPS® measures reported in the 2015 HealthChoices Performance Trending Report can be compared to their previous years' data.

States are mandated to obtain an external quality review organization to perform an independent, external annual review evaluating the timeliness of, quality of, and access to services provided by the MCOs. The Department selected the PPMs for the external quality review studies to enhance and expand the areas covered by other quality studies. The Department obtained input regarding the choice of measures from the Medical Assistance Advisory Committee (MAAC), the individual MCOs, and a variety of other stakeholders.

This Performance Trending Report documents ratings for the 33 measures included in the *2015 Consumer Guide*. The HealthChoices Program weighted averages report aggregate plan results. Trending charts rank MCOs in order of performance.

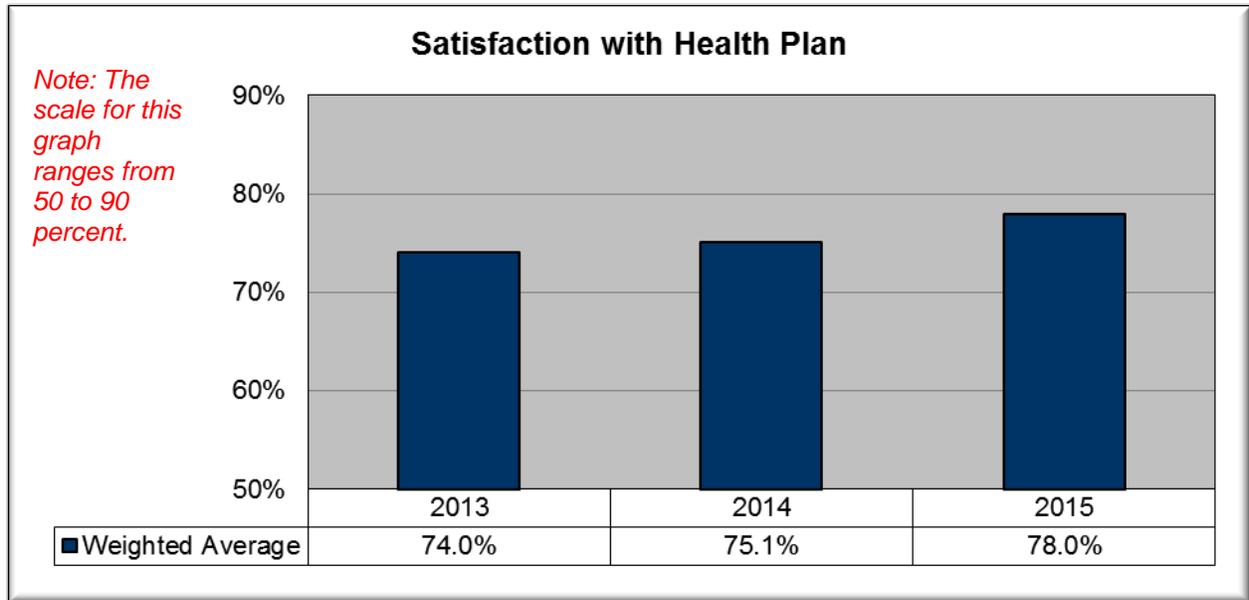
---

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# HealthChoices Performance Trending Report 2015

## Weighted Average Graphs



The information provided for each measure includes a brief description of the measure above the weighted average graph. Using the above “Satisfaction with Health Plan” graph as an example, we describe each component of the weighted average graphs:

- The average performance of all the HealthChoices plans is indicated by the blue columns, which show the weighted average for each of the past three years.

## 2013, 2014, and 2015 Trending Charts

The performance trending charts appear below the weighted average graphs and provide data reported in 2013, 2014, and 2015. MCOs above the Weighted Average row in the trending charts indicate those plans that met or exceeded the HealthChoices Program weighted average.

# HealthChoices Performance Trending Report 2015

## Analysis

The table below summarizes the results of the measures presented in the 2015 Performance Trending Report.

No.	Assessment Criteria	Number of Measures
1.	For the 33 Performance Trending Report measures, the number of measures where the 2015 HealthChoices Weighted Average:	
	a. Improved between 2014 and 2015	19
	b. Remained the same between 2014 and 2015	1
	c. Declined between 2014 and 2015	13
2.	For the 20 measures in the Performance Trending Report with 2015 national benchmarks <sup>3</sup> , the number of measures where the 2015 HealthChoices Weighted Average is:	
	a. Below (or worse than) the 50 <sup>th</sup> percentile	2
	b. At or above the 50 <sup>th</sup> percentile and below the 75 <sup>th</sup> percentile	16
	c. At or above the 75 <sup>th</sup> percentile	2

Detailed analysis of the information presented in this report is a work in progress. Evaluation of quality improvement data requires extensive investigations to ascertain the sources of variation in the data. The Department has provided useful and timely feedback to the MCOs to guide future quality improvements and engage the plans in dialogue about improvement approaches and opportunities. While measuring quality in the HealthChoices Program is complex and labor intensive, it has proven to be a meaningful exercise.

As evidenced by the *Consumer Guide* format and this performance report, both of which the Department developed in response to consumer and stakeholder recommendations, the Department is committed to continuing its quality measurement efforts and improving the quality of its reporting. More importantly, the Department is committed to using reports, such as this report, as powerful tools to improve the clinical quality of its managed care program, which will, in turn, improve the health of our communities.

## Acknowledgements

*National Committee for Quality Assurance (NCQA)* - The National Committee for Quality Assurance develops and publishes HEDIS<sup>®</sup> 2015, Volume 2: Technical Specifications.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>), version 5.0H for HEDIS<sup>®</sup> 2015, is sponsored by the Agency for Healthcare Research and Quality (AHRQ), and appears in HEDIS<sup>®</sup> 2015, as Volume 3. This report contains question text from CAHPS<sup>®</sup> 5.0H Adult and 5.0H Child Medicaid Questionnaires.

<sup>3</sup> Performance of HealthChoices Weighted Averages compared to national benchmarks is derived from Quality Compass<sup>®</sup> 2015. Quality Compass is a registered trademark of NCQA.

# HealthChoices Performance Trending Report 2015

---

## Table of Contents

### Asthma

Annual Number of Asthma Patients with $\geq 1$ Asthma Related Emergency Room Visit .....	1
Medication Management for People with Asthma - 75% Compliance.....	2
Use of Appropriate Medications for People with Asthma .....	3

### Children's Dental

Annual Dental Visit .....	4
Annual Dental Visits for Members with Developmental Disabilities .....	5
Total Eligibles Who Received Preventive Dental Services .....	6

### Children's Health

Adolescent Well-Care Visits .....	7
Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 24 Months .....	8
Children's and Adolescents' Access to Primary Care Practitioners, Ages 25 Months to 6 Years ..	9
Children's and Adolescents' Access to Primary Care Practitioners, Ages 7 to 11 Years .....	10
Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 19 Years .....	11
Lead Screening in Children .....	12
Well-Child Visits in the First 15 Months .....	13
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life .....	14

### Cholesterol

Controlling High Blood Pressure.....	15
--------------------------------------	----

### Diabetes

Eye Exams for People with Diabetes.....	16
Hemoglobin A1c Screening for People with Diabetes.....	17
Hemoglobin A1c Poor Control (<9%).....	18
Medical Attention for Nephropathy.....	19

# HealthChoices Performance Trending Report 2015

---

## Maternity

Frequency of Ongoing Prenatal Care .....	20
Timeliness of Prenatal Care .....	21
Postpartum Care.....	22

## Women's Health

Breast Cancer Screening.....	23
------------------------------	----

## Getting Needed Care Right Away (Adult)

Getting Needed Care Right Away.....	24
Getting Appointment with Specialist .....	25
Getting Care You Think You Need .....	26
Appointment for Routine Care When Needed.....	27

## Getting Needed Care Right Away (Child)

Getting Needed Care Right Away for Your Child.....	28
Getting Appointment with Specialist for Your Child.....	29
Getting Care You Think Your Child Needs .....	30
Appointment for Routine Care When Needed .....	31

## Satisfaction (Adult)

Satisfaction with Health Plan .....	32
-------------------------------------	----

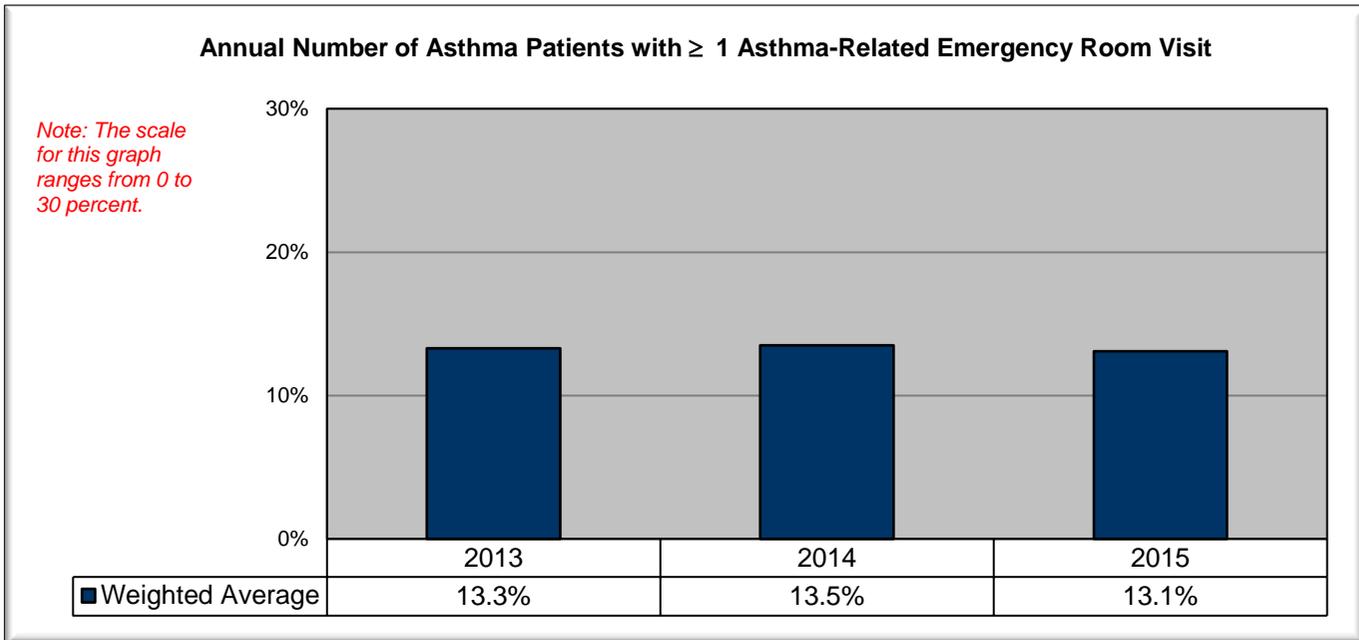
## Satisfaction (Child)

Satisfaction with Child's Health Plan.....	33
--	----

# Performance Area - Asthma

## Annual Number of Asthma Patients with $\geq 1$ Asthma-Related Emergency Room Visit (Pennsylvania Performance Measure)

This measure shows the percentage of children and adolescents, 2 years of age through 20 years of age, with an asthma diagnosis who have  $\geq 1$  emergency department visit during a calendar year.



Annual Number of Asthma Patients with $\geq 1$ Asthma-Related Emergency Room Visit <sup>1,2,3</sup>			
2013	2014	2015	Health Plan
		8.1%	Geisinger Health Plan
		9.5%	AmeriHealth Northeast
17.8%	9.7%	11.3%	UPMC for You
12.4%	12.3%	11.3%	AmeriHealth Caritas
5.3%	12.3%	12.5%	Gateway Health
		13.1%	Weighted Average
14.7%	13.9%	13.8%	Keystone First
14.1%	12.9%	13.8%	Aetna Better Health
14.2%	13.6%	14.0%	United Healthcare
18.8%	17.3%	16.8%	Health Partners Plans

<sup>1</sup> Rates are sorted in ascending order as lower rates depict better performance.

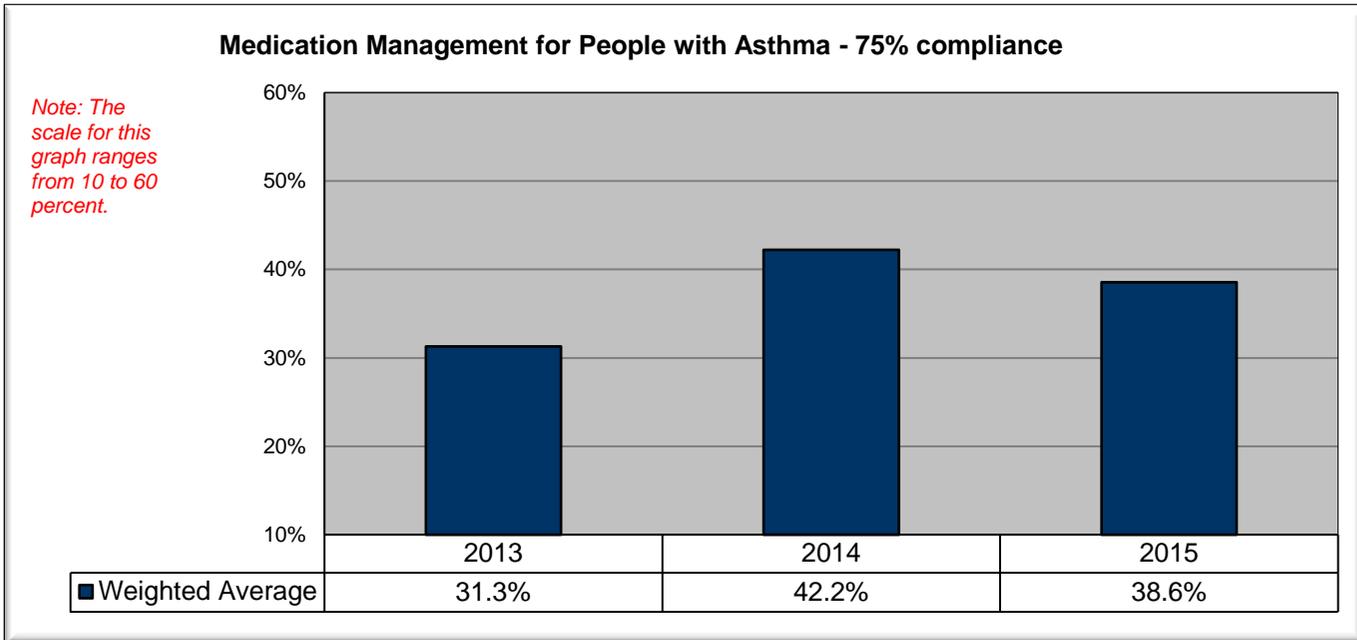
<sup>2</sup> This was a first year measure in 2012. 2013 is the first reporting year for this measure.

<sup>3</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Asthma

## Medication Management for People with Asthma - 75% Compliance (HEDIS®)

This measure shows the percentage of members 5 to 64 years of age who remained on an asthma controller medication for at least 75% of their treatment period.



Medication Management for People with Asthma - 75% Compliance <sup>1,2</sup>			
2013	2014	2015	Health Plan
		NA <sup>3</sup>	AmeriHealth Caritas Northeast
33.2%	45.0%	49.3%	AmeriHealth Caritas Pennsylvania
		48.0%	Geisinger Health Plan
32.8%	37.5%	47.3%	Aetna Better Health
29.1%	37.6%	41.0%	Keystone First
31.3%		38.6%	Weighted Average
38.4%	35.4%	38.1%	UPMC for You
33.1%	66.1%	36.1%	Gateway Health
29.7%	32.9%	32.2%	Health Partners Plans
32.6%	35.8%	29.7%	United Healthcare

<sup>1</sup> This was a first year measure in 2012. 2013 is the first reporting year for this measure.

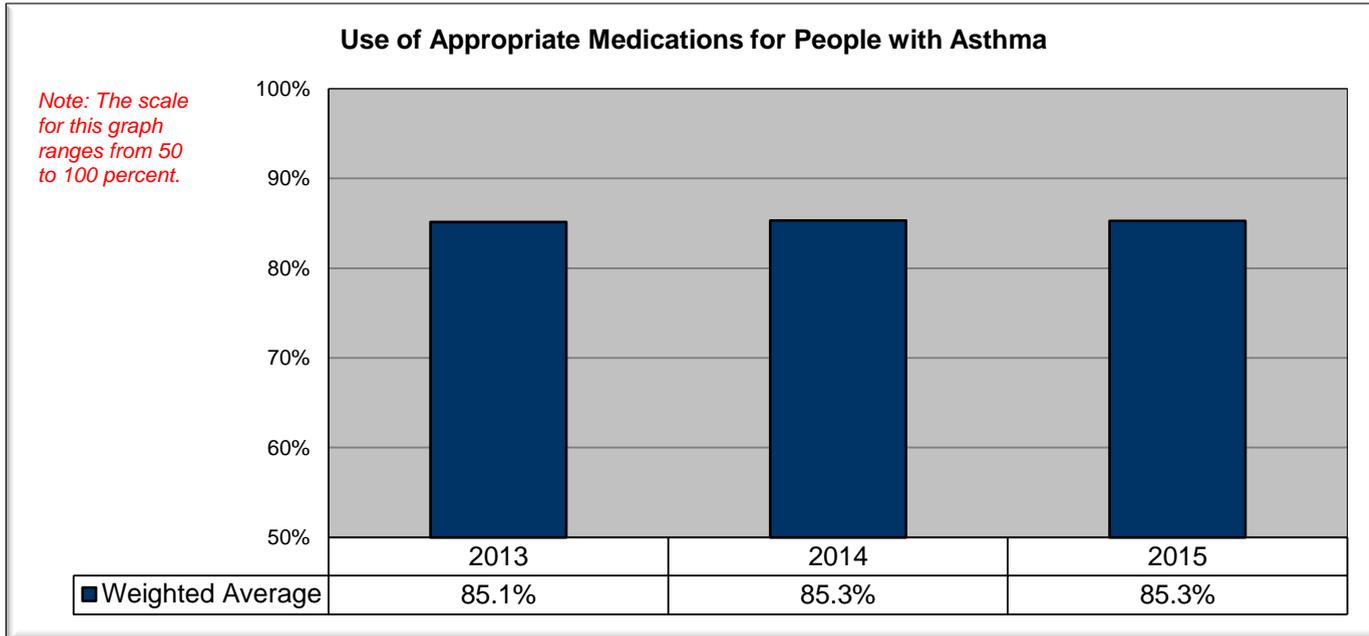
<sup>2</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

NA<sup>3</sup> 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

# Performance Area - Asthma

## Use of Appropriate Medications for People with Asthma (HEDIS®)

This measure shows the percentage of members 5 to 64 years of age during the measurement year who were identified as having persistent asthma and who were appropriately prescribed medication during the measurement year.



Use of Appropriate Medications for People With Asthma <sup>1</sup>			
2013	2014	2015	Health Plan
		NA <sup>3</sup>	AmeriHealth Caritas Northeast
		92.4%	Geisinger Health Plan
87.3%	86.9%	86.8%	Keystone First
84.8%	84.1%	85.4%	AmeriHealth Caritas Pennsylvania
		85.3%	Weighted Average
85.1%	85.9%	84.8%	Gateway Health
84.5%	84.9%	84.4%	Health Partners Plans
82.5%	83.3%	83.9%	United Healthcare
79.9%	81.1%	83.9%	UPMC for You
89.4%	87.5%	83.8%	Aetna Better Health

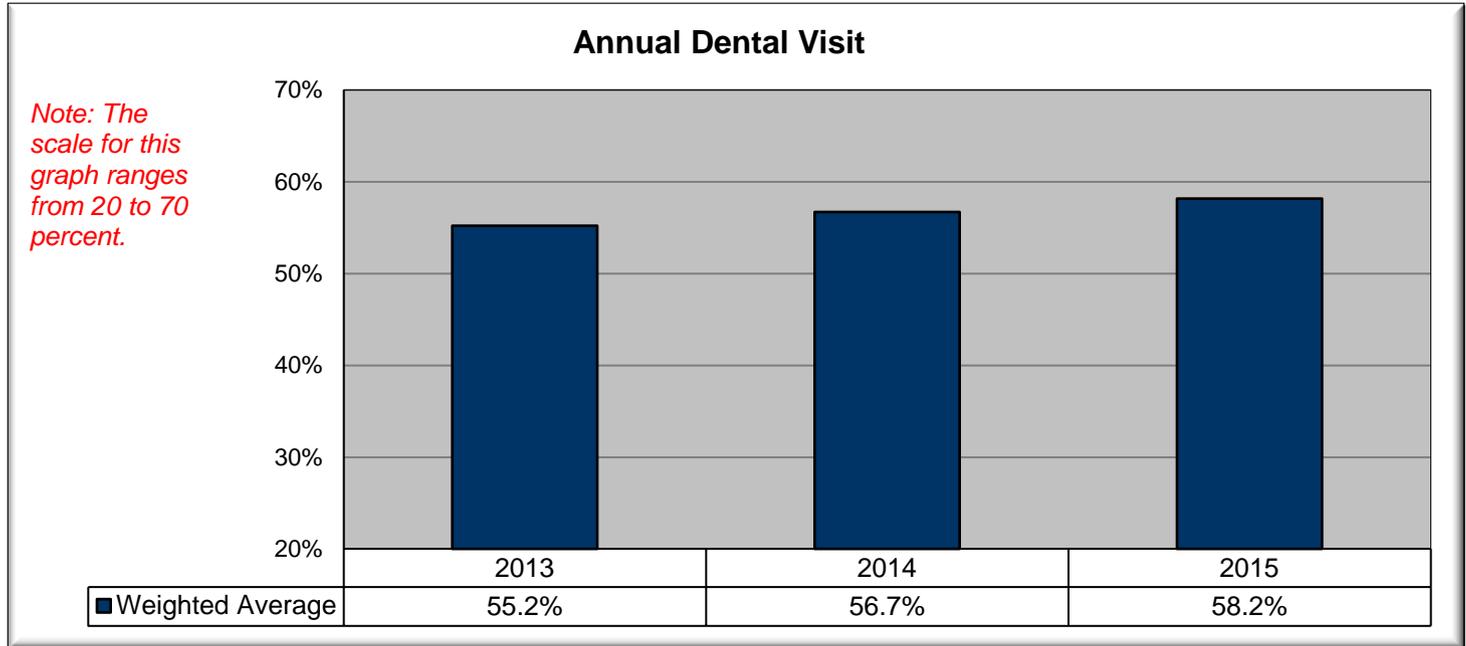
<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

NA<sup>3</sup> 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

# Performance Area - Children's Dental

## Annual Dental Visit (HEDIS®)

This measure shows the percentage of members 2 to 21 years of age who had at least 1 dental visit during the measurement year.



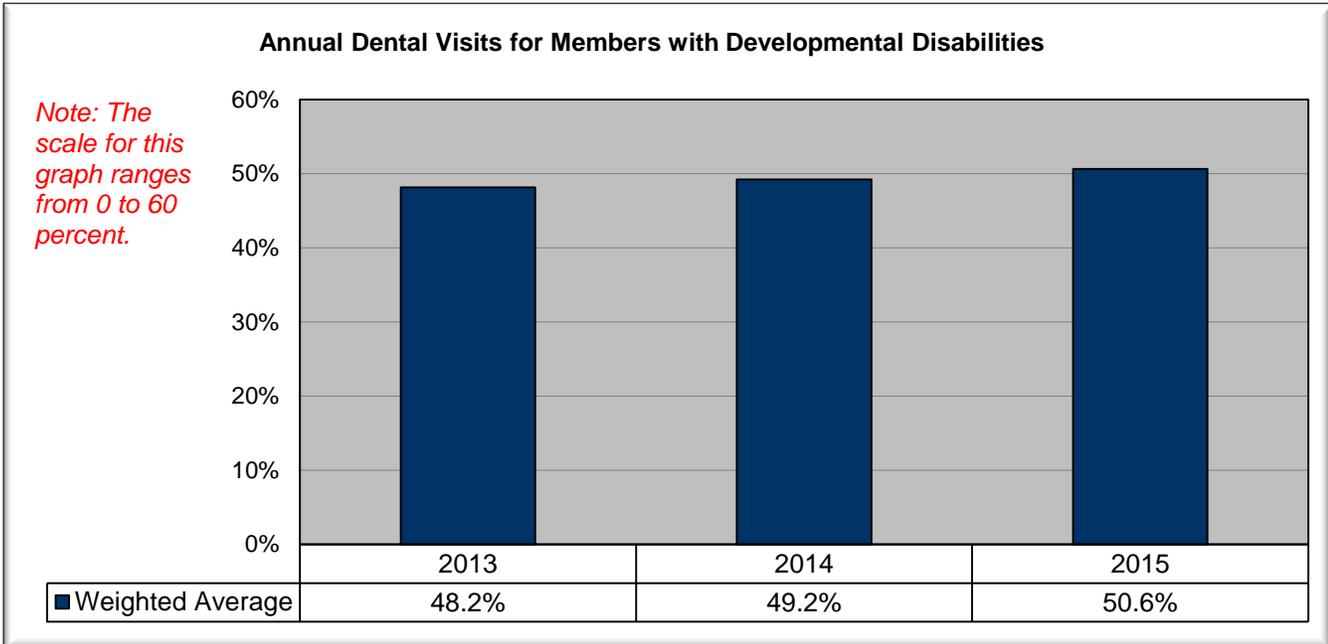
Annual Dental Visit <sup>1</sup>			
2013	2014	2015	Health Plan
61.9%	64.2%	70.3%	Health Partners Plans
61.2%	62.7%	64.5%	Keystone First
58.2% Weighted Average			
50.7%	55.3%	57.8%	United Healthcare
56.0%	54.8%	56.6%	AmeriHealth Caritas Pennsylvania
		56.0%	Geisinger Health Plan
46.8%	53.2%	54.7%	UPMC for You
53.3%	52.7%	53.7%	Gateway Health
43.0%	49.4%	51.1%	Aetna Better Health
		51.1%	AmeriHealth Caritas Northeast

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Dental

## Annual Dental Visits for Members with Developmental Disabilities (Pennsylvania Performance Measure)

This measure shows the percentage of members 2 to 21 years of age with a developmental disability who had at least 1 dental visit during the measurement year. Individuals were identified with congenital or acquired disabilities or conditions affecting the central nervous system and significantly impairing cognition. The cognitive impairments of interest are those that create barriers to effective dental care.



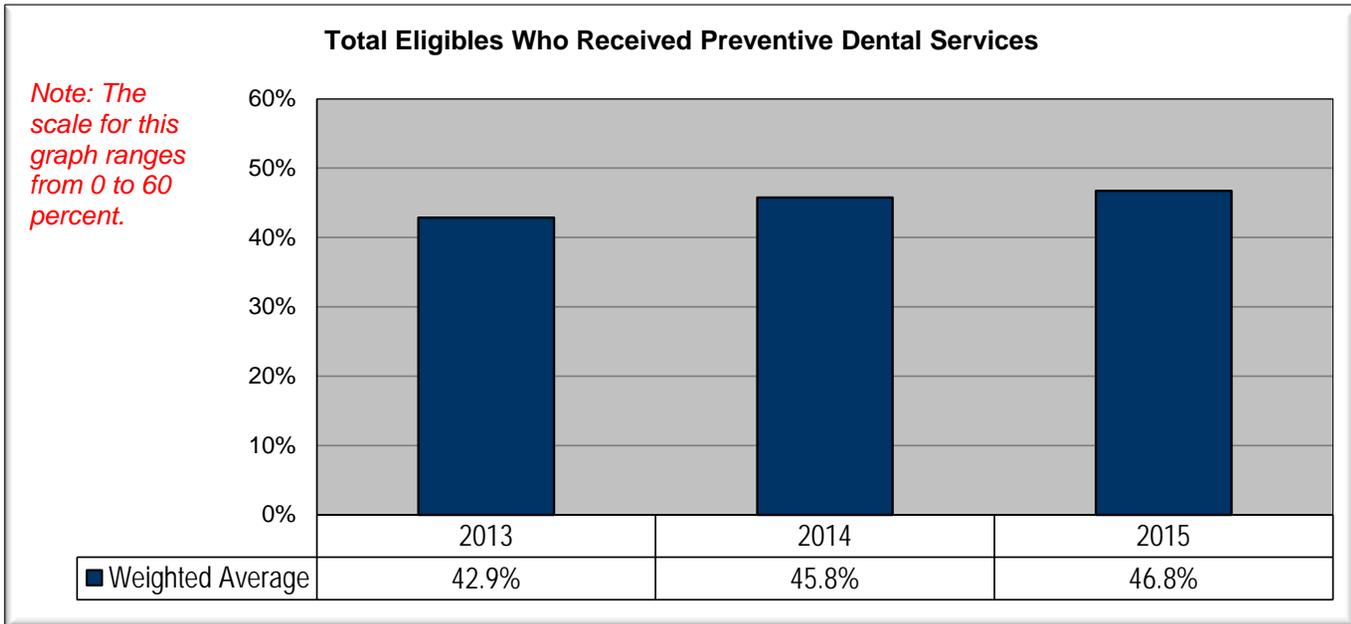
Annual Dental Visits for Members with Developmental Disabilities <sup>1</sup>			
2013	2014	2015	Health Plan
60.0%	60.0%	64.9%	Health Partners Plans
		54.1%	Geisinger Health Plan
51.4%	52.1%	53.0%	Keystone First
		50.6%	Weighted Average
44.2%	47.6%	49.6%	UPMC for You
44.7%	46.9%	48.9%	<b>AmeriHealth Caritas</b>
45.7%	47.1%	47.8%	Gateway Health
		47.6%	AmeriHealth Northeast
46.9%	48.8%	47.6%	United Healthcare
40.8%	39.4%	45.7%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Dental

## Total Eligibles Who Received Preventive Dental Services (Pennsylvania Performance Measure)

This measure shows the total number of eligible and enrolled children age 1 to 20 years who received preventive dental services.



Total Eligibles Who Received Preventive Dental Services <sup>1,2</sup>			
2013	2014	2015	Health Plan
52.6%	53.8%	57.9%	Health Partners Plans
52.3%	54.9%	54.9%	Keystone First
46.8% Weighted Average			
38.2%	43.8%	46.2%	United Healthcare
41.6%	43.5%	44.9%	AmeriHealth Caritas
		44.4%	Geisinger Health Plan
43.3%	42.9%	44.4%	Gateway Health
33.0%	42.0%	42.7%	UPMC for You
		38.5%	AmeriHealth Northeast
29.0%	36.0%	37.9%	Aetna Better Health

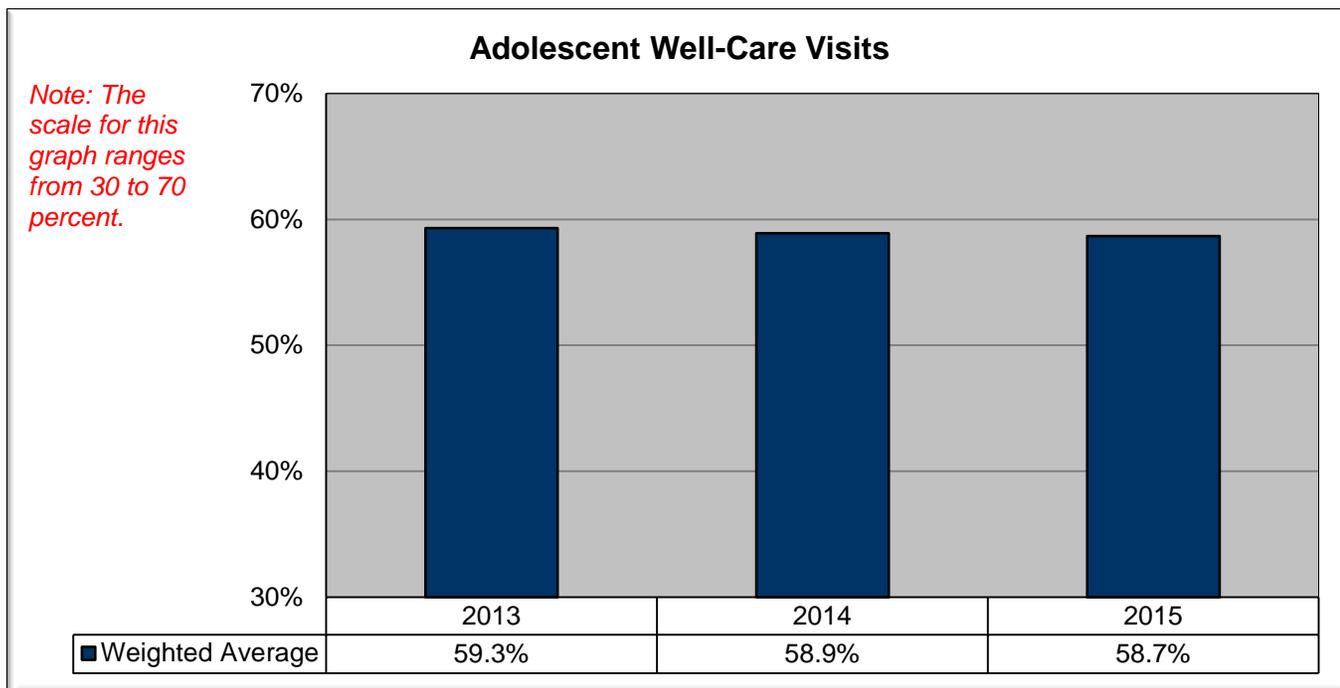
<sup>1</sup> This was a first year measure in 2012. 2013 is the first reporting year for this measure.

<sup>2</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Adolescent Well-Care Visits (HEDIS®)

This measure shows the percentage of enrolled members 12 to 21 years of age who had at least 1 comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.



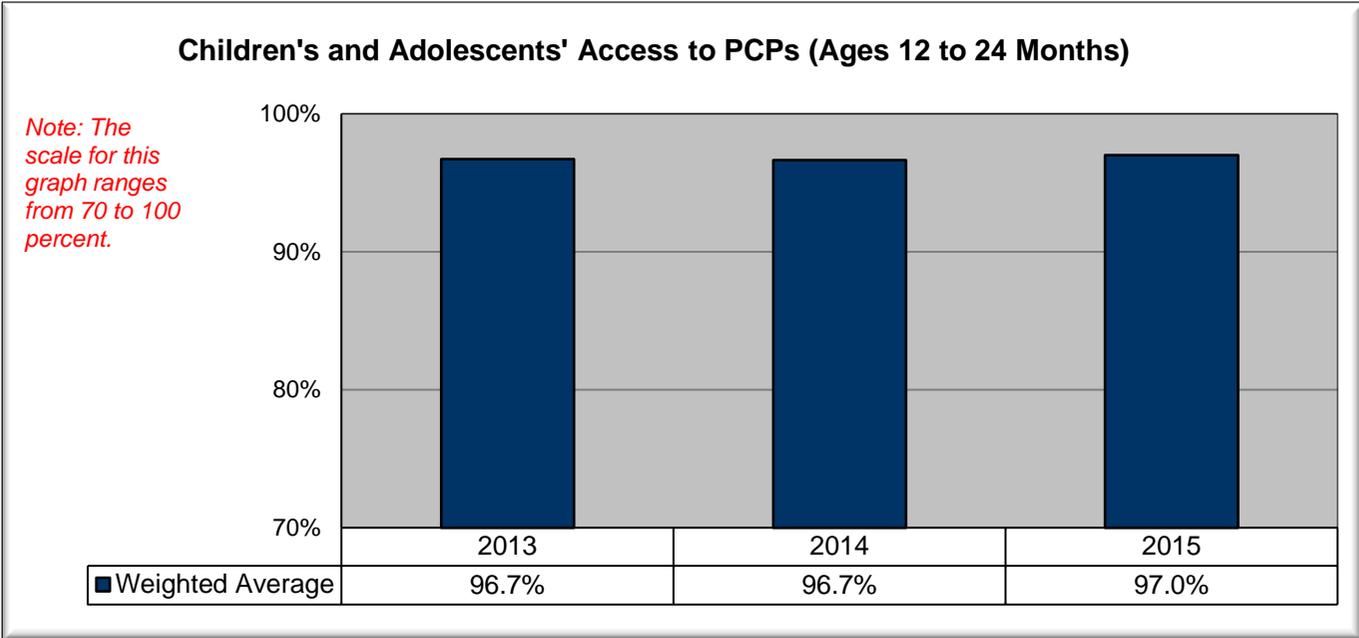
Adolescent Well-Care Visits <sup>1</sup>			
2013	2014	2015	Health Plan
60.6%	62.2%	63.4%	Health Partners Plans
62.3%	62.4%	63.3%	Keystone First
		60.3%	Geisinger Health Plan
		59.0%	AmeriHealth Caritas Northeast
		<b>58.7%</b>	<b>Weighted Average</b>
59.6%	59.4%	58.2%	Gateway Health
55.9%	54.1%	56.5%	United Healthcare
56.0%	56.0%	56.3%	UPMC for You
47.0%	46.1%	53.9%	Aetna Better Health
64.8%	62.7%	53.5%	AmeriHealth Caritas Pennsylvania

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 24 Months (HEDIS®)

This measure shows the percentage of children 12 to 24 months old who had a visit with an MCO primary care practitioner (PCP) during the measurement year.



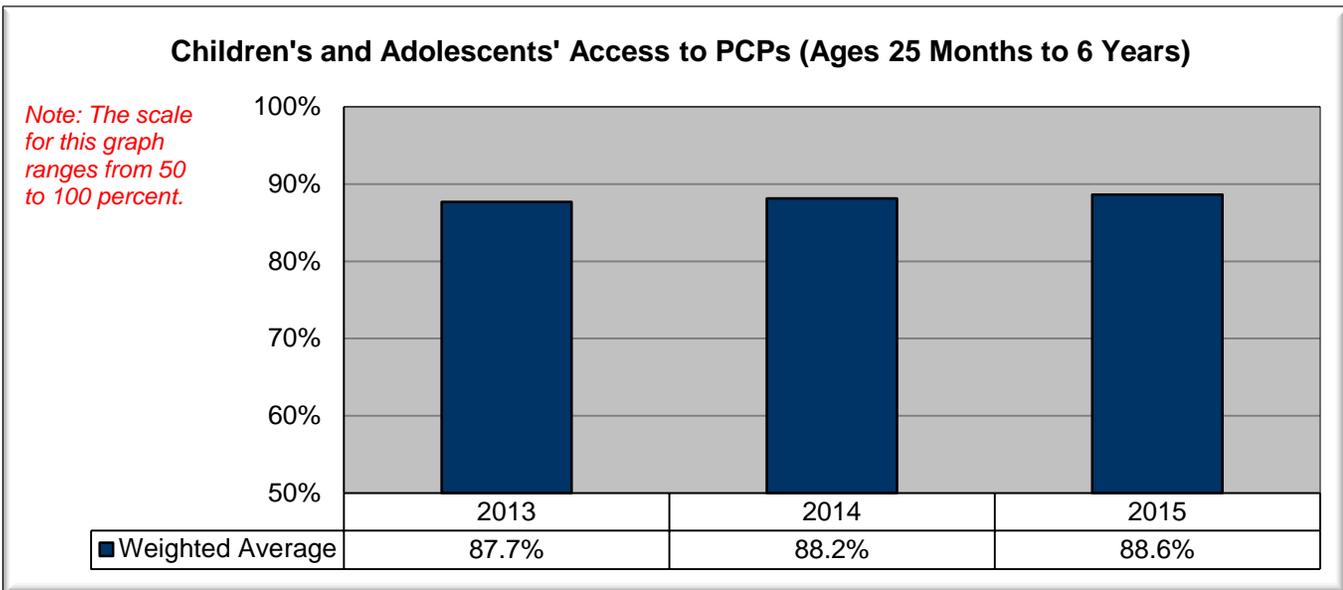
Children's and Adolescents' Access to PCPs (Ages 12 to 24 Months) <sup>1</sup>			
2013	2014	2015	Health Plan
		98.1%	Geisinger Health Plan
97.6%	96.4%	98.0%	UPMC for You
		97.4%	AmeriHealth Caritas Northeast
97.2%	97.4%	97.3%	Keystone First
96.9%	96.4%	97.1%	AmeriHealth Caritas Pennsylvania
97.0% Weighted Average			
96.2%	96.0%	96.9%	United Healthcare
96.5%	97.3%	96.7%	Health Partners Plans
97.6%	96.8%	96.3%	Gateway Health
92.4%	95.0%	95.8%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Children's and Adolescents' Access to Primary Care Practitioners, Ages 25 Months to 6 Years (HEDIS®)

This measure shows the percentage of children 25 months to 6 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year.



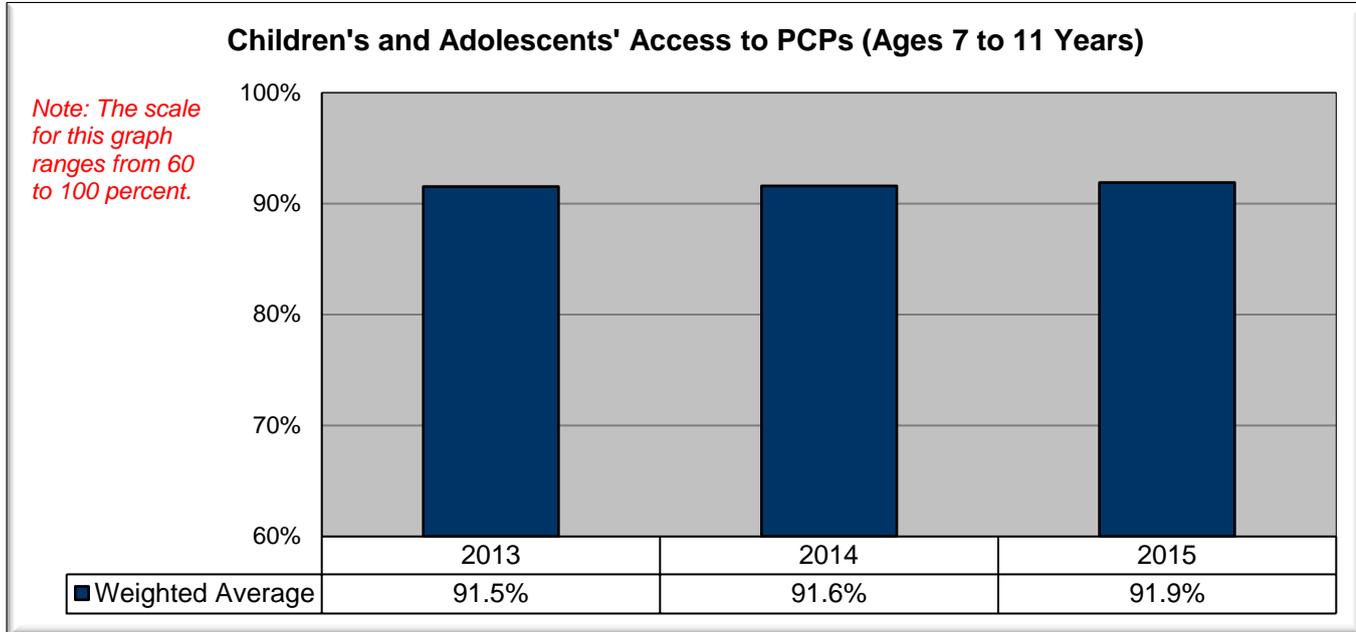
Children's and Adolescents' Access to PCPs (Ages 25 Months to 6 Years) <sup>1</sup>			
2013	2014	2015	Health Plan
		93.0%	Geisinger Health Plan
91.1%	88.8%	90.3%	UPMC for You
		90.3%	AmeriHealth Caritas Northeast
		<b>88.6%</b>	<b>Weighted Average</b>
88.7%	89.0%	88.5%	Gateway Health
88.2%	88.7%	88.4%	Keystone First
86.7%	87.6%	87.9%	AmeriHealth Caritas Pennsylvania
86.4%	87.9%	87.7%	United Healthcare
86.6%	87.9%	87.3%	Health Partners Plans
78.5%	82.2%	85.7%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Children's and Adolescents' Access to Primary Care Practitioners, Ages 7 to 11 Years (HEDIS®)

This measure shows the percentage of children ages 7 to 11 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year or the year prior to the measurement year.



Children's and Adolescents' Access to PCPs (Ages 7 to 11 Years) <sup>1</sup>			
2013	2014	2015	Health Plan
		NA <sup>3</sup>	AmeriHealth Caritas Northeast
		96.2%	Geisinger Health Plan
92.1%	92.3%	92.7%	Keystone First
93.3%	92.2%	92.7%	UPMC for You
91.5%	91.3%	92.2%	Health Partners Plans
91.9% Weighted Average			
92.3%	92.3%	91.9%	Gateway Health
90.3%	91.9%	91.4%	AmeriHealth Caritas Pennsylvania
90.2%	90.3%	91.2%	United Healthcare
81.2%	81.7%	85.8%	Aetna Better Health

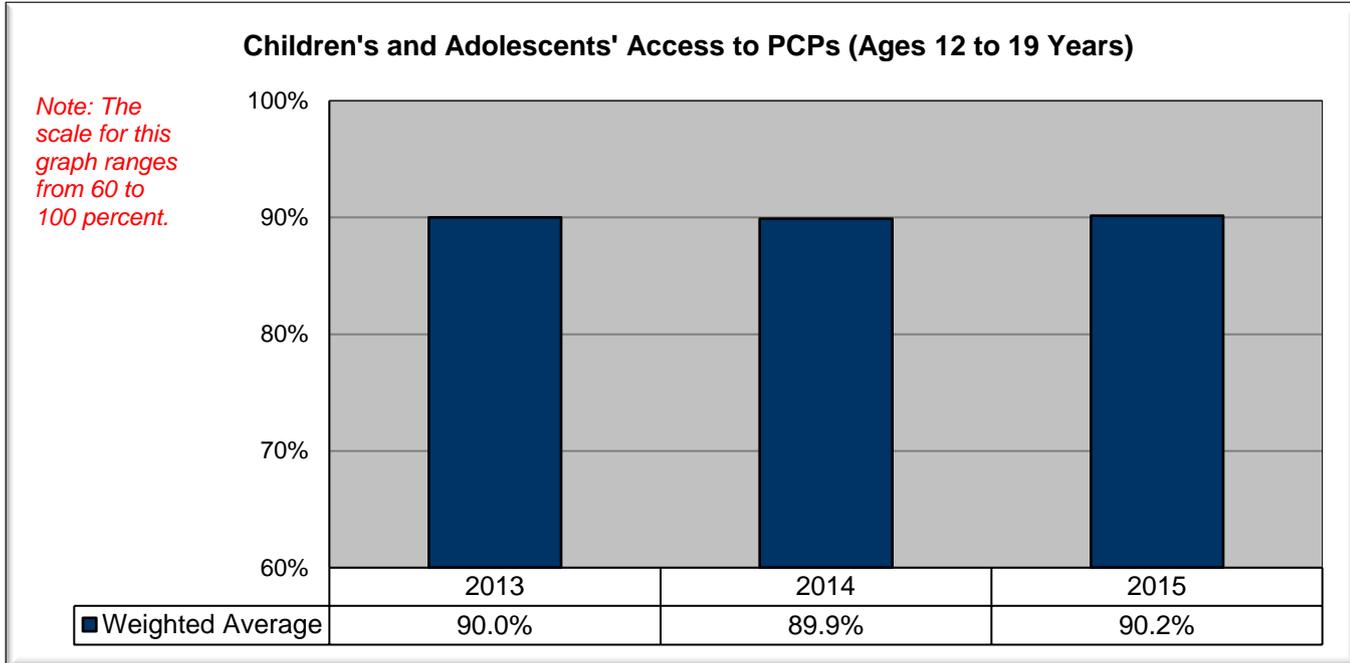
<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

NA<sup>3</sup> 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

# Performance Area - Children's Health

## Children's and Adolescents' Access to Primary Care Practitioners, Ages 12 to 19 Years (HEDIS®)

This measure shows the percentage of children 12 to 19 years of age who had a visit with an MCO primary care practitioner (PCP) during the measurement year or the year prior to the measurement year.



Children's and Adolescents' Access to PCPs (Ages 12 to 19 Years) <sup>1</sup>			
2013	2014	2015	Health Plan
		NA <sup>3</sup>	AmeriHealth Caritas Northeast
		96.6%	Geisinger Health Plan
92.1%	90.4%	91.0%	UPMC for You
90.6%	90.6%	90.8%	Keystone First
90.4%	91.5%	90.7%	AmeriHealth Caritas Pennsylvania
90.6%	90.8%	90.4%	Gateway Health
		90.2%	Weighted Average
89.5%	89.4%	89.8%	Health Partners Plans
88.6%	88.5%	89.6%	United Healthcare
76.8%	78.1%	83.9%	Aetna Better Health

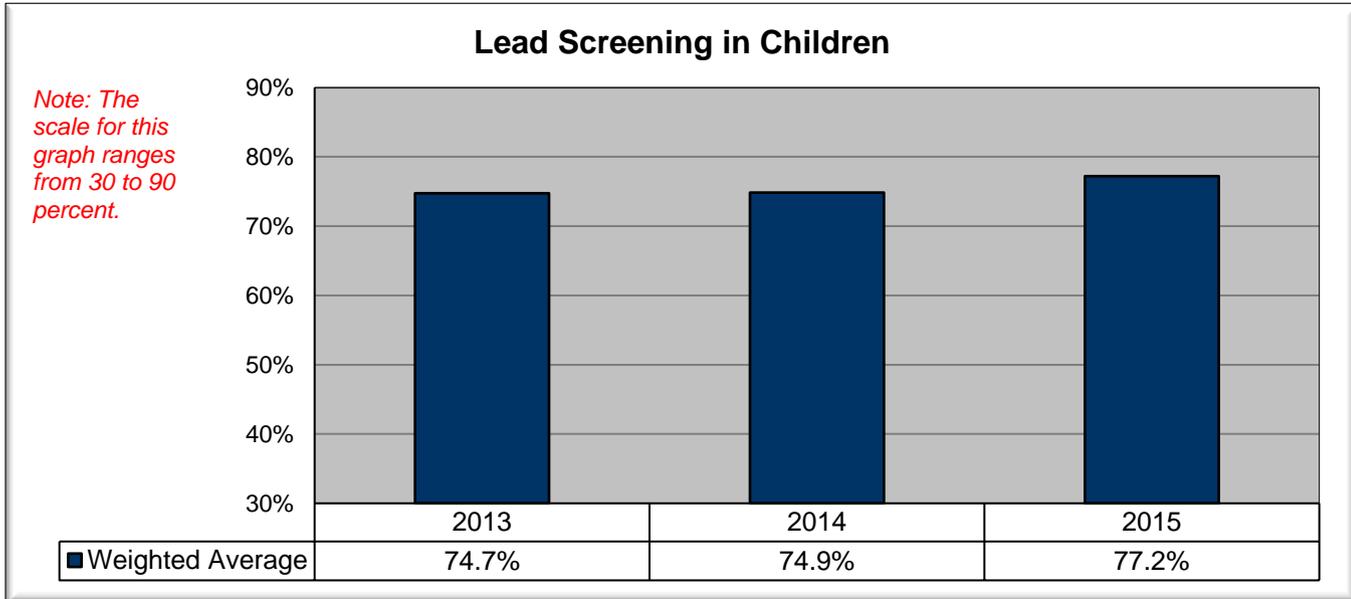
<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

NA<sup>3</sup> 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

# Performance Area - Children's Health

## Lead Screening in Children (HEDIS®)

This measure shows the percentage of children two years of age who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.



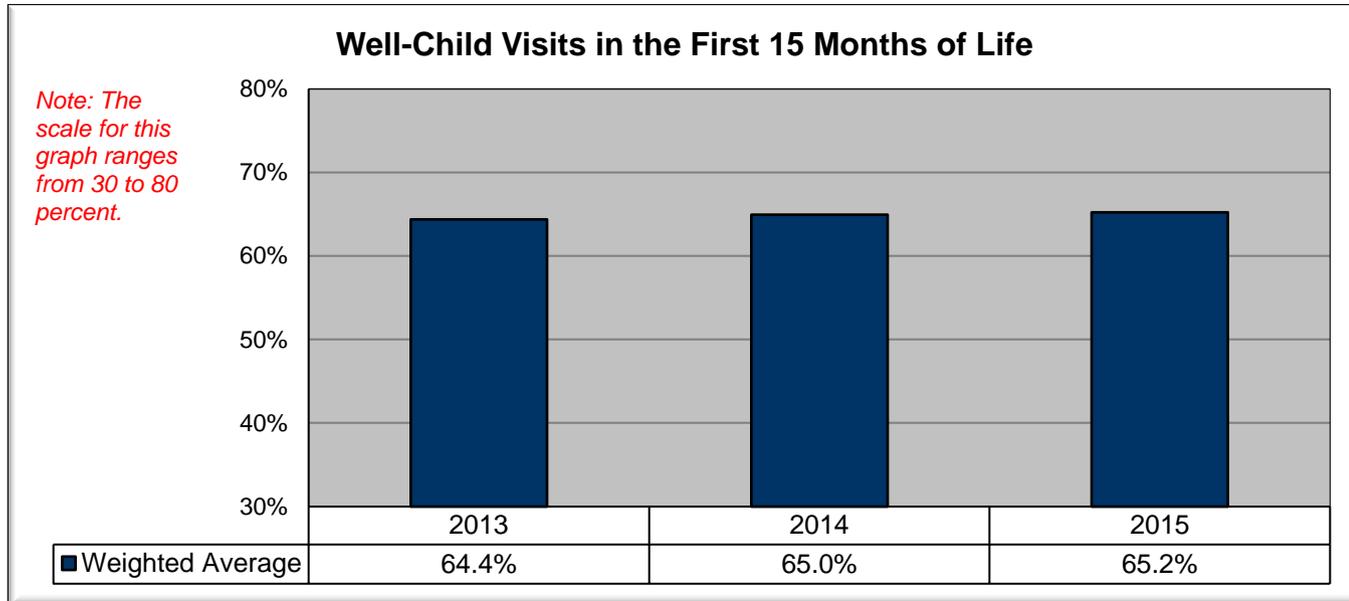
Lead Screening in Children <sup>1</sup>			
2013	2014	2015	Health Plan
83.7%	80.8%	85.9%	UPMC for You
		78.8%	Geisinger Health Plan
81.0%	77.5%	77.9%	Health Partners Plans
73.7%	74.0%	77.9%	Gateway Health
		77.6%	AmeriHealth Caritas Northeast
		77.2%	Weighted Average
58.8%	67.6%	74.8%	Aetna Better Health
72.7%	73.5%	74.7%	United Healthcare
73.5%	74.6%	73.6%	Keystone First
72.0%	70.4%	71.8%	AmeriHealth Caritas Pennsylvania

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Well-Child Visits in the First 15 Months of Life (HEDIS®)

This measure shows the percentage of children who turned 15 months old during the measurement year who had 6 or more well-child visits with a primary care practitioner (PCP) during their first 15 months of life.



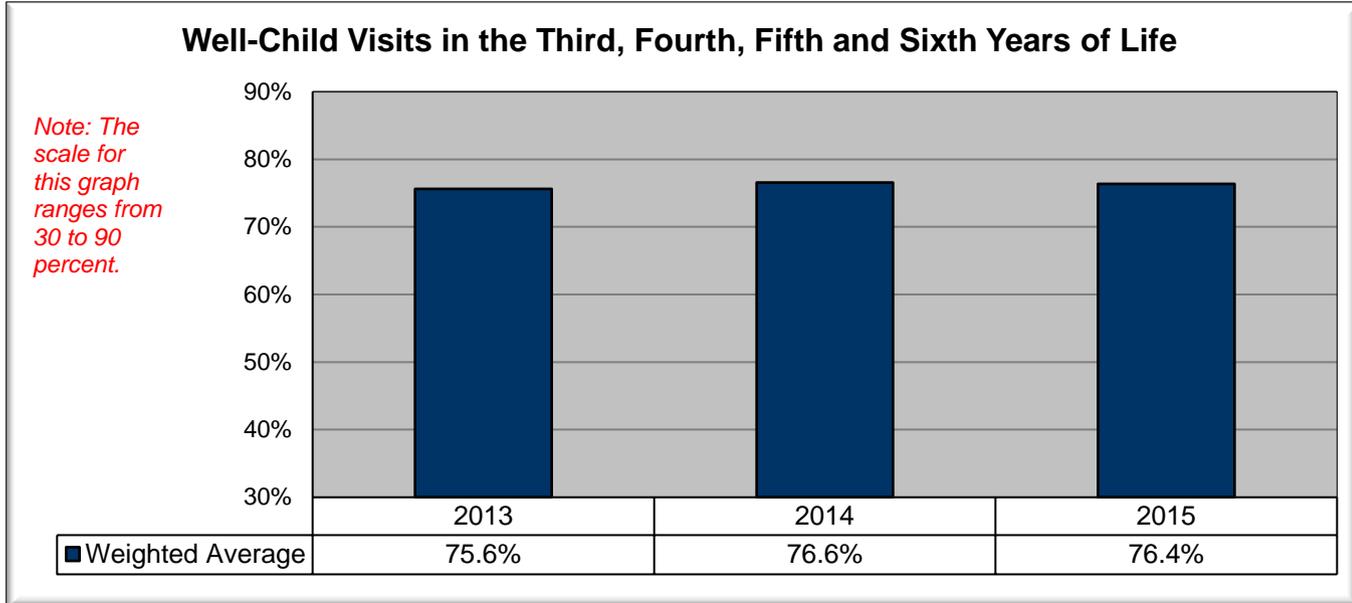
Well-Child Visits in the First 15 Months of Life <sup>1</sup>			
2013	2014	2015	Health Plan
74.9%	75.1%	76.4%	UPMC for You
		72.5%	Geisinger Health Plan
77.4%	71.5%	69.3%	AmeriHealth Caritas Pennsylvania
54.8%	53.9%	68.9%	United Healthcare
		65.2%	Weighted Average
57.7%	62.2%	63.5%	Health Partners Plans
		61.6%	AmeriHealth Caritas Northeast
63.4%	68.1%	61.1%	Keystone First
63.4%	60.3%	59.3%	Gateway Health
68.8%	63.2%	57.4%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Children's Health

## Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (HEDIS®)

This measure shows the percentage of children three to six years of age who had one or more well-child visits with a primary care practitioner (PCP) during the measurement year.



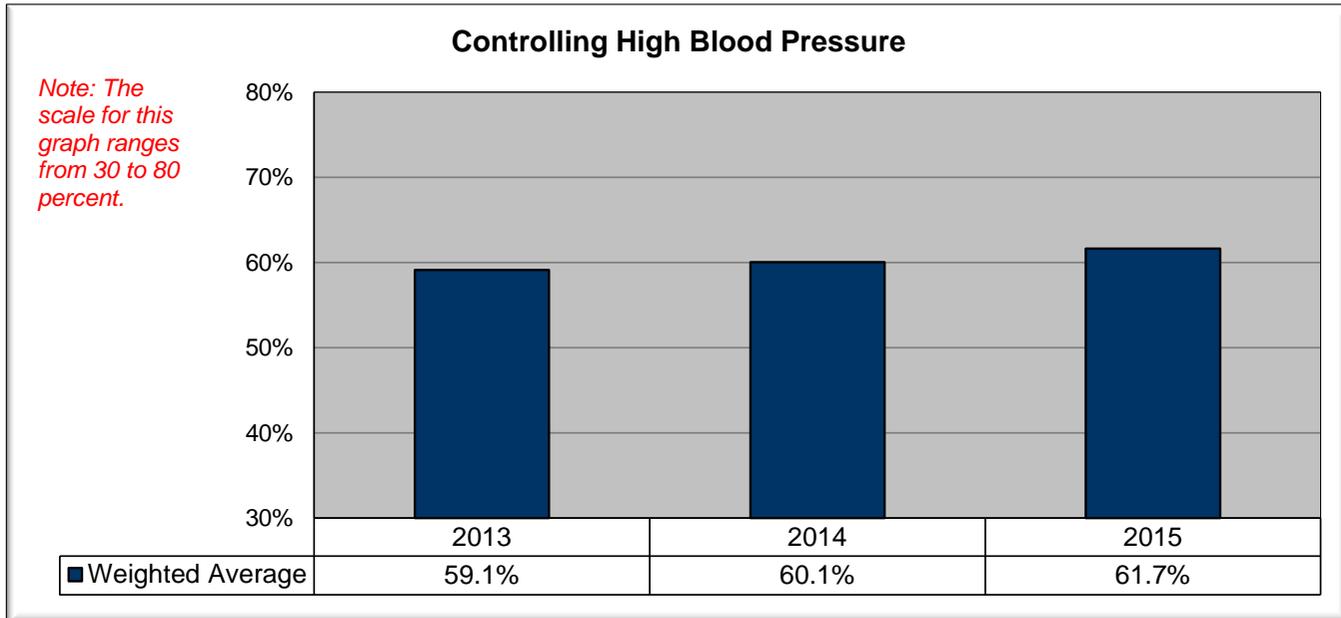
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life <sup>1</sup>			
2013	2014	2015	Health Plan
77.6%	80.8%	79.3%	Keystone First
		79.1%	Geisinger Health Plan
74.2%	77.2%	77.8%	Health Partners Plans
81.8%	76.5%	77.7%	UPMC for You
		77.3%	AmeriHealth Caritas Northeast
		76.4%	Weighted Average
70.4%	73.2%	75.3%	United Healthcare
78.5%	76.5%	74.2%	AmeriHealth Caritas Pennsylvania
74.4%	74.1%	73.6%	Gateway Health
63.7%	71.8%	71.3%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Cholesterol

## Controlling High Blood Pressure (HEDIS®)

This measure shows the percentage of persons 18 to 85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled during the measurement year. Adequate control is defined as a blood pressure reading in the member's record taken by a provider in the past year that indicates a systolic rate <140 and a diastolic rate <90.



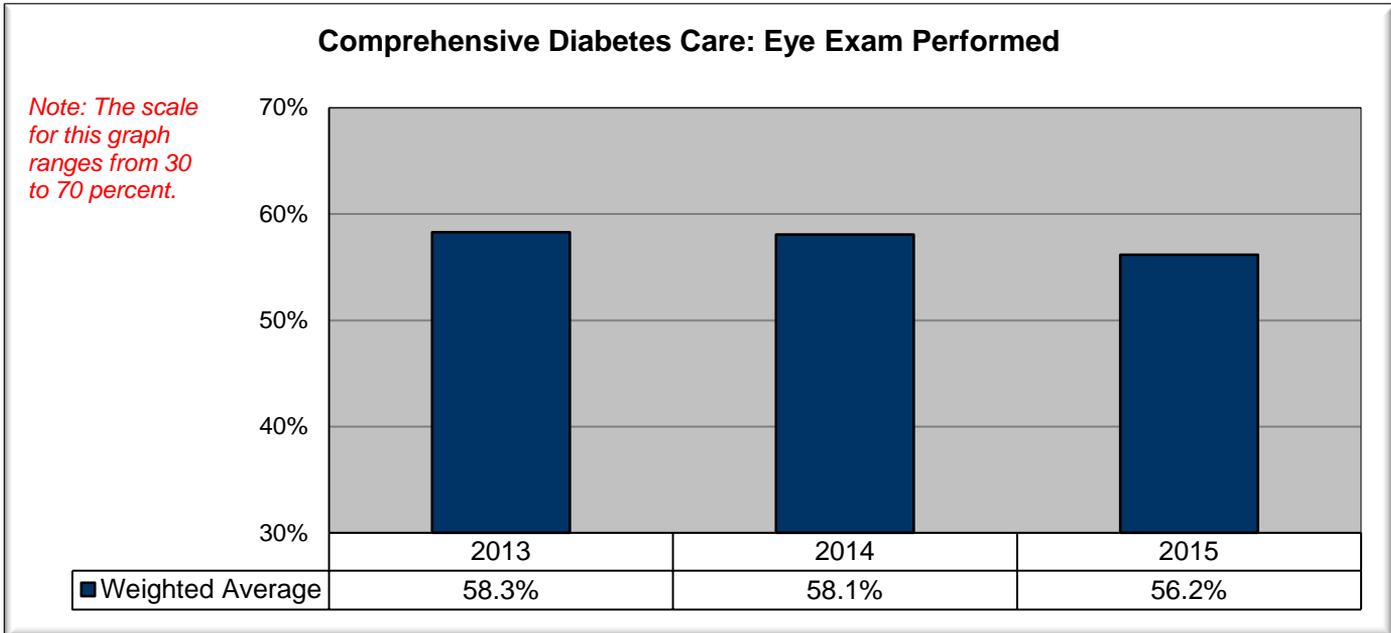
Controlling High Blood Pressure <sup>1</sup>			
2013	2014	2015	Health Plan
		71.0%	AmeriHealth Caritas Northeast
59.4%	67.6%	68.0%	UPMC for You
		66.9%	Geisinger Health Plan
66.4%	65.6%	66.2%	AmeriHealth Caritas Pennsylvania
55.7%	58.4%	65.5%	Health Partners Plans
64.4%	60.4%	62.4%	Keystone First
		<b>61.7%</b>	<b>Weighted Average</b>
49.9%	55.4%	58.5%	Aetna Better Health
55.2%	51.6%	50.1%	Gateway Health
54.6%	58.2%	47.9%	United Healthcare

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Diabetes

## Comprehensive Diabetes Care, Eye Exam Performed (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and who had a dilated retinal examination. This category includes services provided by ophthalmologists and optometrists. The type of diabetes and the presence and degree of retinopathy influence the frequency of retinal screening for people with diabetes.



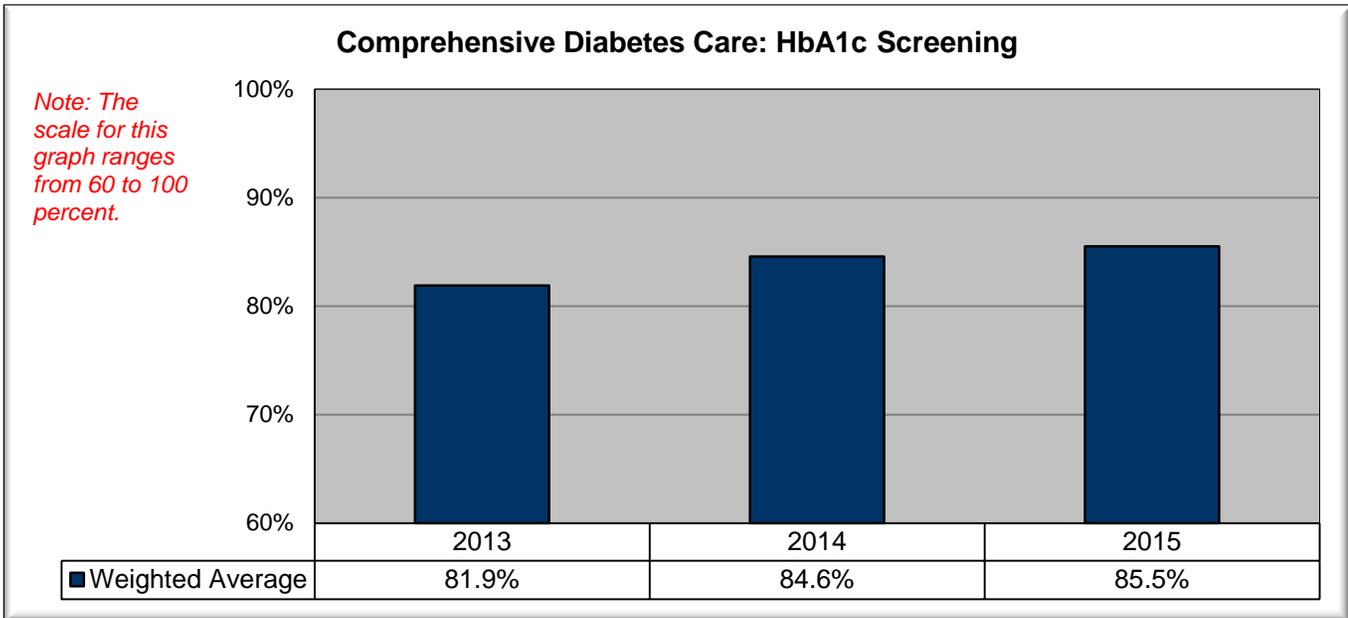
Comprehensive Diabetes Care: Eye Exam Performed <sup>1</sup>			
2013	2014	2015	Health Plan
56.2%	59.5%	65.9%	UPMC for You
64.8%	64.2%	63.7%	Health Partners Plans
65.2%	65.5%	62.5%	AmeriHealth Caritas Pennsylvania
		62.4%	Geisinger Health Plan
		56.2%	Weighted Average
57.4%	57.0%	55.8%	United Healthcare
57.5%	57.7%	54.7%	Gateway Health
45.2%	48.2%	47.8%	Aetna Better Health
		46.2%	AmeriHealth Caritas Northeast
54.6%	51.7%	40.8%	Keystone First

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Diabetes

## Comprehensive Diabetes Care, Hemoglobin A1c (HbA1c) Screening (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and had an HbA1c screening.



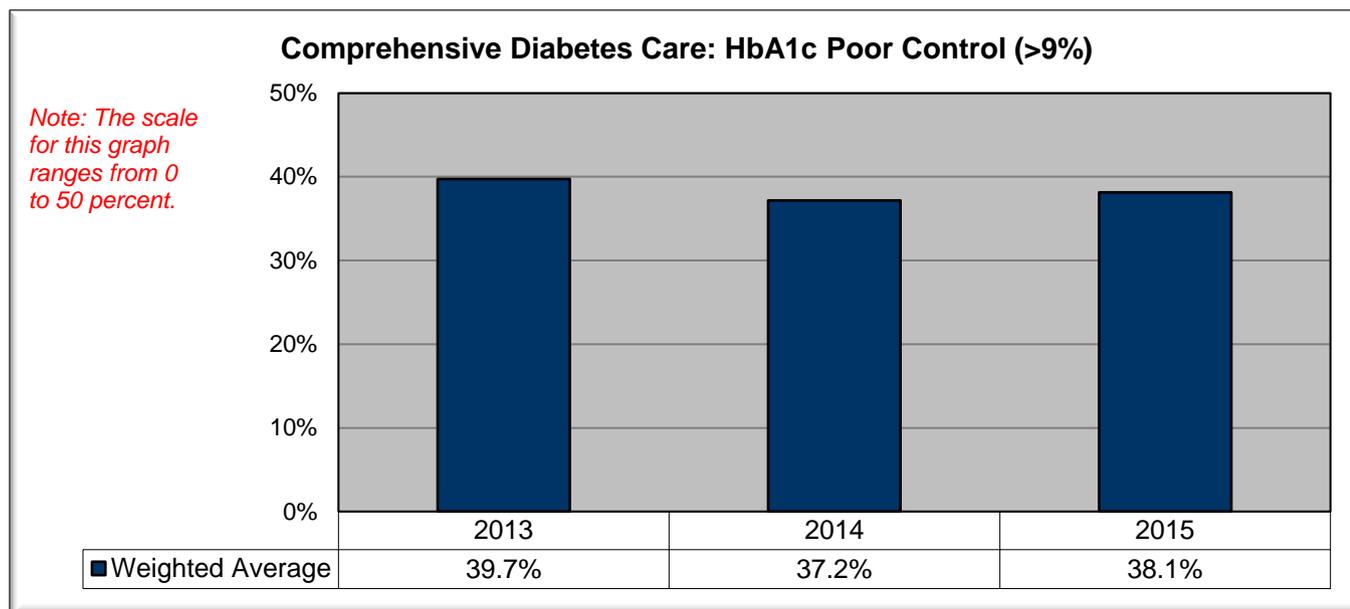
Comprehensive Diabetes Care: HbA1c Screening <sup>1</sup>			
2013	2014	2015	Health Plan
		88.5%	Geisinger Health Plan
83.4%	86.9%	88.3%	UPMC for You
81.0%	87.5%	87.6%	Health Partners Plans
81.7%	84.7%	85.6%	Gateway Health
		85.5%	Weighted Average
85.0%	84.8%	85.4%	AmeriHealth Caritas Pennsylvania
76.8%	79.4%	84.9%	Aetna Better Health
		84.9%	AmeriHealth Caritas Northeast
78.5%	81.0%	83.8%	United Healthcare
83.1%	82.5%	80.9%	Keystone First

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Diabetes

## Comprehensive Diabetes Care, Hemoglobin A1c (HbA1c) Poor Control (>9%) (HEDIS®)

This measure shows the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who were continuously enrolled during the measurement year and had an HbA1c level greater than 9.0%. *Note: A lower rate indicates better performance for this measure.*



Comprehensive Diabetes Care: HbA1c Poor Control (>9%) <sup>1,2</sup>			
2013	2014	2015	Health Plan
		31.6%	Geisinger Health Plan
35.2%	30.1%	32.5%	UPMC for You
42.3%	33.0%	36.0%	Health Partners Plans
		38.1%	Weighted Average
38.3%	33.3%	38.5%	AmeriHealth Caritas Pennsylvania
34.0%	36.7%	39.6%	Keystone First
		40.3%	AmeriHealth Caritas Northeast
40.8%	45.3%	42.5%	Gateway Health
49.1%	46.6%	43.3%	Aetna Better Health
50.1%	45.8%	44.7%	United Healthcare

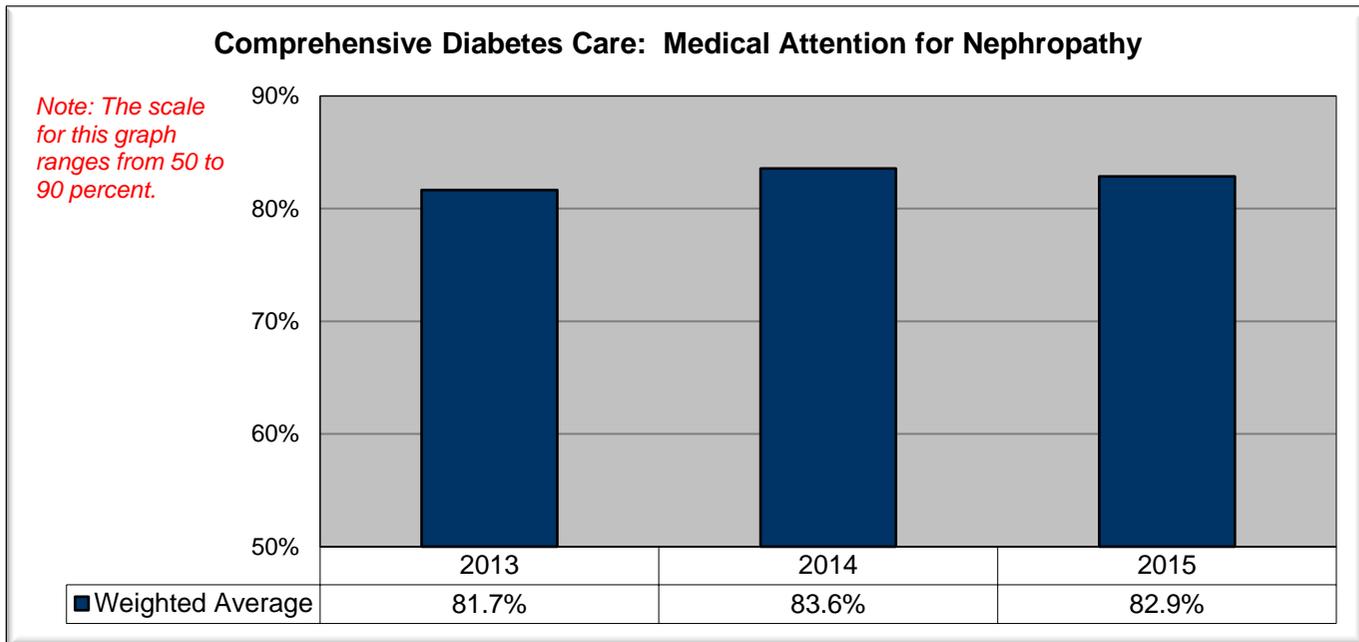
<sup>1</sup> Rates sorted in ascending order as lower rates depict better performance.

<sup>2</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Diabetes

## Comprehensive Diabetes Care, Medical Attention for Nephropathy (HEDIS®)

This measure shows the percentage of members with diabetes (type 1 and type 2) ages 18 to 75 years who were continuously enrolled during the measurement year and received a nephropathy screening or showed evidence of nephropathy.



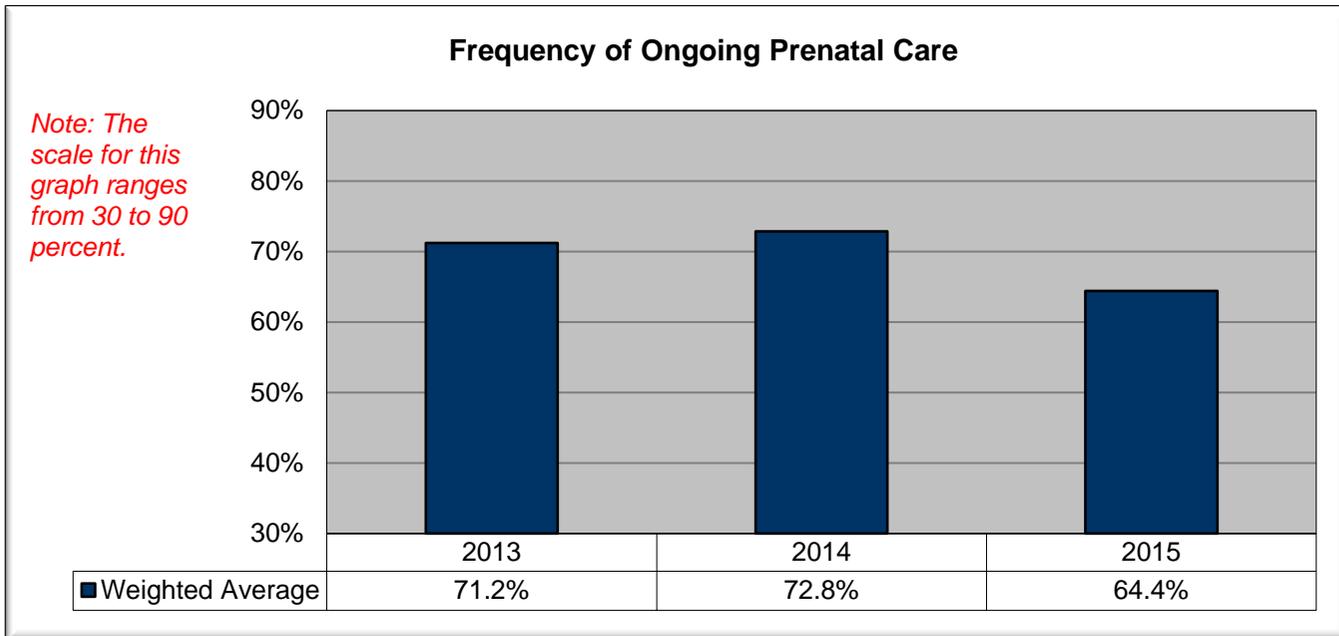
Comprehensive Diabetes Care: Medical Attention for Nephropathy <sup>1</sup>			
2013	2014	2015	Health Plan
87.0%	88.3%	91.1%	UPMC for You
84.5%	87.7%	85.0%	Health Partners Plans
82.9% Weighted Average			
78.8%	81.8%	82.1%	Gateway Health
		81.8%	Geisinger Health Plan
78.0%	81.0%	81.3%	Aetna Better Health
78.0%	80.5%	81.0%	United Healthcare
79.6%	80.5%	79.7%	AmeriHealth Caritas Pennsylvania
81.3%	80.9%	77.8%	Keystone First
		76.7%	AmeriHealth Caritas Northeast

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Maternity

## Frequency of Ongoing Prenatal Care (HEDIS®)

This measure shows the percentage of Medicaid deliveries between November 6th of the year prior to the measurement year and November 5th of the measurement year that had  $\geq 81$  percent of expected prenatal visits.



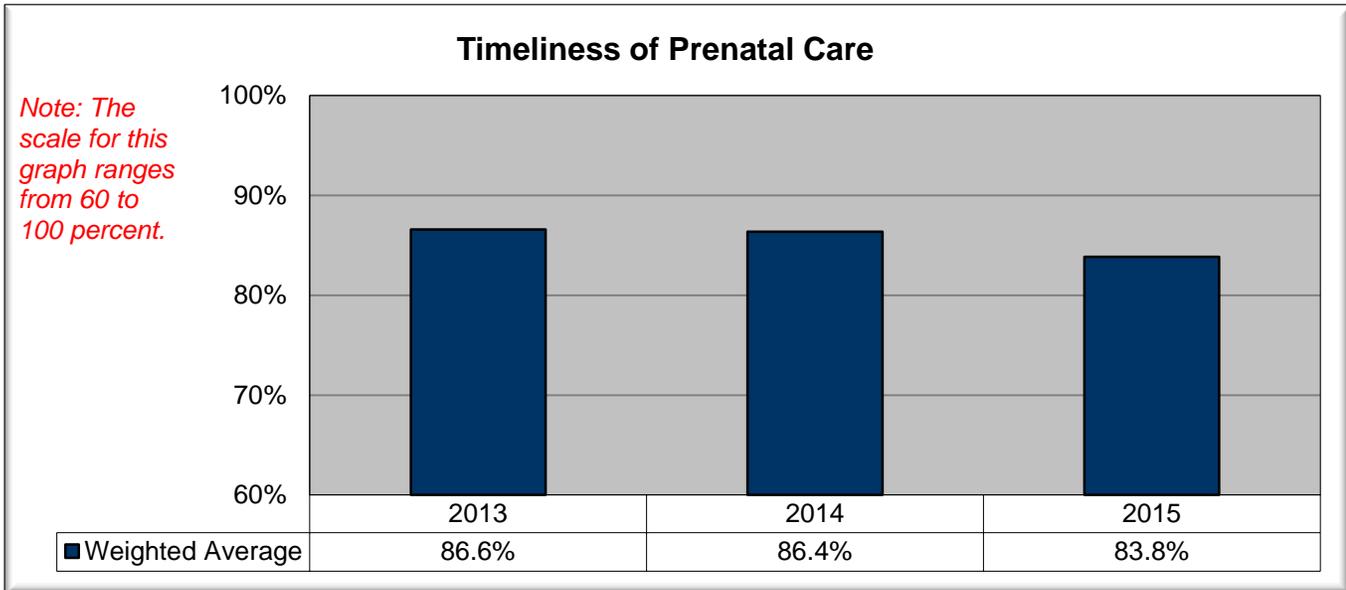
Frequency of Ongoing Prenatal Care <sup>1</sup>			
2013	2014	2015	Health Plan
84.9%	82.7%	77.9%	AmeriHealth Caritas Pennsylvania
74.2%	87.1%	77.1%	UPMC for You
		74.7%	Geisinger Health Plan
		71.5%	AmeriHealth Caritas Northeast
71.1%	74.6%	68.5%	Health Partners Plans
		64.4%	Weighted Average
64.8%	68.5%	61.9%	Aetna Better Health
69.1%	71.3%	55.2%	Gateway Health
71.5%	63.8%	53.3%	United Healthcare
68.4%	63.1%	50.0%	Keystone First

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Maternity

## Prenatal and Postpartum Care: Timeliness of Prenatal Care (HEDIS®)

This measure shows the percentage of women who had a live birth during the measurement year, who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery, and who had a prenatal care visit in the first trimester or within 42 days of enrollment in the MCO.



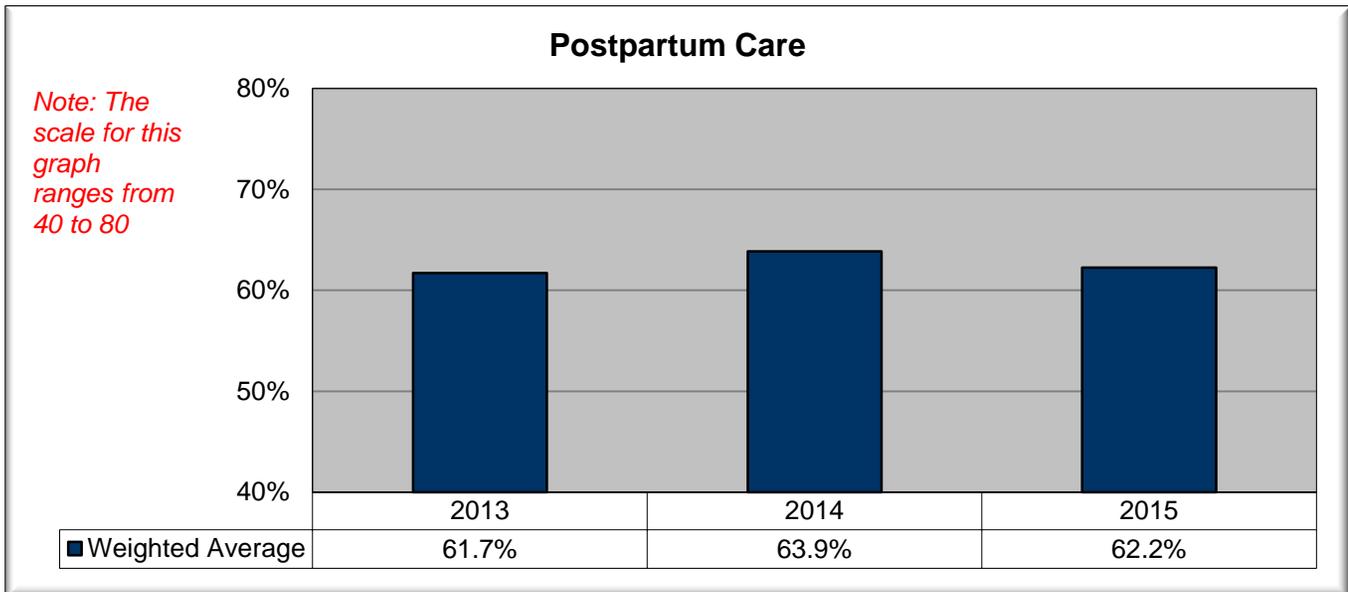
Timeliness of Prenatal Care <sup>1</sup>			
2013	2014	2015	Health Plan
92.7%	93.2%	92.7%	UPMC for You
		90.0%	Geisinger Health Plan
90.5%	92.2%	87.9%	AmeriHealth Caritas Pennsylvania
86.9%	86.9%	85.5%	Health Partners Plans
		<b>83.8%</b>	<b>Weighted Average</b>
		83.8%	AmeriHealth Caritas Northeast
87.8%	82.0%	82.0%	United Healthcare
85.4%	81.8%	80.1%	Gateway Health
83.0%	84.0%	77.4%	Keystone First
84.6%	86.2%	76.7%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Maternity

## Prenatal and Postpartum Care: Postpartum Care (HEDIS®)

This measure shows the percentage of women who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery, and had a postpartum visit on or between 21 and 56 days after delivery.



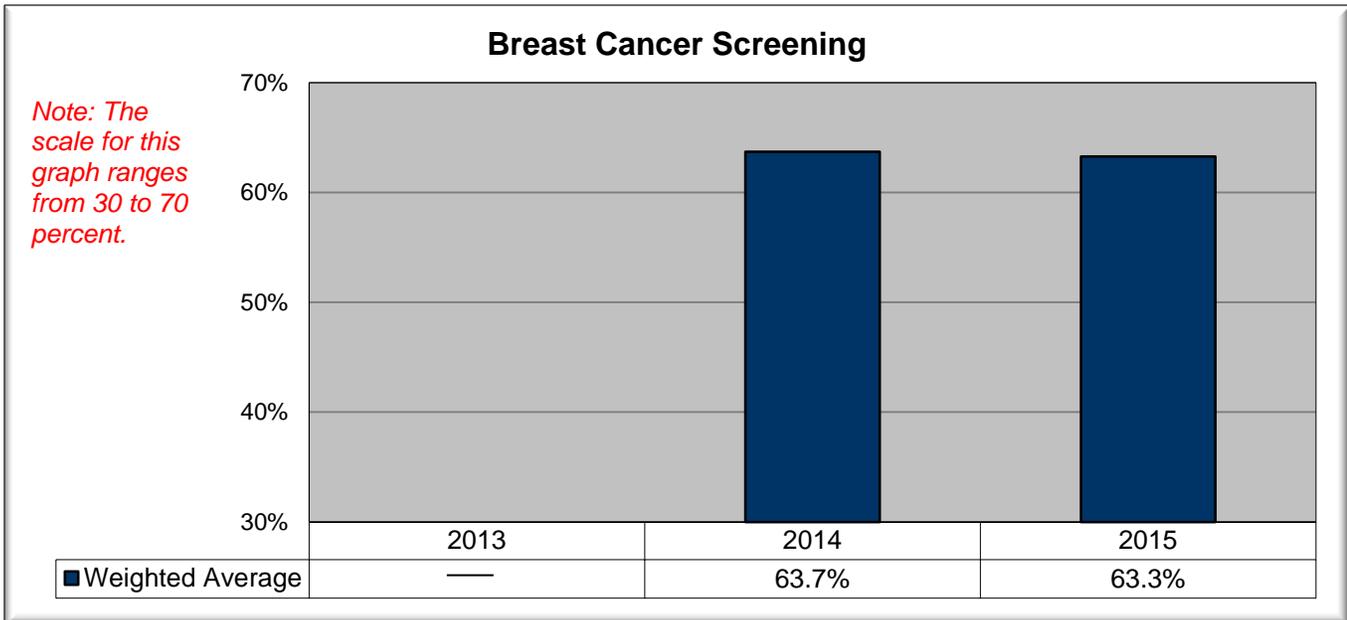
Postpartum Care <sup>1</sup>			
2013	2014	2015	Health Plan
59.4%	68.6%	72.4%	Health Partners Plans
		72.3%	Geisinger Health Plan
67.6%	71.3%	66.9%	UPMC for You
		65.0%	AmeriHealth Caritas Northeast
65.9%	68.0%	63.3%	AmeriHealth Caritas Pennsylvania
		62.2%	Weighted Average
58.4%	63.8%	60.0%	Aetna Better Health
62.1%	58.7%	59.8%	Keystone First
58.4%	56.2%	54.0%	United Healthcare
60.8%	61.6%	52.3%	Gateway Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Women's Health

## Breast Cancer Screening (HEDIS®)

This measure shows the percentage of women 52 to 74 years of age who had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year. *NOTE: The HEDIS 2014 specifications were modified from previous years and are not comparable. The lower age limit was raised from 42 to 52; the upper age limit was raised from 69 to 74.*



Breast Cancer Screening <sup>1,2</sup>			
2013	2014	2015	Health Plan
		NA <sup>4</sup>	Geisinger Health Plan
		NA <sup>3</sup>	AmeriHealth Caritas Northeast
	68.7%	70.5%	Health Partners Plans
	68.7%	66.1%	AmeriHealth Caritas Pennsylvania
	66.2%	66.0%	Keystone First
	65.9%	64.9%	UPMC for You
		63.3%	Weighted Average
	57.4%	55.2%	Gateway Health
	47.9%	54.5%	Aetna Better Health
	54.9%	54.4%	United Healthcare

<sup>1</sup> Due to significant changes in specifications made during HEDIS 2014, trending to previous years is unavailable.

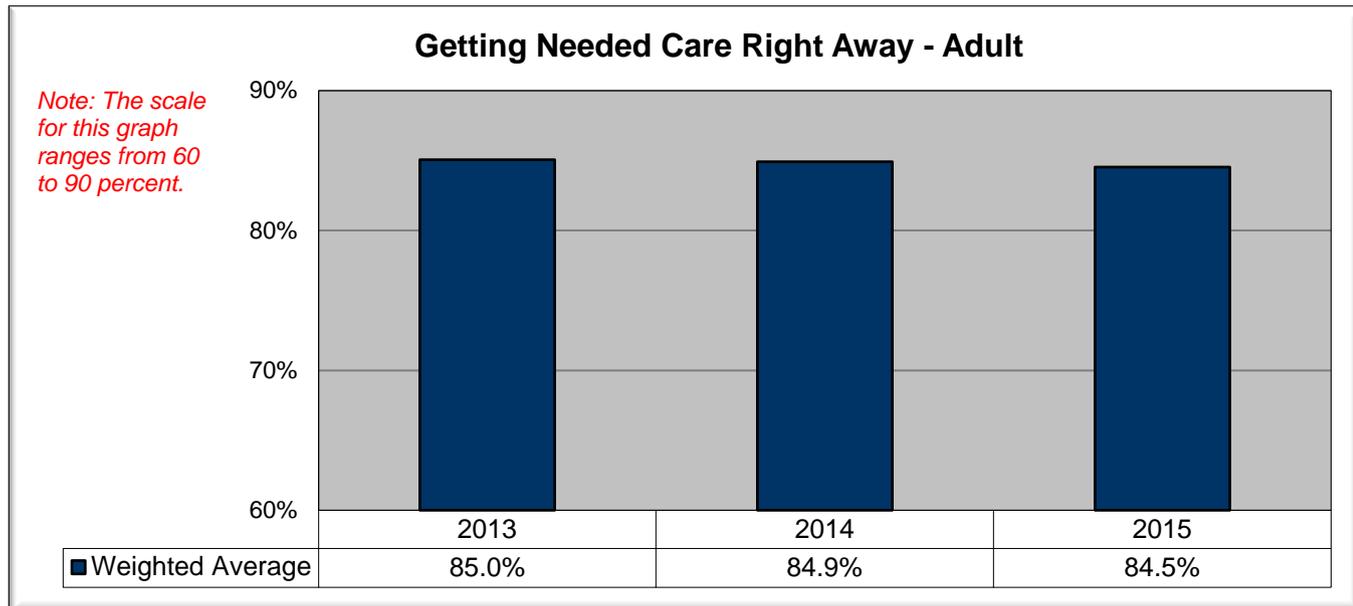
NA<sup>3</sup> 2015 - AHNE was effective with Medicaid on 3/1/2013. This measure was not reported due to not having 2 years of continuous enrollment prior to MY.

NA<sup>4</sup> denotes <30 eligible members.

## Performance Area - Getting Needed Care Right Away, Adult

### Getting Needed Care Right Away (CAHPS®)

Plan members were asked, "In the last six months, when you needed care right away, how often did you get care as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



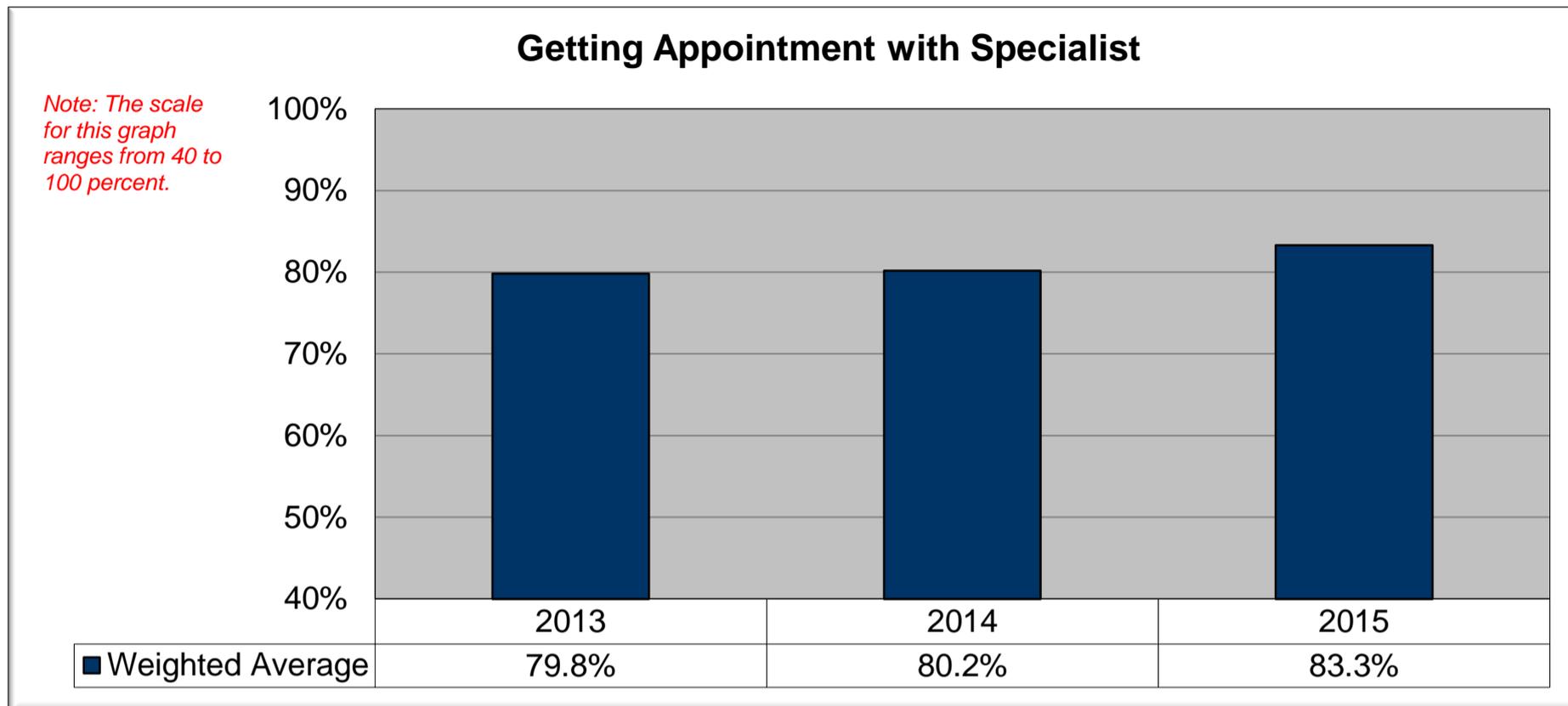
Getting Needed Care Right Away <sup>1</sup> Adult			
2013	2014	2015	Health Plan
		89.5%	AmeriHealth Caritas Northeast
80.7%	84.1%	86.9%	Gateway Health
85.1%	82.8%	84.9%	Health Partners Plans
88.3%	87.0%	84.7%	United Healthcare
		<b>84.5%</b>	<b>Weighted Average</b>
		83.9%	Geisinger Health Plan
90.8%	87.5%	83.3%	UPMC for You
82.3%	87.4%	82.5%	AmeriHealth Caritas Pennsylvania
87.0%	91.2%	82.4%	Keystone First
83.3%	80.9%	80.1%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

## Performance Area - Getting Needed Care Right Away, Adult

### Getting Appointment with Specialist (CAHPS®)

Plan members were asked, "In the last six months, how often did you get an appointment to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always."



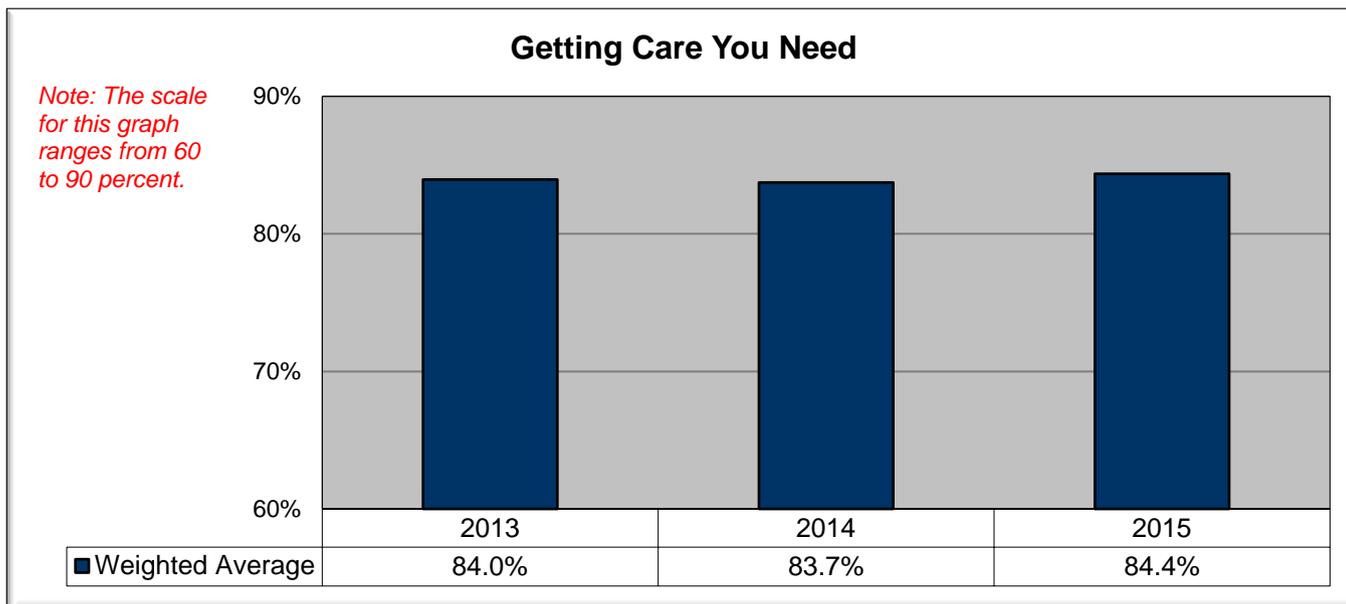
Getting Appointment with Specialist <sup>1</sup> - Adult			
2013	2014	2015	Health Plan
84.9%	81.0%	90.3%	UPMC for You
81.5%	78.7%	87.6%	AmeriHealth Caritas Pennsylvania
		83.7%	Geisinger Health Plan
75.9%	80.7%	83.3%	Gateway Health
		83.3%	Weighted Average
75.7%	79.6%	82.2%	Health Partners Plans
82.6%	80.2%	82.1%	Keystone First
80.4%	83.7%	81.7%	United Healthcare
75.5%	73.1%	80.4%	Aetna Better Health
		78.1%	AmeriHealth Caritas Northeast

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Getting Needed Care Right Away, Adult

## Getting Care You Need (CAHPS®)

Plan members were asked, "In the last six months, how often was it easy to get the care, tests, or treatment you needed through your health plan?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



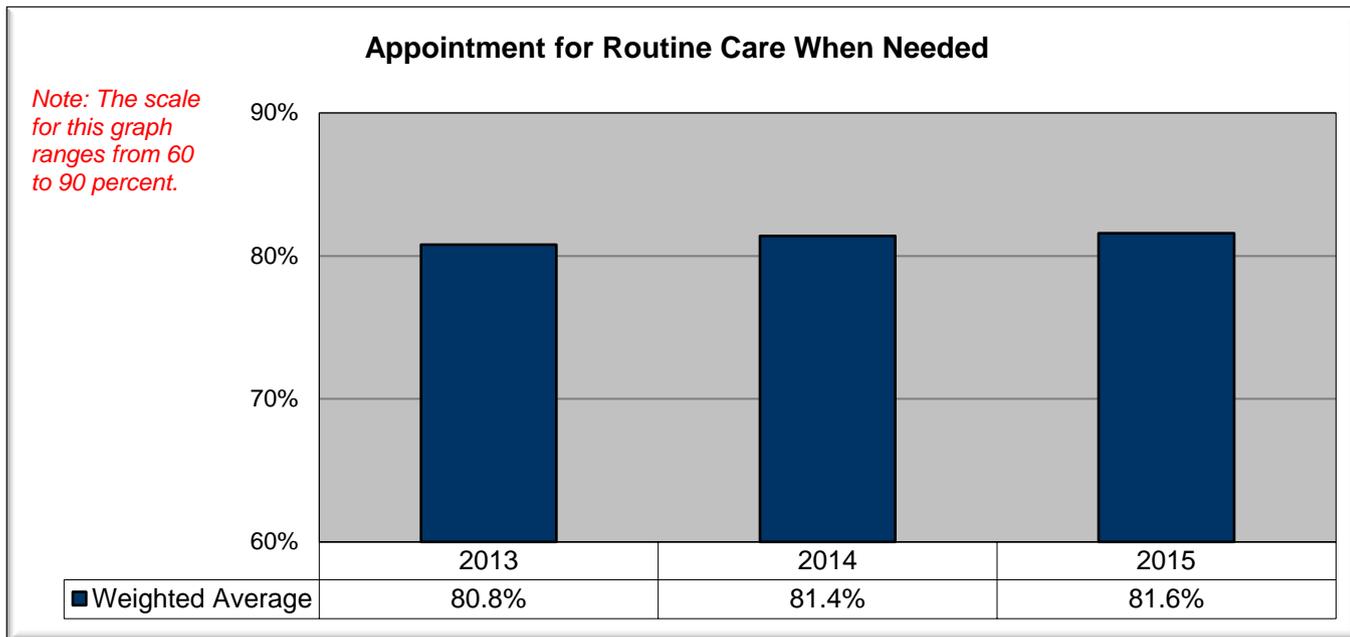
Getting Care You Need <sup>1</sup> - Adult			
2013	2014	2015	Health Plan
86.2%	88.2%	88.2%	UPMC for You
84.2%	84.9%	86.1%	Gateway Health
		86.0%	Geisinger Health Plan
		84.5%	AmeriHealth Caritas Northeast
		<b>84.4%</b>	<b>Weighted Average</b>
84.0%	83.2%	84.1%	United Healthcare
82.4%	82.5%	83.4%	Health Partners Plans
85.4%	79.6%	83.1%	AmeriHealth Caritas Pennsylvania
81.4%	80.1%	81.2%	Aetna Better Health
84.4%	89.6%	81.2%	Keystone First

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Getting Needed Care Right Away, Adult

## Appointment for Routine Care When Needed (CAHPS®)

Plan members were asked, "In the last six months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



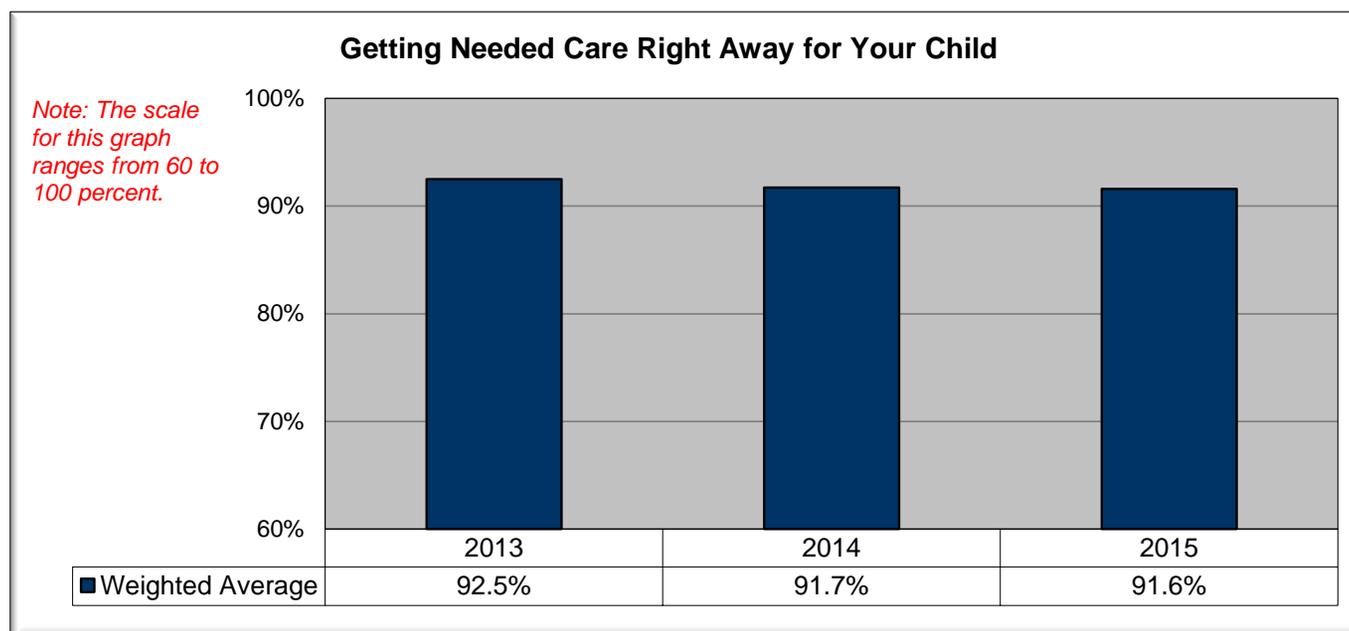
Appointment for Routine Care When Needed <sup>1</sup> - Adult			
2013	2014	2015	Health Plan
81.9%	83.0%	84.3%	AmeriHealth Caritas Pennsylvania
		83.4%	Geisinger Health Plan
86.9%	84.2%	82.8%	UPMC for You
		82.5%	AmeriHealth Caritas Northeast
78.5%	79.0%	81.6%	Health Partners Plans
		<b>81.6%</b>	<b>Weighted Average</b>
78.1%	81.7%	81.5%	Gateway Health
82.0%	84.7%	80.7%	Keystone First
79.4%	75.3%	79.5%	Aetna Better Health
80.5%	82.7%	77.8%	United Healthcare

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

## Performance Area - Getting Needed Care Right Away, Child

### Getting Needed Care Right Away for Your Child (CAHPS®)

Plan members were asked, "In the last six months, when your child needed care right away, how often did your child get care as soon as he or she needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



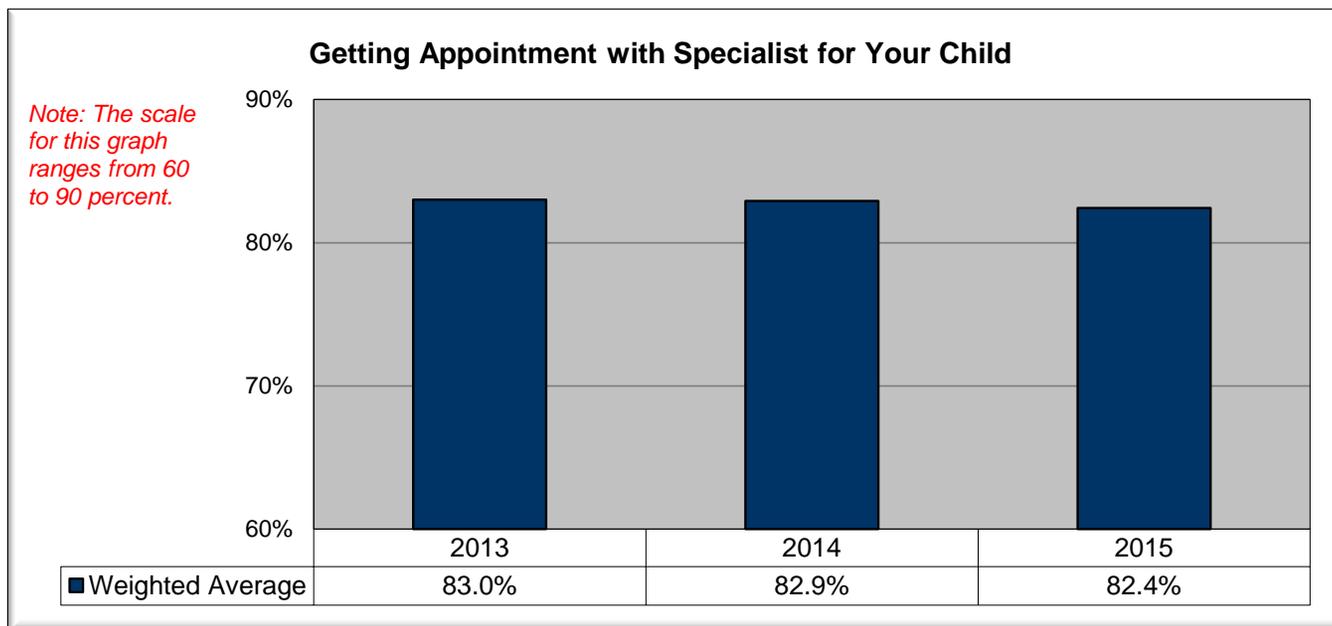
Getting Needed Care Right Away for Your Child <sup>1</sup>			
2013	2014	2015	Health Plan
95.8%	96.6%	95.9%	UPMC for You
96.8%	91.7%	94.6%	Gateway Health
91.5%	94.9%	93.9%	United Healthcare
		92.2%	Geisinger Health Plan
		<b>91.6%</b>	<b>Weighted Average</b>
		91.2%	AmeriHealth Caritas Northeast
91.1%	90.4%	91.0%	AmeriHealth Caritas Pennsylvania
92.2%	92.9%	89.8%	Keystone First
91.6%	91.6%	86.7%	Aetna Better Health
91.4%	82.9%	86.1%	Health Partners Plans

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

## Performance Area - Getting Needed Care Right Away, Child

### Getting Appointment with Specialist for Your Child (CAHPS®)

Plan members were asked, "In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



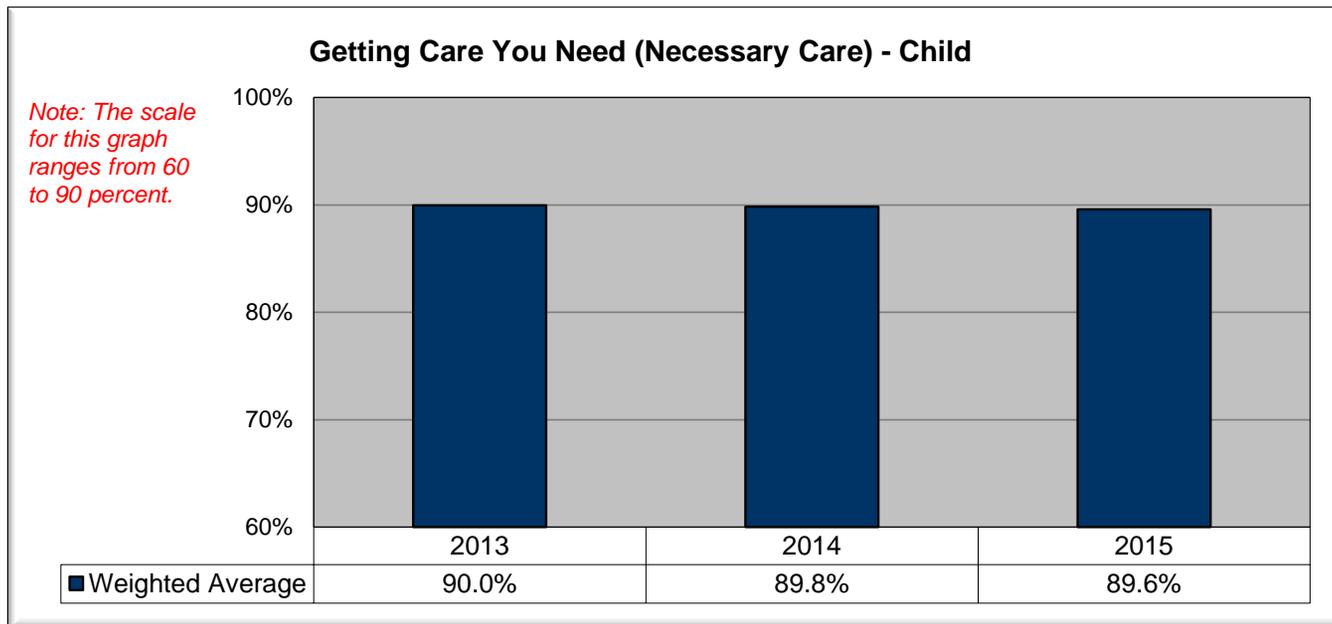
Getting Appointment with Specialist for Your Child <sup>1</sup>			
2013	2014	2015	Health Plan
		86.7%	AmeriHealth Caritas Northeast
88.7%	83.2%	85.6%	AmeriHealth Caritas Pennsylvania
		82.9%	Geisinger Health Plan
82.3%	84.1%	82.5%	United Healthcare
85.4%	82.0%	82.5%	Gateway Health
		82.4%	Weighted Average
86.8%	89.2%	82.1%	UPMC for You
75.0%	83.5%	81.0%	Aetna Better Health
81.9%	78.7%	79.1%	Keystone First
77.9%	81.1%	76.9%	Health Partners Plans

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Getting Needed Care Right Away, Child

## Getting Care You Think Your Child Needs (CAHPS®)

Plan members were asked, "In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



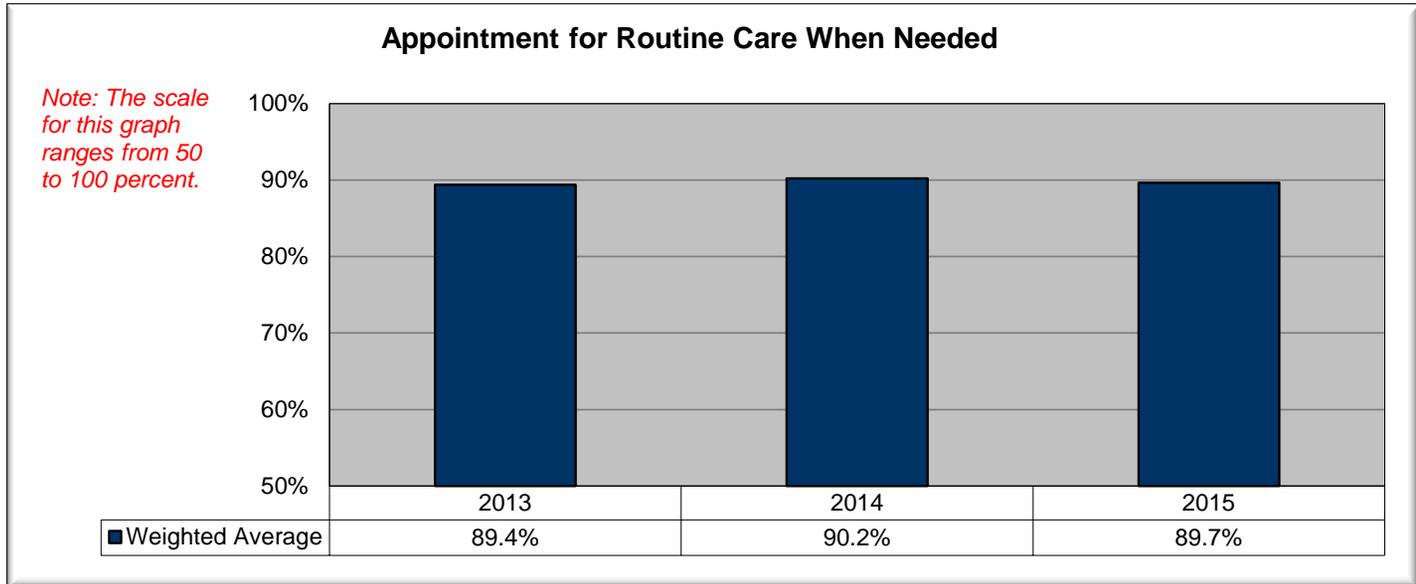
Getting Care You Need (Necessary Care) - Child <sup>1</sup>			
2013	2014	2015	Health Plan
		93.8%	AmeriHealth Caritas Northeast
93.8%	90.8%	93.6%	UPMC for You
88.8%	91.9%	91.6%	Aetna Better Health
87.7%	90.1%	90.2%	AmeriHealth Caritas Pennsylvania
		89.8%	Geisinger Health Plan
		89.6%	Weighted Average
93.6%	90.7%	89.5%	Gateway Health
91.4%	90.7%	89.0%	United Healthcare
90.3%	88.2%	86.2%	Keystone First
86.9%	86.6%	82.0%	Health Partners Plans

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

# Performance Area - Getting Needed Care Right Away, Child

## Appointment for Routine Care When Needed (CAHPS®)

Plan members were asked, "In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" Plan members responded, "Never," "Sometimes," "Usually" or "Always." Responses of "Usually or Always" were used to assess plan performance.



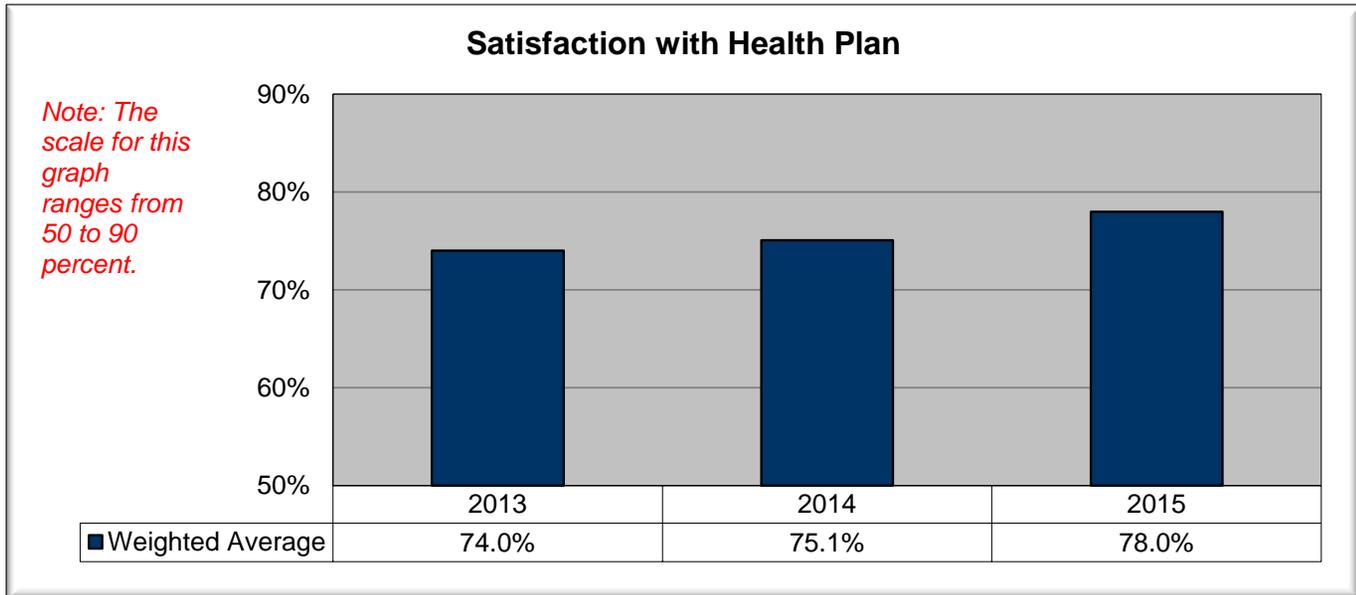
Appointment for Routine Care When Needed <sup>1</sup> - Child			
2013	2014	2015	Health Plan
93.3%	92.0%	94.8%	UPMC for You
		93.7%	AmeriHealth Caritas Northeast
87.5%	89.4%	91.2%	AmeriHealth Caritas Pennsylvania
92.8%	93.6%	91.2%	Gateway Health
89.8%	88.0%	90.7%	United Healthcare
87.6%	91.9%	89.7%	Aetna Better Health
		89.7%	Weighted Average
		88.2%	Geisinger Health Plan
88.7%	88.7%	84.0%	Keystone First
85.2%	85.2%	82.5%	Health Partners Plans

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

## Performance Area - Satisfaction, Adult

### Satisfaction with Health Plan (CAHPS®)

Plan members were asked, "What number would you use to rate your health plan?" Plan members used any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. Responses of 8 and above were used to assess plan performance.



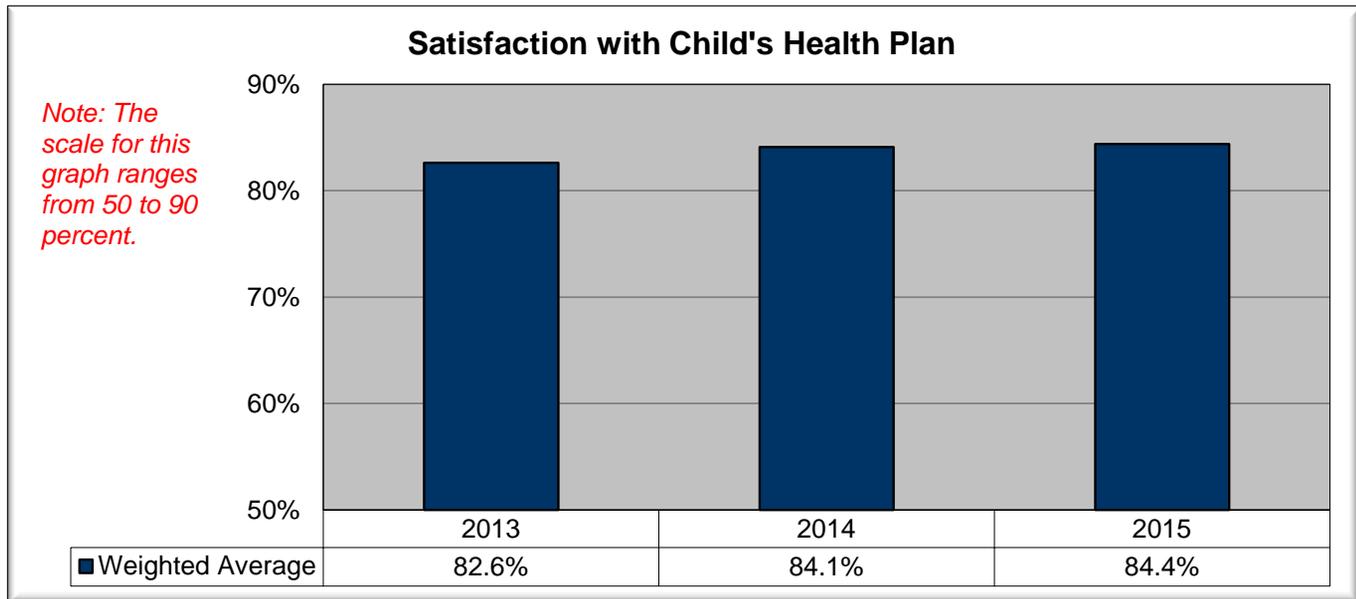
Satisfaction with Health Plan <sup>1</sup> - Adult			
2013	2014	2015	Health Plan
74.4%	79.3%	84.1%	Health Partners Plans
77.8%	78.6%	83.3%	UPMC for You
82.6%	76.2%	81.2%	AmeriHealth Caritas Pennsylvania
		79.8%	Geisinger Health Plan
68.0%	72.8%	78.6%	United Healthcare
74.3%	81.4%	78.1%	Keystone First
		78.0%	Weighted Average
76.2%	73.9%	76.8%	Gateway Health
		75.2%	AmeriHealth Caritas Northeast
64.8%	66.6%	61.9%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.

## Performance Area - Satisfaction, Child

### Satisfaction with Child's Health Plan (CAHPS®)

Plan members were asked, "What number would you use to rate your child's health plan?" Plan members used any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. Responses of 8 and above were used to assess plan performance.



Satisfaction with Child's Health Plan <sup>1</sup> - Child			
2013	2014	2015	Health Plan
88.7%	88.4%	88.3%	Health Partners Plans
84.7%	87.6%	87.1%	Keystone First
85.9%	86.7%	86.6%	UPMC for You
83.4%	83.3%	86.3%	Gateway Health
		85.6%	AmeriHealth Caritas Northeast
80.6%	84.5%	84.8%	AmeriHealth Caritas Pennsylvania
		84.4%	Weighted Average
		83.8%	Geisinger Health Plan
81.3%	84.3%	81.1%	United Healthcare
78.2%	78.9%	75.9%	Aetna Better Health

<sup>1</sup> Effective 10/01/2014, CoventryCares merged with Aetna Better Health. Data for HEDIS 2014 depicts services rendered to CoventryCares members in Calendar Year 2013.