

CALIFORNIA HEALTH PLAN REPORT CARD

MEDICARE

SENIOR POPULATION REPORT

In many locations, Medicare beneficiaries have the option to join an HMO managed health care plan designed exclusively for seniors. Medicare managed care plans coordinate medical services from a specific network of physicians and hospitals. Beneficiaries enrolled in senior health plans are entitled to the same services as those provided under traditional Medicare. Some HMOs also cover additional services for seniors, such as prescription medications, eyeglasses, dental care or hearing aids.

The chart below shows how well CCHRI health plans coordinated important preventive services and medical care for their senior members. Not all California health plans offered a Medicare HMO in 2007; only those that did are listed in the chart on the next page.

Several California health plans provide senior HMO services in many portions of the state while others offer services on a more limited, regional or local basis. Consumers should contact health plans directly to ask whether managed Medicare services are available in their area.

MEDICARE CLINICAL MEASURES *1 of 5*

HEALTH PLANS WITH MEDICARE CONTRACTS

	PREVENTIVE HEALTH SCREENINGS			
	Breast Cancer Screening	Colorectal Cancer Screening	Osteoporosis Management in Women	
	Ages 42-51	Ages 52-69		
Aetna	60	64 ▼	54	16 ▼
Anthem Blue Cross	56	64 ▼	49	14 ▼
Blue Shield	54	67	60 ▲	10 ▼
Health Net	60	77 ▲	65 ▲	18 ▼
Kaiser Permanente N. Cal	75 ▲	86 ▲	58 ▲	27 ▲
Kaiser Permanente S. Cal	66 ▲	91 ▲	74 ▲	63 ▲
PacifiCare	59	73 ▲	62 ▲	18 ▼
CCHRI Cross-Plan Average	60	75	60	23
2008 National Mean^a	57	68	50	20
2008 HMO/POS 90th %ile^a	69	82	69	29

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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

MEDICARE CLINICAL MEASURES *2 of 5*

HEALTH PLANS WITH MEDICARE CONTRACTS

CHRONIC DISEASE									
Comprehensive Diabetes Care									
	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	90	82 ▲	74 ▲	87	52 ▲	87	30	60	
Anthem Blue Cross	88	80 ▲	76 ▲	88	48	86	30	60	
Blue Shield	90	83 ▲	72 ▲	89 ▲	55 ▲	88	29	63 ▲	
Health Net	94 ▲	86 ▲	68 ▲	92 ▲	61 ▲	90 ▲	31	59	
Kaiser Permanente N. Cal	96 ▲	91 ▲	83 ▲	95 ▲	73 ▲	95 ▲	56 ▲	78 ▲	
Kaiser Permanente S. Cal	95 ▲	88 ▲	84 ▲	95 ▲	63 ▲	97 ▲	50 ▲	78 ▲	
PacificCare	92 ▲	87 ▲	75 ▲	90 ▲	59 ▲	91 ▲	34	66 ▲	
CCHRI Cross-Plan Average	91	84	73	90	57	90	40	68	
2008 National Mean^a	88	70	61	86	46	85	31	58	
2008 HMO/POS 90th %ile^a	95	88	80	94	61	93	40	70	

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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

MEDICARE CLINICAL MEASURES *3 of 5*

HEALTH PLANS WITH MEDICARE CONTRACTS

	CARDIOVASCULAR HEALTH			
	Persistence of Beta Blocker	Controlling High Blood Pressure	LDL-C Screening	Cholesterol Management Cardiovascular Conditions LDL-C Level of <100 mg/dL
Aetna	68	61	91	61 ▲
Anthem Blue Cross	73	62 ▲	88	55
Blue Shield	84 ▲	64 ▲	88	54
Health Net	76	65 ▲	93 ▲	73 ▲
Kaiser Permanente N. Cal	87 ▲	79 ▲	95 ▲	76 ▲
Kaiser Permanente S. Cal	91 ▲	73 ▲	96 ▲	76 ▲
PacifiCare	79 ▲	60	87	62 ▲
CCHRI Cross-Plan Average	78	66	91	64
2008 National Mean^a	75	57	88	55
2008 HMO/POS 90th %ile^a	87	68	95	72

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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

MEDICARE CLINICAL MEASURES *4 of 5*

HEALTH PLANS WITH MEDICARE CONTRACTS

	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	55	47	24 ▼	15 ▼	58	8
Anthem Blue Cross	60	44	38	35	NR	NR
Blue Shield	59	45	23 ▼	11 ▼	41 ▼	0 ▼
Health Net	57 ▼	44 ▼	58	41	45 ▼	4
Kaiser Permanente N. Cal	87 ▲	66 ▲	79 ▲	63 ▲	41 ▼	6 ▲
Kaiser Permanente S. Cal	91 ▲	74 ▲	75 ▲	64 ▲	37 ▼	6 ▲
PacificCare	61	46 ▼	31 ▼	17 ▼	38 ▼	2 ▼
CCHRI Cross-Plan Average	65	51	47	35	39	4
2008 National Mean^a	61	48	54	38	50	5
2008 HMO/POS 90th %ile^a	74	63	81	64	67	9

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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

MEDICARE CLINICAL MEASURES *5 of 5*

HEALTH PLANS WITH MEDICARE CONTRACTS

	OTHER					
	Anti-Rheumatic Drug Therapy	Annual Monitoring Persistent Medications Total	Use of High-Risk Medications in the Elderly ^c		Potentially Harmful Drug-Disease Interactions ^c	
			One Prescription	Two or more Prescriptions	Total	Total
Aetna	86 ▲	84 ▼	17 ▲	2 ▲	18 ▲	
Anthem Blue Cross	74	63 ▼	22 ▼	5 ▲	21	
Blue Shield	68	84 ▼	27 ▼	7 ▼	27 ▼	
Health Net	75 ▲	83 ▼	22 ▲	5 ▲	20 ▲	
Kaiser Permanente N. Cal	81 ▲	84 ▼	19 ▲	4 ▲	20 ▲	
Kaiser Permanente S. Cal	76 ▲	85	20 ▲	5 ▲	18 ▲	
PacificCare	73 ▲	84 ▼	26 ▼	6 ▼	22	
CCHRI Cross-Plan Average	77	82	23	5	21	
2008 National Mean^a	69	85	23	6	22	
2008 HMO/POS 90th %ile^a	82	92	13	2	15	

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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

MEDICARE SERVICE MEASURES *1 of 1*

HEALTH PLANS WITH MEDICARE CONTRACTS

	MEMBER SERVICE	
	Call Abandonment ^c	Call Answer Timeliness
Aetna	0.9 ▲	95 ▲
Anthem Blue Cross	NR	NR
Blue Shield	NR	NR
Health Net	4.1 ▲	79 ▲
Kaiser Permanente N. Cal	1.7 ▲	82 ▲
Kaiser Permanente S. Cal	1.6 ▲	82 ▲
PacificCare	18.8 ▼	48 ▼
CCHRI Cross-Plan Average	4	82
2008 National Mean^a	5.7	78
2008 HMO/POS 90th %ile^a	1.0	95

NOTES

- a – Source: Centers for Medicare & Medicaid Services public use file for HMO/POS plans
- b – 2007 rates reported—rotation measure
- c – Lower number reflects better performance
- d – HMO measure allows for chart review
- 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