

CALIFORNIA HMOs	ACCESS/AVAILABILITY OF CARE									
	Call Abandonment ^a	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment						Prenatal and Postpartum Care	
			Initiation - Total	Initiation - Age 13-17	Initiation - Age 18+	Engagement - Total	Engagement - Age 13-17	Engagement - Age 18+	Timely Initiation of Prenatal Care	Postpartum Care
Aetna	1 ▲	84 ▲	44	41	44	16	18	15	90	85
Anthem Blue Cross	NR	NR	31 ▼	29 ▼	31 ▼	7 ▼	9 ▼	7 ▼	95	91 ▲
Blue Shield of CA	NR	NR	41 ▼	38	41 ▼	10 ▼	9 ▼	10 ▼	95 ▲	84
CIGNA	2 ▲	72 ▼	39 ▼	33	39 ▼	14 ▼	19	14 ▼	96 ▲	84
Health Net	7 ▼	67 ▼	37 ▼	43	37 ▼	13 ▼	21	12 ▼	97 ▲	84
Kaiser Permanente N Cal	2 ▲	79 ▲	41 ▼	47 ▲	41 ▼	20 ▲	25 ▲	20 ▲	97 ▲	89 ▲
Kaiser Permanente S Cal	2 ▲	80 ▲	39 ▼	47 ▲	38 ▼	17 ▲	25 ▲	16 ▲	94	82
PacifiCare	2 ▲	81 ▲	30 ▼	23 ▼	31 ▼	11 ▼	15 ▼	10 ▼	95	84
Western Health Advantage	0 ▲	100 ▲	24 ▼	NA	24 ▼	5 ▼	NA	5 ▼	94	84
CCHRI Unwgt'd Avg w/ Kaiser	2	80	36	38	36	13	17	12	95	85
NCQA Nat'l Average	3	78	42	42	42	16	20	16	92	83
NCQA Nat'l 90th %	1	84	47	47	47	20	24	20	97	88

NOTES

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CALIFORNIA HMOs	BEHAVIORAL HEALTH					
	Follow-up Care - ADHD		Antidepressant Medication Management		Follow-up After Hospitalization for Mental Illness	
	Initiation Phase	Continuation and Maintenance	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Follow-up within 30 days of hospital discharge	Follow-up within 7 days of hospital discharge
Aetna	19 ▼	26 ▼	57 ▼	43	75	59
Anthem Blue Cross	36	42	57 ▼	41 ▼	73 ▼	56
Blue Shield of CA	35	40	58 ▼	43 ▼	81 ▲	69 ▲
CIGNA	36	36	56 ▼	40 ▼	61 ▼	44 ▼
Health Net	33 ▼	34 ▼	57 ▼	42 ▼	77	58
Kaiser Permanente N Cal	30 ▼	29 ▼	85 ▲	63 ▲	84 ▲	72 ▲
Kaiser Permanente S Cal	35	37 ▼	87 ▲	66 ▲	83 ▲	73 ▲
PacifiCare	32 ▼	35	58 ▼	44 ▼	78	61 ▲
Western Health Advantage	38	37	59	41 ▼	83	72 ▲
CCHRI Unwgt'd Avg w/ Kaiser	33	35	64	47	77	63
NCQA Nat'l Average	36	40	63	46	76	57
NCQA Nat'l 90th %	41	46	67	50	83	66

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CALIFORNIA HMOs	CARDIOVASCULAR CONDITIONS			
	Controlling High Blood Pressure	Cholesterol Management - Cardiovascular Conditions		Persistence of Beta-Blocker
		LDL-C Screening	LDL-C <100 mg/dL	
Aetna	63	91	61	64 ▼
Anthem Blue Cross	71 ▲	90b	69b ▲	68 ▼
Blue Shield of CA	64	91	62	74
CIGNA	62	88	61	64 ▼
Health Net	63	92 ▲	71 ▲	73
Kaiser Permanente N Cal	80 ▲	93 ▲	73 ▲	88 ▲
Kaiser Permanente S Cal	79 ▲	94 ▲	69 ▲	85 ▲
PacifiCare	67	91	66 ▲	73
Western Health Advantage	64	90b	60b	83
CCHRI Unwgt'd Avg w/ Kaiser	68	91	66	75
NCQA Nat'l Average	63	89	60	75
NCQA Nat'l 90th %	68	91	65	80

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CALIFORNIA HMOs	DIABETES							
	Comprehensive Diabetes Care							
	HbA1c Test	HbA1c <=9.0 percent	Retinal Exam	LDL-C Screening	LDL-C <100 mg/dL	Nephropathy Monitoring	Blood Pressure Control (<130/80)	Blood Pressure Control (<140/90)
Aetna	88b	70b	56	85	47	85	35b	65b
Anthem Blue Cross	90	76	57	86	54 ▲	86 ▲	37	74 ▲
Blue Shield of CA	87	72	62 ▲	85	49	84	34	67
CIGNA	89	71	57	88 ▲	53 ▲	87 ▲	27b ▼	61b
Health Net	91b	76b ▲	61b	87b	49b	85b	32b	67b
Kaiser Permanente N Cal	91 ▲	79 ▲	70 ▲	89 ▲	63 ▲	93 ▲	55 ▲	79 ▲
Kaiser Permanente S Cal	90 ▲	74 ▲	73 ▲	89 ▲	55 ▲	92 ▲	54 ▲	80 ▲
PacifiCare	89	74	59b	84	47	86 ▲	36	72 ▲
Western Health Advantage	87b	71b	51b ▼	83b	48b	80b	30b	60b ▼
CCHRI Unwgt'd Avg w/ Kaiser	89	74	61	86	52	86	38	69
NCQA Nat'l Average	89	72	56	85	45	82	33	66
NCQA Nat'l 90th %	92	77	66	87	51	86	37	70

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MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications

CALIFORNIA HMOS	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	72 ▼	73 ▼	81	71 ▼	60
Anthem Blue Cross	69 ▼	70 ▼	78 ▼	69 ▼	54 ▼
Blue Shield of CA	73 ▼	73 ▼	77 ▼	73 ▼	55 ▼
CIGNA	73 ▼	74 ▼	80	73 ▼	52 ▼
Health Net	73 ▼	74 ▼	82	73 ▼	57 ▼
Kaiser Permanente N Cal	70 ▼	72 ▼	81	68 ▼	64 ▲
Kaiser Permanente S Cal	74 ▼	75 ▼	84 ▲	72 ▼	69 ▲
PacifiCare	72 ▼	72 ▼	79	72 ▼	54 ▼
Western Health Advantage	75 ▼	76 ▼	87	74 ▼	58
CCHRI Unwgt'd Avg w/ Kaiser	72	73	81	72	58
NCQA Nat'l Average	79	79	82	79	62
NCQA Nat'l 90th %	82	82	86	82	65

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	MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
CALIFORNIA HMOS		
Aetna	82	79 ▲
Anthem Blue Cross	81 ▼	78 ▲
Blue Shield of CA	85	77 ▲
CIGNA	83	76 ▲
Health Net	83 ▼	78 ▲
Kaiser Permanente N Cal	90 ▲	79 ▲
Kaiser Permanente S Cal	83 ▼	79 ▲
PacifiCare	83 ▼	78 ▲
Western Health Advantage	85	81 ▲
CCHRI Unwgt'd Avg w/ Kaiser	84	78
NCQA Nat'l Average	86	73
NCQA Nat'l 90th %	90	78

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	PREVENTION AND SCREENING							
	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening in Women			Childhood Immunizations		Colorectal Cancer Screening
	Total		Age 16-20	Age 21-24	Total	Combo 3	Combo 2	
CALIFORNIA HMOs								
Aetna	65 ▼	86 ▲	43 ▲	50 ▲	47 ▲	76b	83b	53 ▼
Anthem Blue Cross	69 ▼	83	40	48 ▲	44 ▲	80	85	61
Blue Shield of CA	72 ▲	84	41 ▲	48 ▲	45 ▲	74b	80b	59
CIGNA	71 ▲	81	44 ▲	53 ▲	49 ▲	79	83	57b
Health Net	71 ▲	84	44 ▲	50 ▲	47 ▲	81	85	60b
Kaiser Permanente N Cal	82 ▲	87 ▲	61 ▲	69 ▲	65 ▲	80 ▲	82 ▲	69 ▲
Kaiser Permanente S Cal	80 ▲	87 ▲	66 ▲	70 ▲	68 ▲	80 ▲	84 ▲	65 ▲
PacifiCare	72 ▲	85	43 ▲	49 ▲	46 ▲	76b	82b	62
Western Health Advantage	73 ▲	83	47 ▲	59 ▲	53 ▲	78b	84b	55b
CCHRI Unwgt'd Avg w/ Kaiser	73	84	48	55	51	78	83	60
NCQA Nat'l Average	70	81	40	43	42	77	81	59
NCQA Nat'l 90th %	74	84	46	51	48	82	86	65

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RESPIRATORY CONDITIONS

CALIFORNIA HMOs	Avoidance of Antibiotic Treatment - Acute Bronchitis	Use of Appropriate Medications - Asthma			Testing for Children with Pharyngitis	Pharmacotherapy Management of COPD Exacerbation		Use of Spirometry Testing - COPD	Treatment for Children with URI
		Age 5-11	Age 12-50	Total		Systemic corticosteroid within 14 days	Bronchodilator with 30 days		
Aetna	23 ▼	95	91	91	38 ▼	80 ▲	83	28 ▼	84
Anthem Blue Cross	23 ▼	98	90 ▼	91 ▼	39 ▼	61 ▼	76	27 ▼	86 ▲
Blue Shield of CA	20 ▼	97	91	92	42 ▼	66	83 ▲	28 ▼	85 ▲
CIGNA	27 ▲	94	92	92	41 ▼	71	85	24 ▼	88 ▲
Health Net	22 ▼	97	91	92	47 ▼	71	81 ▲	27 ▼	87 ▲
Kaiser Permanente N Cal	48 ▲	99 ▲	95 ▲	96 ▲	88 ▲	76 ▲	89 ▲	21 ▼	97 ▲
Kaiser Permanente S Cal	21 ▼	96 ▼	95 ▲	95 ▲	87 ▲	69	82 ▲	21 ▼	97 ▲
PacifiCare	23 ▼	97	90 ▼	91 ▼	41 ▼	64	84 ▲	24 ▼	87 ▲
Western Health Advantage	17 ▼	96	92	92	68 ▼	NA	NA	32	89 ▲
CCHRI Unwgt'd Avg w/ Kaiser	25	96	92	93	55	70	83	26	89
NCQA Nat'l Average	25	97	91	92	76	67	76	38	84
NCQA Nat'l 90th %	26	98	93	94	85	72	82	41	89

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