

CALIFORNIA HEALTH PLAN REPORT CARD

COMMERCIAL MEASURES

CCHRI'S VOLUNTARY COLLABORATIVE APPROACH TO COLLECTING AND REPORTING IMPORTANT HEALTH CARE INFORMATION HAS HELPED DRIVE QUALITY MEASUREMENT AND IMPROVEMENT IN CALIFORNIA.

Health plans are able to use the results for their own quality improvement efforts and, since the start of public reporting in 1994, there have been significant advances in patient care and satisfaction according to CCHRI health plan results. All survey and clinical data are collected using uniform processes and guidelines and undergo a rigorous audit by an independent third party. As a result, the scores listed here are valid and comparisons can be made on an apples-to-apples basis. Results from other, non-CCHRI health plans may not be comparable because of differences in how data were collected or audited.

CLINICAL AND SERVICE MEASURES

Findings for the clinical and service measures were obtained from data collected by CCHRI participating health plans. Results are based on HEDIS® Effectiveness of Care and Access/Availability of Care measurement and reporting guidelines developed by the National Committee for Quality Assurance (NCQA). HEDIS is the most widely used set of performance measures in the health care industry and, when used with the NCQA-approved Member Survey, helps identify health plan successes in providing preventive care, chronic care management and other medical services for health plan members. Results were collected in 2008 and reflect the percentage of sampled members who received the specific services during 2007, or in prior years for a few of the measures.

HOW TO INTERPRET THE RESULTS

When reviewing this report card, please compare each plan to the benchmark and not to the other plans. Most ratings are based on a small sample of health plan members. As a result, small differences in the results between plans may not be statistically significant or meaningful.

Traditionally this report card pertained only to health maintenance organizations (HMOs). Beginning in 2008, information regarding PPO plans is included. Since this is the first year for reporting PPO results, only the CCHRI cross-plan averages are presented for a subset of measures. Results listed are for commercial HMO and PPO members only; Medicare or Medi-Cal beneficiaries covered under a managed care plan are not included. Use caution when comparing HMO to PPO results, since some HMO measures allow for chart review while PPO measures are based solely on claims data. In addition, not all HMO plans have a PPO product; therefore, the PPO cross-plan averages are based on a subset of the HMO plans.

COMMERCIAL CLINICAL MEASURES 1 of 6

CALIFORNIA HEALTH PLANS	YOUNG FAMILIES									
	Prenatal and Postpartum Care ^d		Childhood Immunizations ^d		Testing for Children with Pharyngitis	Treatment for Children with URI	Follow-up Care - ADHD			
	Timely Initiation of Prenatal Care	Postpartum Care	Combo 2	Combo 3			Initiation Phase			
Aetna	94	82	83	76	37	81	17	▼		
Anthem Blue Cross	97 ^b ▲	85	82	77	35	84	35	▲		
Blue Shield	97 ^b ▲	84 ^b	80	74	40	84	33	▲		
CIGNA	96 ^b ▲	89 ^b ▲	81	77	42	88	30	▲		
Health Net	95 ^b	85 ^b	82	78	45	85	24	▲		
Kaiser Permanente N. Cal	97 ▲	90 ▲	84 ▲	82 ▲	86 ▲	96 ▲	27	▲		
Kaiser Permanente S. Cal	87 ^b ▼	79 ^b ▼	84 ▲	82 ▲	84 ▲	96 ▲	31	▲		
PacifiCare	96 ▲	88 ▲	82	76	39	85	35	▲		
CCHRI Cross-Plan HMO Average^e	94	84	83	78	53	88	29			
CCHRI Cross-Plan PPO Average^{ef}	NP	NP	NP	NP	55	87	36			
2008 NCQA Nat'l HMO/POS Mean^a	92	82	81	76	75	84	34			
2008 NCQA HMO/POS 90th %ile^a	98	90	89	85	88	93	45			

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

COMMERCIAL CLINICAL MEASURES 2 of 6

CALIFORNIA HEALTH PLANS

	PREVENTIVE HEALTH SCREENINGS					
	Cervical Cancer Screening ^d	Breast Cancer Screening		Chlamydia Screening in Women		Colorectal Cancer Screening ^d
		Ages 42-51	Ages 52-69	Ages 16-20	Ages 21-25	
Aetna	82	57 ▼	62 ▼	38	45 ▲	51
Anthem Blue Cross	83 ^b	64 ▼	70 ▼	31 ▼	37 ▼	56
Blue Shield	84	65 ▼	71	35 ▼	42 ▲	56
CIGNA	84 ^b	65 ▼	70 ▼	41 ▲	50 ▲	57
Health Net	86 ^b ▲	66 ▼	72 ▲	40 ▲	46 ▲	60
Kaiser Permanente N. Cal	85	76 ▲	82 ▲	60 ▲	66 ▲	53
Kaiser Permanente S. Cal	86 ▲	69 ▲	87 ▲	65 ▲	69 ▲	64 ▲
PacifiCare	84 ^b	66	73 ▲	36	43 ▲	58
CCHRI Cross-Plan HMO Average^e	84	66	74	43	50	57
CCHRI Cross-Plan PPO Average^{ef}	75	61	65	33	41	NP
2008 NCQA Nat'l HMO/POS Mean^a	82	66	72	36	39	56
2008 NCQA HMO/POS 90th %ile^a	88	75	80	48	53	68

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

COMMERCIAL CLINICAL MEASURES 3 of 6

CHRONIC DISEASE										
Comprehensive Diabetes Care ^d										
	HbA1c Testing	HbA1c Level ≤9.0%	Retinal Exam	LDL-C Screening	LDL-C Level of <100 mg/dL	Nephropathy Monitoring	Blood Pressure Control <130/80	Blood Pressure Control <140/90		
Aetna	88	70	51	84	39	82	35	65		
Anthem Blue Cross	87	72	56	82	43	79	35	68		
Blue Shield	89	75 ▲	60 ▲	86	42	82	34	68		
CIGNA	82 ▼	68	49 ▼	79 ▼	42	79	27 ▼	61		
Health Net	91 ▲	76 ▲	61 ▲	87 ▲	49 ▲	85 ▲	32	67		
Kaiser Permanente N. Cal	91 ▲	82 ▲	68 ▲	88 ▲	57 ▲	87 ▲	52 ▲	77 ▲		
Kaiser Permanente S. Cal	88	71	73 ▲	88 ▲	50 ▲	94 ▲	47 ▲	79 ▲		
PacificCare	86	72	59	83	45	82	37 ▲	69 ▲		
CCHRI Cross-Plan HMO Average^e	88	73	59	85	46	84	37	68		
CCHRI Cross-Plan PPO Average^{ef}	76	NP	NP	74	NP	63	NP	NP		
2008 NCQA Nat'l HMO/POS Mean^a	88	71	55	84	44	81	32	64		
2008 NCQA HMO/POS 90th %ile^a	93	81	72	89	52	88	40	72		

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

CALIFORNIA HEALTH PLANS

COMMERCIAL CLINICAL MEASURES 4 of 6

CALIFORNIA HEALTH PLANS

	CHRONIC DISEASE			CARDIOVASCULAR HEALTH			
	Use of Appropriate Medications for People with Asthma			Persistence of Beta Blocker	Controlling High Blood Pressure ^d	Cholesterol Management Cardiovascular Conditions ^d	
	Ages 5-9	Ages 10-17	Ages 18-56			LDL-C Screening	LDL-C Level of <100 mg/dL
Aetna	96	92	90	68	61 ^b	88	64 ▲
Anthem Blue Cross	97	91 ▼	89 ▼	67 ▼	65	90	69 ▲
Blue Shield	96	93	91	74	61	90	66 ▲
CIGNA	96	91	89	71	64 ^b	87	57
Health Net	98	93	91	71	62 ^b	88	65 ▲
Kaiser Permanente N. Cal	98 ▲	97 ▲	94 ▲	84 ▲	76 ▲	92 ▲	71 ▲
Kaiser Permanente S. Cal	95 ▼	92 ▼	94 ▲	85 ▲	74 ▲	96 ▲	70 ▲
PacificCare	95 ▼	92 ▼	90 ▼	69	63	88	63
CCHRI Cross-Plan HMO Average^e	96	92	91	74	65	90	65
CCHRI Cross-Plan PPO Average^{ef}	97	95	91	64	NP	75	NP
2008 NCQA Nat'l HMO/POS Mean^a	97	94	91	72	62	88	59
2008 NCQA HMO/POS 90th %ile^a	100	97	94	84	70	93	70

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

COMMERCIAL CLINICAL MEASURES 5 of 6

CALIFORNIA HEALTH PLANS	MENTAL HEALTH					
	Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness		Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	
	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 30 Days of Hospital Discharge	Within 7 Days of Hospital Discharge	Initiation Total	Engagement Total
Aetna	56 ▼	42 ▼	43 ▼	33 ▼	45	14
Anthem Blue Cross	58 ▼	43 ▼	75	58	34 ▼	6 ▼
Blue Shield	59 ▼	44 ▼	75	61 ▲	41 ▼	7 ▼
CIGNA	57 ▼	42 ▼	65 ▼	51	44	15
Health Net	58 ▼	43 ▼	78 ▲	57	43 ▼	14
Kaiser Permanente N. Cal	83 ▲	61 ▲	85 ▲	73 ▲	43 ▼	20 ▲
Kaiser Permanente S. Cal	85 ▲	65 ▲	82 ▲	70 ▲	41 ▼	18 ▲
PacifiCare	56 ▼	41 ▼	80 ▲	65 ▲	35 ▼	12 ▼
CCHRI Cross-Plan HMO Average^e	63	47	74	58	39	12
CCHRI Cross-Plan PPO Average^{ef}	61	46	64	46	42	12
2008 NCQA Nat'l HMO/POS Mean^a	63	46	74	56	44	15
2008 NCQA HMO/POS 90th %ile^a	70	55	87	73	55	23

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

COMMERCIAL CLINICAL MEASURES *6 of 6*

CALIFORNIA HEALTH PLANS	OTHER				Annual Monitoring Persistent Medications Total
	Avoidance of Antibiotic Treatment Acute Bronchitis	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging		
Aetna	21 ▼	82	80 ▲		71 ▼
Anthem Blue Cross	21 ▼	84	74		62 ▼
Blue Shield	19 ▼	87 ▲	77 ▲		71 ▼
CIGNA	26	79 ▼	76 ▲		74 ▼
Health Net	22 ▼	82 ▼	79 ▲		72 ▼
Kaiser Permanente N. Cal	38 ▲	90 ▲	78 ▲		69 ▼
Kaiser Permanente S. Cal	17 ▼	84 ▼	82 ▲		73 ▼
PacifiCare	21 ▼	85	76 ▲		71 ▼
CCHRI Cross-Plan HMO Average^e	23	84	78		70
CCHRI Cross-Plan PPO Average^{ef}	31	82	77		73
2008 NCQA Nat'l HMO/POS Mean^a	25	85	75		77
2008 NCQA HMO/POS 90th %ile^a	34	92	82		83

NOTES

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean

a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
 b – 2007 rates reported—rotation measure
 c – Lower number reflects better performance
 d – HMO measure allows for chart review
 e – CCHRI Cross-Plan Averages are for 2008
 f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
 NP – Measure not reported for PPO
 NR – Rate not reported by the plan
 NE – Not publicly reported in 2007

COMMERCIAL SERVICE MEASURES 1 of 1

MEMBER SERVICE	MEMBER SERVICE	
	Call Abandonment ^c	Call Answer Timeliness
Aetna	1.5 ▲	80 ▲
Anthem Blue Cross	NR	NR
Blue Shield	NR	NR
CIGNA	2.8 ▼	59 ▼
Health Net	4.1 ▼	76 ▼
Kaiser Permanente N. Cal	1.7 ▲	82 ▲
Kaiser Permanente S. Cal	1.6 ▲	82 ▲
PacificCare	1.7 ▲	79 ▲
CCHRI Cross-Plan HMO Average^e	2.2	79
CCHRI Cross-Plan PPO Average^{ef}	2.1	78
2008 NCQA Nat'l HMO/POS Mean^a	2.7	77
2008 NCQA HMO/POS 90th %ile^a	1.0	90

NOTES

- a – Source: National Committee for Quality Assurance (NCQA) Quality Compass 2008
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- e – CCHRI Cross-Plan Averages are for 2008
- f – PPO plans include: Aetna, Anthem, Blue Shield, CIGNA, Health Net, UnitedHealthcare
- NP – Measure not reported for PPO
- NR – Rate not reported by the plan
- NE – Not publicly reported in 2007

- ▲ Significantly Above National Mean
- ▼ Significantly Below National Mean