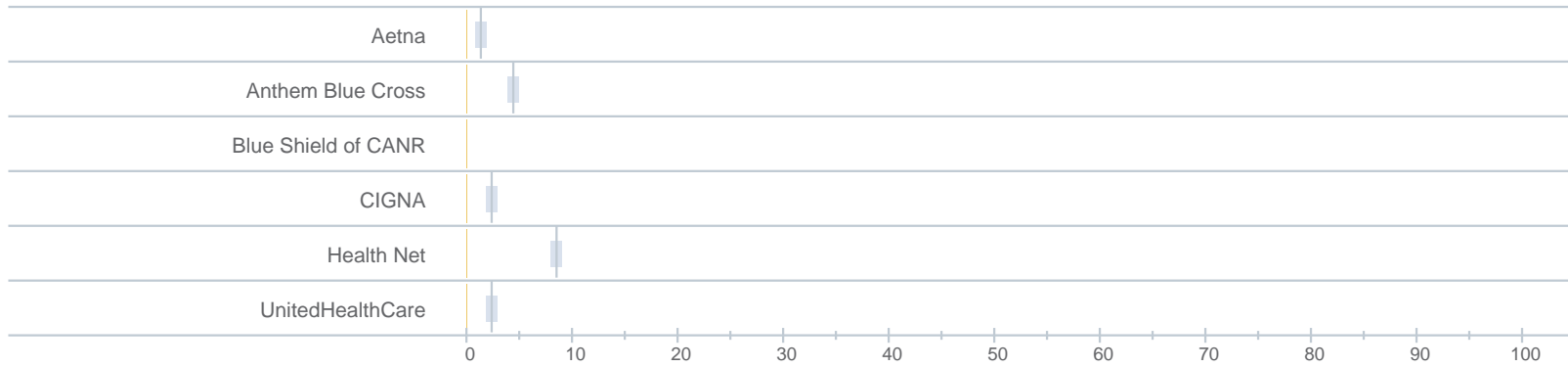


ACCESS/AVAILABILITY OF CARE PPO
Call Abandonment^a



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

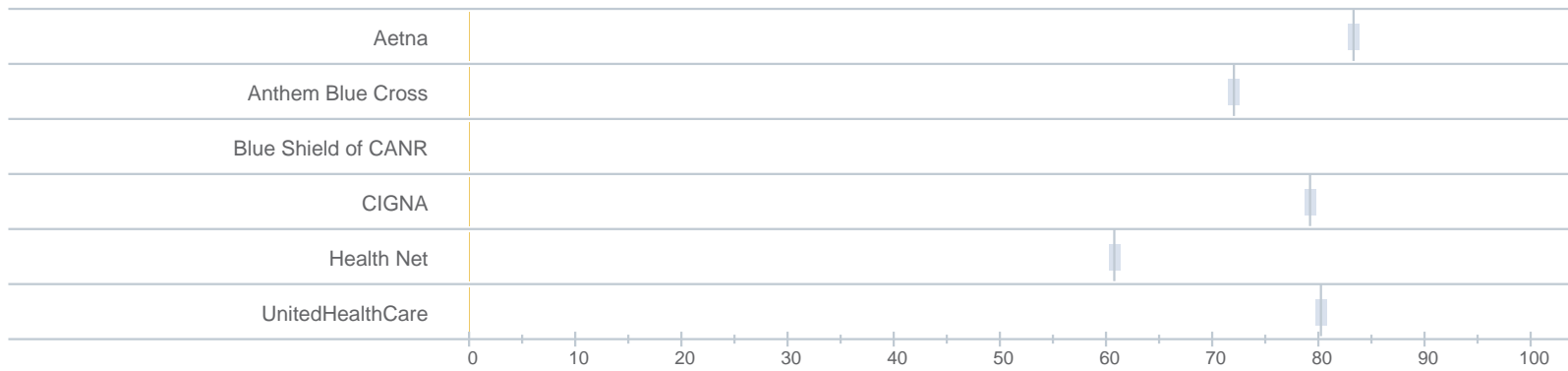
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Call Answer Timeliness



NOTES

Mean and 90th percentile are national averages

a - Lower number reflects better performance

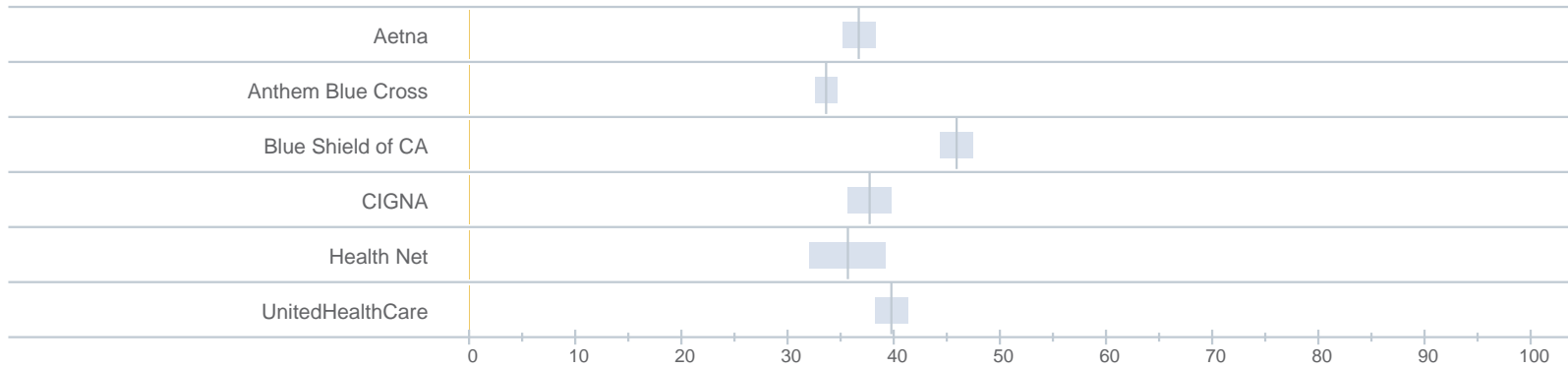
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Initiation - Total



NOTES

Mean and 90th percentile are national averages

a - Lower number reflects better performance

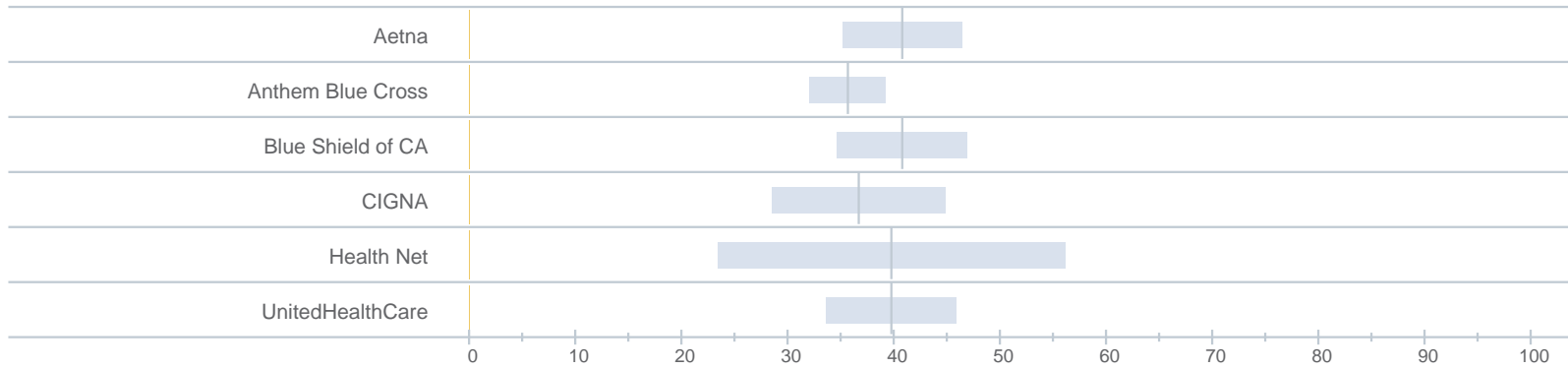
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Initiation - Age 13-17



NOTES

Mean and 90th percentile are national averages

a - Lower number reflects better performance

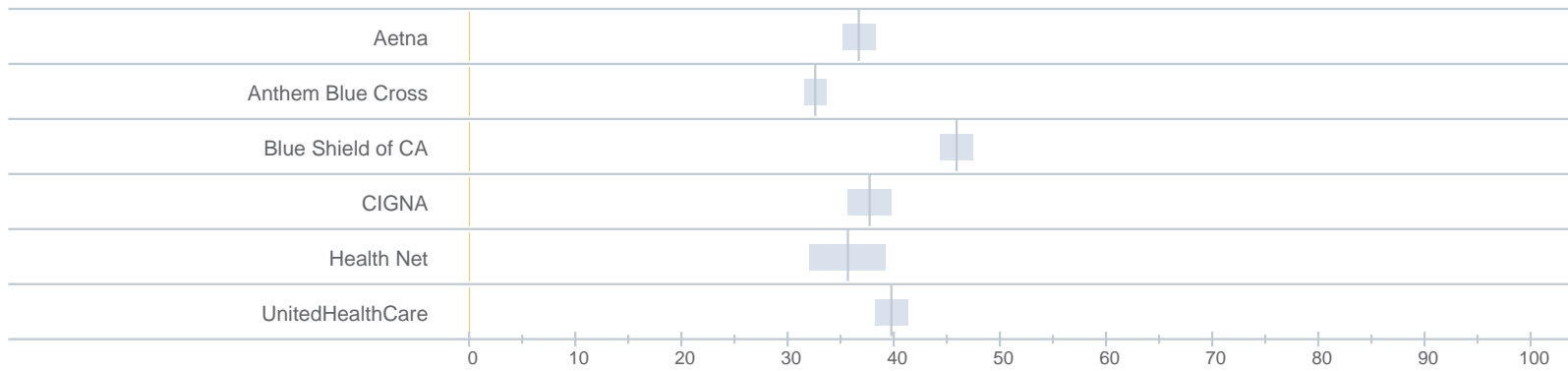
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Initiation - Age 18+



NOTES

Mean and 90th percentile are national averages

a - Lower number reflects better performance

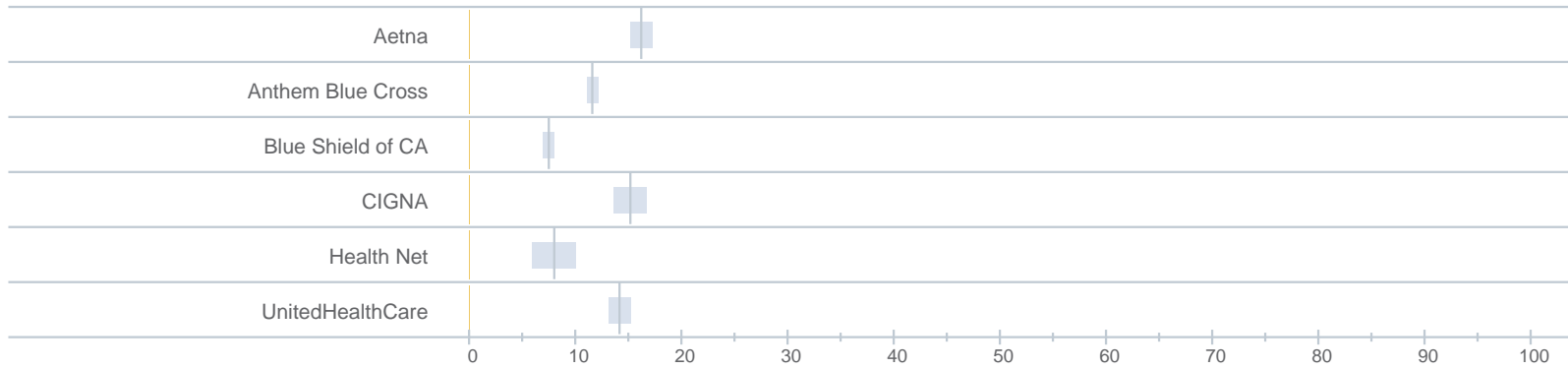
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Engagement - Total



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

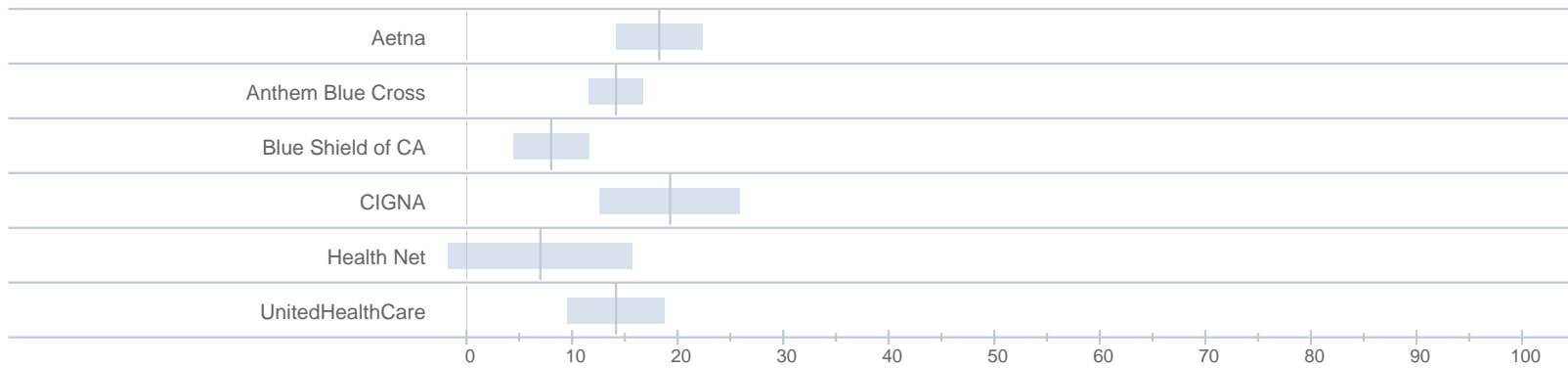
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Engagement - Age 13-17



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

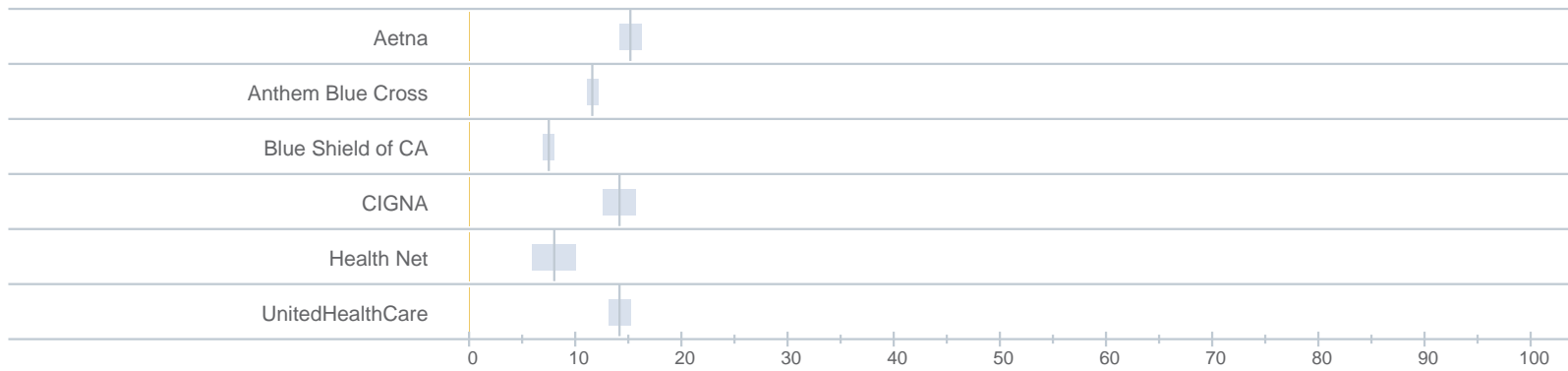
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Alcohol and Other Drug Dependence Treatment: Engagement - Age 18+



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

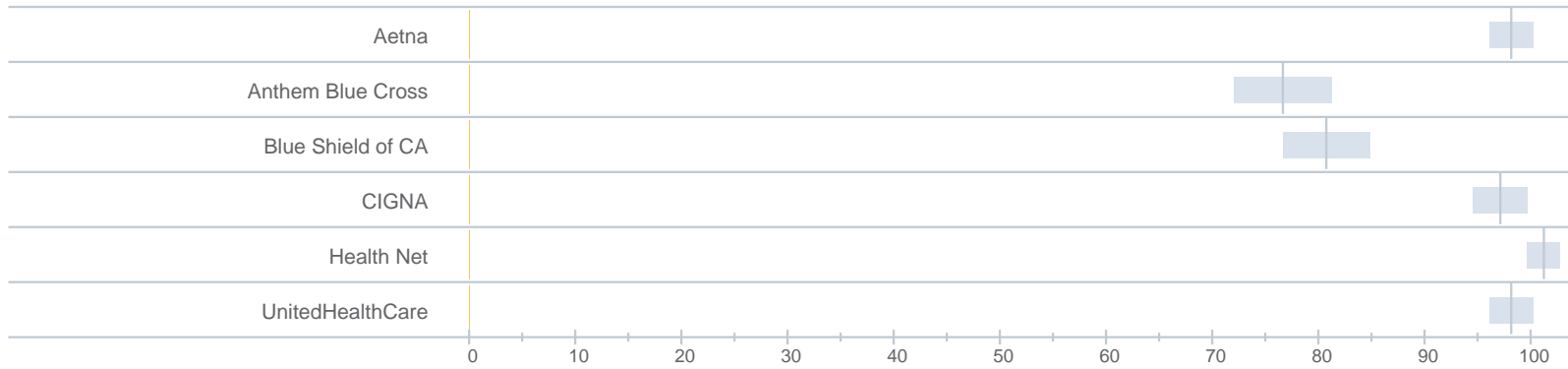
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Prenatal and Postpartum Care: Timely Initiation of Prenatal Care



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

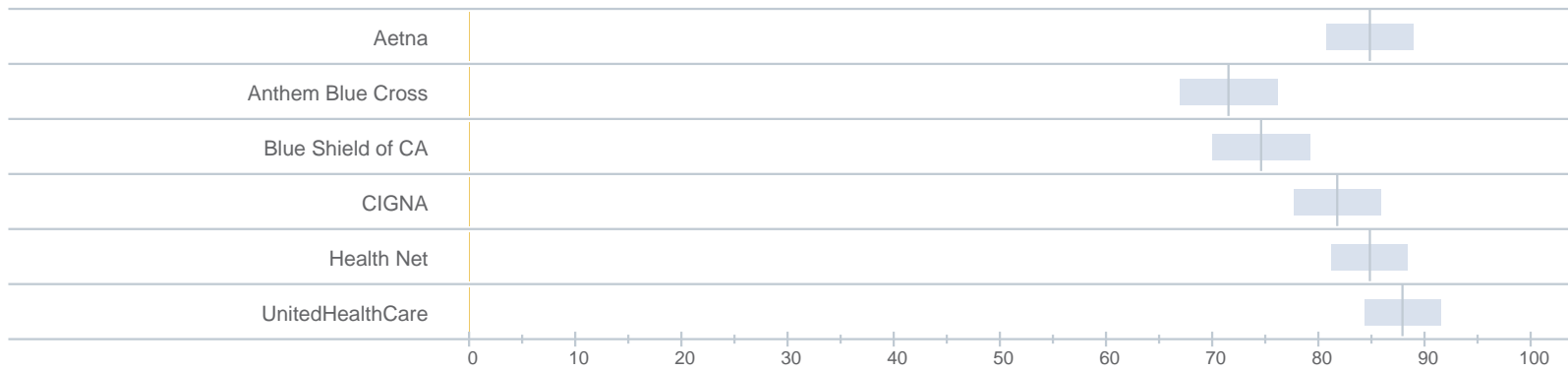
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
ACCESS/AVAILABILITY OF CARE

Prenatal and Postpartum Care: Postpartum Care



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

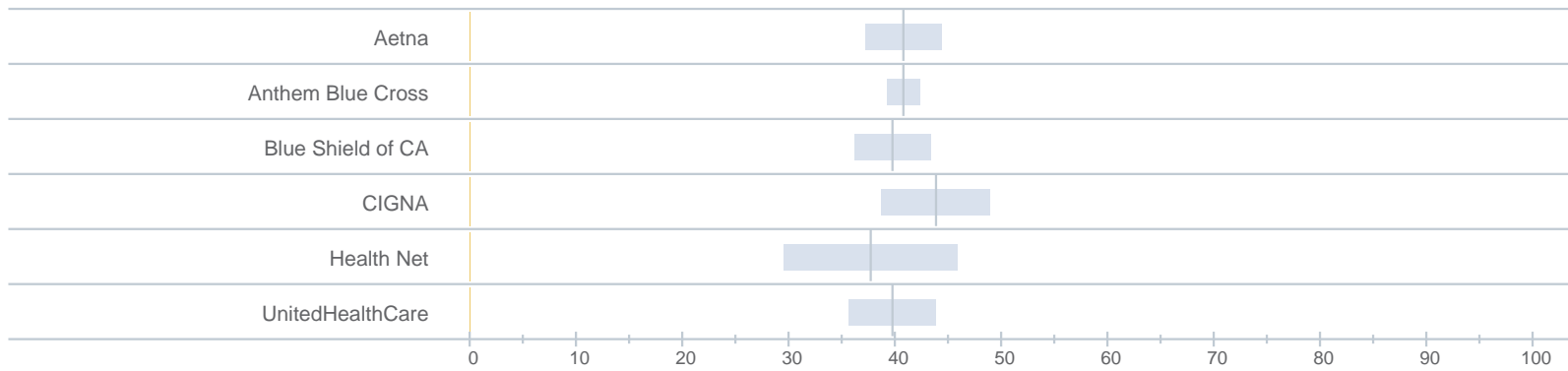
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Follow-up Care - ADHD: Initiation Phase



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

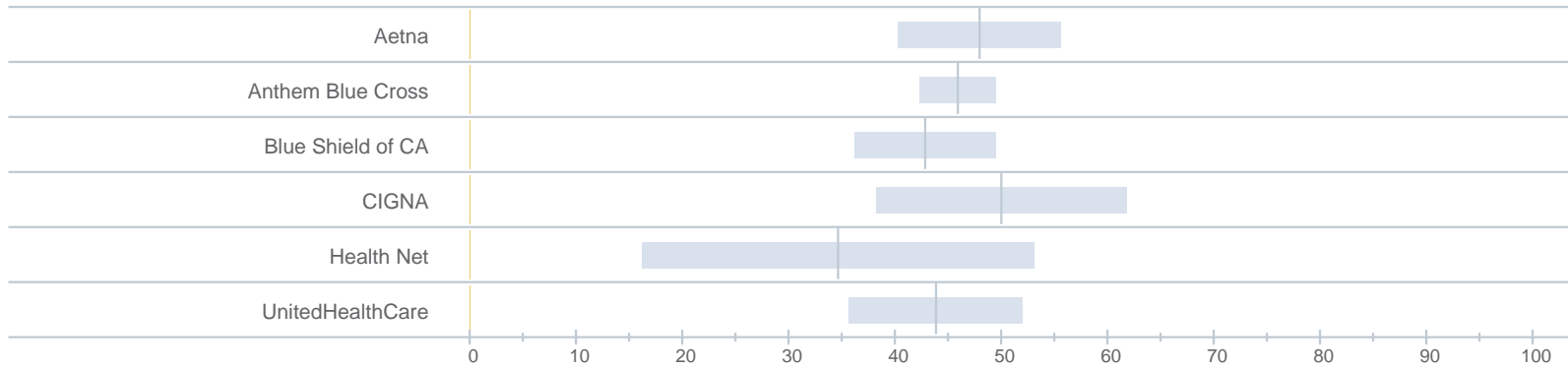
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Follow-up Care - ADHD: Continuation and Maintenance



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

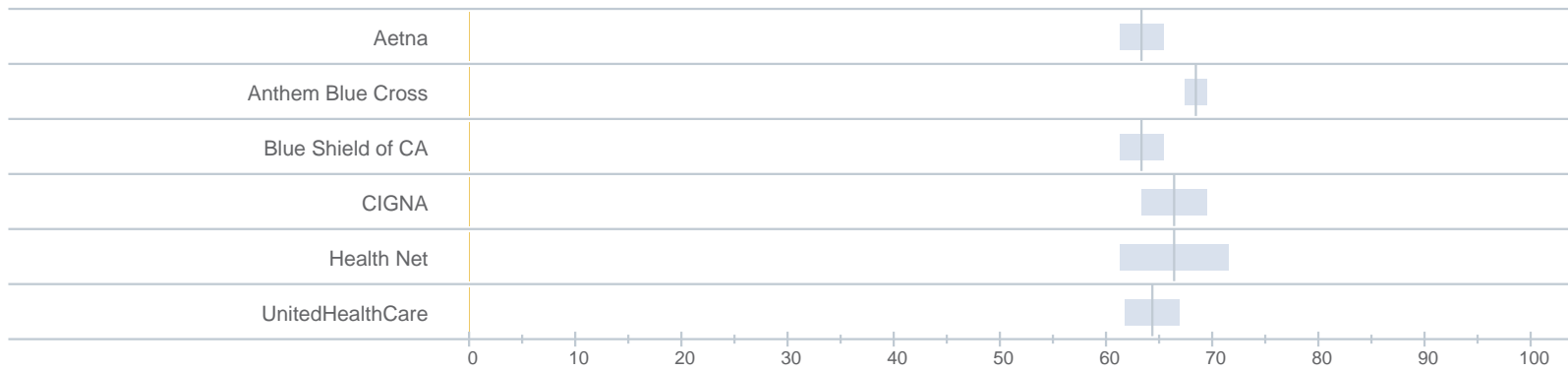
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Antidepressant Medication Management: Effective Acute Phase Treatment



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

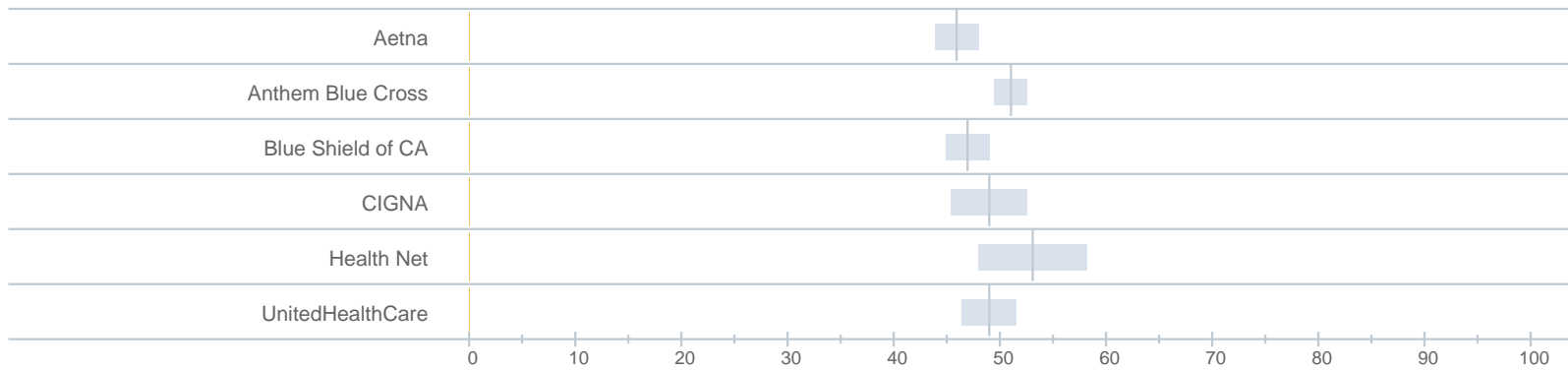
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Antidepressant Medication Management: Effective Continuation Phase Treatment



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

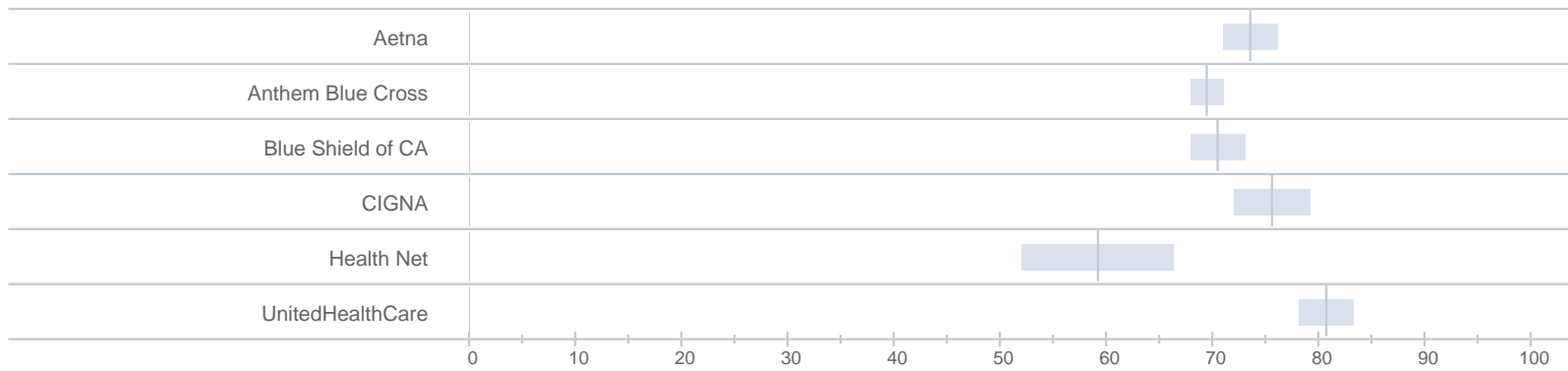
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Follow-up After Hospitalization for Mental Illness: Follow-up within 30 days of hospital discharge



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

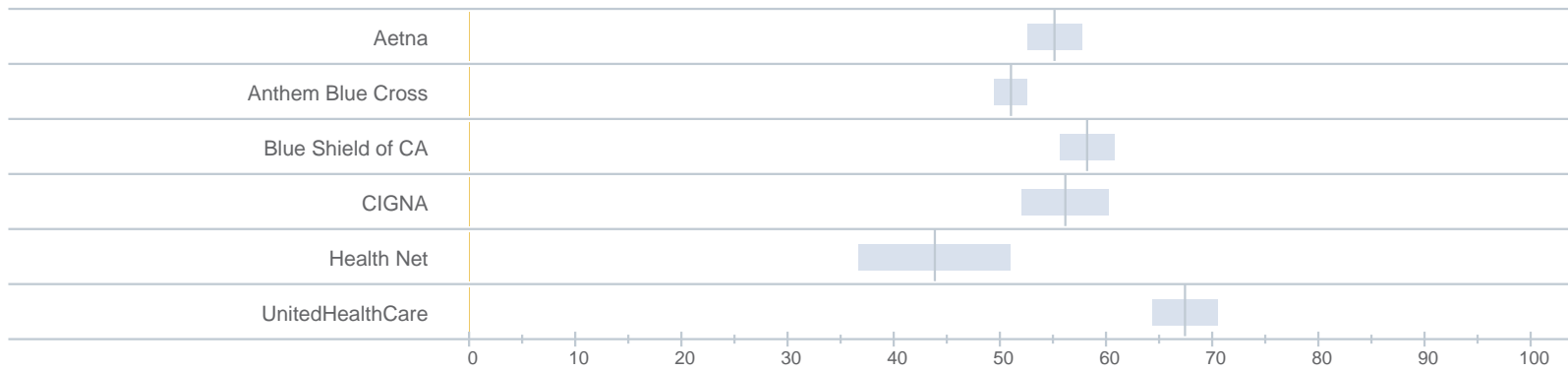
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
BEHAVIORAL HEALTH

Follow-up After Hospitalization for Mental Illness: Follow-up within 7 days of hospital discharge



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

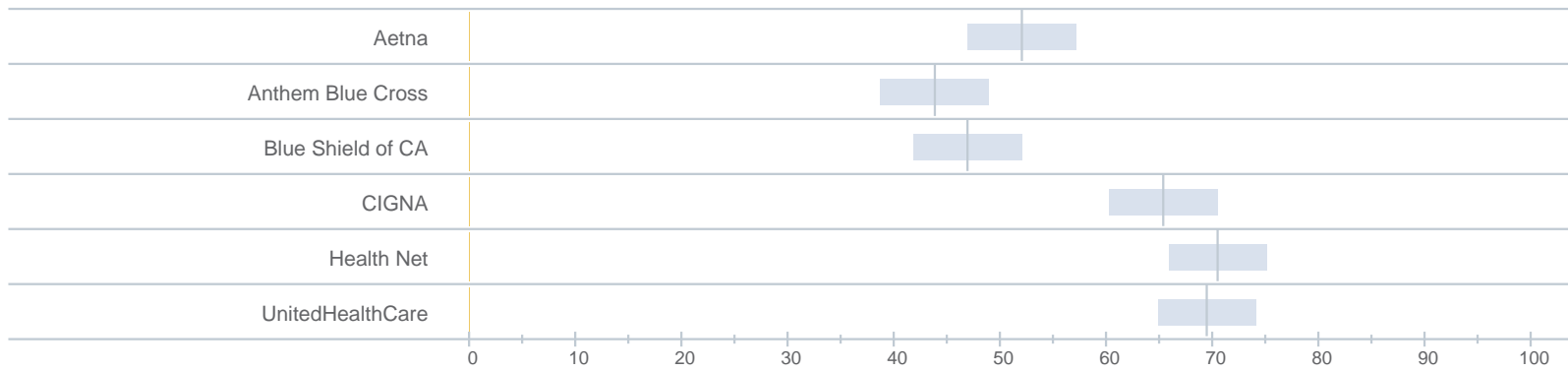
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
CARDIOVASCULAR CONDITIONS

Controlling High Blood Pressure



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

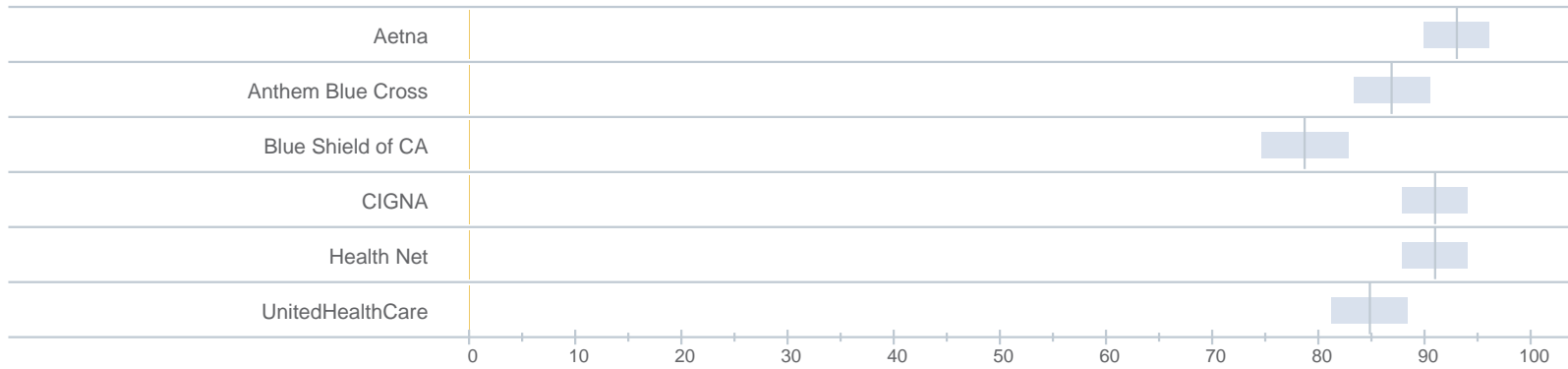
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
CARDIOVASCULAR CONDITIONS

Cholesterol Management - Cardiovascular Conditions: LDL-C Screening



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

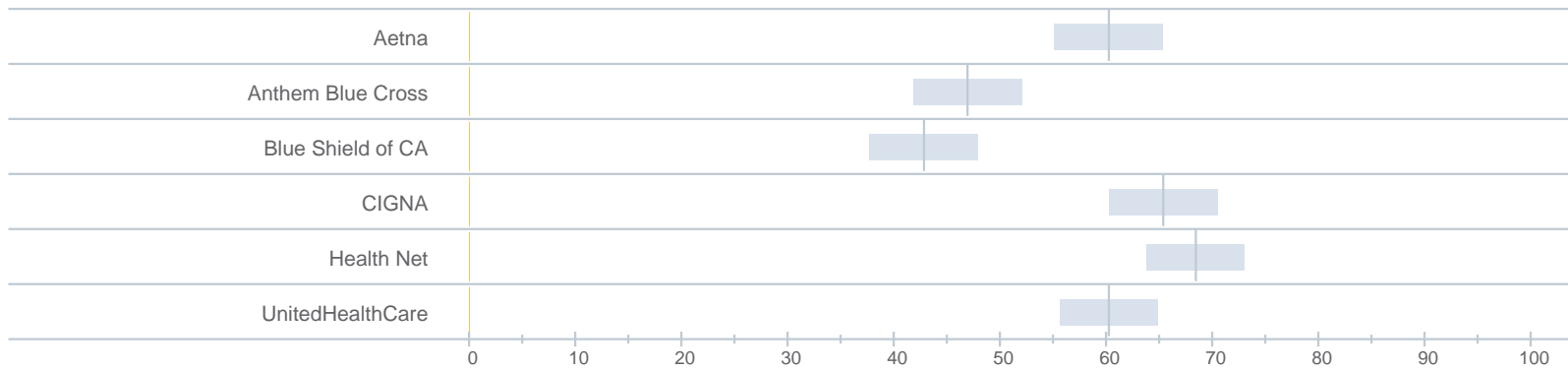
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
CARDIOVASCULAR CONDITIONS

Cholesterol Management - Cardiovascular Conditions: LDL-C



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

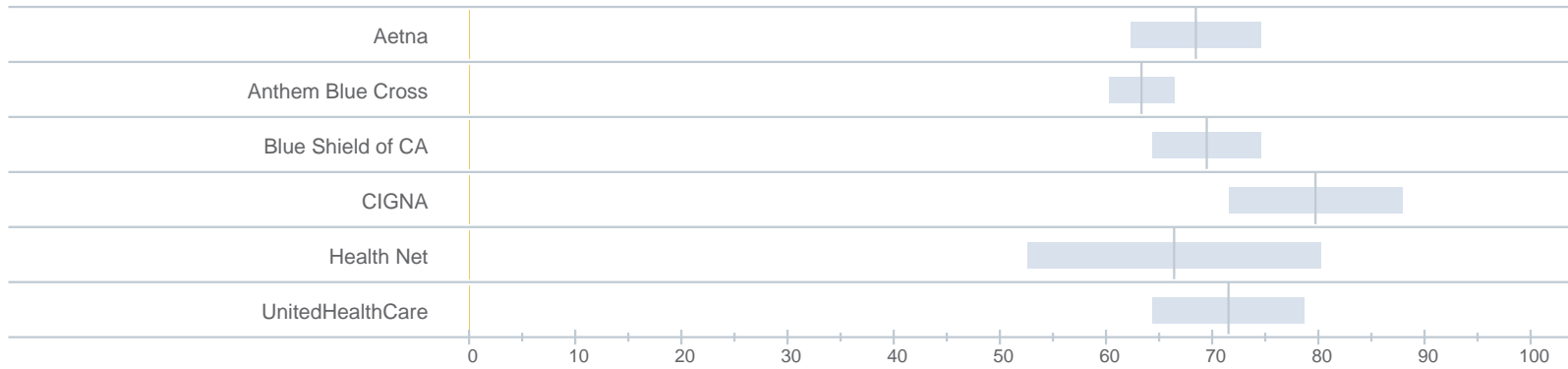
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
CARDIOVASCULAR CONDITIONS

Persistence of Beta-Blocker



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

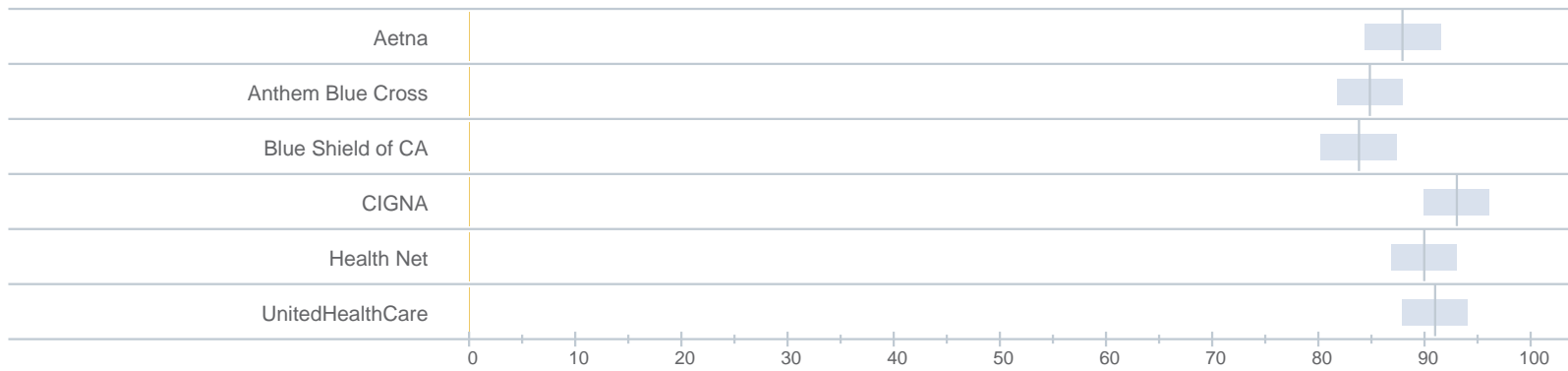
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: HbA1c Test



NOTES

Mean and 90th percentile are national averages

a - Lower number reflects better performance

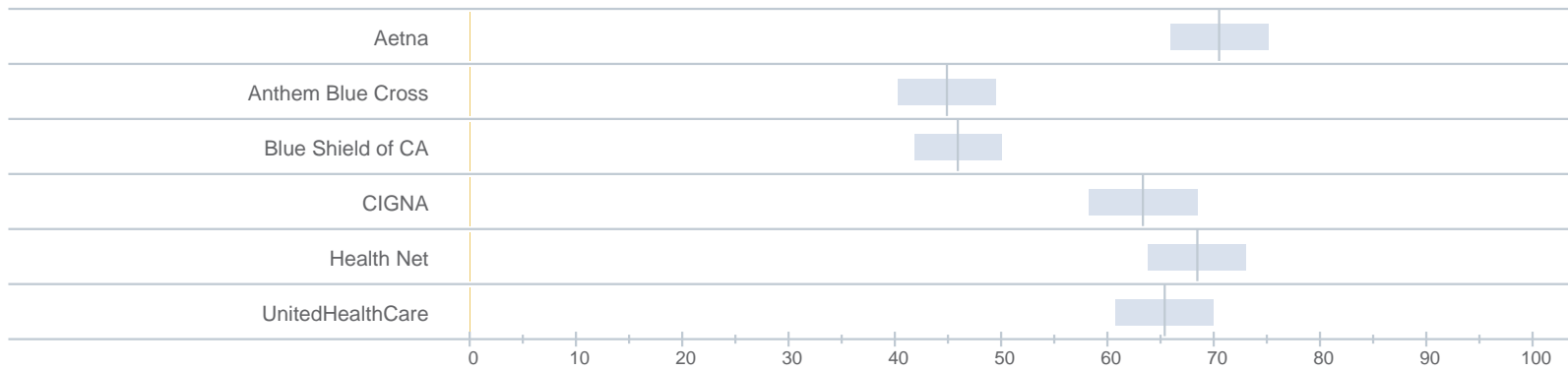
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: HbA1c b



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

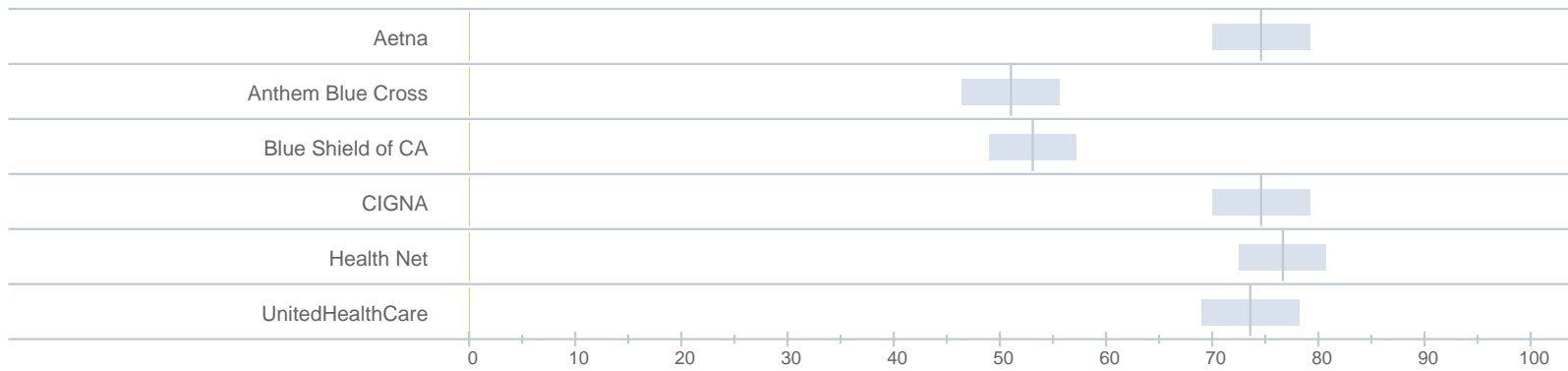
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: HbA1c



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

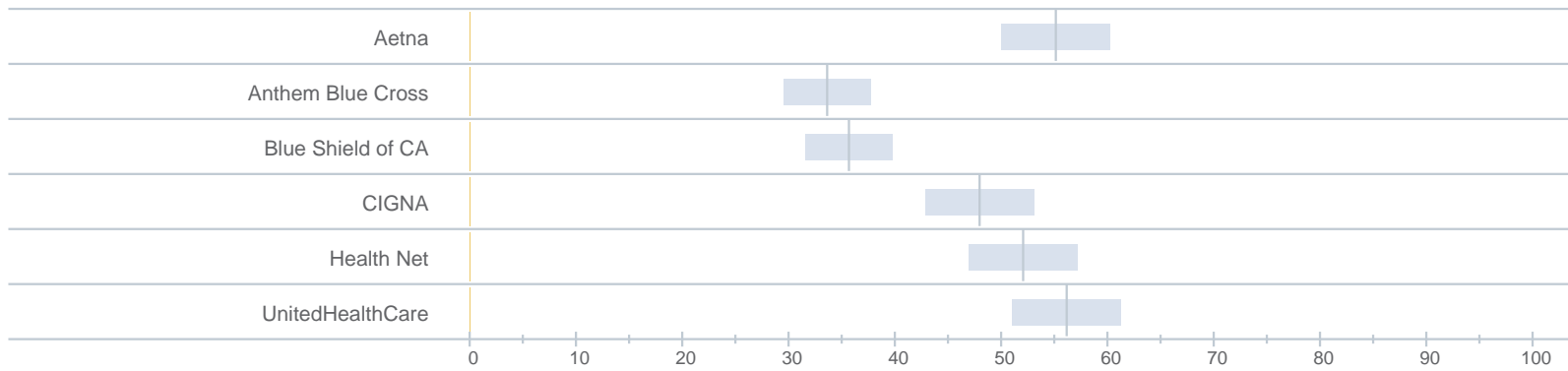
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: Retinal Exam^b



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

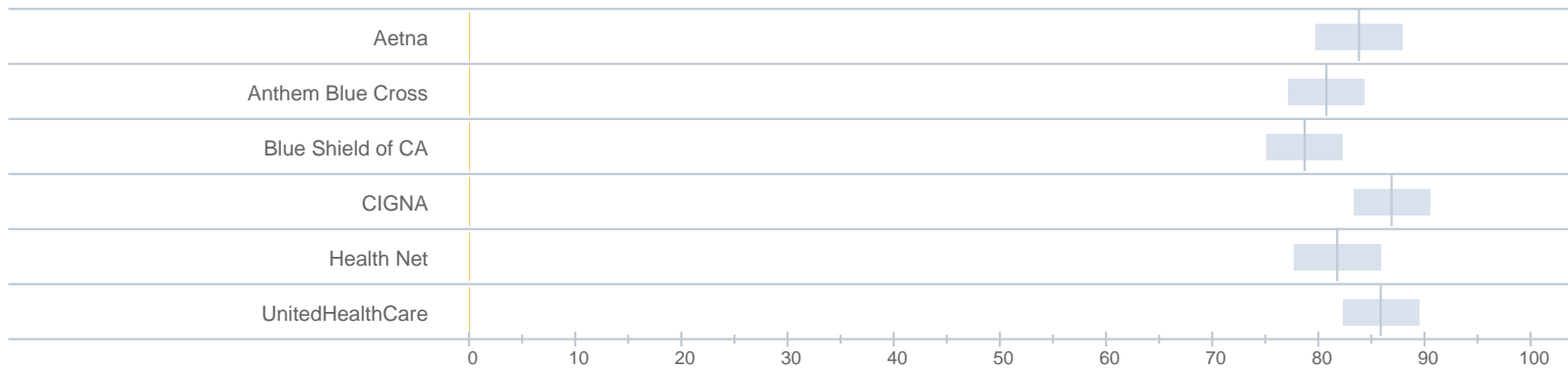
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: LDL-C Screening



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

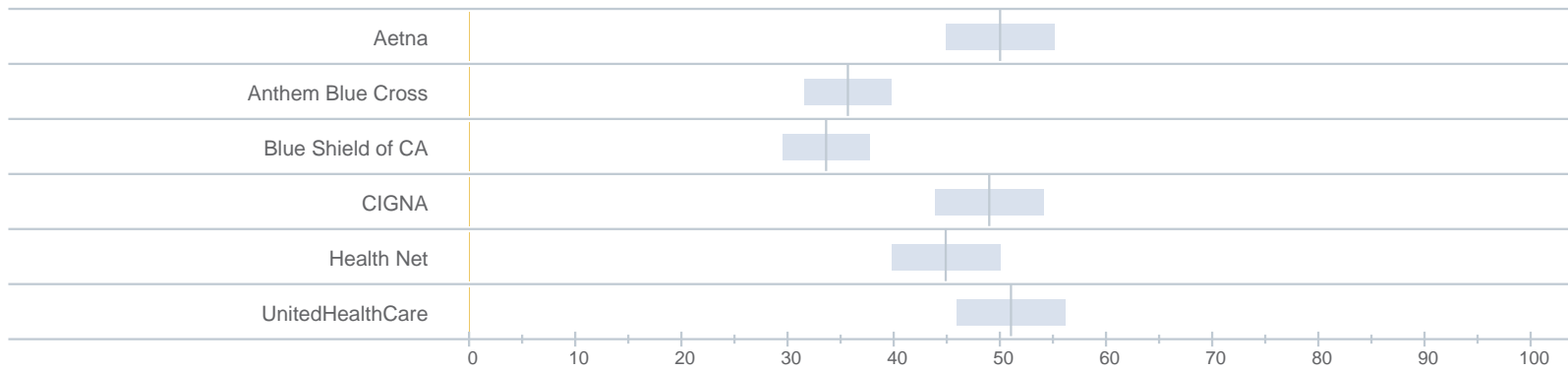
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: LDL-C



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

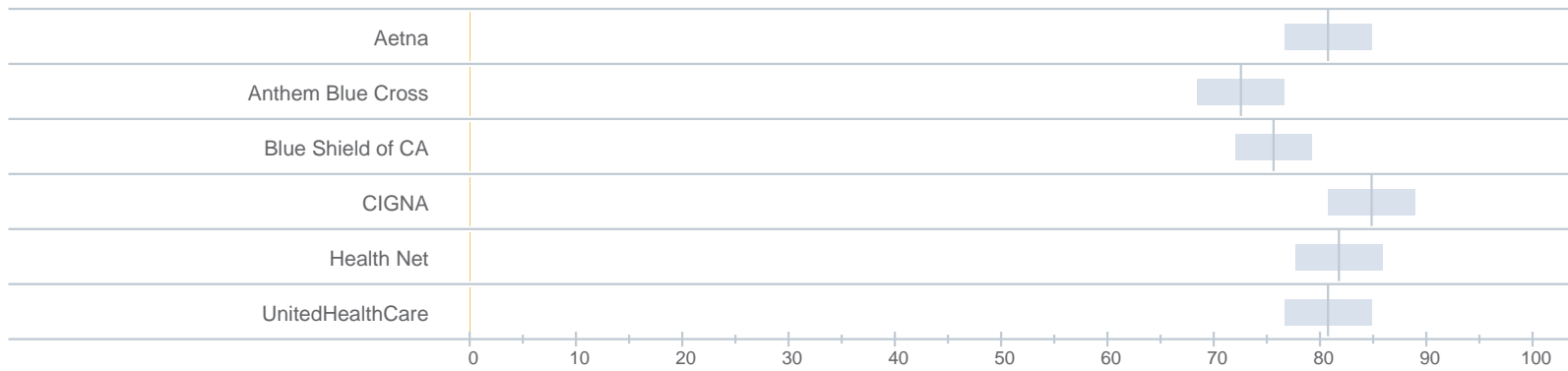
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: Nephropathy Monitoring



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

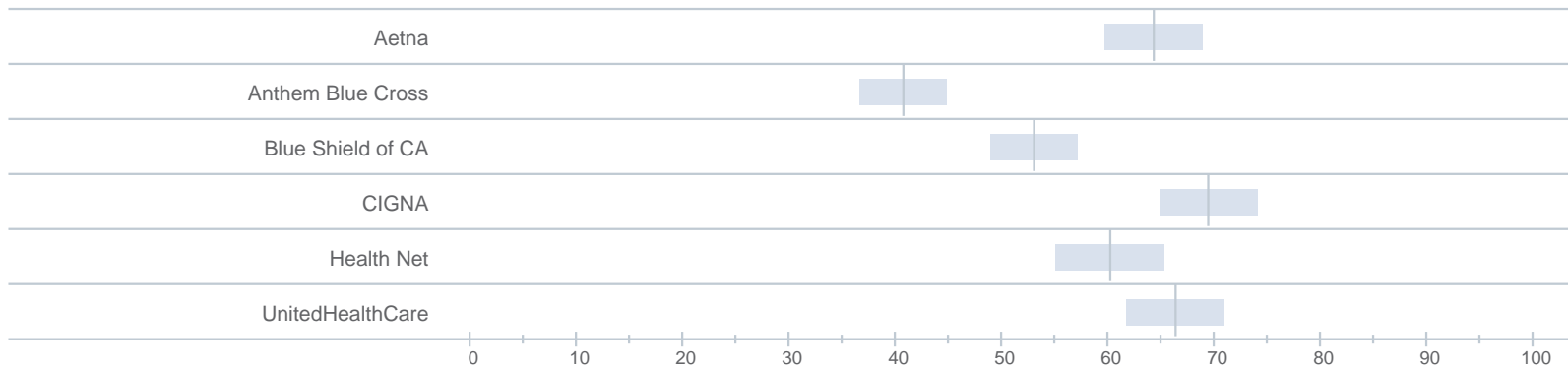
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
DIABETES

Comprehensive Diabetes Care: Blood Pressure Control (



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

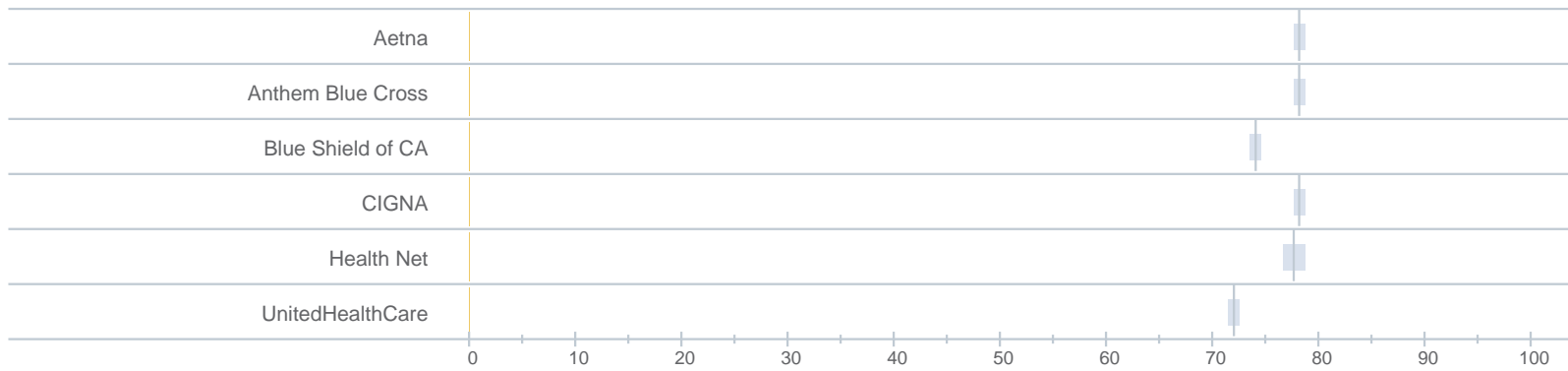
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications: Total



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

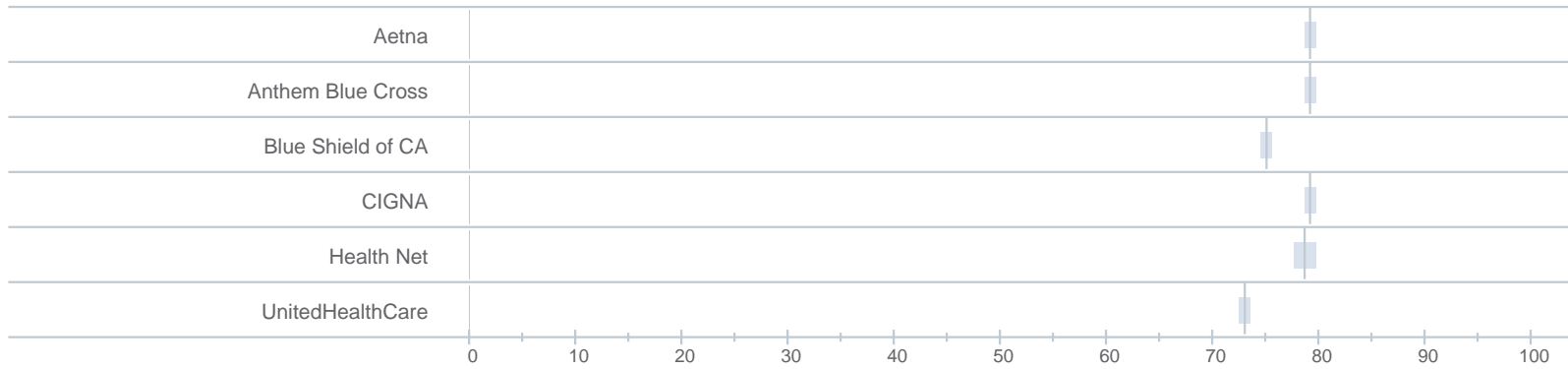
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications: ACE or ARBs



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

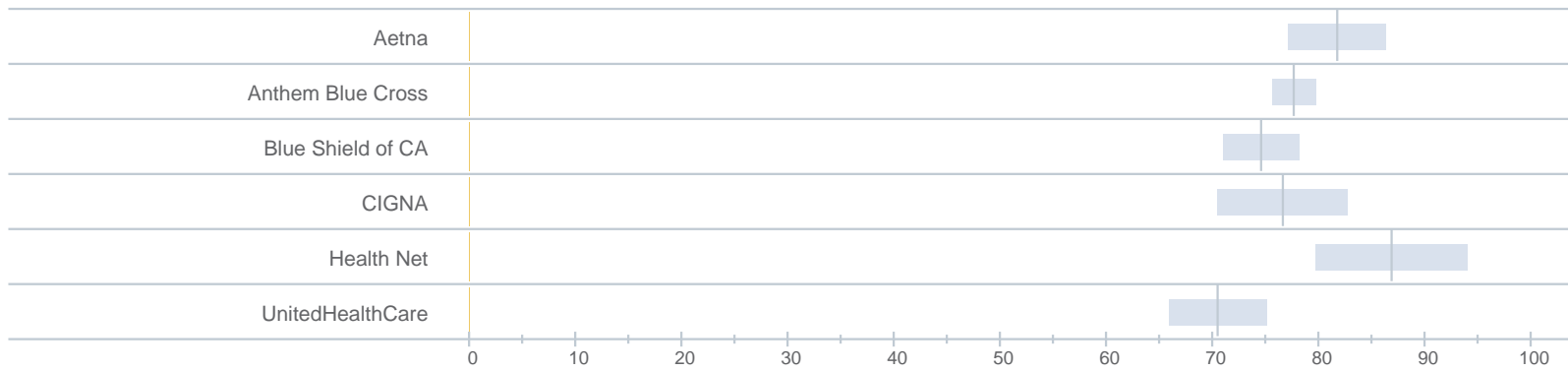
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications: Digoxin



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

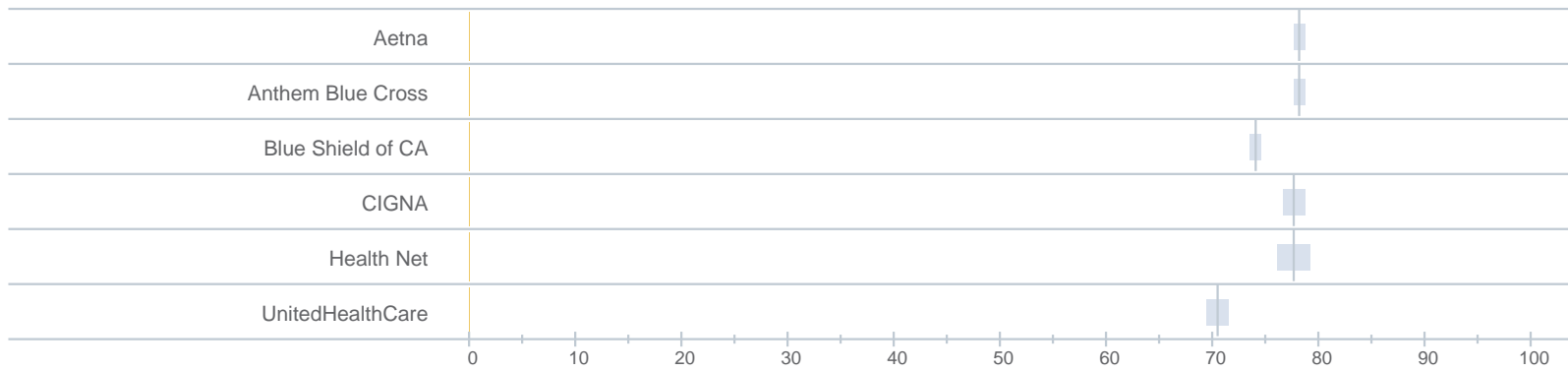
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications: Diuretics



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

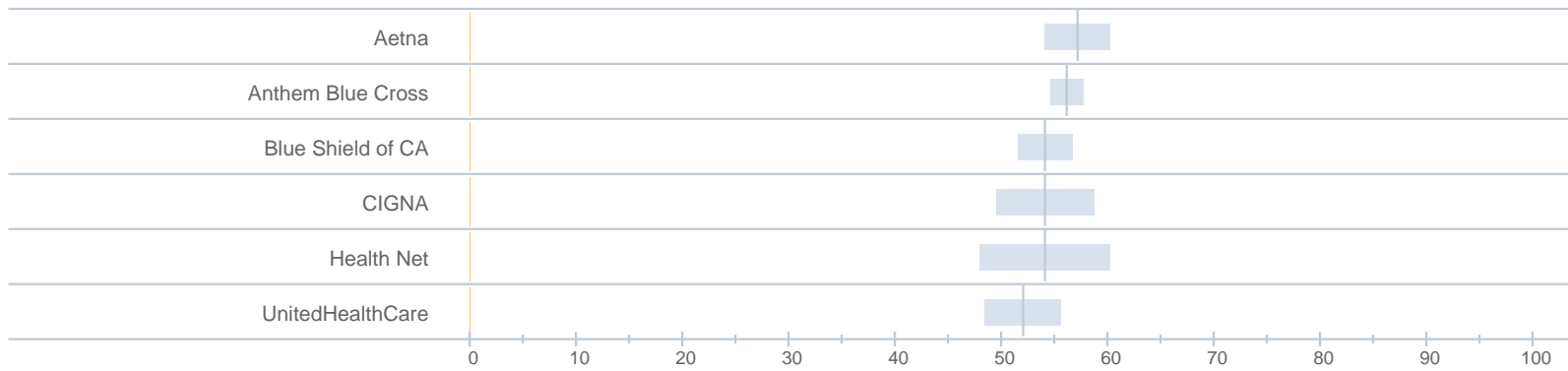
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications: Anticonvulsants



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

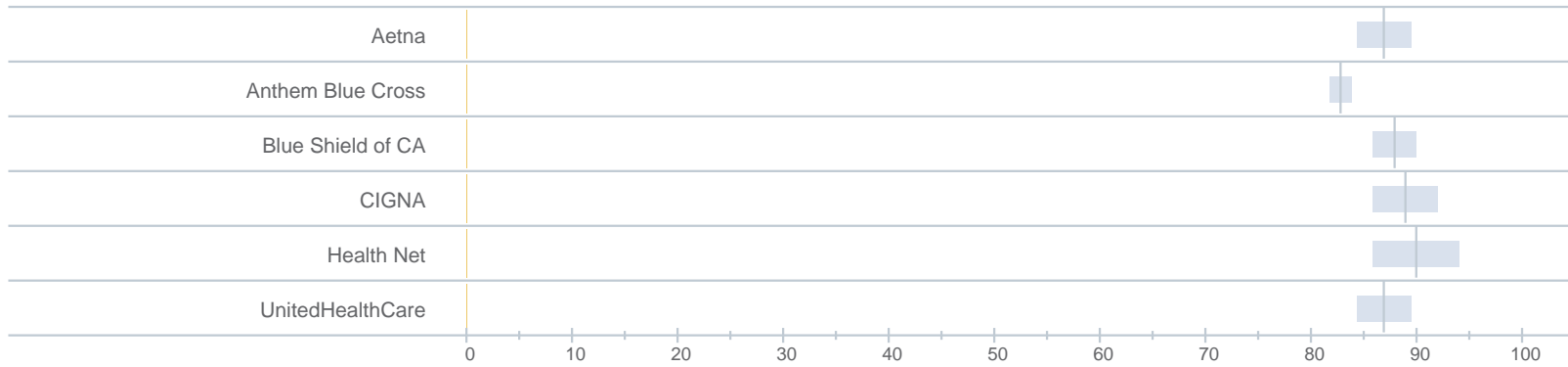
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

MUSCULOSKELETAL CONDITIONS ^{PPO}

Anti-Rheumatic Drug Therapy



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

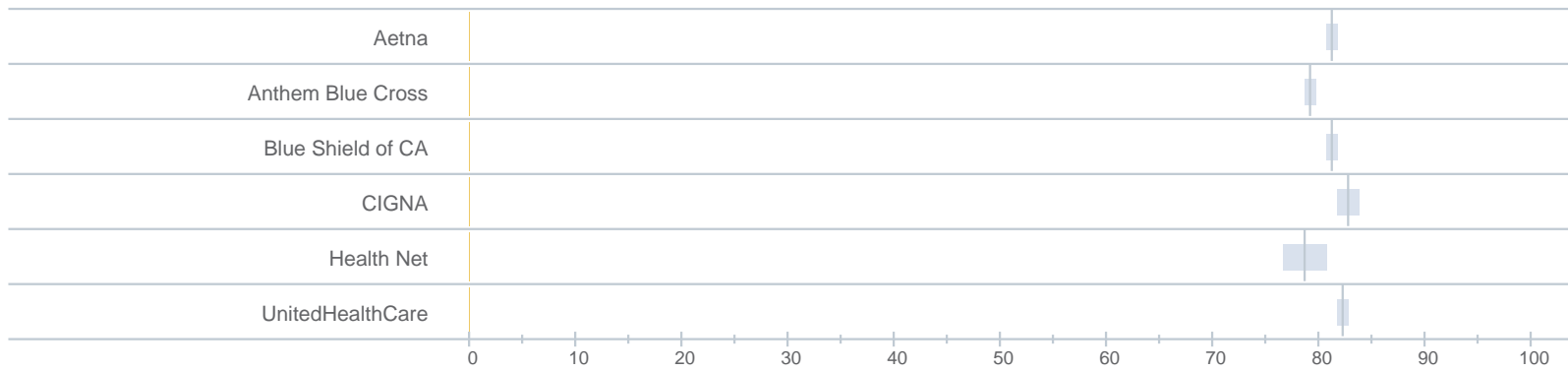
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

MUSCULOSKELETAL CONDITIONS ^{PPO}

Low Back Pain Imaging



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

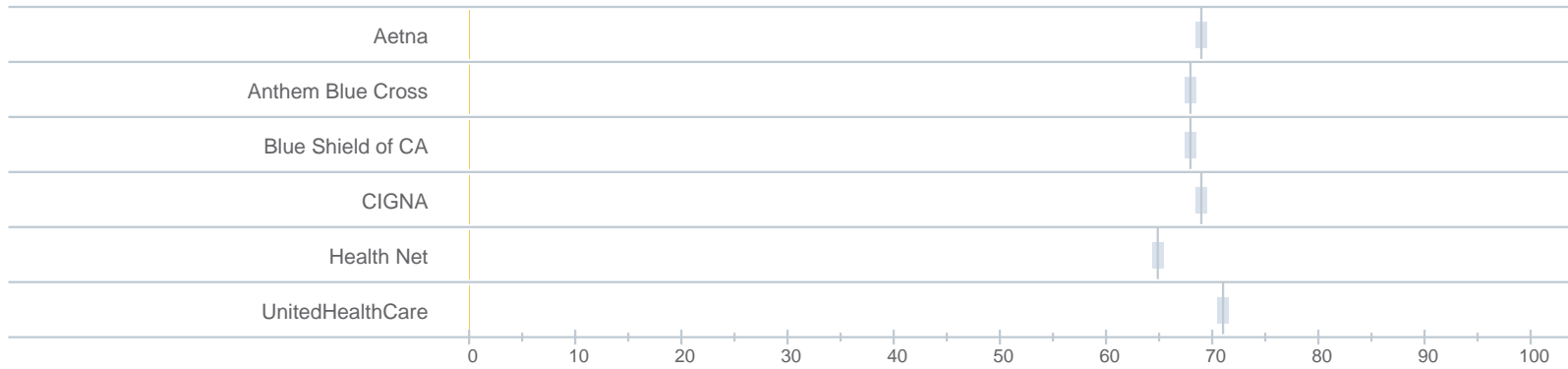
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
PREVENTION AND SCREENING

Breast Cancer Screening: Total



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

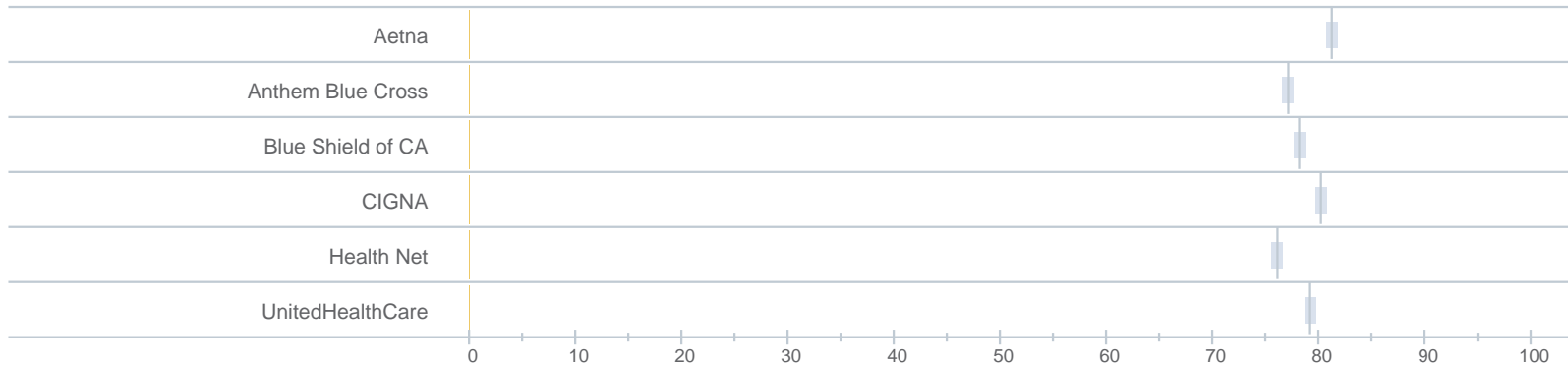
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
PREVENTION AND SCREENING

Cervical Cancer Screening



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

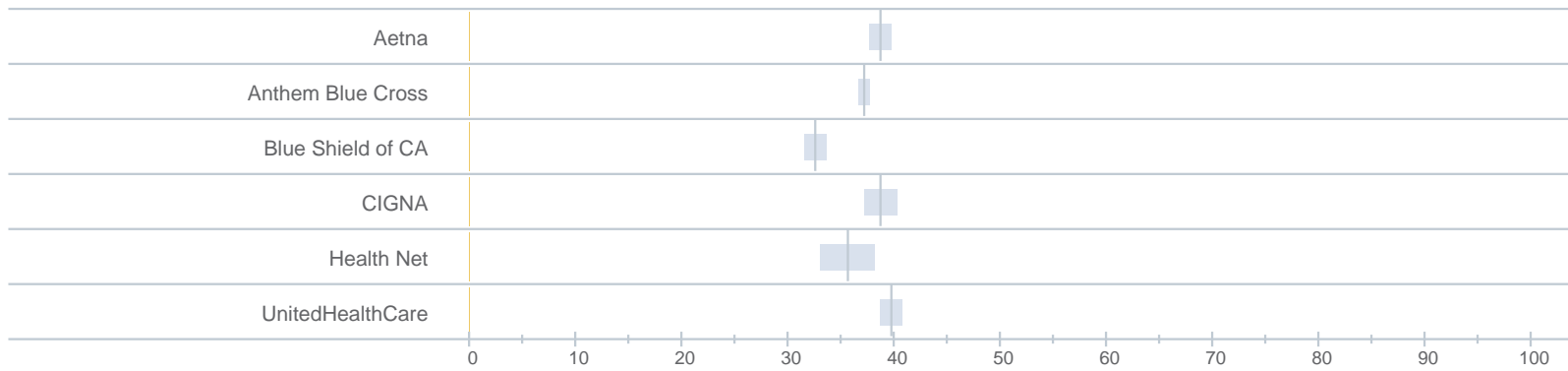
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
PREVENTION AND SCREENING

Chlamydia Screening in Women: Age 16-20



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

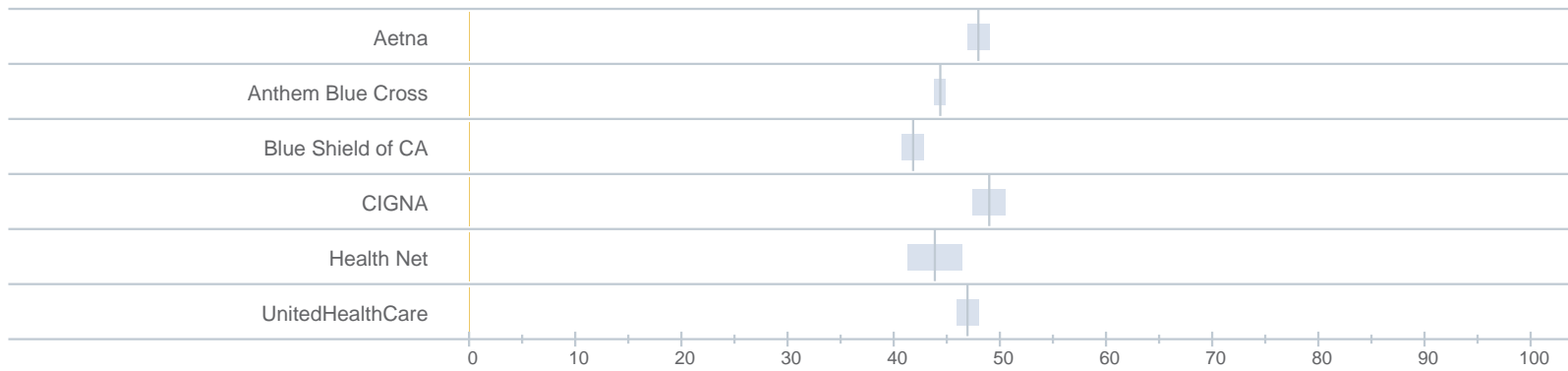
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
PREVENTION AND SCREENING

Chlamydia Screening in Women: Age 21-24



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

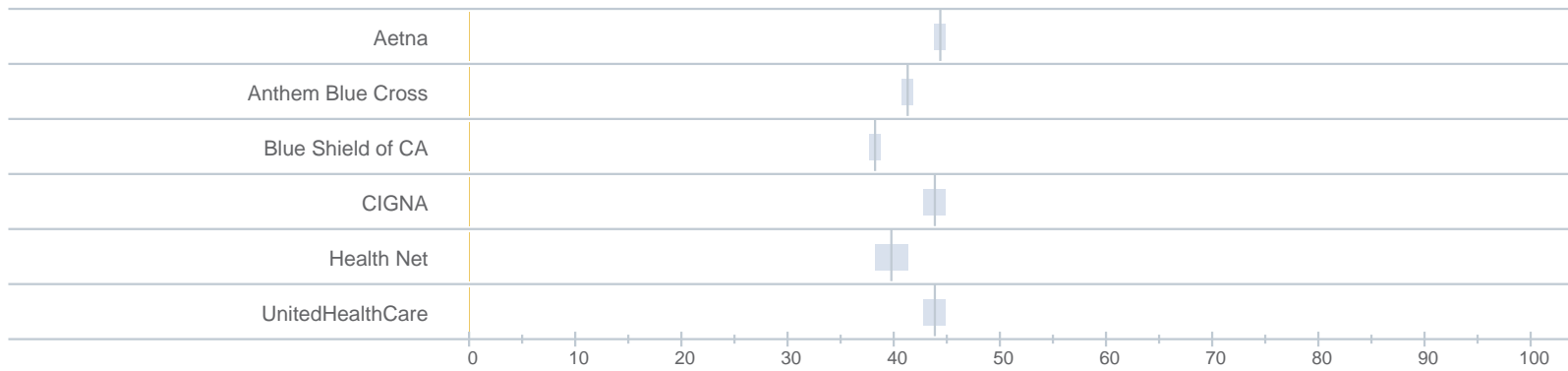
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
PREVENTION AND SCREENING

Chlamydia Screening in Women: Total



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

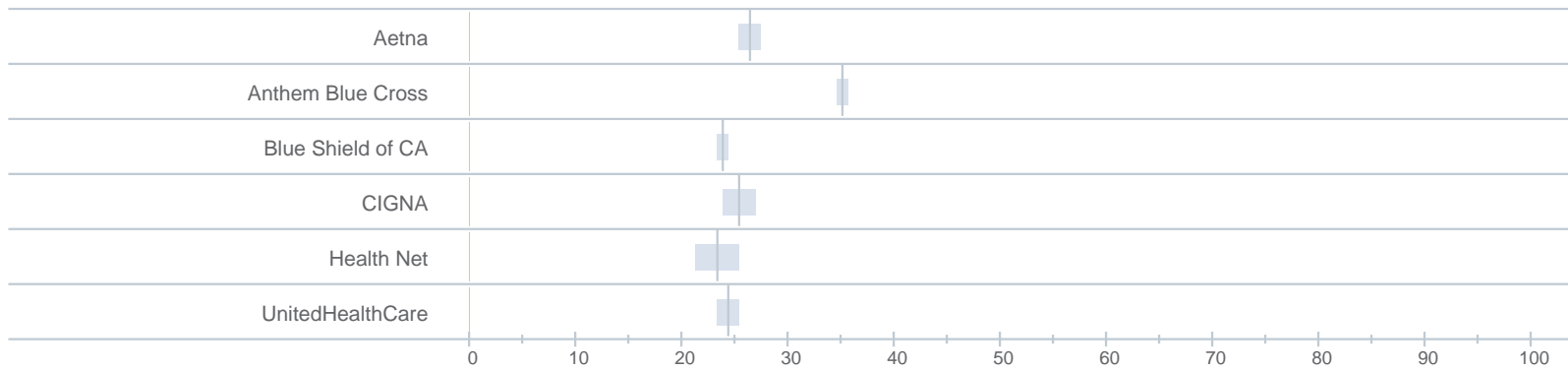
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Avoidance of Antibiotic Treatment - Acute Bronchitis



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

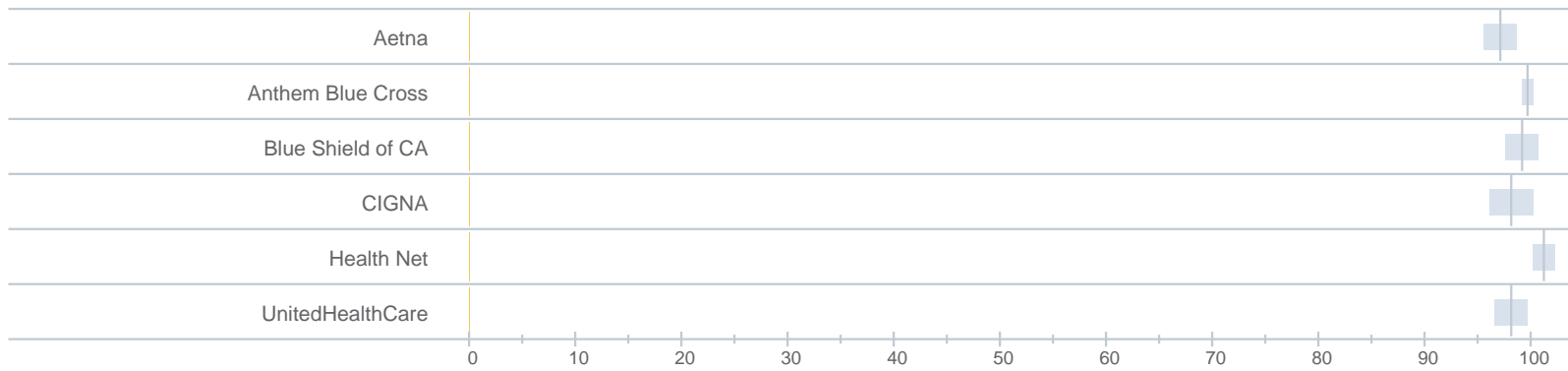
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Use of Appropriate Medications - Asthma: Age 5-11



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

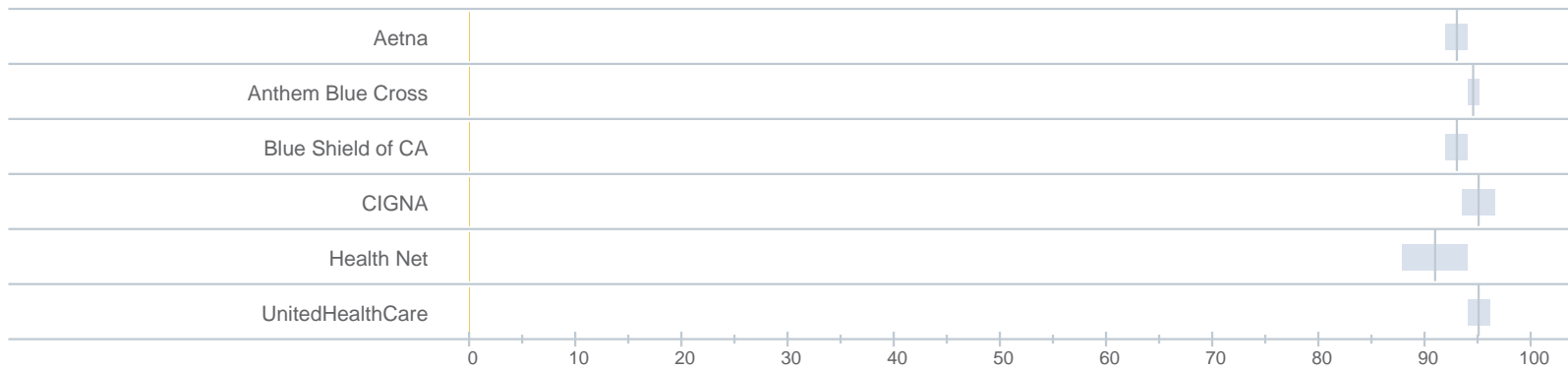
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Use of Appropriate Medications - Asthma: Age 12-50



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

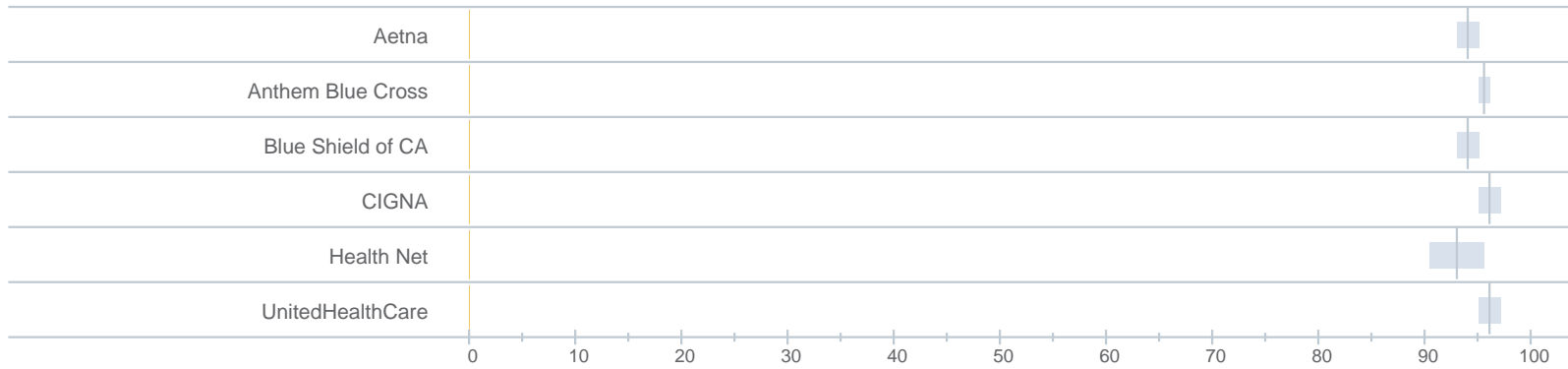
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Use of Appropriate Medications - Asthma: Total



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

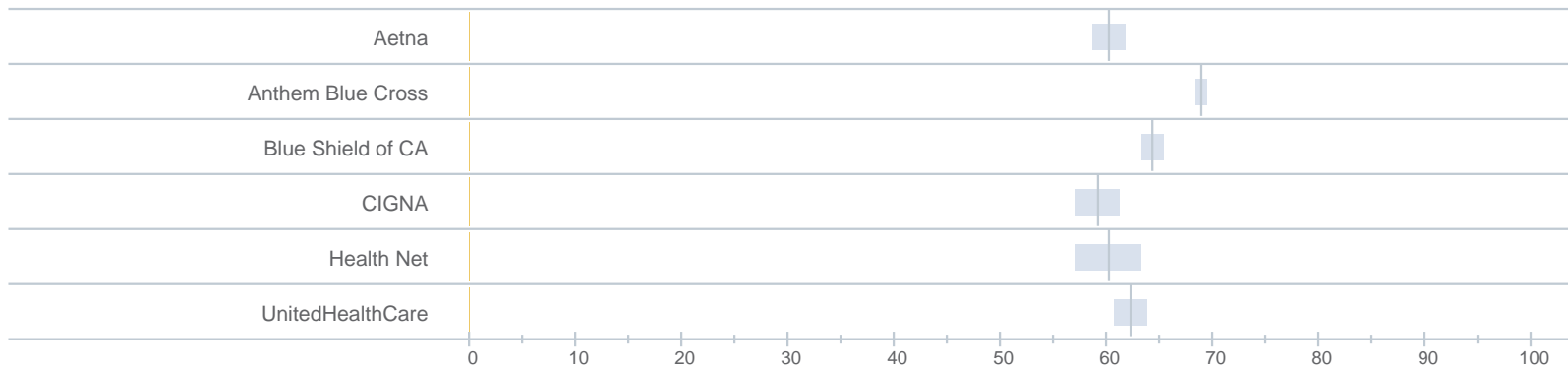
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Testing for Children with Pharyngitis



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

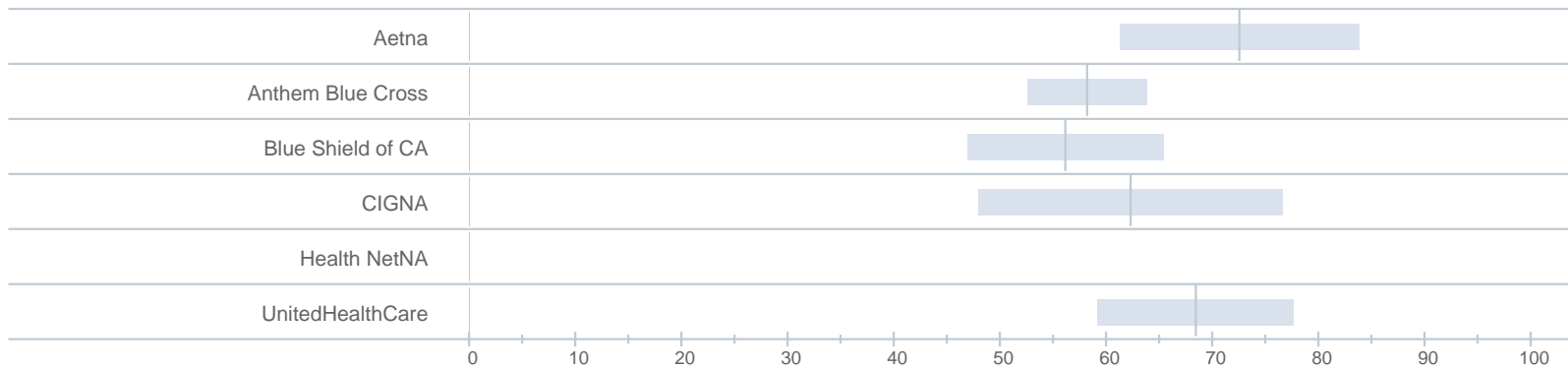
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Pharmacotherapy Management of COPD Exacerbation: Systemic corticosteroid within 14 days



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

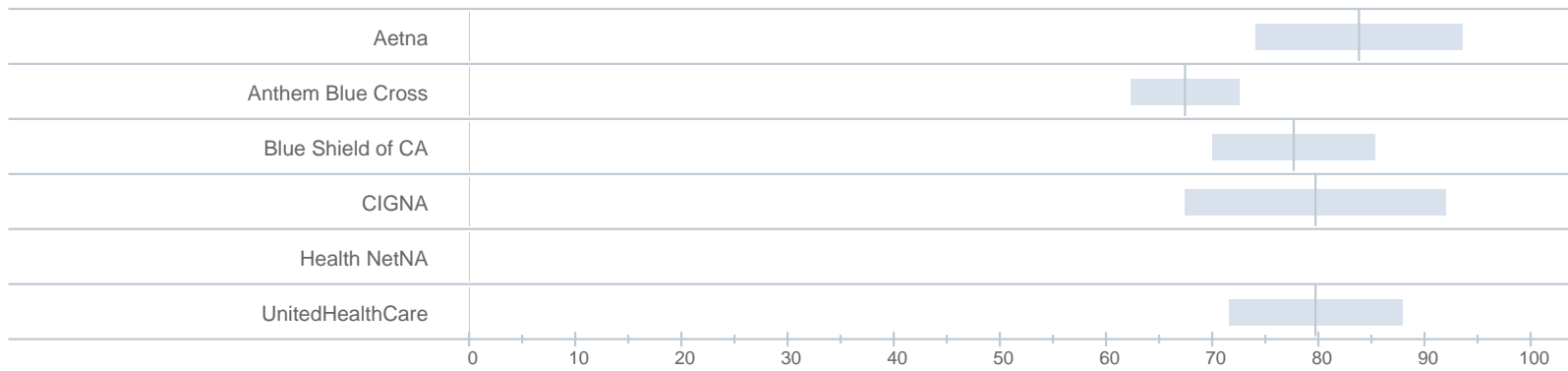
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Pharmacotherapy Management of COPD Exacerbation: Bronchodilator with 30 days



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

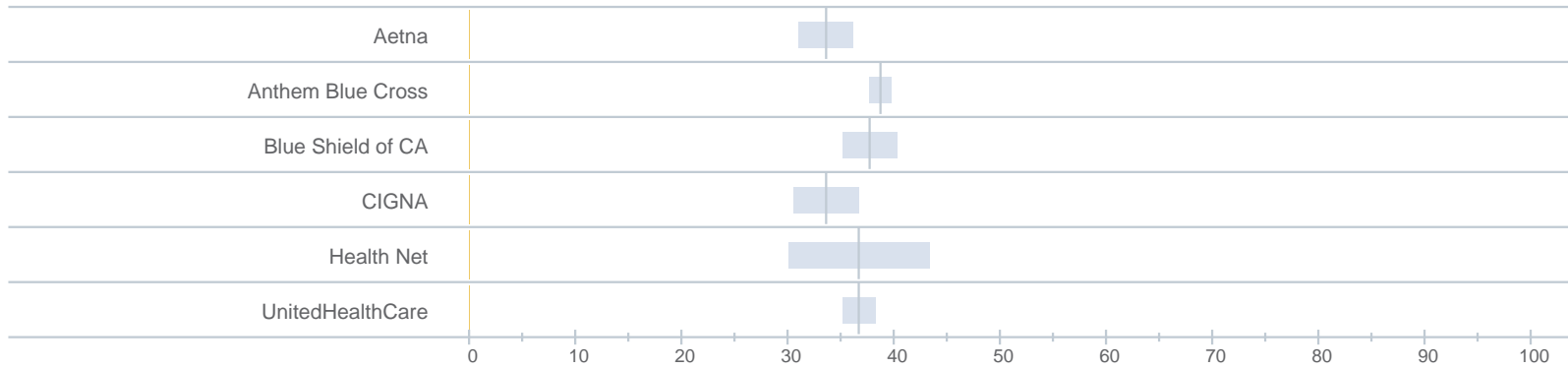
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Use of Spirometry Testing - COPD



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

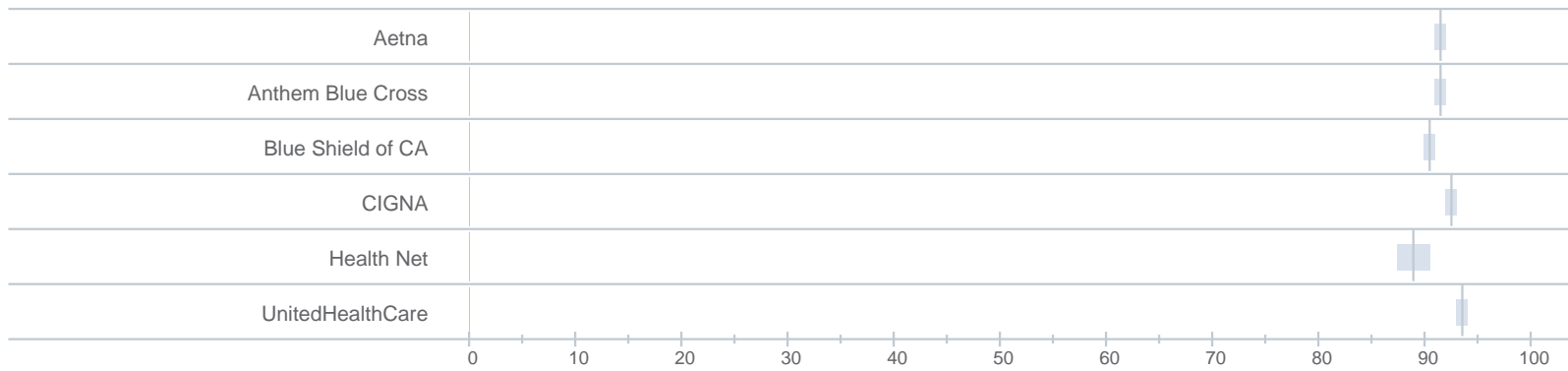
b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size

PPO
RESPIRATORY CONDITIONS

Treatment for Children with URI



NOTES Mean and 90th percentile are national averages

a - Lower number reflects better performance

b - Results may vary due to differences in data collection method (chart review versus administrative data)

NR - Not reported

NA - Not reported due to small denominator size