

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 ▲	81 ▲	45 ▲	54	45	16	26	15	85 ▼	71 ▼
Anthem Blue Cross	4 ▼	70 ▼	29 ▼	33 ▼	29 ▼	10 ▼	12 ▼	10 ▼	NR	NR
Blue Shield of CA	NR	NR	44 ▲	43	44 ▲	11 ▼	9 ▼	11 ▼	92	82
CIGNA	2 ▲	73 ▼	40	51	38 ▼	17	22	16	96 ▲	88 ▲
Health Net	8 ▼	59 ▼	32 ▼	37 ▼	32 ▼	11 ▼	12 ▼	10 ▼	97 ▲	86 ▲
Kaiser Permanente N Cal	2 ▲	80 ▲	35 ▼	47	35 ▼	18 ▲	27 ▲	18 ▲	97 ▲	92 ▲
Kaiser Permanente S Cal	2 ▲	81 ▲	36 ▼	44	35 ▼	17 ▲	24 ▲	16 ▲	98 ▲	90 ▲
UnitedHealthCare	2 ▲	79 ▲	28 ▼	26 ▼	28 ▼	10 ▼	15 ▼	9 ▼	98 ▲	89 ▲
Western Health Advantage	0 ▲	100 ▲	17 ▼	NA	18 ▼	6 ▼	NA	6 ▼	96 ▲	85
CCHRI Unwgt'd Avg w/ Kaiser	3	78	34	42	34	13	18	12	95	85
NCQA Nat'l Average	3	78	43	46	43	16	22	15	91	81
NCQA Nat'l 90th %	1	94	53	57	53	23	32	23	98	91

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	22 ▼	30 ▼	55 ▼	39 ▼	74	61
Anthem Blue Cross	39	47	56 ▼	39 ▼	77	59
Blue Shield of CA	40	43	60 ▼	47	84 ▲	71 ▲
CIGNA	41	59	57 ▼	42 ▼	77	60
Health Net	31 ▼	32 ▼	59 ▼	45 ▼	76	60
Kaiser Permanente N Cal	47 ▲	46 ▲	87 ▲	64 ▲	88 ▲	77 ▲
Kaiser Permanente S Cal	33 ▼	34 ▼	76 ▲	56 ▲	85 ▲	75 ▲
UnitedHealthCare	32 ▼	38	57 ▼	42 ▼	82 ▲	72 ▲
Western Health Advantage	39	NA	63	48	87 ▲	70 ▲
CCHRI Unwgt'd Avg w/ Kaiser	36	41	63	47	81	67
NCQA Nat'l Average	39	43	65	48	77	60
NCQA Nat'l 90th %	49	56	74	57	89	75

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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	65	90	60	59 ▼
Anthem Blue Cross	NR	92b ▲	71b ▲	62 ▼
Blue Shield of CA	65	89b	60b	74
CIGNA	68	89b	61b	75
Health Net	66	93b ▲	70b ▲	72
Kaiser Permanente N Cal	84 ▲	95 ▲	74 ▲	84 ▲
Kaiser Permanente S Cal	84 ▲	96 ▲	74 ▲	84 ▲
UnitedHealthCare	67	90b	63b	75
Western Health Advantage	69 ▲	90b	65b	76
CCHRI Unwgt'd Avg w/ Kaiser	71	91	66	73
NCQA Nat'l Average	63	89	60	76
NCQA Nat'l 90th %	74	94	72	88

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DIABETES								
Comprehensive Diabetes Care								
CALIFORNIA HMOs	HbA1c Test	HbA1c < 8.0 percent	HbA1c <=9.0 percent	Retinal Exam	LDL-C Screening	LDL-C <100 mg/dL	Nephropathy Monitoring	Blood Pressure Control (<140/90)
Aetna	91	61	73	51 ▼	90 ▲	55 ▲	89 ▲	65
Anthem Blue Cross	87b	70b ▲	86b ▲	53b ▼	85	45	84	67b
Blue Shield of CA	90b	65b	76b	64b ▲	86b	50b	87b ▲	69
CIGNA	91b	64b	77b	56	88b	50b	88b ▲	65b
Health Net	91b	68b ▲	78b ▲	61b	87b	55b ▲	86b	65b
Kaiser Permanente N Cal	94 ▲	68 ▲	81 ▲	71b ▲	92b ▲	66b ▲	92 ▲	80b ▲
Kaiser Permanente S Cal	94 ▲	66 ▲	78 ▲	79 ▲	94 ▲	67 ▲	96 ▲	84 ▲
UnitedHealthCare	89b	64b	75b	55b	85b	51b	85b	70b ▲
Western Health Advantage	89	66	77 ▲	55	87	51	87 ▲	70 ▲
CCHRI Unwgt'd Avg w/ Kaiser	91	66	78	61	88	54	88	71
NCQA Nat'l Average	90	62	73	58	86	48	84	66
NCQA Nat'l 90th %	94	72	83	75	91	57	90	76

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MEDICATION MANAGEMENT

Annual Monitoring Persistent Medications

CALIFORNIA HMOs	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	76 ▼	77 ▼	85	75 ▼	53 ▼
Anthem Blue Cross	78 ▼	78 ▼	84	78 ▼	55 ▼
Blue Shield of CA	78 ▼	79 ▼	84	77 ▼	54 ▼
CIGNA	77 ▼	78 ▼	87	77 ▼	52 ▼
Health Net	78 ▼	79 ▼	83	78 ▼	54 ▼
Kaiser Permanente N Cal	75 ▼	77 ▼	87 ▲	73 ▼	57 ▼
Kaiser Permanente S Cal	88 ▲	89 ▲	96 ▲	88 ▲	76 ▲
UnitedHealthCare	80 ▼	81 ▼	87	80 ▼	57 ▼
Western Health Advantage	78 ▼	79 ▼	83	78 ▼	54
CCHRI Unwgt'd Avg w/ Kaiser	79	80	86	78	57
NCQA Nat'l Average	81	82	85	81	60
NCQA Nat'l 90th %	86	87	93	86	70

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	MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
CALIFORNIA HMOS		
Aetna	90	79 ▲
Anthem Blue Cross	82 ▼	78 ▲
Blue Shield of CA	87	78 ▲
CIGNA	85	77 ▲
Health Net	85 ▼	79 ▲
Kaiser Permanente N Cal	88	87 ▲
Kaiser Permanente S Cal	94 ▲	81 ▲
UnitedHealthCare	84 ▼	78 ▲
Western Health Advantage	85	81 ▲
CCHRI Unwgt'd Avg w/ Kaiser	87	80
NCQA Nat'l Average	88	74
NCQA Nat'l 90th %	94	82

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CALIFORNIA HMOs	PREVENTION AND SCREENING											
	Adult BMI Assessment	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening in Women			Childhood Immunizations		Colorectal Cancer Screening	Weight Assess., nutrition, activity counseling for kids		
				Age 16-20	Age 21-24	Total	Combo 3	Combo 2		Total BMI	3 - 11 years BMI	12 - 17 years BMI
Aetna	40	68 ▼	75 ▼	44 ▲	54 ▲	49 ▲	70b ▼	76b	58	43 ▲	45 ▲	41
Anthem Blue Cross	45	72 ▲	78 ▲	46 ▲	55 ▲	51 ▲	73b	77b	64b	27 ▼	28 ▼	26 ▼
Blue Shield of CA	41	74 ▲	77	40	47 ▲	43	74b	78b	65	24 ▼	24 ▼	24 ▼
CIGNA	NR	71 ▲	80 ▲	46 ▲	55 ▲	50 ▲	75b	78b	66	NR	NR	NR
Health Net	55 ▲	73 ▲	77 ▼	47 ▲	56 ▲	51 ▲	77b	82b ▲	66	35	31	40
Kaiser Permanente N Cal	94 ▲	83 ▲	86 ▲	57 ▲	64 ▲	60 ▲	82 ▲	84 ▲	75 ▲	79 ▲	76 ▲	82 ▲
Kaiser Permanente S Cal	97 ▲	81 ▲	86 ▲	64 ▲	74 ▲	69 ▲	85 ▲	87 ▲	70 ▲	97 ▲	96 ▲	99 ▲
UnitedHealthCare	60 ▲	73 ▲	77	48 ▲	56 ▲	52 ▲	69b ▼	75b	61b	32	30	35
Western Health Advantage	68 ▲	74 ▲	78	48 ▲	53 ▲	50 ▲	76b	80b	64	38	34	45 ▲
CCHRI Unwgt'd Avg w/ Kaiser	63	74	79	49	57	53	76		65	47	45	49
NCQA Nat'l Average	41	71	77	41	46	43	75		63	35	35	35
NCQA Nat'l 90th %	77	79	83	54	61	57	85		74	76	77	76

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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	22	95	91	92	49 ▼	74	86	25 ▼	86 ▲
Anthem Blue Cross	33 ▲	97	91 ▼	92	49 ▼	65	68 ▼	29 ▼	90 ▲
Blue Shield of CA	20 ▼	97	91	93	50 ▼	63	78	31 ▼	87 ▲
CIGNA	23	97	91	92	51 ▼	51 ▼	76	32 ▼	90 ▲
Health Net	23	95 ▼	92	92	53 ▼	63 ▼	80	27 ▼	89 ▲
Kaiser Permanente N Cal	51 ▲	98 ▲	94 ▲	95 ▲	91 ▲	72	90 ▲	52 ▲	97 ▲
Kaiser Permanente S Cal	45 ▲	98 ▲	97 ▲	97 ▲	94 ▲	73	87 ▲	51 ▲	98 ▲
UnitedHealthCare	23	95	88 ▼	90 ▼	49 ▼	65	83	28 ▼	90 ▲
Western Health Advantage	23	96	92	93	73 ▼	NA	NA	38	91 ▲
CCHRI Unwgt'd Avg w/ Kaiser	29	96	92	93	62	66	81	35	91
NCQA Nat'l Average	23	97	92	93	78	70	78	42	85
NCQA Nat'l 90th %	32	99	95	96	91	78	86	52	94

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