

CALIFORNIA PPOs	ACCESS/AVAILABILITY OF CARE									
	Call Abandonment <sup>a</sup>	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 ▲	36 ▼	40	36 ▼	16	18	15	96 ▲	83 ▲
Anthem Blue Cross	4 ▼	70 ▼	33 ▼	35 ▼	32 ▼	11 ▼	14 ▼	11 ▼	75	70
Blue Shield of CA	NR	NR	45 ▲	40	45 ▲	7 ▼	8 ▼	7 ▼	79	73 ▲
CIGNA	2 ▲	77 ▼	37 ▼	36 ▼	37 ▼	15	19	14	95 ▲	80 ▲
Health Net	8 ▼	59 ▼	35 ▼	39	35 ▼	8 ▼	7 ▼	8 ▼	99 ▲	83 ▲
UnitedHealthCare	2 ▲	78 ▼	39 ▼	39	39 ▼	14 ▼	14 ▼	14 ▼	96 ▲	86 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>3</b>	<b>73</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>90</b>	<b>79</b>
<b>NCQA Nat'l Average</b>	<b>2</b>	<b>78</b>	<b>41</b>	<b>44</b>	<b>41</b>	<b>16</b>	<b>20</b>	<b>16</b>	<b>76</b>	<b>66</b>
<b>NCQA Nat'l 90th %</b>	<b>1</b>	<b>81</b>	<b>47</b>	<b>56</b>	<b>47</b>	<b>22</b>	<b>30</b>	<b>21</b>	<b>96</b>	<b>87</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	40	47	62 ▼	45 ▼	72	54
Anthem Blue Cross	40 ▲	45	67 ▲	50 ▲	68 ▼	50 ▼
Blue Shield of CA	39	42	62 ▼	46	69 ▼	57 ▲
CIGNA	43	49	65	48	74	55
Health Net	37	34	65	52	58 ▼	43 ▼
UnitedHealthCare	39	43	63	48	79 ▲	66 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>40</b>	<b>44</b>	<b>64</b>	<b>48</b>	<b>70</b>	<b>54</b>
<b>NCQA Nat'l Average</b>	<b>38</b>	<b>43</b>	<b>64</b>	<b>48</b>	<b>74</b>	<b>54</b>
<b>NCQA Nat'l 90th %</b>	<b>45</b>	<b>53</b>	<b>70</b>	<b>55</b>	<b>84</b>	<b>68</b>

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CALIFORNIA PPOs	CARDIOVASCULAR CONDITIONS			
	Controlling High Blood Pressure	Cholesterol Management - Cardiovascular Conditions		Persistence of Beta-Blocker
		LDL-C Screening	LDL-C <100 mg/dL <sup>b</sup>	
Aetna	51 ▼	91 ▲	59 ▲	67
Anthem Blue Cross	43 ▼	85	46	62 ▼
Blue Shield of CA	46 ▼	77	42	68
CIGNA	64 ▲	89 ▲	64 ▲	78
Health Net	69 ▲	89c ▲	67c ▲	65
UnitedHealthCare	68 ▲	83c	59c ▲	70
<b>CCHRI Avg Unwgted</b>	<b>57</b>	<b>86</b>	<b>56</b>	<b>68</b>
<b>NCQA Nat'l Average</b>	<b>57</b>	<b>81</b>	<b>45</b>	<b>71</b>
<b>NCQA Nat'l 90th %</b>	<b>68</b>	<b>90</b>	<b>65</b>	<b>80</b>

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CALIFORNIA PPOs	DIABETES							
	Comprehensive Diabetes Care							
	HbA1c Test	HbA1c < 8.0 percent <sup>b</sup>	HbA1c <=9.0 percent <sup>b</sup>	Retinal Exam <sup>b</sup>	LDL-C Screening	LDL-C <100 mg/dL <sup>b</sup>	Nephropathy Monitoring	Blood Pressure Control (<140/90) <sup>b</sup>
Aetna	86	69 ▲	73 ▲	54 ▲	82	49 ▲	79c ▲	63 ▲
Anthem Blue Cross	83	44 ▼	50	33 ▼	79	35	71	40 ▼
Blue Shield of CA	82 ▼	45 ▼	52	35 ▼	77	33 ▼	74	52
CIGNA	91 ▲	62 ▲	73 ▲	47	85 ▲	48 ▲	83 ▲	68 ▲
Health Net	88	67 ▲	75 ▲	51c ▲	80	44 ▲	80c ▲	59 ▲
UnitedHealthCare	89c ▲	64c ▲	72c ▲	55c ▲	84c ▲	50c ▲	79c ▲	65c ▲
<b>CCHRI Avg Unwgt'd</b>	<b>86</b>	<b>59</b>	<b>66</b>	<b>46</b>	<b>81</b>	<b>43</b>	<b>78</b>	<b>58</b>
<b>NCQA Nat'l Average</b>	<b>85</b>	<b>50</b>	<b>53</b>	<b>46</b>	<b>80</b>	<b>37</b>	<b>74</b>	<b>51</b>
<b>NCQA Nat'l 90th %</b>	<b>91</b>	<b>67</b>	<b>76</b>	<b>59</b>	<b>87</b>	<b>51</b>	<b>84</b>	<b>71</b>

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MEDICATION MANAGEMENT					
Annual Monitoring Persistent Medications					
CALIFORNIA PPOs	Total	ACE or ARBs	Digoxin	Diuretics	Anticonvulsants
Aetna	76 ▼	77 ▼	80	76 ▼	56
Anthem Blue Cross	76 ▼	77 ▼	76 ▼	76 ▼	55 ▼
Blue Shield of CA	72 ▼	73 ▼	73 ▼	72 ▼	53 ▼
CIGNA	76 ▼	77 ▼	75	76 ▼	53 ▼
Health Net	76 ▼	77 ▼	85	76 ▼	53
UnitedHealthCare	70 ▼	71 ▼	69 ▼	69 ▼	51 ▼
<b>CCHRI Avg Unwgt'd</b>	<b>74</b>	<b>75</b>	<b>76</b>	<b>74</b>	<b>54</b>
<b>NCQA Nat'l Average</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>58</b>
<b>NCQA Nat'l 90th %</b>	<b>83</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>65</b>

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	MUSCULOSKELETAL CONDITIONS	
	Anti-Rheumatic Drug Therapy	Low Back Pain Imaging
<b>CALIFORNIA PPOs</b>		
Aetna	85	79 ▲
Anthem Blue Cross	81 ▼	77 ▲
Blue Shield of CA	86	79 ▲
CIGNA	87	81 ▲
Health Net	88	77 ▲
UnitedHealthCare	85	80 ▲
<b>CCHRI Avg Unwgted</b>	<b>85</b>	<b>79</b>
<b>NCQA Nat'l Average</b>	<b>87</b>	<b>73</b>
<b>NCQA Nat'l 90th %</b>	<b>92</b>	<b>81</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	67	79 ▲	38	47 ▲	43 ▲
Anthem Blue Cross	66 ▼	75 ▲	36 ▼	43 ▲	40 ▼
Blue Shield of CA	66 ▼	76 ▲	32 ▼	41 ▼	37 ▼
CIGNA	67 ▼	78 ▲	38	48 ▲	43 ▲
Health Net	63 ▼	74	35 ▼	43	39
UnitedHealthCare	69 ▲	77 ▲	39	46 ▲	43 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>66</b>	<b>76</b>	<b>36</b>	<b>45</b>	<b>41</b>
<b>NCQA Nat'l Average</b>	<b>67</b>	<b>75</b>	<b>38</b>	<b>42</b>	<b>40</b>
<b>NCQA Nat'l 90th %</b>	<b>73</b>	<b>79</b>	<b>48</b>	<b>55</b>	<b>51</b>

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RESPIRATORY CONDITIONS

CALIFORNIA PPOs	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	26 ▲	95 ▼	91	92 ▼	59 ▼	71	82	33 ▼	89 ▲
Anthem Blue Cross	34 ▲	97	92	93	67 ▼	57 ▼	66 ▼	38 ▼	89 ▲
Blue Shield of CA	23 ▲	97	91	92	63 ▼	55 ▼	76	37 ▼	88 ▲
CIGNA	25 ▲	96	93 ▲	94	58 ▼	61	78	33 ▼	90 ▲
Health Net	23 ▲	99 ▲	89 ▼	91	59 ▼	NA	NA	36	87 ▲
UnitedHealthCare	24 ▲	96	93 ▲	94	61 ▼	67	78	36 ▼	91 ▲
<b>CCHRI Avg Unwgt'd</b>	<b>26</b>	<b>97</b>	<b>91</b>	<b>93</b>	<b>61</b>	<b>62</b>	<b>76</b>	<b>36</b>	<b>89</b>
<b>NCQA Nat'l Average</b>	<b>21</b>	<b>97</b>	<b>92</b>	<b>93</b>	<b>77</b>	<b>66</b>	<b>73</b>	<b>40</b>	<b>84</b>
<b>NCQA Nat'l 90th %</b>	<b>27</b>	<b>99</b>	<b>94</b>	<b>95</b>	<b>88</b>	<b>79</b>	<b>84</b>	<b>48</b>	<b>92</b>

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