

CALIFORNIA PPOs	ACCESS/AVAILABILITY OF CARE							
	Call Abandonment <sup>a</sup>	Call Answer Timeliness	Alcohol and Other Drug Dependence Treatment					
			Initiation - Total	Initiation - Age 13-17	Initiation - Age 18+	Engagement - Total	Engagement - Age 13-17	Engagement - Age 18+
Aetna	1 ▲	83 ▲	37 ▼	37	37 ▼	15	16	15
Anthem Blue Cross	NR	NR	37 ▼	38 ▼	37 ▼	12 ▼	17 ▼	11 ▼
CGLIC	1 ▲	80 ▲	40 ▼	36	40	16	22	15
Health Net	7 ▼	67 ▼	48	NA	48	23	NA	23
UnitedHealthCare	2 ▲	82 ▲	40 ▼	41	40 ▼	13 ▼	15	13 ▼
<b>CCHRI Avg Unwgt'd</b>	<b>3</b>	<b>78</b>	<b>40</b>	<b>39</b>	<b>40</b>	<b>15</b>	<b>17</b>	<b>15</b>
<b>NCQA Nat'l Average</b>	<b>2</b>	<b>80</b>	<b>43</b>	<b>42</b>	<b>43</b>	<b>16</b>	<b>20</b>	<b>16</b>
<b>NCQA Nat'l 90th %</b>	<b>1</b>	<b>83</b>	<b>49</b>	<b>53</b>	<b>50</b>	<b>22</b>	<b>29</b>	<b>21</b>

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CALIFORNIA PPOs	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	39 ▲	41	63	48	70	51
Anthem Blue Cross	35	38	62 ▼	47	61 ▼	43 ▼
CIGNA	39	38	64	47	68	48
Health Net	29	33	NA	NA	NA	NA
UnitedHealthCare	34	37	61	47	84 ▲	63 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>36</b>	<b>37</b>	<b>63</b>	<b>47</b>	<b>68</b>	<b>51</b>
<b>NCQA Nat'l Average</b>	<b>34</b>	<b>37</b>	<b>63</b>	<b>46</b>	<b>71</b>	<b>50</b>
<b>NCQA Nat'l 90th %</b>	<b>42</b>	<b>48</b>	<b>68</b>	<b>52</b>	<b>84</b>	<b>63</b>

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CALIFORNIA PPOs	CARDIOVASCULAR CONDITIONS	
	Cholesterol Management - Cardiovascular Conditions  LDL-C Screening	Persistence of Beta-Blocker
Aetna	81 ▲	66
Anthem Blue Cross	76 ▲	55 ▼
CIGNA	77	66
Health Net	83 ▲	72
UnitedHealthCare	65 ▼	76 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>76</b>	<b>68</b>
<b>NCQA Nat'l Average</b>	<b>75</b>	<b>69</b>
<b>NCQA Nat'l 90th %</b>	<b>86</b>	<b>80</b>

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CALIFORNIA PPOs	DIABETES		
	Comprehensive Diabetes Care		
	HbA1c Test	LDL-C Screening	Nephropathy Monitoring
Aetna	79 ▼	77 ▲	65
Anthem Blue Cross	75 ▼	74 ▼	62 ▼
CIGNA	79	76 ▲	72 ▲
Health Net	78 ▼	76 ▲	71 ▲
UnitedHealthCare	73 ▼	71 ▼	57 ▼
<b>CCHRI Avg Unwgt'd</b>	<b>77</b>	<b>74</b>	<b>66</b>
<b>NCQA Nat'l Average</b>	<b>79</b>	<b>75</b>	<b>66</b>
<b>NCQA Nat'l 90th %</b>	<b>85</b>	<b>82</b>	<b>79</b>

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**MEDICATION MANAGEMENT**

Annual Monitoring Persistent Medications

**CALIFORNIA PPOs**

	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	75 ▼	76 ▼	77	75 ▼	57
Anthem Blue Cross	73 ▼	74 ▼	75 ▼	73 ▼	54 ▼
CIGNA	73 ▼	74 ▼	74	73 ▼	52 ▼
Health Net	74 ▼	75 ▼	85 ▲	75 ▼	58
UnitedHealthCare	70 ▼	71 ▼	68 ▼	69 ▼	54 ▼
<b>CCHRI Avg Unwgt'd</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>73</b>	<b>55</b>
<b>NCQA Nat'l Average</b>	<b>76</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>59</b>
<b>NCQA Nat'l 90th %</b>	<b>80</b>	<b>81</b>	<b>86</b>	<b>81</b>	<b>67</b>

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	MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
<b>CALIFORNIA PPOs</b>		
Aetna	78 ▼	77 ▲
Anthem Blue Cross	70 ▼	80 ▲
CIGNA	79	78 ▲
Health Net	87 ▲	77 ▲
UnitedHealthCare	84	78 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>80</b>	<b>78</b>
<b>NCQA Nat'l Average</b>	<b>81</b>	<b>72</b>
<b>NCQA Nat'l 90th %</b>	<b>91</b>	<b>80</b>

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CALIFORNIA PPOs	PREVENTION AND SCREENING				
	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening in Women		
	Total		Age 16-20	Age 21-24	Total
Aetna	68 ▲	79 ▲	39 ▲	47 ▲	43 ▲
Anthem Blue Cross	65 ▼	74 ▼	34 ▼	40 ▲	37 ▼
CIGNA	67 ▲	79 ▲	41 ▲	47 ▲	44 ▲
Health Net	62 ▼	74	34 ▼	40	37
UnitedHealthCare	60 ▼	70 ▼	39 ▲	46 ▲	42 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>65</b>	<b>76</b>	<b>36</b>	<b>43</b>	<b>40</b>
<b>NCQA Nat'l Average</b>	<b>66</b>	<b>74</b>	<b>37</b>	<b>39</b>	<b>38</b>
<b>NCQA Nat'l 90th %</b>	<b>72</b>	<b>79</b>	<b>46</b>	<b>53</b>	<b>49</b>

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CALIFORNIA PPOs	RESPIRATORY CONDITIONS								
	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	33 ▲	95	92	93	52 ▼	54	67	36	89 ▲
Anthem Blue Cross	42 ▲	97	91	92 ▼	53 ▼	44 ▼	62 ▼	34 ▼	88 ▲
CIGNA	29 ▲	98	93 ▲	94 ▲	51 ▼	67	70	33	90 ▲
Health Net	28	96	91	93	58 ▼	67	88 ▲	35	86 ▲
UnitedHealthCare	25 ▼	95 ▼	92	93	57 ▼	59	77 ▲	31 ▼	89 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>31</b>	<b>97</b>	<b>92</b>	<b>93</b>	<b>55</b>	<b>57</b>	<b>71</b>	<b>34</b>	<b>88</b>
<b>NCQA Nat'l Average</b>	<b>27</b>	<b>97</b>	<b>91</b>	<b>93</b>	<b>74</b>	<b>58</b>	<b>68</b>	<b>36</b>	<b>83</b>
<b>NCQA Nat'l 90th %</b>	<b>36</b>	<b>99</b>	<b>94</b>	<b>95</b>	<b>85</b>	<b>72</b>	<b>82</b>	<b>44</b>	<b>92</b>

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